

Dell EMC Avamar for VMware

User Guide

18.1

Dell Inc.

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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As part of an effort to improve the product lines, revisions of the software and hardware are periodically released. Therefore, some functions that are described in this document might not be supported by all versions of the software or hardware currently in use. The product release notes provide the most up-to-date information on product features.

Contact the technical support professional when a product does not function correctly or does not function as described in this document.

 **NOTE: This document was accurate at publication time. To find the latest version of this document, go to Online Support (<https://support.EMC.com>).**

Purpose

This publication describes various methods and strategies for protecting VMware virtual machines.

Audience

The information in this publication is intended for system administrators familiar with:

- Basic Avamar system administration principles, and procedures found in the *Avamar Administration Guide*
- Other Avamar client software information (primarily installation, and configuration procedures) found in various Avamar client guides

A comprehensive discussion of basic Avamar system administration concepts and principles, such as clients, datasets, schedules, retention policies, groups, and group policy, is beyond the scope of this publication. The *Avamar Administration Guide* provides details.

Revision history

The following table presents the revision history of this document.

Table 1. Revision history

Revision	Date	Description
06	June, 2020	Updated "Performance improvements for file-level restore" section.
05	March 22, 2019	Updates to "Avamar image backup and restore for VMware Cloud on AWS best practices."
04	January 25, 2019	Updates to "Unsupported Avamar operations" for Avamar image backup and restore in VMware Cloud on AWS. Added prerequisite related to NSX-T in the section "Configure the VMware Cloud on AWS web portal console."
03	December 14, 2018	Added Windows-related file-level restore considerations
02	September 24, 2018	Updates to support GA release of Avamar 18.1
01	July 7, 2018	GA release of Avamar 18.1

Related documentation

The following EMC publications provide additional information:

- *E-LAB Navigator* at <https://elabnavigator.emc.com/eln/modernHomeDataProtection>
- *Avamar Release Notes*
- *Avamar Administration Guide*
- *Avamar Operational Best Practices Guide*
- *Avamar Product Security Guide*
- *Avamar Backup Clients User Guide*
- *Avamar for Exchange VSS User Guide*
- *Avamar for IBM DB2 User Guide*
- *Avamar for Lotus Domino User Guide*
- *Avamar for Oracle User Guide*
- *Avamar for SharePoint VSS User Guide*
- *Avamar for SQL Server User Guide*
-

The following VMware publications provide additional information:

- *Introduction to VMware vSphere*
- *Getting Started with ESX*
- *vSphere Basic System Administration*
- *vSphere Resource Management Guide*
- *vSphere Web Access Administrator's Guide*
- *ESX and vCenter Server Installation Guide*
- *ESX Configuration Guide*
- *VMware Data Recovery Administration Guide*

Typographical conventions

These type style conventions are used in this document.

Table 2. Typographical conventions

Bold	Used for names of interface elements, such as names of windows, dialog boxes, buttons, fields, tab names, key names, and menu paths (what the user specifically selects or clicks)
<i>Italic</i>	Used for full titles of publications that are referenced in text
Monospace	Used for: <ul style="list-style-type: none"> • System code • System output, such as an error message or script • Pathnames, filenames, prompts, and syntax • Commands and options
<i>Monospace italic</i>	Used for variables
Monospace bold	Used for user input
[]	Square brackets enclose optional values
	Vertical bar indicates alternate selections - the bar means "or"
{ }	Braces enclose content that the user must specify, such as x or y or z
...	Ellipses indicate nonessential information that is omitted from the example

Where to get help

The Avamar support page provides access to licensing information, product documentation, advisories, and downloads, as well as how-to and troubleshooting information. This information may resolve a product issue before contacting Customer Support.

To access the Avamar support page:

1. Go to <https://support.EMC.com/products>.
2. Type a product name in the **Find a Product by Name** box.
3. Select the product from the list that appears.

4. Click the arrow next to the **Find a Product by Name** box.
5. (Optional) Add the product to the **My Products** list by clicking **Add to My Saved Products** in the upper right corner of the **Support by Product** page.

Documentation

The Avamar product documentation provides a comprehensive set of feature overview, operational task, and technical reference information. To supplement the information in product administration and user guides, review the following documents:

- Release notes provide an overview of new features and known limitations for a release.
- Technical notes provide technical details about specific product features, including step-by-step tasks, where necessary.
- White papers provide an in-depth technical perspective of a product or products as applied to critical business issues or requirements.

Knowledgebase

The Knowledgebase contains applicable solutions that you can search for either by solution number (for example, esgxxxxxx) or by keyword.

To search the Knowledgebase:

1. Click **Search** at the top of the page.
2. Type either the solution number or keywords in the search box.
3. (Optional) Limit the search to specific products by typing a product name in the **Scope by product** box and then selecting the product from the list that appears.
4. Select **Knowledgebase** from the **Scope by resource** list.
5. (Optional) Specify advanced options by clicking **Advanced options** and specifying values in the available fields.
6. Click **Search**.

Online communities

Go to Community Network at <http://community.EMC.com> for peer contacts, conversations, and content on product support and solutions. Interactively engage online with customers, partners, and certified professionals for all products.

Live chat

To engage Customer Support by using live interactive chat, click **Join Live Chat** on the **Service Center** panel of the Avamar support page.

Service Requests

For in-depth help from Customer Support, submit a service request by clicking **Create Service Requests** on the **Service Center** panel of the Avamar support page.

 **NOTE: To open a service request, you must have a valid support agreement. Contact a sales representative for details about obtaining a valid support agreement or with questions about an account.**

To review an open service request, click the **Service Center** link on the **Service Center** panel, and then click **View and manage service requests**.

Enhancing support

It is recommended to enable ConnectEMC and Email Home on all Avamar systems:

- ConnectEMC automatically generates service requests for high priority events.
- Email Home sends configuration, capacity, and general system information to Customer Support.

Comments and suggestions

Comments and suggestions help to continue to improve the accuracy, organization, and overall quality of the user publications. Send comments and suggestions about this document to DPAD.Doc.Feedback@emc.com.

Please include the following information:

- Product name and version
- Document name, part number, and revision (for example, 01)
- Page numbers
- Other details to help address documentation issues

Introduction

Topics:

- Data protection overview
- Changed block tracking
- Image backup virtual machine quiescing
- Image backup and recovery support in Amazon Web Services (AWS)

Data protection overview

Avamar offers two basic ways to protect data residing on VMware virtual machines:

- Image backup
- Guest backup

Image backup

Image backup uses VMware vStorage API for Data Protection (VADP) to protect virtual machine data.

Image backup is fully integrated with vCenter Server to provide detection of virtual machine clients, and enable efficient centralized management of backup jobs.

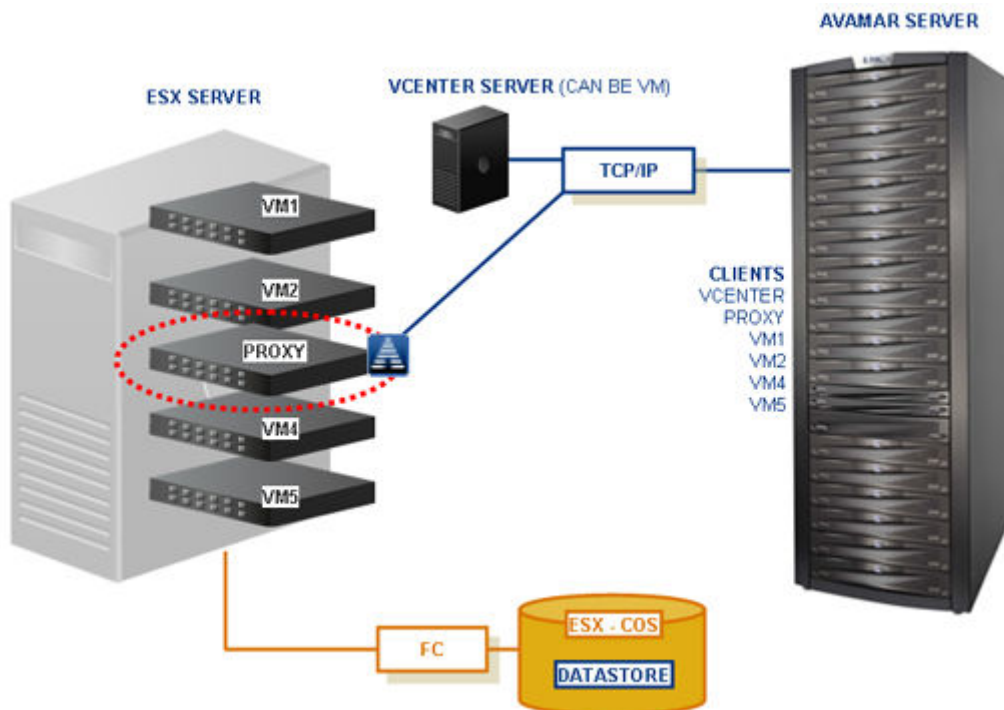


Figure 1. Image backup diagram

Proxies

Image backups and restores require deployment of proxy virtual machines within the vCenter.

Proxies run Avamar software inside a Linux virtual machine, and are deployed using an appliance template (.ova) file or the Proxy Deployment Manager.

Once deployed, each proxy provides these capabilities:

- Backup of Microsoft Windows and Linux virtual machines (entire images or specific drives)
- Restore of Microsoft Windows and Linux virtual machines (entire images or specific drives)
- Selective restore of individual folders and files to Microsoft Windows and Linux virtual machines

Each proxy can perform eight simultaneous backup or restore operations, in any combination.

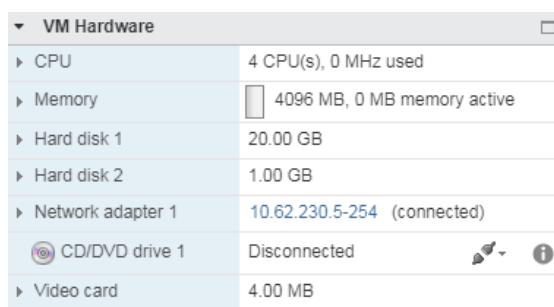
Proxies are allowed in any part of the Avamar Administrator account management tree except the vCenter Server domain or subdomains. Additionally, you should not activate proxies into the root domain (/). Otherwise, this action causes problems during system migration.

Although it is possible to restore across datacenters (use a proxy that is deployed in one data center to restore files to a virtual machine in another data center), restores take noticeably longer than if the proxy and the target virtual machine are in the same data center. For best performance, use the Proxy Deployment Manager which recommends the ideal deployment configuration.

Default proxy virtual machine specifications

The following figure outlines the default requirements for the proxy virtual machine.

NOTE: The IP address that is assigned to the network adapter belongs to the guest network.



VM Hardware	
CPU	4 CPU(s), 0 MHz used
Memory	4096 MB, 0 MB memory active
Hard disk 1	20.00 GB
Hard disk 2	1.00 GB
Network adapter 1	10.62.230.5-254 (connected)
CD/DVD drive 1	Disconnected
Video card	4.00 MB

Figure 2. Default proxy virtual machine specifications

Snapshots

The image backup process requires temporary creation of a virtual machine snapshot.

If the virtual machine is running at the time of backup, this snapshot can impact disk I/O and consume disk space on the datastore in which the virtual machine resides. Snapshot creation and deletion can take a long time if the virtual machine runs a heavy disk I/O workload during backup

Avamar image backup supports the following types of virtual disks:

- Flat (version 1 and 2)
- Raw Device Mapped (RDM) in virtual mode only (version 1 and 2)
- Sparse (version 1 and 2)

Other virtual disk types are not supported.

Supported storage architectures

Image backup fully supports the following storage architectures:

- Fiber channel SAN storage hosting VMFS or RDMS
- iSCSI SAN storage
- NFS

Image backup system limitations

The following system-wide limitations apply to image backups.

Special characters are not allowed in datacenter, datastore, folder, or virtual machine names

Because of a known limitation in the vCenter software, when special characters are used in the datacenter, datastore, folder, or virtual machine names, the `.vmtx` file is not included in the backup.

This issue is seen when special characters like `%`, `&`, `*`, `$`, `#`, `@`, `!`, `\`, `/`, `:`, `*`, `?`, `"`, `<`, `>`, `|`, `::`, `!+,=,?,~` are used.

As a long-term solution for this issue, upgrade the VMware software to a version where this issue is resolved. However, until a fix is provided by VMware, rename the datacenter, datastore, folder, or virtual machine names without using these special characters.

Avamar server upgrades require proxy reboots

After you upgrade Avamar server software, you must manually reboot all proxies connected to that server.

Guest backup

Guest backup protects virtual machine data by installing Avamar client software on the virtual machine just as if it were a physical machine, then registering and activating that client with an Avamar server. No special configuration is required.

NOTE: When registering virtual machine clients protected by guest backup, do not register them to a vCenter domain. Doing so prevents the administrator from locating or managing that virtual machine in Avamar Administrator. Instead register any virtual machine clients protected by guest backup to some other domain or subdomain (for example, /clients).

The following table lists Avamar client guides, which provide detailed instructions for installing Avamar client software in virtual machines.

Table 3. Guest backup installation resources

Client	Publication
IBM AIX file systems	<i>Avamar Backup Clients User Guide</i>
Linux file systems: <ul style="list-style-type: none"> · Debian · CentOS · Red Hat · SUSE · Ubuntu 	<i>Avamar Backup Clients User Guide</i>
Novell NetWare file systems	<i>Avamar Backup Clients User Guide</i>
UNIX file systems: <ul style="list-style-type: none"> · FreeBSD · HP-UX · SCO Open Server and UnixWare · Solaris 	<i>Avamar Backup Clients User Guide</i>
IBM DB2 databases hosted on IBM AIX, Red Hat and SUSE Linux, and Microsoft Windows	<i>Avamar for IBM DB2 User Guide</i>
Lotus Domino databases	<i>Avamar for Lotus Domino User Guide</i>
Mac OS X file systems	<i>Avamar Backup Clients User Guide</i>
Microsoft Exchange databases	<i>Avamar for Exchange VSS User Guide</i>
Microsoft Office SharePoint implementations	<i>Avamar for SharePoint VSS User Guide</i>
Microsoft SQL Server databases	<i>Avamar for SQL Server User Guide</i>
Microsoft Windows file systems	<i>Avamar Backup Clients User Guide</i>
Oracle databases hosted on IBM AIX, Red Hat, and SUSE Linux, Sun Solaris, and Microsoft Windows	<i>Avamar for Oracle User Guide</i>

Considerations

There are various considerations of using either image or guest backup to protect virtual machine data.

General use case guidelines

For virtual machines hosted in a vCenter, image backup enables you to protect multiple virtual machines with the least amount of effort.

On Windows Vista/2008 and later virtual machines, image backups are fully application-consistent and sufficient for most use cases involving Microsoft Exchange, Microsoft Office SharePoint, and Microsoft SQL Server. However, because image backup is limited to functionality offered by the VMware vStorage API for Data Protection (VADP), some deployments might require more advanced functionality than that offered by VADP. In these situations, the additional functionality that is provided by guest backup might offer a better solution.

The following deployments are known to benefit from using guest backup instead of image backup:

- Exchange Database Availability Groups (DAGs)
- SharePoint Server Farms
- SharePoint deployments requiring log truncation

Guest backup is the only way to protect virtual machines that are not hosted in a vCenter (for example, desktops and laptops).

Ease of implementation

Image backup:

- Can leverage vCenter to discover virtual machines, and add them to the Avamar server in batches.
- Requires a moderate amount of initial setup and configuration.

Guest backup:

- Supports any virtual machine running an operating system for which Avamar client software is available.
- Supports applications such as DB2, Exchange, Oracle, and SQL Server databases.
- Easily fits into most existing backup schemes; day-to-day backup procedures do not change.
- Avamar client software must be individually installed, and managed inside each virtual machine.

Efficiency

Image backup:

- Offers moderate deduplication efficiency.
- Does not consume guest virtual machine CPU, RAM, and disk resources during backups.
- Does consume ESX Server CPU, RAM, and disk resources during backups.

Guest backup:

- Offers the highest level of data deduplication efficiency.
- Does consume small amounts of guest virtual machine CPU, RAM, and disk resources during backups.
- Does not consume ESX Server CPU, RAM, and disk resources during backups.

Backup and restore

Image backup:

- Image backups are supported for all machines currently supported by VMware.
- Backups can comprise an entire virtual machine image (all drives) or selected drives (.vmdk files).
- Individual folder and file restores supported for both Windows and Linux virtual machines.
- Backups are not optimized (temp files, swap files, and so forth, are included).
- Unused file system space is backed up.
- Virtual machines need not have a network connection to Avamar server.
- Virtual machines need not be running for backups to occur.

Guest backup:

- Backups are highly optimized (temp files, swap files, and so forth, are not included).
- Backups are highly customizable (supports full range of include and exclude features).
- Database backups support transaction log truncation, and other advanced features.

- Unused file system space is not backed up.
- Individual folder and file restores are supported for all supported virtual machines (not just Linux and Windows)
- Backup and restore jobs can execute pre- and post-processing scripts.
- Virtual machines must have a network connection to Avamar server.
- Virtual machines must be running for backups to occur.

Required VMware knowledge

Image backup requires moderate VMware knowledge. Integrators should have working knowledge of the vCenter topology in use at that customer site (that is, which ESX Servers host each datastore, and which datastores store each virtual machine's data), and the ability to log in to vCenter with administrator privileges.

Guest backup and restore requires no advanced scripting or VMware knowledge.

Using both image and guest backup

A virtual machine can be protected by both guest backup and image backup. For example, a daily guest backup might be used to protect selective files, and a less frequent or on-demand full image backup might be used to protect the full machine. This scheme accommodates scenarios with limited backup windows.

To support using both image and guest backup to protect the same virtual machine, you must configure the Avamar MCS to allow duplicate client names.

Changed block tracking

Changed block tracking is a VMware feature that tracks which file system blocks on a virtual machine have changed between backups.

Changed block tracking identifies unused space on a virtual disk during the initial backup of the virtual machine, and also empty space that has not changed since the previous backup. Avamar data deduplication performs a similar function. However, using this feature provides valuable I/O reduction earlier in the backup process. Changed block tracking dramatically improves performance if SAN connectivity is not available.

If changed block tracking is not enabled, each virtual machine file system image must be fully processed for each backup, possibly resulting in unacceptably long backup windows, and excessive back-end storage read/write activity.

Changed block tracking can also reduce the time that is required to restore ("roll back") a virtual machine to a recent backup image by automatically eliminating unnecessary writes during the restore process.

Changed block tracking is only available with the following types of virtual machines that use the following types of virtual disk formats:

- Virtual machine versions 7 and later

The earlier virtual machine version 4 is commonly used on ESX 3.X hosts and in virtual machines that are deployed from templates that support both ESX 3.x and 4.0 hosts. The version of a virtual machine does not change when the underlying ESX host is upgraded. Many commercial appliances exist in version 4 to allow deployment on ESX 3.x hosts.

vCenter version 4 provides the ability to upgrade version 4 virtual machine hardware from to version 7 virtual machine hardware. This upgrade is irreversible and makes the virtual machine incompatible with earlier versions of VMware software products. vCenter online help provides details.

- Disks cannot be physical compatibility RDM
- The same disk cannot be mounted by multiple virtual machines
- Virtual machines must be in a configuration that supports snapshots

Enabling changed block tracking does not take effect until any of the following actions occur on the virtual machine: reboot, power on, resume after suspend, or migrate.

Image backup virtual machine quiescing

Image backup does not provide any additional virtual machine quiescing capabilities other than those features that are provided by VMware vStorage API for Data Protection (VADP).

Before performing an image backup, three levels of virtual machine quiescing are possible:

- Crash-consistent quiescing
- File system-consistent quiescing
- Application-consistent quiescing

Crash-consistent quiescing is the least desirable level of quiescing because the virtual disk image being backed up is consistent with what would occur by interrupting power to a physical computer. File system writes might or might not be in progress when power is interrupted. Because of this issue, there is always a chance of some data loss.

File system-consistent quiescing is more desirable because the virtual machine is allowed to complete any file system writes before the disk is backed up. This level of quiescing is only available on Windows virtual machines capable of providing Windows Volume Snapshot Service (VSS) services, and that are running VMware Tools.

Application-consistent quiescing is the most desirable level of quiescing. In addition to the advantages provided by file system-consistent quiescing, applications are notified that a backup has occurred so that they can clear their transaction logs.

Application-consistent quiescing is only available on Windows Vista/2008 and later virtual machines that are running VMware Tools.

Image backup and recovery support in Amazon Web Services (AWS)

Avamar proxy provides image backup and restore support for VMware Cloud on AWS.

You can use Avamar to seamlessly deploy and manage VMware workloads across all VMware on-premises and AWS environments.

Consider the following points:

- VMware vSphere 6.5 or greater is required.
- There is no network connection between the ESXi host and the Avamar proxy on VMware Cloud on AWS. A vCenter is required for communication.
- User privileges are limited on VMware Cloud on AWS.
- Supports virtual machines that reside in a workload service pool.
- Avamar Virtual Edition support for VMware tags with SSO service.

Limitations

The following features are not supported:

- Application consistent backup
- File-level restore from an image-level backup if using NSX-V. Note that this is not a limitation if using NSX-T.
- Proxy deployment manager. Proxies must be deployed manually.
- Instant access recovery of an image-level backup
- Emergency restore (image restore directly to an ESXi host, bypassing the vCenter)
- Image-level backups and restores using NBD or NBDSSL transport mode.
- Advanced policy based data protection for MS-SQL using Avamar.
- Application aware image backups for MS-SQL and MS-Exchange
- Image backup and restore when the datacenter is under a folder
- Data exclusion
- Proxy appliance configured with dual-stack or IPv6-only.
- NBD, NBDSSL, and SAN. Only HotAdd is supported.
- VMware tag based rule selection criteria for dynamic policy
- Restore to new vApp
- IPV6
- Virtual machine template backup

Configuration and Setup

Topics:

- [Best practices](#)
- [\(Optional\) Configuring support for multiple vCenters](#)
- [Installing Avamar Administrator software](#)
- [Configuring vCenter-to-Avamar authentication](#)
- [Creating a dedicated vCenter user account](#)
- [Adding a vCenter client](#)
- [Auto-discovery of virtual machines](#)
- [Deploying proxies](#)
- [Upgrading proxies](#)
- [Maintaining proxies](#)
- [Additional Avamar server configuration](#)

Best practices

Follow these best practices when configuring your system.

Verify ESX and vCenter certificates

Use properly registered certificates from a trusted provider that match DNS names for ESX and vCenter.

Use fully qualified ESX Server hostnames

When adding new ESX Servers to vCenter environments, you should adhere to the VMware recommended practice of naming ESX Servers with fully qualified hostnames (not an IP address or simple hostname). Using anything other than a fully qualified hostname can result in network connection failures due to incorrect SSL certificate handling.

Recommendations for high change-rate clients

When protecting high change rate clients, such as database hosts, use guest backup, or store image backups on a Data Domain system.

(Optional) Configuring support for multiple vCenters

Avamar servers support protecting up to 15 vCenters with no additional configuration required. However, if you will be protecting more than 15 vCenters, or if your Avamar server was upgraded from the previous version, some manual configuration is required.

Steps

1. Open a command shell and log in by using one of the following methods:
 - For a single-node server, log in to the server as admin.
 - For a multi-node server, log in to the utility node as admin.
2. Stop the MCS by typing `dpnctl stop mcs`.
3. Open `/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml` in a UNIX text editor.
4. Ensure that the `max_number_of_vcenters` setting is equal to or greater than the number of vCenters you intend to protect:

- a. Find the `max_number_of_vcenters` entry key.
- b. Change the `max_number_of_vcenters` setting to *num*, where *num* is an integer equal to or greater than the number of vCenters you intend to protect.

For example, this setting allows as many as 15 vCenters to be protected by this Avamar server:

```
<entry key="max_number_of_vcenters" value="15" />
```

5. If protecting 50 or more vCenters, also change the `maxJavaHeap` setting to **-Xmx2G**:

- a. Find the `maxJavaHeap` entry key.
- b. Change the `maxJavaHeap` setting to **-Xmx2G**:

```
<entry key="maxJavaHeap" value="-Xmx2G" />
```

By default, the `maxJavaHeap` parameter is 2G. Use the following command to change the parameter:

```
entry key="maxJavaHeap" value="-Xmx3G" merge="keep"
```

6. Close `mcservice.xml` and save the changes.
7. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```

Installing Avamar Administrator software

Install Avamar Administrator software on your Windows computer.

Steps

1. Open a web browser and type the following URL:
`https://Avamar_server/dtlt/home.html`
where *Avamar_server* is the DNS name or IP address of the Avamar server.
The **Avamar Web Restore** page appears.
2. Click **Downloads**.
3. Navigate to the folder containing 32-bit Windows software installation packages.
4. Locate the Java Runtime Environment (JRE) install package (it is typically the last entry in the folder).
5. If the JRE on the client computer is older than the JRE hosted on the Avamar server, download and install the newer JRE:
 - a. Click the **jre-version-windows-i586-p** link.
 - b. Open the installation file, or download the file, and then open it from the saved location.
 - c. Follow the onscreen instructions to complete the JRE installation.
6. Click the **AvamarConsoleMultiple-windows-x86-version.exe** link.
7. Open the installation file, or download the file, and then open it from the saved location.
8. Follow the onscreen instructions to complete the Avamar Administrator software installation.

Configuring vCenter-to-Avamar authentication

Configure vCenter-to-Avamar authentication for each vCenter you intend to protect.

About this task

The most secure method for configuring vCenter-to-Avamar authentication is to add vCenter authentication certificates to the Avamar MCS keystore. You must do this for each vCenter you intend to protect.

If you do not want to add vCenter authentication certificates to the Avamar MCS keystore, you must disable certificate authentication for all vCenter-to-Avamar MCS communications.

Adding vCenter authentication certificates to the MCS keystore

Configure vCenter-to-Avamar authentication by adding a vCenter authentication certificate to the MCS keystore. Perform this action for each vCenter that you intend to protect.

Steps

1. Log in to the Avamar AUI with Administrator privileges. Open a web browser and type the following URL:

```
https://Avamar_server/au
```

where *Avamar_server* is the DNS name or IP address of the Avamar server.

NOTE: If your environment does not meet HTTPS certificate validation requirements, the certificate validation fails and an error message appears asking if you want to continue to download packages. Ignoring certificate validation might cause security issues.

- a. In the **Avamar Username** field, type a username with administrative privileges.
 - b. In the **Avamar Password** field, type the password for the administrative user.
 - c. Select **Avamar** as the **Auth Type**.
 - d. Click **Log In**.
2. Click the **System** icon on the left panel.
The **System** window appears.
 3. Select the **Certificate** tab, and then click the "+" icon under the **Trust Certificate** tab.
The **Import Certificate** dialog box appears.
 4. Import the vCenter trust certificate by specifying the following information:
 - a. On the **Base Information** window, specify the alias name for the vCenter certificate, and then click the **BROWSE** button to browse and import the vCenter certificate. Click the **NEXT** button.
 - b. On the **Validation** window, specify the IP address of the vCenter, the Port number as **443**, and then click the **VALIDATE** button.
The **Validation Result** pop-up window is displayed where you can view if the validation is successful or failed. If the validation is failed, verify the inputs again.
 5. Click the **FINISH** button.
The successfully imported vCenter certificates are displayed under the **Trust Certificate** tab. You can view and delete the vCenter certificates by clicking the View and Delete icons, respectively.

NOTE: It is not necessary to restart the MCS after the vCenter certificate is imported to the MCS keystore.

Disabling MCS certificate authentication

If you do not want to add vCenter authentication certificates to the Avamar MCS keystore, you must disable certificate authentication for all vCenter-to-Avamar MCS communications.

Steps

1. Open a command shell and log in by using one of the following methods:
 - For a single-node server, log in to the server as admin.
 - For a multi-node server, log in to the utility node as admin.
 2. Stop the MCS by typing **dpnctl stop mcs**.
 3. Open `/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml` in a UNIX text editor.
 4. Find the `ignore_vc_cert` entry key.
 5. Change the `ignore_vc_cert` setting to **true**.
- ```
<entry key="ignore_vc_cert" value="true" />
```
6. Close `mcserver.xml` and save the changes.
  7. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```

# Creating a dedicated vCenter user account

We strongly recommend that you set up a separate user account on each vCenter that is strictly dedicated for use with Avamar.

## About this task

Use of a generic user account such as “Administrator” might hamper future troubleshooting efforts because it might not be clear which actions are actually interfacing or communicating with the Avamar server. Using a separate vCenter user account ensures maximum clarity if it becomes necessary to examine vCenter logs.

**NOTE:** The user account must be added to the top (root) level in each vCenter you intend to protect.

## Steps

Create a vCenter user account with privileges listed in the following table.

**NOTE:** You must create this user account at the vCenter level. If you create it at any other level (for example, at a datacenter level), backups will fail.

**Table 4. Minimum required vCenter user account privileges**

Privilege type	Required privileges
Alarms	<ul style="list-style-type: none"><li>· Create alarm</li><li>· Edit alarm</li></ul>
Datastore	<ul style="list-style-type: none"><li>· Allocate space</li><li>· Browse datastore</li><li>· Configure datastore</li><li>· Low levefile operations</li><li>· Move datastore</li><li>· Remove datastore</li><li>· Delete File</li><li>· Rename datastore</li></ul>
Extension	<ul style="list-style-type: none"><li>· Register extension</li><li>· Unregister extension</li><li>· Update extension</li></ul>
Folder	<ul style="list-style-type: none"><li>· Create folder</li></ul>
Global	<ul style="list-style-type: none"><li>· Cancel task</li><li>· Disable methods</li><li>· Enable methods</li><li>· Licenses</li><li>· Log event</li><li>· Manage custom attributes</li><li>· Set custom attribute</li><li>· Settings</li></ul>
Host	<ul style="list-style-type: none"><li>· Configuration &gt; Storage partition configuration</li></ul>
Network	<ul style="list-style-type: none"><li>· Assign network</li><li>· Configure</li></ul>
Resource	<ul style="list-style-type: none"><li>· Assign virtual machine to resource pool</li></ul>
Sessions	<ul style="list-style-type: none"><li>· Validate session</li></ul>
Tasks	<ul style="list-style-type: none"><li>· Create task</li></ul>

**Table 4. Minimum required vCenter user account privileges (continued)**

Privilege type	Required privileges
	<ul style="list-style-type: none"> <li>· Update task</li> </ul>
Virtual Machine-Configuration	<ul style="list-style-type: none"> <li>· Add existing disk</li> <li>· Add new disk</li> <li>· Add or remove device</li> <li>· Advanced</li> <li>· Change CPU count</li> <li>· Change resource</li> <li>· Configure managed by</li> <li>· Disk change tracking</li> <li>· Disk Lease</li> <li>· Extend virtuadisk</li> <li>· Host USB device</li> <li>· Memory</li> <li>· Modify device settings</li> <li>· Raw device</li> <li>· Reload from path</li> <li>· Remove disk</li> <li>· Rename</li> <li>· Reset guest information</li> <li>· Set annotation</li> <li>· Settings</li> <li>· Swapfile placement</li> <li>· Upgrade virtual machine Compatibility</li> </ul>
Virtual Machine-Guest Operations	<ul style="list-style-type: none"> <li>· Guest Operation Modifications</li> <li>· Guest Operation Program Execution</li> <li>· Guest Operation Queries</li> </ul>
Virtual Machine-Interaction	<ul style="list-style-type: none"> <li>· Console interaction</li> <li>· DeviceConnection</li> <li>· Guest operating system management by VIX API</li> <li>· Power off</li> <li>· Power on</li> <li>· Reset</li> <li>· VMware Tools install</li> </ul>
Virtual Machine-Inventory	<ul style="list-style-type: none"> <li>· Create from existing</li> <li>· Create new</li> <li>· Register</li> <li>· Remove</li> <li>· Unregister</li> </ul>
VirtualMachine-Provisioning	<ul style="list-style-type: none"> <li>· Allow disk access</li> <li>· Allow read-only disk access</li> <li>· Allow virtual machine download</li> <li>· Clone virtual machine</li> <li>· Mark as template</li> </ul>
Virtual Machine-Snapshot Management	<ul style="list-style-type: none"> <li>· Create snapshot</li> <li>· Remove snapshot</li> <li>· Revert to snapshot</li> </ul>
vApp	<ul style="list-style-type: none"> <li>· Export</li> </ul>

**Table 4. Minimum required vCenter user account privileges (continued)**

Privilege type	Required privileges
	<ul style="list-style-type: none"><li>· Import</li><li>· vApp application configuration</li></ul>

## Adding a vCenter client

You must add each vCenter you intend to protect as an Avamar client in Avamar Administrator.

### Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select the top-level (root) domain, and then select **Actions > Account Management > New Client(s)**.  
The **New Client** dialog box appears.
4. Complete the following settings:
  - a. Select **VMware vCenter** in the **Client Type** list.
  - b. Type the vCenter fully qualified DNS name or IP address in the **New Client Name or IP** field.
  - c. Type the vCenter web services listener data port number in the **Port** field.  
443 is the default setting.
  - d. Type the vCenter user account name in the **User Name** field.
  - e. Type the vCenter user account password in the **Password** field.
  - f. Type the vCenter user account password again in the **Verify Password** field.
  - g. (Optional) To enable auto-discovery of VMs on the vCenter, select **Enable dynamic VM import by rule**. [Auto-discovery of virtual machines](#) on page 25 contains more information.
  - h. (Optional) If **Enable dynamic VM import by rule** is selected, determine whether to enable Change Block Tracking for imported VMs by selecting **Enable change block tracking**.
  - i. (Optional) Type a contact name in the **Contact** field.
  - j. (Optional) Type a contact telephone number in the **Phone** field.
  - k. (Optional) Type a contact email address in the **Email** field.
  - l. (Optional) Type a contact location in the **Location** field.
5. Click **OK**.

### Results

Adding a vCenter client in Avamar Administrator automatically:

- Adds the vCenter client to the Default Group.  
However, this client is not activated as normal Avamar clients are. Therefore, no backups are performed for it on behalf of the Default Group.
- Creates vCenter Server domain hierarchy.
- Creates a VirtualMachines subdomain within that vCenter Server domain hierarchy.
- Creates a Default Virtual Machine Group.  
This group performs scheduled backups for the target virtual machines. This group cannot be deleted without first deleting the virtual center domain.

If the vCenter was already registered as a normal backup client (for example, to support guest level backup), attempting to add that same vCenter as a vCenter client will fail because the system will not allow you to register the same client twice. If this occurs, you must:

1. Retire the existing vCenter client in Avamar Administrator.
2. Add the vCenter as a vCenter client (using this procedure).
3. Reinvite the retired vCenter client as a normal client to support guest level backup from the vCenter Server.



# Auto-discovery of virtual machines

With Avamar release 7.4, you can configure Avamar vCenter clients to auto-discover VMs that have been added to the vCenter. When the VMs are auto-discovered, user-defined rules are used by the Avamar software to map the auto-discovered VMs to Avamar domains. User-defined rules are also used to automatically assign backup policies to auto-discovered VMs.

In addition to auto-discovering new VMs, vMotion of VMs from one vCenter to another is also automatically detected by the Avamar software. If the new vCenter hosting the VM is configured in Avamar, the VM is automatically moved from the original vCenter client to the new vCenter client using the same user-defined rules to assign its domain and backup policy. If a VM is deleted from vCenter, it is automatically removed from the vCenter client.

The auto-discover feature is supported with vCenter 5.5 and later releases. However, the vCenter must be at release 6.0 or greater to the use of VM Tags in rules. When protecting ESXi hosts instead of vCenter, only VM names and the root folder are supported in rules.

As tag modification is not triggered by an event, if you are modifying tags on virtual machines, sync with vCenter operation immediately to make the tag change to be effective. If you do not want to do this operation, the change is effective in these situations:

1. Restart Management Console Server.
2. Wait for every 12 hours full scan schedule.
3. Update vCenter, such as add or delete rule domain mapping.

 **NOTE: Avamar does not support auto-discovery for template VMs.**

## Configuring domain mapping rules for VM auto-discovery

Domain mapping rules are used during auto-discovery to map new or moved VMs to Avamar domains. Rules are selected or created when **Enable dynamic VM import by rule** is selected during configuration of a vCenter client. Rules can also be created by selecting **Tools > Manage Rules** from the Avamar Administrator, or during Group definition. This procedure describes how to select or create rules during configuration of the vCenter client.

### Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select the top-level (root) domain, and then select **Actions > Account Management > New Client(s)**.  
The **New Client** dialog box appears.
4. Complete the dialog as described in [Adding a vCenter client](#) on page 24 and select **Enable dynamic VM import by rule**.
5. In the **Domain Mapping** list:
  - a. From the **Rule** dropdown menu, do one of the following:
    - Select an existing rule.
    - Select **New Rule...**If **New Rule...** is selected, create a new rule as described in [Creating a rule](#) on page 25.
  - b. Enter the domain that the auto-discovered VM should be included in. If the domain entered here does not exist, it will be automatically created.
6. To add additional domain mapping rules, click **Add Domain Mapping**.  
This allows for multiple domain mapping rules, which will select different VMs on the vCenter to map to different Avamar domains under the vCenter client.
7. Click **OK** when the vCenter client configuration is complete.

## Creating a rule

Rules are used to automatically map auto-discovered VMs to domains, and to assign backup policies to auto-discovered VMs. Rules use one or more filtering mechanisms to determine whether VMs qualify under the rule.

### About this task

There are three mechanisms to open the **New Rules** dialog box:

- During vCenter client configuration, by selecting **Enable dynamic VM import by rule** and then selecting **New Rule...** from the **Rule** drop-down list in the **Domain Mapping** list.

**NOTE:** To import retired virtual machines back to the Avamar sever by using dynamic rule, perform the following steps:

**1. Edit the following script:**

```
f/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml <entry
key="auto_discover_retired_vms" value="true" />
```

**2. Restart the Management Console Server (MCS).**

- During Group configuration, on the **Include clients page** of the wizard, by selecting **Enable automatic group selection by rule** and selecting **New Rule...** from the drop-down.
- By selecting **Tools > Manage Rules** from the Avamar Administrator, then clicking **New**.

## Steps

1. Open the **New Rules** dialog box by using one of the listed mechanisms.
2. Type a name for the rule.
3. In the **Rule Definition** area, select whether the rule should match **Any** of the listed filter mechanisms, or **All** of them.

This selection allows you to configure multiple different filters to select VMs, and to determine how these filters interact with one another to select the correct VMs. For example, you might create a filter that uses a VM folder path to select VMs, and another filter that uses a VM naming convention. This option can then be used as follows to determine which VMs are included under this rule:

- To include only VMs that are in the defined folder path and also follow the naming convention, select **All**. This step excludes VMs that are in the folder path but that do not follow the naming convention, and also excludes VMs that follow the naming convention but are not in the folder path.
- Alternatively, to include any VMs that are either in the VM folder path or that follow the naming convention, select **Any**.

**4. For the first filter:**

**a. Select the filter type.**

For example, to create a filter that uses a VM naming convention, select **VM Name**, or to create filter that uses a vCenter VM Tag, select **VM Tag**.

**NOTE:** The VM Tag selection is only available with vCenter 6.0 and greater.

**b. Select the operand.**

For example, if **VM Name** is selected for the filter type and **begins with** is selected for the operand, then all VMs whose names begin with the filter text is selected.

**c. Type the filter text.**

For example, to create a filter that selects all VMs whose names begin with the text string **HR\_**, select **VM Name** for the filter type, **begins with** for the operand, and type **HR\_** for the filter text.

5. To create additional filters, click the plus sign (+).  
This step adds a row to the list of filters. To delete an existing row, click the minus sign (-).
6. Click **OK**.

Changes made to tags may experience a delay of up to 12 hours before being enforced. For this reason, edit tags with caution, or perform a synchronized vCenter operation, which automatically synchronizes the vCenter with the Avamar server.

Best practice for rule creation is to ensure that rules are mutually exclusive, to avoid the situation where a VM might qualify under multiple rules.

## Deploying proxies

Deploy one or more proxies on each vCenter you intend to protect with image backup.

### About this task

If the proxy is deployed to a Distributed Resource Scheduler (DRS) enabled cluster, the cluster can move the proxy by using storage vMotion. While the proxy is migrating to a different storage, the jobs that are managed by the proxy are at risk. HotAdd does not work for the proxies that are located in a DRS cluster. Therefore, disable DRS for the deployed Avamar Proxy VMs.

For more information, refer to the VMware documentation.

# Proxy Deployment Manager

Proxy Deployment Manager is a feature that assists administrators with deploying and managing Avamar proxies in vCenter environments. Proxy Deployment Manager is the preferred method for deploying proxies. Manual proxy deployment is still supported if necessary.

## Functional overview

Proxy Deployment Manager assists administrators with proxy deployment by offering a recommendation as to the number of proxies that should be deployed in each vCenter, and a recommended ESX host location for each proxy.

When generating a recommendation, Proxy Deployment Manager performs a static point-in-time analysis of the virtual infrastructure. This analysis gathers data about the virtual infrastructure, such as the number of virtual machines, the number of datastores, and the number of virtual machines hosted in each datastore.

Users specify a data change rate and backup window duration for their site.

Proxy Deployment manager then calculates the optimum number of proxies required to back up those virtual machines in the time allotted by the backup window. Proxy Deployment Manager also considers the datastore and ESX host topology, and suggests an optimal ESX host location for each proxy so that all datastores are protected.

This calculated proxy deployment topology is offered as a recommendation. This recommendation can be accepted as offered, or modified to meet specific site requirements.

Before proxies can be deployed, each recommended proxy must be configured by specifying:

- Proxy name
- Avamar server domain where the proxy will reside
- Proxy IP address
- Datastore assignment
- Network settings:
  - Which existing virtual network to use
  - DNS server(s)
  - Network gateway
  - Network mask

After all proxies are configured, clicking **Apply** creates the proxy virtual machines with the specified configuration settings.

You can generate new proxy deployment recommendations at any time. This is useful for periodically reevaluating and optimizing proxy deployments when significant changes have occurred in the virtual infrastructure.

## Considerations and best practices

Proxy Deployment Manager has been intentionally designed to ensure broad compatibility with most customer environments. This step is required to make certain design assumptions about typical customer environments and reasonable proxy capabilities in those environments. Understanding these design assumptions can help you to better understand Proxy Deployment Manager's recommendations to potentially further optimize proxy deployment at your site. Some best practices are also discussed.

### Data change rate

The data change rate is the percentage of a client file system that actually changes between backups. Data change rates directly impact the number of proxies that are required to successfully back up all required virtual machines in the time allotted by the backup window. More data to be backed up requires more time, more proxies, or both.

Although empirical field data routinely reports client data change rates of 3-4% per day, by default Proxy Deployment Manager assumes a client data change rate of 12% per day. The intentionally conservative use of 12% as a design assumption provides a buffer.

If client data change rates at your site are routinely lower or higher than these assumed values, you can add or delete proxies as needed. You can also shorten or lengthen the backup window.

### Proxy data ingestion rate

Proxy data ingestion rate is another parameter that directly impacts the number of proxies that are required to successfully back up all required virtual machines in the time allotted by the backup window. By default, Proxy Deployment Manager assumes that each proxy can run 8 concurrent backup jobs and process 500 GB of data per hour.

While an assumed proxy data ingestion rate of 500 GB per hour is a very conservative estimate, a number of factors at each customer site directly affect the actual proxy data ingestion rate. Some of these factors are the:

- Avamar server architecture (physical Avamar server using a Data Domain system for back end storage versus a virtual Avamar server hosted in vCenter)
- Type of storage media used for proxy storage
- Network infrastructure and connectivity speed
- SAN infrastructure and connectivity speed

If proxy data ingestion rates at your site are routinely lower or higher than 500 GB per hour, you can add or delete proxies as needed. You can also shorten or lengthen the backup window.

If your site consistently experiences substantially different proxy data ingestion rates (that is, either substantially lower or higher than 500 GB per hour), you can permanently change the default proxy data ingestion rate setting, which will affect all future proxy deployment recommendations. To perform this step:

1. Open a command shell and log in to the Avamar server as user **admin**.
2. Switch user to root by typing `su -`.
3. Open `/etc/vcs/dm.properties` in a UNIX text editor.
4. Change the `proxy_ingest_rate_gb_per_hour` setting.
5. Save your changes and close `/etc/vcs/dm.properties`.

## Protecting against proxy over commit

By default, each Avamar proxy is configured to allow 8 concurrent backup jobs. This setting is known to work well for most customer sites.

We recommend against increasing the number of concurrent jobs to more than 8. Otherwise, this step can lead to a condition in which too many backup jobs are queued for a given proxy (proxy over commit). This issue causes uneven distribution of backup jobs among proxies, and can also cause a bottleneck in which backup jobs to take longer to complete than they otherwise might.

Some sites might benefit from configuring some proxies to allow fewer concurrent backup jobs. This step generally requires deploying additional proxies, but can result in more even distribution of backup jobs among proxies, as opposed to concentrating or clustering backups in a certain area of the virtual infrastructure.

## Optimization for level-1 incremental change block backups

When Proxy Deployment Manager generates a proxy deploy recommendation, it does so by calculating how many proxies are required to sustain normal backup operations. One of the assumptions about normal backup operation is that backups are level-1 incremental or changed block backups, not level-0 full backups.

Level-0 backups inherently take longer and use more proxy resources. Therefore, large new virtual machine deployments can adversely affect the ability to complete all required backups in the time allotted by the backup window.

For this reason, whenever possible phase-in large new virtual machine deployments to give the system an opportunity to ingest the necessary level-0 backups.

If a phased-in deployment is not possible, another approach is to tolerate the failed backups that will occur due to proxy being over committed. Once the system begins to settle, proxy resources will be under committed, and those virtual machines will eventually be backed up. Administrators should monitor the situation closely to ensure that the system does settle and that the virtual machines eventually do successfully back up.

**i** **NOTE: Avamar will attempt to deploy proxies where needed, but it is impossible to know all details about the environment. Therefore, verify that the proxy deployment manager does not over allocate proxies beyond the maximum supported.**


# Deploying proxies with Proxy Deployment Manager

## About this task

### Steps

1. In Avamar Administrator, select **VMware > Proxy Deployment Manager**. The **Proxy Deployment Manager** window appears.
2. **Choose a vCenter.**
3. Complete the following settings:
  - a. Set the **Data change rate**.

The default data change rate of 12% (.12) is a conservative setting that is known to work with most customer sites.

- b. Set the **Backup window minutes**.
  - c. To include virtual machines using direct attached storage in this recommendation, select **Protect VM's on local storage**.  
This will ignore VM's on clustered-host local storage.
4. Click **Create Recommendation**.  
The tree pane shows the proposed deployment topology. Proposed new proxies appear under each ESX host with the name **New proxy**.
5. For each recommended proxy you intend to deploy, configure the proxy as follows:
- a. In the tree pane, select a **New proxy**.
  - b. Click **Edit**.  
The **New Proxy** dialog box appears.
  - c. Type the proxy name in the **Name** field.
  - d. Select an Avamar server **Domain** where this proxy will reside.
  - e. Type the IP address in the **IP** field.
  - f. Select a datastore from the **Datastore** list.
  - g. Select a virtual network from the **Network** list.
  - h. Type the fully qualified DNS server name or IP address in the **DNS String** field.
  - i. Type the network gateway IP address in the **Gateway** field.
  - j. Type the network mask in the **Netmask** field.
  - k. Click **Save**.
6. (Optional) Add other proxies you want to deploy:
-  **NOTE: You must be prepared to specify the proxy name, IP address, fully qualified DNS server name or IP address, network gateway and network mask for each proxy you add.**
- a. In the tree pane, select an ESX host.
  - b. Click **New Proxy**.  
The **New Proxy** dialog box appears.
  - c. Type the proxy hostname in the **Name** field.
  - d. Select an Avamar server **Domain** where this proxy will reside.
  - e. Type the IP address in the **IP** field.
  - f. Select a datastore from the **Datastore** list.
  - g. Select a virtual network from the **Network** list.
  - h. Type the fully qualified DNS server name or IP address in the **DNS String** field.
  - i. Type the network gateway IP address in the **Gateway** field.
  - j. Type the network mask in the **Netmask** field.
  - k. Click **Save**.
7. (Optional) Delete any proxies you do not want to deploy:
- a. In the tree pane, select a proxy.
  - b. Click **Delete**.
  - c. Click **Yes** to confirm the deletion.
8. When the proposed deployment topology is satisfactory, click **Apply** to deploy the proxies.

## Results

If a proxy fails to deploy for any reason, it is completely deleted from the system. That hostname and IP address will be available for subsequent proxy deployments.

# Upgrading proxies


## About this task

This section discusses how to upgrade proxies.

# Upgrading Avamar proxies from release 7.2 or newer

Use this procedure to upgrade Avamar proxies from release 7.2 or newer to release 7.3 or newer.

## About this task

 **NOTE: Avamar 7.5.1 does not support using ISO to upgrade proxies from earlier releases. If earlier release proxies are deployed manually, destroy the earlier proxies and deploy new proxies using the Proxy Deployment Manager.**

## Steps

1. In Avamar Administrator, select **VMware > Proxy Deployment Manager**.  
The **Proxy Deployment Manager** window appears.
2. Choose a vCenter, and then click **Create Recommendation**.  
Existing proxies in the topology tree for the selected vCenter that must be upgraded are indicated with a **!** symbol as well as a tooltip that indicates that the proxy has an update pending.
3. Click **Apply**.

# Upgrading Avamar proxies from releases prior to release 7.2

This section provides information and procedures for upgrading Avamar proxy software when existing proxies are at a release level prior to release 7.2.

## 7.0 proxy compatibility with upgraded Avamar release 7.4 or later proxy

You cannot use both 7.0 and 7.4 or later proxies with the same Avamar server.

Each 7.0 proxy hosts eight separate `avagent` plug-ins, each of which can process one backup or restore job. Each 7.0 proxy can therefore process as many as eight simultaneous backups or restore jobs.

Each 7.4 or later proxy hosts a single `avagent` plug-in, but that single `avagent` plug-in can perform up to eight simultaneous backups or restore jobs. The maximum simultaneous job limitation is still eight.

To precisely control the maximum number of simultaneous jobs that are allowed for each proxy, Avamar 7.4 or later introduced a new setting in `mcservers.xml`: `max_jobs_per_proxy`. The default setting is 8.

You cannot use both 7.0 and 7.4 or later proxies with the same Avamar server. This step is done because the Avamar server `max_jobs_per_proxy` setting is global. It applies to every proxy in the environment. Therefore, in a heterogeneous environment comprising both 7.0 and 7.4 or later proxies, a `max_jobs_per_proxy=8` setting would work on 7.4 or later proxies, but might result in 7.0 proxies attempting to process as many as 64 simultaneous backup or restore jobs (that is, eight jobs for each of the eight `avagent` processes). This step might cause degraded performance. Similarly, a `max_jobs_per_proxy=1` setting would work on 7.0 proxies, but would limit 7.4 or later proxies to performing only one backup or restore job at a time. This issue would drastically underutilize each 7.4 or later proxy.

These proxy compatibility issues only affect customers who upgrade their Avamar 7.0 servers to 7.4 or later. Customers deploying new 7.4 or later servers in their environments will deploy new 7.4 or later proxies. Customers using existing 7.0 servers will already have 7.0 proxies in their environment, and can deploy additional 7.0 proxies to support that server.

We suggest the following solutions for these proxy compatibility issues:

- If 7.4 or later proxies will be deployed, the preferred solution is to upgrade all existing 7.0 proxies to 7.4 or later.
- If new 7.4 or later proxies will never be simultaneously deployed with the existing 7.0 proxies, change the `mcservers.xml` `max_jobs_per_proxy` setting to **1**.

## Existing proxy configuration

The following information should be gathered before upgrading proxies to restore the proxy settings to the values that existed prior to the upgrade:

- VM container
  - Name

- Host
- Datastore
- Network
- Folder
- VM client
  - IP address
  - Gateway
  - DNS servers
  - Netmask
- Policy
  - Domain
  - Datastores protecting
  - Group membership

The following example charts demonstrate how this information should be gathered prior to upgrading proxies:

**Table 5. Example chart for gathering proxy information**

Name	Host	Datastore	Network	Folder	IP
Proxy1	vcenter.com/host1	DS2	NW1	/proxies	x.x.x.x
Proxy2	vcenter.com/host2	DS2	NW1	/proxies	x.x.x.x

**Table 6. Example chart for gathering proxy information, continued**

Gateway	DNS	Netmask	Domain	Datastore protecting	Groups protecting
x.x.x.x	x.x.x.x,x.x.x.x	x.x.x.x	/clients	DS1,DS2	Default Virtual Machine Group
x.x.x.x	x.x.x.x,x.x.x.x	x.x.x.x	/clients	DS1,DS2	Other Group

## Viewing VM configuration

### Steps

1. In the vSphere Client or vSphere Web Client, navigate to **VMs and Templates** view.
2. Locate existing proxies. For each proxy:
  - a. Note the VM and folder names.
  - b. Select the **Summary** tab.
  - c. Note the host, storage (datastore) and network.
  - d. Right click and select **Edit Settings...**
    - If using the vSphere Web Client, navigate to the **vApp Options** tab and note the IP, gateway, DNS, and netmask.
    - If using the vSphere Client (Windows):
      - a. Navigate to the **Options** tab.
      - b. Select **vApp Options > Advanced**.  
The right pane shows the vApp option fields.
      - c. Click **Properties > Properties** in the right pane.  
The **Advanced Properties Configuration** window appears.
      - d. From the Properties table, note the IP address, gateway, DNS, and netmask values from the **Value** column corresponding to the following keys in the **Key** column:

**Table 7. Virtual machine properties**

Key	Value
vami.ip0.EMC_Avamar_Virtual_Machine_Combined_Proxy	IP address
vami.gateway.EMC_Avamar_Virtual_Machine_Combined_Proxy	Gateway
vami.DNS.EMC_Avamar_Virtual_Machine_Combined_Proxy	DNS servers

**Table 7. Virtual machine properties (continued)**

Key	Value
vami.netmask0.EMC_Avamar_Virtual_Machine_Combined_Proxy	Netmask

## Viewing datastore assignments and group membership

### Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. Locate the proxy and note the domain.
4. Select a proxy and click **Edit**.  
The **Edit Client** dialog box appears.
5. Click the **Datastores** tab and note which datastores are selected.
6. Click the **Groups** tab and note which groups are selected.
7. Uncheck all groups in preparation for deleting this proxy.
8. Click **OK**.

## Removing existing proxies

### Steps

1. In the vSphere Client or Web Client, locate existing proxies.
2. For each proxy:
  - a. Right click and select **Power > Power off**.
  - b. Wait for the proxy to power off, then right-click and select **Delete from Disk**.  
The **Confirm Delete** confirmation windows appears.
  - c. Click **Yes**.
3. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
4. Click the **Account Management** tab.
5. Locate existing proxies, and for each proxy:
  - a. Right click and select **Retire Client....**  
The **Retire Client** window appears.
  - b. Click **OK**.

## Re-deploying proxies using the Proxy Deployment Manager

### Steps

1. In Avamar Administrator, select **VMware > Proxy Deployment Manager**.  
The **Proxy Deployment Manager** window appears.
2. Choose a vCenter.
3. Set the **Data change rate** to **0**.  
This setting ensures that the **Proxy Deployment Manager** does not recommend proxies that are based on its analysis of the VMware environment.
4. Click **Create Recommendation**.  
The tree pane shows the VMware topology. Verify that there are no recommended proxies labeled **New proxy**.
5. For each proxy in the chart that is created in [Existing proxy configuration](#) on page 30:
  - a. Locate and select the host in the **Proxy Deployment Manager**.
  - b. Click **New Proxy....**  
The **New Proxy** window appears.
  - c. Complete the **Name**, **Domain**, **IP**, **Datastore**, **Network**, **DNS**, **Gateway**, and **Netmask** based on the information in the chart.



- d. Click **Save**.
6. Click **Apply**.  
The new proxies are deployed. If any failures occur, the operation can be retried by clicking **Apply** again.

## Restoring datastore assignments and group membership

### Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. Select the updated proxy and click **Edit**.  
The **Edit Client** dialog box appears.
4. Click the **Datastores** tab and verify the Datastore protecting the client, based on the chart created in [Existing proxy configuration](#) on page 30.
5. Click the **Groups** tab and verify the proxies that are members of this group, based on the chart created in [Existing proxy configuration](#) on page 30.
6. Click **OK**.

## Maintaining proxies

### About this task

This section includes the following topics:

## Reregistering a proxy with an Avamar server

Use these instructions to reregister an existing proxy with an Avamar server.

### Steps

1. Launch the vSphere Client or vSphere Web Client, and log in to the vCenter Server.
2. Locate the proxy you want to reregister.
3. Right click **Power > Shut Down Guest**.
4. Click **Yes** to confirm that you want to shut down the guest operating system.
5. Right click **Power > Power Off**.
6. Click **Yes** to confirm that you want to power off the proxy virtual machine.
7. Right-click **Open Console**.  
A console window appears.
8. Right click **Power > Power On**.
9. Monitor the console window until the following message appears:  
`Please press a key now if you want to re-register this proxy with Avamar Administrator.  
Continuing in 10 seconds...`
10. Click inside the console window and press **Enter**.
11. Type the Avamar server DNS name, and then press **Enter**.
12. Type an Avamar server domain name, and then press **Enter**.

The default domain is "clients." However, your Avamar system administrator may have defined other domains, and subdomains. Consult your Avamar system administrator for the domain you should use when registering this client.



**NOTE:** If typing a subdomain (for example, clients/MyClients), do not include a slash (/) as the first character. Including a slash as the first character will cause an error, and prevent you from registering this client.

# Changing the proxy guest operating system admin password

## Steps

1. Open a command shell and log in to the proxy as admin.
2. Type **passwd**.
3. Type the current guest operating system admin password, and then click **Enter**.
4. Type the new guest operating system admin password, and then click **Enter**.
5. Confirm the new password by typing the password again, and then click **Enter**.

 **NOTE:** Once the proxy is deployed, change the password.

# Changing the proxy guest operating system root password

## Steps

1. Open a command shell and log in to the proxy as admin.
2. Switch user to root by typing:  

```
su -
```
3. Type **passwd**.
4. Type the current guest operating system root password, and then click **Enter**.
5. Type the new guest operating system root password, and then click **Enter**.
6. Confirm the new password by typing the password again, and then click **Enter**.

 **NOTE:** Once the proxy is deployed, change the password.

# Additional Avamar server configuration

## Configuring automatic proxy selection

The automatic intelligent proxy selection feature provides three different algorithms for determining which proxy to use to backup and restore operations. The algorithm can only be configured by manually modifying the `mcserver.xml` `proxy_selection_algorithm` setting.

## Steps

1. Open a command shell and log in by using one of the following methods:
  - For a single-node server, log in to the server as admin.
  - For a multi-node server, log in to the utility node as admin.
2. Stop the MCS by typing **dpnctl stop mcs**.
3. Open `/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml` in a UNIX text editor.
4. Find the `proxy_selection_algorithm` entry key.
5. Change the `proxy_selection_algorithm` setting to one of the following values:
  - `hot_add_preferred`—The MCS intelligently prefers and automatically selects proxies based on hot-add capabilities. If none are found, then the MCS will fall back to using proxies without hot-add capabilities. This is the default setting.
  - `hot_add_only`—The MCS intelligently prefers and automatically selects proxies based on hot-add capabilities. If none are found, then the MCS will pause the backup or restore operation and wait for a hot-add capable proxy to become available.
  - `ignore_associated_datastores`—This setting causes known proxy-datastore associations to be ignored during the selection process. This allows the MCS to select a proxy from a larger pool of available proxies. Like the `hot_add_preferred` setting, proxies with hot-add capabilities are still preferred over proxies without hot-add capabilities. But if no hot-add capable proxies are found, then the MCS will fall back to using proxies without hot-add capabilities.

For example:

`<entry key="proxy_selection_algorithm" value="hot_add_only" />` configures the automatic proxy selection mechanism to use the `hot_add_only` algorithm.

6. Close `mcserver.xml` and save your changes.
7. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```

## Configuring the MCS to support both guest and image backup

In order to support using both image and guest backup to protect the same virtual machine, you must configure the Avamar MCS to allow duplicate client names.

### Steps

1. Open a command shell and log in by using one of the following methods:
  - For a single-node server, log in to the server as `admin`.
  - For a multi-node server, log in to the utility node as `admin`.
2. Stop the MCS by typing **`dpnctl stop mcs`**.
3. Open `/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml` in a UNIX text editor.
4. Find the `allow_duplicate_client_names` entry key.
5. Change the `allow_duplicate_client_names` setting to **`true`**.  
`<entry key="allow_duplicate_client_names" value="true" />`
6. Close `mcserver.xml` and save your changes.
7. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```

# Administration

## Topics:

- Clients and containers
- Adding clients and containers
- Editing clients and containers
- Viewing protected virtual machines
- Viewing a replicated virtual machine name
- Monitoring the vCenter connection
- Manually synchronizing Avamar Administrator with a vCenter
- Renaming a vCenter client
- VMware Image Dataset
- Adding guest backup throttling parameters to a dataset
- Groups
- Changing proxy datastore and group assignments

## Clients and containers

Image backup can be used to manage and protect any of the following VMware entities in a vCenter:

- Virtual machines
- vApps
- Virtual machine folders (that is, any folder residing below the datacenter level)
- Resource pools

In Avamar Administrator, virtual machines and vApps are managed as clients; folders and resource pools are managed as containers.

Containers provide the capability of managing multiple virtual machines, vApps, virtual machine folders, and resource pools as a single logical object.

**i** **NOTE:** Empty containers such as a folder or resource pool are allowed to be added to MCS. When VMs or vApps are added to a container, they are automatically protected by Avamar. During a backup, MCS will skip a container if it is empty.

## Dynamic versus static containers

When containers are added to Avamar Administrator, you define them to be either dynamic or static.

Dynamic containers—include all contents of the vCenter container, but also continuously monitor the container entity in vCenter, so that if changes occur (for example, virtual machines or folders are added or deleted), those changes will automatically be reflected in Avamar Administrator.

Static containers—only include what is in the vCenter container at the time it is added to Avamar. If subsequent changes occur in vCenter, they will not be reflected in Avamar Administrator.

## Dynamic container behavior

When adding a dynamic container using the **Recursive Protection** checkbox, all the child entities including the subcontainers get added to Avamar Administrator. Virtual machines or vApps residing in the subcontainers will get added automatically to Avamar Administrator.

If a virtual machine client is deleted from a container in vCenter, and that container was being protected as a dynamic container in Avamar Administrator, that virtual machine client will continue to exist in Avamar as part of that dynamic container. However, the icon changes color from blue to gray. This enables past backups to be used for future restores. However, no new backups will occur because the virtual machine client no longer exists in vCenter.

If you need to delete or retire one or more virtual machine clients from an Avamar dynamic container, you must first change that container to a static container. An alternative method is to move those virtual machine clients to another container in vCenter.

## How independent and container protection interact

When a virtual machine is protected independently and as a container member, retiring or deleting that virtual machine are some special conditions.

Consider the following example nested container structure and scenario:



**Figure 3. Example independent and container protection**

First, vm-1 is added to Avamar as a virtual machine client; it is said to be independently protected. Next, the vApp-1 container is added to Avamar; vm-1 is also protected as a member of the vApp-1 container. At this point, Avamar recognizes that the same virtual machine exists in two contexts:

- Independently protected as standalone virtual machine client vm-1
- Protected as a member of vApp-1 container

However, if the vApp-1 container is retired or deleted, vm-1 will continue to exist in Avamar as a standalone virtual machine client because it was explicitly added that way before it was protected as a member of the vApp-1 container. The standalone context supercedes the container member context. Therefore, if you need to retire or delete vm-1, you cannot simply delete or retire vApp-1 container. You must also retire or delete the standalone instance as well. Otherwise, vm-1 will continue to be protected by scheduled backups.






## Icons which represents VMware entity type and state

In order to differentiate between the various types of entities, Avamar Administrator uses various icons to communicate VMware entity type and state.

**Table 8. Avamar Administrator icons**

Icon	Description
vCenter Servers	
	Activated. This is the same icon used to show nonvirtual machine clients.
	Replicated. This icon is only visible in the REPLICATE domain.
	Unactivated <b>NOTE: Unless you are also protecting the vCenter Server with guest backup, vCenter Servers are not activated as normal Avamar clients. Therefore, this can be the normal state for a vCenter Server.</b>
Virtual machine clients	
	Virtual machine client.
	Template.
Proxies	
	Activated and enabled.
	Disabled

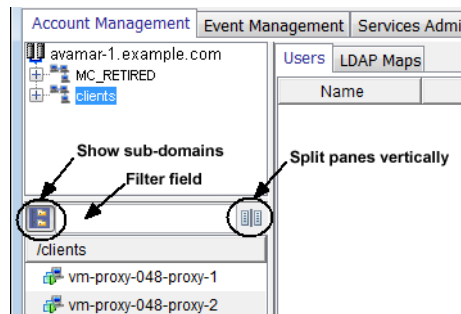
**Table 8. Avamar Administrator icons (continued)**

Icon	Description
	Replicated. This icon is only visible in the REPLICATE domain.
	Unactivated.
Other entities	
	vCenter folder.
	vApp.
	Resource pool.



## Adding clients and containers

### Steps

- In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
- Click the **Account Management** tab.  
The left side of the Account Management tab shows two panes and several controls used to facilitate easily locating one or more virtual machine or vApp clients.



**Figure 4. Account Management tab**

- The upper pane shows the Avamar server domain structure.
  - The lower pane shows contents of any domain selected in the upper pane.
  - Clicking the  button shows all virtual machine or vApp clients in subfolders.
  - Typing one or more characters filter field only shows clients that contain those characters.
  - Clicking the  button splits the two panes vertically.
- In the upper tree, select a vCenter domain or subdomain.
  - Select **Actions > Account Management > New Client(s)**.  
The **Select VMware Entity** dialog box appears.
    - The **VMs & Templates** tab is equivalent to the vSphere Virtual Machines and Template view.
    - The **Hosts & Clusters** tab is equivalent to the vSphere Hosts and Clusters view.
    - NOTE: Resource pools are not visible in the VMs & Templates tab. They are only visible in the Hosts & Clusters tab.**
    - VMware entities that already exist as Avamar clients are grayed out.
    - Proxy virtual machines cannot be selected.
    - For each VMware entity, the following information is shown in the right properties pane:
      - Name—Entity name.
      - Location—Folder location.

- The following information is shown in the right properties pane for virtual machines:
  - Guest OS—Virtual machine operating system.
  - Server—ESX Server or cluster hostname where the virtual machine resides.
  - Template—Whether or not the virtual machine is a template.
  - Powered On—Whether or not the virtual machine is currently powered on.
  - Changed Block—Whether or not changed block tracking is turned on.
- 5. In the tree, select a folder that contains a VMware entity. Contents of the folder are listed in the right properties pane.
- 6. (Optional) To view all entities within the selected folder, select **Show sub-entities**.
- 7. In the right properties pane, select a folder, resource pool, virtual machine or vApp.
- 8. If adding a container, set the **Dynamic** checkbox to make this a dynamic container, or set the **Static** checkbox to make this a static container.
- 9. To enable changed block tracking, select **Enable changed block tracking**.  
 If changed block tracking is not enabled, each virtual machine image must be fully processed for each backup, which might result in unacceptably long backup windows, or excessive back-end storage read/write activity.
 

**NOTE:** Enabling changed block tracking will not take effect until any of the following actions occur on the virtual machine: reboot, power on, resume after suspend, or migrate.
- 10. Click **OK**.
- 11. (Optional) If adding a client, type the following contact information:
  - a. **Contact** name.
  - b. Contact telephone (**Phone**) number.
  - c. Contact **Email** address.
  - d. Contact **Location**.
- 12. Click **OK**.
- 13. Click **OK** to dismiss the confirmation message.
- 14. If you enabled changed block tracking:
  - a. In the vSphere Client or vSphere Web Client, locate the virtual machine.
  - b. Perform any of the following actions for each virtual machine: reboot, power on, resume after suspend, or migrate.

## Editing clients and containers

### Steps

1. In Avamar Administrator, click the **Policy** launcher link. The **Policy** window appears.
2. Click the **Policy Management** tab, and then click the **Clients** tab.
3. Select a virtual machine, proxy, or container. The **Edit Client** dialog box appears.

Editing VMware clients is similar to editing other Avamar clients. The primary difference is that when editing client properties from the **Policy** window, each **Edit Client** dialog box includes an additional **VMware** tab that contains client properties relating to vCenter, proxy, or virtual machine clients. This tab is not shown for nonvirtual clients.

Contents of the **VMware** tab differ according to the type of client:

- When editing a vCenter Server, editable credentials are shown.
- When editing a proxy, two tabs are shown:
  - The **Datstores** tab is used to select all vCenter datastores that host virtual machines you want to protect with this image proxy.
  - The **Groups** tab is used to assign an image proxy to one or more existing groups.
- When editing a virtual machine client, datastores on which that virtual machine resides are shown.
- When editing a container, the **Properties** tab shows a **Dynamic Mode** checkbox, which is used to enable or disable dynamic inclusion for that container.

# Viewing protected virtual machines

You can view the backup protection state for all virtual machines from the **Protection** tab. You cannot take any actions on this tab.

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click on vCenter domain.
3. Click the **Account Management** tab.
4. Click the **Protection** tab.

# Viewing a replicated virtual machine name

This feature is used to view the virtual machine name of any virtual machine in the REPLICATE domain.

## About this task

This feature is disabled anywhere other than in the REPLICATE domain.

If you try to view information for a nonvirtual machine client, `No Information` appears..

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select a virtual machine client in the REPLICATE domain.
4. Select **Actions > Account Management > View Information**.  
A dialog box appears, which shows the virtual machine name.
5. Click **OK**.

# Monitoring the vCenter connection

Avamar Administrator maintains a pool of connections to the vCenter Server. As with other essential services, the **Administration** window **Services Administration** tab provides continuous status for the vCenter connection.

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Services Administration** tab.
3. Double-click the **VMware vCenter Connection Monitor** services entry.  
The **VMware vCenter Connection Monitor** dialog box appears. Valid connection states are Active and Idle.

## Results

Connections to the vCenter can be stopped, started, and restarted. Stop the connections for vCenter upgrades, and start them when the upgrade has completed. If vCenter is shutdown, connections become invalid and must be reestablished. If this occurs, Avamar Administrator cannot display the vCenter structure or virtual machines.



# Manually synchronizing Avamar Administrator with a vCenter

Although Avamar Administrator automatically synchronizes with any vCenter it monitors at regular intervals, you can also perform a manual synchronization at any time.

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select a vCenter.
4. Select **Actions > Account Management > Sync. with vCenter..**
5. Click **Yes** to dismiss the confirmation message.

## Renaming a vCenter client

If an existing vCenter client's DNS name changes, the Avamar server will lose its connection to that vCenter. This will prevent any interaction with that vCenter, including scheduled backups, from occurring. If this occurs, you must manually rename that vCenter client in Avamar Administrator.

## About this task

This is the only method by which you should ever rename a vCenter client. In Avamar Administrator, the vCenter client name must always be the fully qualified DNS name or a valid IP address.

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select the vCenter client.
4. Select **Actions > Account Management > Edit Client.**  
The **Edit Client** dialog box appears.
5. In the **New Client Name or IP** box, type the new fully qualified DNS name.
6. Click **OK.**
7. Open a command shell and log in by using one of the following methods:
  - For a single-node server, log in to the server as admin.
  - For a multi-node server:
    - a. Log in to the utility node as admin.
    - b. Load the admin OpenSSH key by typing:

```
ssh-agent bash
ssh-add ~admin/.ssh/admin_key
```
8. Stop the MCS by typing **dpnctl stop mcs.**
9. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```
10. Reboot every Avamar proxy in this vCenter:
  - a. Launch the vSphere Client or vSphere Web Client, and log in to the vCenter Server.
  - b. Locate an Avamar proxy.
  - c. Right-click **Power > Shut Down Guest.**
  - d. Click **Yes** to confirm that you want to shut down the guest operating system.
  - e. Right-click **Power > Off.**
  - f. Click **Yes** to confirm that you want to power off the virtual machine.
  - g. Right-click **Power > On.**

# VMware Image Dataset

The VMware Image Dataset is the default dataset for protecting VMware entities with image backup.

In many respects, the VMware Image Dataset is simpler than most other datasets:

- The only available source data plug-ins are Linux and Windows virtual disks, and both are selected by default.
- The **Select Files and/or Folders** option, as well as the **Exclusions** and **Inclusions** tabs, are disabled.
- Change block tracking is enabled by default using an embedded `utilize_changed_block_list=true` plug-in option statement.

## Adding guest backup throttling parameters to a dataset

When performing scheduled guest backups of virtual machines on the same ESX Server, add throttling parameters to the Avamar dataset.

### About this task

The reason for doing this is that Avamar tries to initiate as many backups as possible, subject to certain load restrictions on the Avamar MCS. However, if multiple guest backups are attempted on virtual machines on the same ESX Server, this can spike CPU usage, which will have an adverse effect on overall ESX Server performance.

### Steps

1. In Avamar Administrator, select **Tools > Manage Datasets**.  
The **Manage All Datasets** window appears.
2. Select a dataset from the list and click **Edit**.  
The **Edit Dataset** dialog box appears.
3. Click the **Options** tab, and then click **Show Advanced Options**.
4. If the client supports Network usage throttle, type a nonzero value in the **Network usage throttle (Mbps)** field.  
Begin with a low value such as 20. Then monitor the next backup session to verify that this has resolved any ESX Server CPU usage issues.
5. Click **OK**.

## Groups

Groups have important behavioral differences when used with image backup and restore.

### Default Proxy Group

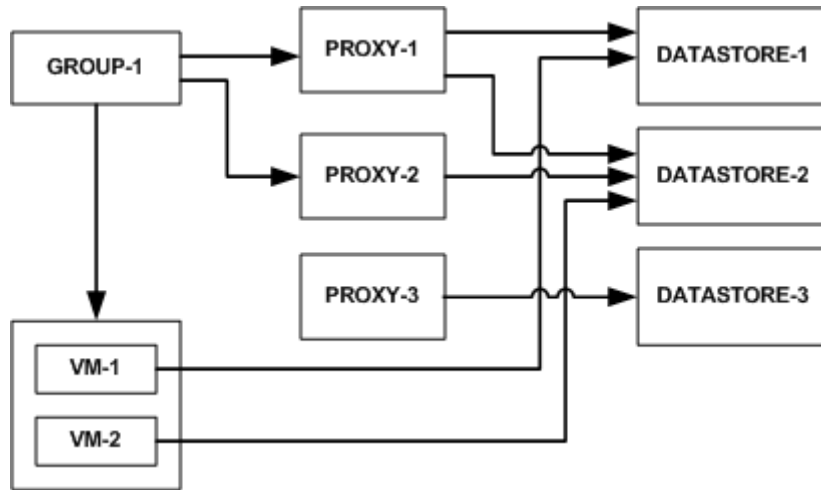
The Default Proxy Group is where all proxies reside. This group cannot be deleted.

### Default Virtual Machine Group

The Default Virtual Machine Group is where new virtual machine clients are automatically added when they are registered. This group cannot be manually deleted but is automatically deleted if the vCenter domain is deleted.

## Virtual machine and proxy relationships within groups

Consider the following simplified example configuration:



**Figure 5. Virtual machine and proxy relationships within groups**

Virtual machines VM-1 and VM-2 store their data in DATASTORE-1 and DATASTORE-2, respectively.

Within Avamar Administrator, proxies have been assigned to protect vCenter datastores as follows:

- PROXY-1 has been assigned to DATASTORE-1 and DATASTORE-2
- PROXY-2 has been assigned to DATASTORE-2
- PROXY-3 has been assigned to DATASTORE-3

Datastore assignments are made at the proxy level in the **Edit Client** dialog box.

A group (GROUP-1) is created, to which virtual machines VM-1 and VM-2 are added.

In order to protect these virtual machines, proxies must also be added to the group as follows:

- PROXY-1, because it is assigned to both DATASTORE-1 and DATASTORE-2, can protect both VM-1 and VM-2.
- PROXY-2, because it is only assigned to DATASTORE-2, is optional as long as Proxy-1 exists in the group.
- PROXY-3, because it is only assigned to DATASTORE-3, cannot protect either VM-1 or VM-2.

Every group must include enough proxies to support all the datastores assigned to every client. Otherwise, when a backup is initiated and a proxy cannot be located to perform the backup, the backup will fail with an Activity monitor status of `no proxy`.

## Changing proxy datastore and group assignments

### Steps

1. In Avamar Administrator, click the **Policy** launcher link.  
The **Policy** window appears.
2. Click the **Policy Management** tab, and then click the **Clients** tab.
3. Select a proxy and click **Edit**.

**NOTE:** Click **Show sub-domain clients to show all available virtual machine clients**.

The **Edit Client** dialog box appears.

4. Click the **VMware** tab, and then click the **Datastores** tab.
5. Select one or more datastores.
6. Click the **Groups** tab.
7. Select one or more groups.
8. Click **OK**.

**Topics:**

- [Limitations](#)
- [Perform an on-demand backup of a virtual machine by using AUI](#)
- [Performing an on-demand backup by using the Avamar Administrator](#)
- [Scheduling backups](#)
- [Log truncation backups](#)
- [Monitoring backups](#)
- [Canceling backups](#)
- [Support for vCenter HA failover for inflight backups](#)
- [Configure a backup to support VMware encryption](#)
- [Configure a backup to support vSAN encryption](#)

## Limitations

These are the known limitations of Avamar for VMware image backup.

### All backups must be initiated from Avamar Administrator

All image backups must be initiated from Avamar Administrator. You cannot initiate backups from the virtual machine or proxy.

### Changing a virtual machine's disk configuration forces a full backup

Changing a virtual machine's disk configuration (either adding or removing a disk), causes the next entire image backup to be processed as a full backup (that is, all virtual disks are processed and changed block tracking is not used), which will require additional time to complete. Backups of specific disks are not affected, unless that disk is previously unknown to Avamar.

### Version 8 or higher virtual machines with disks on multiple datastores

If backing up a hardware version 8 or 9 virtual machine that has multiple disks residing on different datastores, not all datastores will be checked for orphaned snapshots. The only known remedy is to reconfigure the virtual machine such that all virtual disks reside on the same datastore.

### Backups involving physical RDM disks

When backing up a virtual machine that has both virtual disks and physical RDM disks, the backup will successfully process the virtual disks, bypass the RDM disks, and complete with the following event code:

Event Code: 30929

Category: Application

Severity: Process

Summary: Virtual machine client contains disks that cannot be backed up or restored.

## ContainerClients domain

The ContainerClients domain is a special system domain, which is populated with virtual machines residing in VMware container entities. Avamar assumes that when you add a VMware container to Avamar, that you will always manage the container and all virtual machines within it as a single object. Therefore, if only you add these virtual machines to a backup group as individual machines, rather than adding the parent VMware container, they will not be backed up.

## Nested container limitations

When backing up a VMware container that contains other containers (that is, a nested container structure), Avamar only backs up the top-level of the hierarchy. Consider the following example nested container structure:

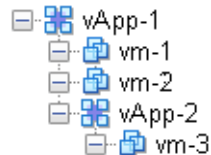


Figure 6. Example nested container structure

When vApp-1 is backed up to Avamar, the vApp backup image will only contain virtual machine backup images for vm-1 and vm-2. When vApp-1 backup is restored, only vm-1 and vm-2 data will be restored. vApp-2 and vm-3 containers will also be present but will not contain any data.

Two interim solutions exist for this limitation:

- Flatten the container structure.  
For example, move vm-3 under vApp-1. Then all three virtual machines will be backed up when vApp-1 is backed up.
- Add both vApp-1 and vApp-2 to Avamar as separate container entities so that they can be backed up separately.  
When restoring, restore vApp-1 first, then restore vApp-2 into vApp-1

## vApp backups fail if any subvirtual machine fails to backup

When backing up a vApp, all virtual machines within the vApp must successfully complete the back up otherwise that entire back up will not be recorded. Backups for virtual machines that did successfully complete are found in the ContainerClients domain. All backup failures should be promptly investigated and remedied to ensure maximum data protection.

## Perform an on-demand backup of a virtual machine by using AUI

You can perform an instance backup that is independent of existing schedules and policies.

### Steps

1. In the navigation pane, click **Backup/Restore**.  
The **Backup/Restore** page appears.
2. Click the **Backup** tab.
3. In the domain tree, select the domain for the client.
4. From the list of clients, select the client computer to back up.  
In the **Plugin** pane, a list of plug-ins on the client appears.
5. Browse to and select the checkbox next to the data that you want to back up.
6. Click **BACKUP NOW**.  
The **Basic Configuration** window appears.
7. Select the backup retention setting:
  - To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period**. Specify the number of days, weeks, months, or years for the retention period.

- To automatically delete this backup from the Avamar server on a specific calendar date, select **End date** and browse to that date on the calendar.
  - To keep this backup for as long as this client remains active in the Avamar server, select **No end date**.
8. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup.  
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.
  9. From the **Optionally select a proxy to perform backup** list, select the proxy.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
  10. Click **NEXT**.  
The **More Options** window appears.
  11. Select the plug-in.  
[VMware Image backup plug-in options](#) provides more information about the basic backup options.
  12. (Optional) Toggle the **Show Advanced Options** switch to view advanced configuration options.  
[Set advanced plug-in options in the AUI](#) provides more information about the advanced backup options.
  13. Click **FINISH**.

## Performing an on-demand backup by using the Avamar Administrator

### Steps

1. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
2. Click the **Backup** tab.  
The top-left pane contains a list of domains.
3. Select a domain in the upper tree, and then select a virtual machine client, VMware folder, resource pool, or vApp in the lower tree.
4. In the **Browse for File, Folders, or Directories** pane, select the data to back up:
  - Select the top (root) folder to back up the entire image.
  - Select one or more disks to only back up those specific virtual disks.
5. Select **Actions > Backup Now**.  
The **On Demand Backup Options** dialog box appears.
6. Select the backup retention setting:
  - To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period**. Specify the number of days, weeks, months, or years for the retention period.
  - To automatically delete this backup from the Avamar server on a specific calendar date, select **End date** and browse to that date on the calendar.
  - To keep this backup for as long as this client remains active in the Avamar server, select **No end date**.
7. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup.  
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.
8. (Optional) Select **Optionally select a proxy to perform backup**.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
9. (Optional) Configure the plug-in options. For more information, see [Set advanced plug-in options in the AUI](#) on page 47.
10. Click **OK**.  
The **On Demand Backup Options** dialog box closes and the following status message appears: `Backup initiated`.
11. Click **OK**.

# Set advanced plug-in options in the AUI

Perform the following optional tasks from the **More Options** window when performing an on-demand backup.

## Steps

1. Toggle the **Show Advanced Options** switch to on.
2. To enable changed block tracking, select the **Use Changed Block Tracking (CBT) to increase performance** checkbox.
3. To enable the Avamar server to report information to the vSphere Client about the most recent backup and most recent successful backup, select the **Set Annotation Tag LastBackupStatus and LastSuccessfulBackup** checkbox.

When selected, the following information displays in the vSphere Web Client:

- LastSuccessfulBackupStatus-com.dellemc.avamar: The date and time of the most recent successful backup.
- LastBackupStatus-com.dellemc.avamar: The date and time of the most recent backup, whether successful or not.

4. To index VMware image backups, select **Index VMware Image Backups**.
5. To exclude the Windows page file (`pagefile.sys`) from the backup, select **Exclude page file blocks when performing image backup on Windows VM**.

**NOTE:** Page file exclusion is supported only for Windows Servers version 2008 R2 and above. For client versions of Windows, this option has no effect. The page file is included in backups of Windows clients, regardless of this setting.

6. To exclude deleted file blocks from the backup, select **Exclude deleted file blocks when performing image backup on Windows VM**.
7. For the **Exclude files with path and filter** field, type the files that you want to exclude.

**NOTE:** If you exclude a file during backup, and then try a restore of the excluded file, the excluded is visible but unstable.

8. To store this backup on a Data Domain system, select the **Store backup on Data Domain System** checkbox, then select a Data Domain system from the list.
9. From the **Encryption method to Data Domain system** list, select the encryption method to use for data transfer between the client and the Data Domain system during the backup.
10. For the Windows VMware Image plug-in only, select one or more Snapshot Quiesce Options. The options include the following:
  - Fail backup on snapshot quiesce error.
  - If VMware tools are not running, mark completed backup as 'Complete w/Exception' (applications are not quiesced).
11. For the **Max times to retry snapshot delete** option, type the maximum number of times that a snapshot delete operation should be tried.
12. In **Guest Credentials**, type a virtual machine guest OS user account name and password with sufficient privileges to run scripts before or after the backup.

For log truncation backups of Exchange servers, guest credentials must have administrator privileges. If multiple VMs are backed up, the same credentials must be used for all VMs.
13. To run a script before the vmdk snapshot:
  - a. Type the full path and filename of the script that is run.
  - b. Ensure that the script timeout is sufficient for the script to complete.
14. To run a script after the backup completes and the vmdk snapshot is removed:
  - a. Type the full path and filename of the script that is run.
  - b. Ensure that the script timeout is sufficient for the script to complete.
15. For the Windows VMware Image plug-in only, in the **Snapshot quiesce timeout (minutes)** field, type the number of minutes to wait before a snapshot quiesce operation is considered to have failed.
16. If performing an image backup of a Microsoft SQL server, select the type of authentication:
  - **NT Authentication** uses the credentials that are entered in **Guest Credentials** for authentication.
  - **Application Authentication** uses the **SQL Server Username** and **SQL Server Password** to log in to the SQL server.
17. If performing an image backup of a Microsoft SQL server, identify the post-action options:
  - Type the maximum number of minutes to wait before post-action operations are considered to have failed in the **Post Action Timeout (minutes)** option.
  - Select the type of post-action operation. **LOG Truncation** performs log truncation after the backup has successfully completed.
  - All disks of the VM must be selected for on-demand backup or log truncation will not occur.

18. If performing an image backup of a Microsoft Exchange server, select the type of post-action operation. **LOG Truncation** performs log truncation after the backup has successfully completed.
19. Click **FINISH**.

## Scheduling backups

Scheduled backups run automatically to ensure that backups occur on an ongoing basis. You can schedule backups to run daily, weekly, or monthly.

### Steps

1. Create a dataset for the backups.
2. Create a group for the backups.

During the group creation process, you:

- a. Assign the new dataset to the new group.

By default, dataset entries use absolute path notation. For example:

```
[datastore1] VM1/VM1.vmdk
```

However, you can use relative path notation to ensure that a particular `.vmdk` is always included in a backup, even if that virtual machine is migrated to another datastore using Storage vMotion. For example, the following equivalent dataset entry uses relative path notation:

```
\[.*\] VM1/VM1.vmdk
```

- b. Assign a schedule to the new group.
- c. Assign a retention policy to the new group.
- d. Add one or more clients to the new group, or configure the group to automatically include auto-discovered VMs as clients.

The *Avamar Administration Guide* provides more information about groups, group policy, datasets, schedules, and retention policies.

3. Enable scheduling for the group.

## Automatically including virtual machines in a group

As part of the auto-discovery feature that is available with Avamar 7.4 and greater, virtual machines that have been auto-discovered are automatically assigned to backup groups using rules. In this way, backup policies can be automatically assigned to VMs when they are created in vCenter. This procedure describes how to configure scheduled backups to use rules to automatically assign backup policies to auto-discovered VMs.

### About this task

 **NOTE: Auto-discovery of virtual machines on page 25 contains information about configuring auto-discovery of VMs.**

### Steps

1. Create a new group as described in [Scheduling backups](#) on page 48.
2. At the **Include clients** page of the wizard, select **Enable automatic member selection by rule**.
3. From the **Rule** dropdown menu, do one of the following:


- Select an existing rule.
- Select **New Rule...**

If **New Rule...** is selected, create a new rule as described in [Creating a new rule](#) on page 49.

VMs that have been automatically assigned to this group via rule selection will be listed as **Included (by rule)** in the **Membership** column.

4. To include clients in this group that have not been automatically assigned to the group, click **Include**.

VMs that have been manually assigned to this group through this mechanism will be listed as **Included (by user)** in the **Membership** column.

 **NOTE: It is generally not good practice to manually include clients in a group that is using VM auto-discovery. Best practice is to reserve groups that are using automatic member selection for that purpose only, and create other groups for clients that are not auto-discovered VMs.**



- To exclude clients in this group that have been automatically assigned to the group, click **Exclude**.

**NOTE:** It is generally not good practice to manually exclude clients in a group that is using VM auto-discovery. Best practice is to properly configure rules and VMs so that only those VMs that should be in this group are automatically assigned to it.

- Click **Finish** when group configuration is complete.

## Creating a new rule

Rules are used to automatically map auto-discovered VMs to domains, and to assign backup policies to auto-discovered VMs. Rules use one or more filtering mechanism to determine whether VMs qualify under the rule.

### About this task

There are three mechanisms to open the **New Rules** dialog box:

- During vCenter client configuration, by selecting **Enable dynamic VM import by rule** and then selecting **New Rule...** from the **Rule** drop-down list in the **Domain Mapping** list.

**NOTE:** To import retired virtual machines back to the Avamar sever by using dynamic rule, perform the following steps:

- Edit the following script:**

```
f/usr/local/avamar/var/mc/server_data/prefs/mcserver.xml <entry
key="auto_discover_retired_vms" value="true" />
```

- Restart the Management Console Server (MCS).**

- During Group configuration, on the **Include clients** page of the wizard, by selecting **Enable automatic group selection by rule** and selecting **New Rule...** from the drop-down.
- By selecting **Tools > Manage Rules** from the Avamar Administrator, then clicking **New**.

### Steps

- Open the **New Rules** dialog box by using one of the listed mechanisms.
- Type a name for the rule.
- In the **Rule Definition** area, select whether the rule should match **Any** of the listed filter mechanisms, or **All** of them.

This selection allows you to configure multiple different filters to select VMs, and to determine how these filters interact with one another to select the correct VMs. For example, you might create a filter that uses a VM folder path to select VMs, and another filter that uses a VM naming convention. This option can then be used as follows to determine which VMs are included under this rule:

- To include only VMs that are in the defined folder path and also follow the naming convention, select **All**. This step excludes VMs that are in the folder path but that do not follow the naming convention, and also excludes VMs that follow the naming convention but are not in the folder path.
- Alternatively, to include any VMs that are either in the VM folder path or that follow the naming convention, select **Any**.

- For the first filter:
  - Select the filter type.  
For example, to create a filter that uses a VM naming convention, select **VM Name**, or to create filter that uses a vCenter VM Tag, select **VM Tag**.

**NOTE:** The VM Tag selection is only available with vCenter 6.0 and greater.

- Select the operand.  
For example, if **VM Name** is selected for the filter type and **begins with** is selected for the operand, then all VMs whose names begin with the filter text is selected.

- Type the filter text.  
For example, to create a filter that selects all VMs whose names begin with the text string **HR\_**, select **VM Name** for the filter type, **begins with** for the operand, and type **HR\_** for the filter text.

- To create additional filters, click the plus sign (+).  
This step adds a row to the list of filters. To delete an existing row, click the minus sign (-).
- Click **OK**.

Changes made to tags may experience a delay of up to 12 hours before being enforced. For this reason, edit tags with caution, or perform a synchronized vCenter operation, which automatically synchronizes the vCenter with the Avamar server.

Best practice for rule creation is to ensure that rules are mutually exclusive, to avoid the situation where a VM might qualify under multiple rules.

## Log truncation backups

Avamar release 7.4 and greater supports log truncation after a successful Microsoft SQL and Microsoft Exchange image backup has been performed, thereby allowing the backup window to be reduced along with the disk space required for the database logs. The following sections describe how to configure scheduled log truncation backups.

### Scheduled backups with Microsoft SQL log truncation

Avamar 7.4 and later performs log truncation of a SQL Server Database after the backup has completed.

This section describes how to schedule backups that perform log truncation. [Performing an on-demand backup by using the Avamar Administrator](#) on page 46 provides the procedure for performing an on-demand backup of a single VM hosting an SQL server.

Scheduling backups that contain multiple VMs requires an automated mechanism to select the VMs that are hosting SQL databases. This is performed by using a rule created in the Avamar Administrator. Rules contain filtering mechanisms, such as the VM name or VM tag, that determine which VMs qualify under the rules. Configuring your VMs that host SQL databases correctly from within vCenter, and configuring corresponding rules in the Avamar Administrator, allows you to determine which VMs in a multiple VM backup should have log truncation performed. [Creating a new rule](#) on page 49 contains instructions for creating a rule.

### Full backup required before performing SQL log truncation

A full backup is required before performing log truncation.

If a backup is performed of a database that has never had a full backup, log truncation fails. Performing a full database backup, using either an SQL server native backup or a full Avamar backup, is required before performing log truncation.

### Scheduling backups of Microsoft SQL servers for log truncation

Scheduled backups of Microsoft SQL servers for log truncation are configured using the following procedure.

#### Steps

1. Create a dataset for SQL server backup:
  - a. In the Avamar Administrator, select **Tools>Manage Datasets**.  
The **Manage Datasets** window opens.
  - b. Click **New**.  
You can also create a copy of the preconfigured **Windows Dataset** and select **Edit** to edit the new dataset.
  - c. For the **Name** field, type a name for the dataset.
  - d. Select **Select All Data for All Local Filesystems** and select the following:
    - **All local Windows filesystems**
    - **All virtual disks**
  - e. Select the **Options** tab.
  - f. For **Select Plug-in Type**, select **Windows VMware Image**.
  - g. Select the **Show Advanced Options** checkbox.
  - h. In **Guest Credentials**, type a virtual machine guest OS user account name and password with sufficient privileges to run scripts before or after the backup.
  - i. For **Microsoft SQL Server authentication**, select the type of authentication:
    - **NT Authentication** uses the credentials that are entered in **Guest Credentials** for authentication. You must have Windows Authentication enabled on all SQL Server instances. If log truncation is used, the user who is entered here must have sufficient rights to run log truncation on all databases on all SQL Server instances.
    - **Application Authentication** uses the **SQL Server Username** and **SQL Server Password** to log in to the SQL server. The user credentials that are listed here are used to log in to all SQL Server instances running on the target virtual machine.
  - j. For **Microsoft SQL Server post action**, identify the post-action options:
    - Enter the maximum number of minutes to wait before post-action operations are considered to have failed in the **Post Action Timeout (minutes)** option.

- Select the Type of post-action operation. **LOG Truncation** performs log truncation after the backup has successfully completed.
  - k. Complete other information in the Options tab as necessary and click **OK**.  
The *Avamar Administration Guide* contains further information about creating and configuring datasets.
  - l. Click **Close**.
2. If multiple guest VMs are being backed up as part of this group, create a rule that is used to select the appropriate VMs that have log truncation performed. [Creating a new rule](#) on page 49 contains instructions for creating a rule.
  3. Create a group for the backups.  
During the group creation process, you:
    - a. Assign the new dataset to the new group.
    - b. Assign a schedule to the new group.
    - c. Assign a retention policy to the new group.
    - d. If multiple guest VMs are being backed up as part of this group, at the client selection page, select **Enable automatic member selection by rule** and select the rule that is created in [2](#) on page 51.  
The *Avamar Administration Guide* provides more information about groups, group policy, rules datasets, schedules, and retention policies.
  4. Enable scheduling for the group.

## Scheduled backups with Microsoft Exchange log truncation

Avamar 7.4 and later performs log truncation of an Exchange Server Database after the backup has completed.

This section describes how to schedule backups that perform log truncation. [Performing an on-demand backup by using the Avamar Administrator](#) on page 46 provides the procedure for performing an on-demand backup of a single VM hosting an Exchange server.

Scheduling backups that contain multiple VMs requires an automated mechanism to select the VMs that are hosting Exchange databases. This step is performed by using a rule that is created in the Avamar Administrator. Rules contain filtering mechanisms, such as the VM name or VM tag, that determine which VMs qualify under the rules. Configuring your VMs that host Exchange databases correctly within vCenter, and configuring corresponding rules in the Avamar Administrator, allows you to determine which VMs in a multiple VM backup should have log truncation performed. [Creating a new rule](#) on page 49 contains instructions for creating a rule.

Log truncation with Microsoft Exchange is supported with the following:

- vSphere 6.5 and greater and ESXi 6.5 and greater.
- Windows Server 2008 R2 and later.
- Exchange 2007 and later.
- VMware Tools release 10.1 or greater must be installed on the VM hosting the Exchange server.

## Scheduling backups of Microsoft Exchange servers for log truncation

Scheduled backups of Microsoft Exchange servers for log truncation are configured using the following procedure.

### Steps

1. Create a dataset for Exchange server backup:
  - a. In the Avamar Administrator, select **Tools>Manage Datasets**.  
The **Manage Datasets** window opens.
  - b. Type the **Guest Credentials** for the virtual machine guest OS user account name and password administrator privileges.  
If multiple VMs are being backed up, all VMs must use the same guest credentials.
  - c. Select the Type of post-action operation. **LOG Truncation** performs log truncation after the backup has successfully completed.
  - d. Complete other information in the **Options** tab as necessary and click **OK**.  
The *Avamar Administration Guide* contains further information about creating and configuring datasets.  
Click **Close**.
2. If multiple guest VMs are being backed up as part of this group, create a rule that is used to select the appropriate VMs that have log truncation performed. [Creating a new rule](#) on page 49 contains instructions for creating a rule.
3. Create a group for the backups.  
During the group creation process, you:

- a. Assign the new dataset to the new group.
- b. Assign a schedule to the new group.
- c. Assign a retention policy to the new group.
- d. If multiple guest VMs are being backed up as part of this group, at the client selection page, select **Enable automatic member selection by rule** and select the rule that was previously created.

The *Avamar Administration Guide* provides more information about groups, group policy, rules datasets, schedules, and retention policies.

4. Enable scheduling for the group.

## Monitoring backups

You can monitor backups to ensure that they are completed successfully and troubleshoot issues. The Activity Monitor in Avamar Administrator enables you to view status information for both on-demand and scheduled backups.

### Steps

1. In Avamar Administrator, click the **Activity** launcher link.  
The **Activity** window appears.
2. Click the **Activity Monitor** tab.  
A list of all activities appears.
3. To filter the results to display only backup activity, select **Actions > Filter**.  
The **Filter Activity** dialog box appears.
4. Select **All Backups** from the **Type** list.
5. Click **OK**.

## Canceling backups

You can cancel a backup any time before it completes. The cancellation might take 5 minutes or longer. The backup may complete before the cancellation finishes.

### Steps

1. In Avamar Administrator, click the **Activity** launcher link.  
The **Activity** window appears.
2. Click the **Activity Monitor** tab.  
A list of all activities appears.
3. Select the backup from the list.
4. Select **Actions > Cancel Activity**.  
A confirmation message appears.
5. Click **Yes**.

## Support for vCenter HA failover for inflight backups

During a vCenter failover period, the Avamar software monitors the failover process and performs the following actions.

1. Automatically detects vCenter failover events and then waits for the vCenter failover to complete.
2. Cancels the hanging backup jobs that were caused by vCenter HA failover.
3. Removes mounted HotAdded disks from the proxy appliance.
4. Restarts all incomplete backups during the vCenter HA failover.

# Configure a backup to support VMware encryption

Avamar supports encrypted virtual machine backups.

## Prerequisites

- Review the known limitations for configuring a backup to support VMware encryption.
- To backup or restore encrypted virtual machines, ensure that the proxy appliance is also encrypted.
- Ensure that the proxy appliance is manually mapped to the backup policy.

## About this task

For details about virtual machine encryption, the VMware *vSphere Security Guide* provides more information.

When backing up an encrypted virtual machine, perform the following steps:

## Steps

1. Establish encryption for the virtual machine:
  - a. Set up the KMS.
  - b. Create the VM encryption policy.
2. Encrypt the proxy appliance.
3. Use a Linux text editor to open `/usr/local/avamarclient/var/vddkconfig.ini`.
4. Locate the value `vixDiskLib.transport.hotadd.NoNFCSession`.
5. Change the value to `0`.

This change overrides a VMware VDDK bug that inhibits hot-adding an encrypted virtual machine. The [VMware Release Notes](#) provide more information.
6. Save and close the file.
7. Set the following permissions for the Avamar admin role:
  - **Cryptographic operations > Add disk.**
  - **Cryptographic operations > Direct access.**

## VMware encryption support limitations

Consider the following known limitations of Avamar for VMware encryption support.

- As a result of disabling NoNFCSession, backup and restore in VMware Cloud on AWS is not supported. This VMware limitation is addressed in the vddk update.
- When restoring from an encrypted virtual machine and backup, the restored data is unencrypted.
- Restoring virtual machines requires that the target vCenter is configured for the same Key Management Service (KMS) host as the source vCenter.
- Attempts to perform an application-consistent quiesce snapshot on an encrypted virtual machine will fail back to a file system-consistent snapshot. This process generates an error message in vCenter, which you can ignore. This is a VMware limitation.
- When restoring a virtual machine as a new image:
  - By default, new virtual machines are not encrypted. If encryption is desired, apply the required storage policy.
  - For cases where a boot order other than the default was implemented before the image backup was performed, the original boot order is not restored. In this case, you must select the correct boot device after the restore completes. Alternatively, you can enter the non-default boot order to the VMX file so that the restored virtual machine starts without any reconfiguration.

This limitation does not affect virtual machines that use the default boot order.

## Configure a backup to support vSAN encryption

Avamar supports encrypted vSAN backups.

## Prerequisites

For details about vSAN encryption, the VMware *Administering VMware vSAN Guide* provides more information.

**About this task**

Before you configure a backup to support vSAN encryption, consider the following points:

- To backup or restore virtual machines that reside on vSAN datastores, deploy the proxy on a vSAN datastore.
- You can use a proxy that is deployed on a vSAN datastore to back up virtual machines from other vSAN datastores (encrypted or non-encrypted) by using hotadd or nbdssl transport modes.
- You can use a proxy that is deployed on a vSAN datastore to back up virtual machines from other non-vSAN datastores by using hotadd or nbdssl transport modes.
- Avamar supports all backup and restore functionality for encrypted vSAN virtual machines.
- Avamar supports restoring an encrypted vSAN virtual machine to a different vCenter that has a non-encrypted datastore.

**Steps**

1. Set the following permissions for the Avamar administrator:

**Table 9. Required permissions for the Avamar Administrator**

Object	Permissions	Sub-permissions
Datastore	Allocate Space	
	Browse Datastore	
	Low level file operations	
Virtual Machine	Inventory	All
	Interaction	Power on
	Interaction	Power off
	Interaction	Suspend
	Interaction	Reset
	Interaction	Perform wipe or shrink operations
	Configuration	All
	Provisioning	Allow disk access
	Provisioning	Clone template
	Provisioning	Clone Virtual Machine
	Snapshot	All
Folder	Create folder	
	Delete folder	
Global	Act as vCenter Server	
	Disable Methods	
	Enabled Methods	
	System Tag	
Resource	Assign virtual machine to resource pool	
Host	Configuration	Advanced Settings
Network	All	
Profile-driven Storage	All	
Cryptographic operations	Add disk	
	Direct access	

2. Create a group for the backup as described in [Scheduling backups](#).

 **NOTE:** To backup a vSAN virtual machine, deploy the proxy in the vSAN datastore.

**Topics:**

- [Image and file-level restore guidelines](#)
- [Image backup overview](#)
- [File-level restore \(FLR\)](#)

## Image and file-level restore guidelines

Avamar provides two distinct mechanisms for restoring virtual machine data: image restores, which can restore an entire image or selected drives, and file-level restores, which can restore specific folders or files.

Image restores are less resource intensive and are best used for restoring large amounts of data quickly.

File-level restores are more resource intensive and are best used to restore relatively small amounts of data.

If you restore a large number of folders or files, you will experience better performance if you restore an entire image or selected drives to a temporary location (for example, a new temporary virtual machine). Copy those files to the desired location following the restore.

## Monitoring restores

You can monitor restores to ensure a successful completion of restores and troubleshooting of issues. The Activity Monitor in Avamar Administrator enables you to view status information for restores.

**Steps**

1. In Avamar Administrator, click the **Activity** launcher link.  
The **Activity** window appears.
2. Click the **Activity Monitor** tab.  
A list of all activities appears.
3. To filter the results to display only restore activity, select **Actions > Filter**.  
The **Filter Activity** dialog box appears.
4. Select **Restore** from the **Type** list.
5. Click **OK**.

## Canceling restores

You can cancel a restore any time before it completes. The cancellation might take 5 minutes or longer. The restore may complete before the cancellation finishes.

**Steps**

1. In Avamar Administrator, click the **Activity** launcher link.  
The **Activity** window appears.
2. Click the **Activity Monitor** tab.  
A list of all activities appears.
3. Select the restore from the list.
4. Select **Actions > Cancel Activity**.  
A confirmation message appears.
5. Click **Yes**.



## Instant access

If restoring an entire virtual machine from backups stored on a Data Domain system, a special feature called “instant access” is available.

Instant access is similar to restoring an image backup to a new virtual machine, except that the restored virtual machine can be booted directly from the Data Domain system. This step reduces the amount of time that is required to restore an entire virtual machine.

Instant access comprises the following tasks:

1. Restoring the virtual machine:
  - Instant access is initiated.
  - Selected VMware backup is copied to temporary NFS share on the Data Domain system.
2. Performing post-restore migration and clean-up:
  - From the vSphere Client or vSphere Web Client, power on the virtual machine, and then use Storage vMotion to migrate the virtual machine from the Data Domain NFS share to a datastore within the vCenter.
  - When Storage vMotion is complete, the restored virtual machine files no longer exist on the Data Domain system.
  - From Avamar Administrator, ensure that the Data Domain NFS share has been deleted.

**NOTE:** When used with Data Domain systems earlier than release 6.0, to minimize operational impact to the Data Domain system, only one instant access is permitted at a time. For Data Domain systems at release 6.0 or greater, 32 instant access processes are permitted at the same time. If you are using the same ESXi host as the target for multiple instant access processes, then to achieve 32 instant access processes, you must increase the values for the following settings on the ESXi host to the maximum supported values:

- Under NFS, update NFS.MaxVolumes.
- Under Net, update Net.TcpipHeapSize.
- Under Net, update Net.TcpipHeapMax.

VMware KB article 2239 contains further information about increasing the limits for these settings. Refer VMware documentation for concurrent Virtual machine migration limits.

## Restoring the virtual machine

### Prerequisites

Instant access requires the following:

- Avamar 7.0 or later
- Data Domain Operating System 5.2.1 and above. Please refer to the Avamar compatibility matrix for supported versions of DDOS

### Steps

1. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
2. Click the **Restore** tab.  
The upper left pane contains a list of domains.
3. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
4. Select a backup residing on the Data Domain:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight.  
A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
5. Click the **Browse for Image Restore** button (🔍) directly above the contents pane.
6. In the contents pane, select the **All virtual disks** folder checkbox to restore the entire image.
7. Select **Actions > Instant Access**.  
The **Restore Options** dialog box appears.
8. Select **Restore to a new virtual machine** as the restore destination.



**NOTE:** When restoring an image backup to a new virtual machine, the **Restore virtual machine configuration** option is selected and disabled (grayed out) because these configuration files are always required to configure the new virtual machine.

9. Specify a location and settings for the new virtual machine:
  - a. Click **Configure Destination**.  
The **Configure Virtual Machine** dialog box appears.
  - b. Click **Browse**.  
The **New Virtual Machine** wizard appears.
  - c. In the **Name and Location** screen, type a unique **Name** for the new virtual machine, select a datacenter and folder location in the inventory tree, and then click **Next**.
  - d. In the **Summary** screen, review the information, and then **Finish**.
  - e. Click **OK** on the **Configure Virtual Machine** dialog box.
10. Ignore the **Avamar encryption method** setting.  
Because no client/server data transfer takes place, the **Avamar encryption method** setting has no effect.
11. (Optional) **Optionally select a proxy to perform restore**.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
12. Click **More Options**.  
The **Restore Command Line Options** dialog box appears.
13. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
14. Click **OK** on the **Restore Command Line Options** dialog box.
15. Click **OK** on the **Restore Options** dialog box.  
The following status message appears: `Restore initiated`.
16. Click **OK**.

## Performing post-restore migration and clean-up

### Steps

1. Launch the vSphere Client or vSphere Web Client, and log in to the vCenter Server.
2. Locate the virtual machine you restored.
3. Use Storage vMotion to migrate that virtual machine from the Data Domain NFS share to a datastore within the vCenter.

When Storage vMotion is complete, the restored virtual machine files no longer exist on the Data Domain system.

The MCS NFS datastore poller automatically unmounts unused Data Domain NFS mounts once daily. However, it is still a good practice to ensure that the NFS mount has been unmounted and removed by performing the remainder of this procedure.

4. In Avamar Administrator, click the **Server** launcher link.  
The **Server** window appears.
5. Click the **Data Domain NFS Datastores** tab.
6. Ensure that there is no entry for the virtual machine you restored.  
If an entry is found, select it, and then click **Unmount/Remove**.

## Restore an instance of a VM backup by using the AUI

Any successful instance backup can be used to restore a copy of that instance. You can find a backup to restore by date. When you perform the restore, you can restore to either the original location, a different location, or multiple locations.

When you perform the restore, you can restore to either the original virtual machine, to a new virtual machine, or to a different virtual machine.

## Selecting a backup instance to restore

### About this task


The steps in this procedure apply to the following plug-in types:

- Microsoft Windows File System
- Linux File System
- VMware image

- VMware File Level Restore (FLR)
- Microsoft SQL
- Microsoft Hyper-V
- Microsoft Exchange

For all other plugin types that are not in this list, use Avamar Administrator.

## Steps

1. In the navigation pane, click **Backup/Restore**.  
The **Backup/Restore** page appears.
2. Click the **Restore** tab.
3. In the domain tree, select the domain for the client.
4. From the list of clients, select the client computer to recover.  
A list of completed backups for this instance appears. Any backup in this list can be used to restore the instance.
5. (Optional) To locate backups by date:
  - a. Click .
  - b. Specify the date range in the **From** and **To** fields.
  - c. Click **Retrieve**.  
The list of backups for the date range appears.
6. In the **Actions** column, click **Restore**.  
The **Contents of Backup** pane appears.  
The AUI displays a list of volumes that are contained within the backup. The volume names identify the original mount point.
7. Select the folder or file that you want to restore, and then click **RESTORE**.  
After you select a folder from the tree, the **Contents of Backup** pane displays a list of files that are contained within that folder.  
The **Restore** wizard appears and opens to the **Basic Config** page.  
For more information, see [Restore data to the original virtual machine](#).
8. (Optional) To perform a file-level restoration (FLR) of the content, perform the following steps:
  - a. Toggle the **FLR** switch to on.  
The list of folders appears.
  - b. Select the folder or file that you want to restore, and then click **RESTORE**.  
The FLR feature retrieves files from the backup without the need to complete a full restore operation. This feature provides the ability to restore specific files from a volume in a particular backup, or browse the files that are contained in the backup volumes.

## Restore data to the original virtual machine

### About this task

To access the Restore wizard, click **Backup/Restore**, and then click **Restore**.

## Steps

1. In the **Destination** field, select **Restore to Original Virtual Machine**.
2. In the **Post Restore Options** field, select an option.
3. To restore the virtual machine configuration, select **Restore Virtual Machine Configuration**.
4. To restore the virtual machine as a new disk, select **Restore as a new disk**.
5. To use Changed Block Tracking (CBT) to increase performance, select **Use CBT to increase performance**.
6. In the **Proxy** field, select an option.
7. Click **NEXT**.  
The **Summary** page appears.
8. On the **Summary** page:
  - a. Review the information.
  - b. Click **FINISH**.

# Restore data to a different virtual machine

## About this task

To access the Restore wizard, click **Backup/Restore**, and then click **Restore**.

## Steps

1. On the **Basic Config** page, complete the following fields:
  - a. In the **Destination** field, select **Restore to a different (existing) Virtual Machine**.
  - b. In the **Post Restore Options** field, select an option.
  - c. To restore the virtual machine as a new disk, select **Restore as a new disk**.
  - d. To use Changed Block Tracking (CBT) to increase performance, select **Use CBT to increase performance**.
  - e. In the **Proxy** field, select an option.
  - f. Click **NEXT**.  
The **Advanced Config** page appears.
2. On the **Advanced Config** page, complete the following actions:
  - a. To view hosts, toggle **Host/Cluster** to off.
  - b. To view a cluster, toggle **Host/Cluster** to on.
  - c. In the **Host/Cluster** pane, expand the domain name, and then select a host or cluster.  
The selected IP address appears.
  - d. Click **NEXT**.
3. On the **Summary** page:
  - a. Review the information.
  - b. Click **FINISH**.

# Restore data to a new virtual machine

## About this task

To access the Restore wizard, click **Backup/Restore**, and then click **Restore**.

## Steps

1. On the **Basic Config** page, complete the following fields:
  - a. In the **Destination** field, select **Restore to a new Virtual Machine**.
  - b. In the **Post Restore Options** field, select an option.
  - c. To use Changed Block Tracking (CBT) to increase performance, select **Use CBT to increase performance**.
  - d. In the **Proxy** field, select an option.
  - e. Click **NEXT**.  
The **Advanced Config** page appears.
2. On the **Advanced Config** page, complete the following fields:
  - a. In the **vCenter** field, select a vCenter.
  - b. In the **VM Name** field, type the name of the virtual machine.
  - c. Click **NEXT**.
3. On the **Location** page, complete the following actions:
  - a. Expand the domain name, and then select a destination.  
The selected location appears.
  - b. Click **NEXT**.
4. On the **Host/Cluster** page, complete the following actions:
  - a. Expand the domain name, and then select a host or cluster.  
The selected IP address appears.
  - b. Click **NEXT**.
5. On the **Resource Pool** page, complete the following actions:
  - a. Expand the domain name, and then select a resource pool.  
The selected resource pool appears.
  - b. Click **NEXT**.




6. On the **Datastore** page:
  - a. Select a datastore.
  - b. Click **NEXT**.
7. On the **Summary** page:
  - a. Review the information.
  - b. Click **FINISH**.

## Image backup overview

Image backup offers three levels of restore functionality: image restore, file-level restore (FLR), and the capability to mount specific drives from a Windows image backup in order to support application-level recovery.

Three buttons are provided above the **Select for Restore** contents pane, which are not shown if a non-VMware image backup is selected:

**Table 10. Image restore toolbar buttons**

Button	Tooltip	Description
	Browse for Image Restore	Initiates an image restore.
	Browse for Granular Restore	Initiates a file-level restore.
	Mount Windows VMDK	Mounts selected drives in a Windows image backup in order to support application-level recovery.

When performing an image restore, the **Restore Options** dialog box is slightly different from the typical **Restore Options** dialog box. The primary differences are that virtual machine information is shown and three choices for restore destinations are offered:

- Original virtual machine
- Different (existing) virtual machine
- New virtual machine

Once the destination selection is made, each procedure varies slightly from that point forward.

## Image-level restore limitations

The following limitations apply to image-level restores from virtual machine backups.

### Virtual machine power state

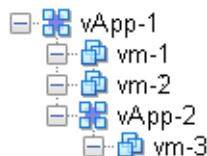
When using image restore to restore an entire image or selected drives, the target virtual machine must be powered off.

### Restores involving physicalRDM disks

When restoring data from a backup taken from a virtual machine with physical RDM disks, you cannot restore that data to a new virtual machine.

### Nested container limitations

When restoring a VMware container that contains other containers (that is, a nested container structure), Avamar only restores the top-level of the hierarchy. Consider the following example nested vApp structure:



**Figure 7. Example nested container structure**


When vApp-1 is backed up to Avamar, the vApp backup image will only contain virtual machine backup images for vm-1 and vm-2. When vApp-1 backup is restored, only vm-1 and vm-2 will be present.

Two interim solutions exist for this limitation:

- Flatten the container structure.  
For example, move vm-3 under vApp-1. Then all three virtual machines will be backed up when vApp-1 is backed up.
- Add both vApp-1 and vApp-2 to Avamar as separate container entities so that they can be backed up separately.  
When restoring, restore vApp-1 first, then restore vApp-2 into vApp-1

## Restoring the full image or selected drives to the original virtual machine

### Steps

1. In the vSphere Client or vSphere Web Client, ensure that the target virtual machine is powered off.
2. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
3. Click the **Restore** tab.  
The upper left pane contains a list of domains.
4. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
5. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight.  
A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
6. Click the **Browse for Image Restore** button (🔍) directly above the contents pane.
7. In the contents pane:
  - Select the **All virtual disks** folder checkbox to restore the entire image.
  - Select one or more drives to only restore those specific drives.
8. Select **Actions > Restore Now**.  
The **Restore Options** dialog box appears.
9. Select **Restore to original virtual machine** as the restore destination.  
 **NOTE: When restoring an image backup to the original virtual machine, the Configure Destination button is disabled (grayed out).**
10. (Optional) If you want to restore VMware configuration files, select **Restore virtual machine configuration**.
11. (Optional) **Optionally select a proxy to perform restore**.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
12. Click **More Options**.  
The **Restore Command Line Options** dialog box appears.
13. Select or clear **Use Changed Block Tracking (CBT) to increase performance**.
14. From the **Encryption method from Data Domain system** list, select the encryption method to use for data transfer between the Data Domain system and the client during the restore.
15. Select one of the following settings in the **Select Post Restore Options** list:
  - **Do not power on VM after restore.**
  - **Power on VM with NICs enabled.**
  - **Power on VM with NICs disabled.**
16. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
17. Click **OK** on the **Restore Command Line Options** dialog box.
18. Click **OK** on the **Restore Options** dialog box.  
The following status message appears: `Restore initiated.`

19. Click **OK**.
20. If the restore target virtual machine will be using changed block tracking for future backups, enable changed block tracking by performing any of the following actions on that virtual machine: reboot, power on, resume after suspend, or migrate.

## Restoring the full image or selected drives to a different virtual machine

### Steps

1. In the vSphere Client or vSphere Web Client, ensure that the target virtual machine is powered off.
2. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
3. Click the **Restore** tab.  
The upper left pane contains a list of domains.
4. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
5. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight.  
A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
6. Click the **Browse for Image Restore** button (🔍) directly above the contents pane.
7. In the contents pane:
  - Select the **All virtual disks** folder checkbox to restore the entire image.
  - Select one or more drives to only restore those specific drives.
8. Select **Actions > Restore Now**.  
The **Restore Options** dialog box appears.
9. Select **Restore to a different (existing) virtual machine** as the restore destination.
 

**NOTE:** When restoring an image backup to a different (existing) virtual machine, the **Restore virtual machine configuration** option is disabled (grayed out).
10. Click **Configure Destination**.  
The **Configure Virtual Machine** dialog box appears.
11. Click **Browse**.  
The **Select VMware Entity** dialog box appears.
12. Select the destination virtual machine and click **OK**.
 

**NOTE:** Only virtual machines that are powered off can be selected from the list; all others are disabled. You are also prevented from selecting the original virtual machine.
13. Click **OK** on the **Configure Virtual Machine** dialog box.
14. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the Avamar server and the client during the restore.  
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.
15. (Optional) **Optionally select a proxy to perform restore**.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
16. Click **More Options**.  
The **Restore Command Line Options** dialog box appears.
17. Select or clear **Use Changed Block Tracking (CBT) to increase performance**.
18. From the **Encryption method from Data Domain system** list, select the encryption method to use for data transfer between the Data Domain system and the client during the restore.
19. Select one of the following settings in the **Select Post Restore Options** list:

- **Do not power on VM after restore.**
  - **Power on VM with NICs enabled.**
  - **Power on VM with NICs disabled.**
20. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
  21. Click **OK** on the **Restore Command Line Options** dialog box.
  22. Click **OK** on the **Restore Options** dialog box.  
The following status message appears: `Restore initiated.`
  23. Click **OK**.
  24. If the restore target virtual machine will be using changed block tracking for future backups, enable changed block tracking by performing any of the following actions on that virtual machine: reboot, power on, resume after suspend, or migrate.

## Mounting Windows VMDKs from an image backup

Avamar provides a mechanism for mounting VMDKs from VMware image backups of Windows virtual machines. This feature is typically used to enable third party tools such as Kroll OnTrack PowerControls to perform data mining and advanced data recovery.

## Configuring the recovery target machine

This task configures a physical or virtual Windows machine to be a recovery target for mounting Windows VMDKs from an image backup.

### Prerequisites

The recovery target machine must be a 64-bit Windows physical or virtual machine.

**NOTE: Recovery targets can be physical or virtual machines. If you intend to use a virtual machine as a recovery target, install the Avamar software directly on the virtual machine just as you would if implementing guest backup.**

### Steps

1. Using instructions in the *Avamar Backup Clients User Guide*, install Avamar Windows client software on the recovery target machine.
2. Using instructions in the *Avamar Backup Clients User Guide*, register the recovery target machine as a client with the same Avamar server storing the image backup to be mounted.
3. Install the Windows VMware GLR plug-in software:
  - a. Log in to the recovery target machine with Windows administrator privileges.
  - b. Download the **AvamarVMWareGLR-windows-x86\_64-version.msi** install package from the Avamar server.
  - c. Open the install package, and then follow the on screen instructions.
  - d. Reboot the computer.

## Restoring and mounting the Windows VMDKs

### Prerequisites

Ensure that the recovery target machine has been properly configured:

- The Avamar Windows client, and Windows VMware GLR plug-in software is installed
- The recovery target machine is registered and activated as a client with the same Avamar server storing the image backup from which the VMDK will be mounted

### Steps

1. In the vSphere Client or vSphere Web Client, ensure that the target virtual machine is powered on.
2. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
3. Click the **Restore** tab.  
The upper left pane contains a list of domains.
4. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.



5. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight. A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
6. In the contents pane, select a virtual disk.
7. Click the **Mount Windows VMDK** button (🔗).  
The **Select Destination Client** dialog box appears.
8. Click **Browse** next to the **Client** box.  
The **Browse for Restore Destination Client** dialog box appears.
9. Select the recovery target virtual machine, and then click **OK**.  
The **Browse Backup Status** dialog box appears.
10. Click **OK** to confirm that the operation should continue.  
The **Restore Browse Options** dialog box appears.
11. Select a time out value from the **Amount of time to leave VMDKs mounted** list, and then click **OK**.

## Results

A folder path appears in the right backup contents pane. The Windows VMDK is now mounted to that folder.

# Restore the full image or selected drives to a new virtual machine by using Avamar Administrator

## Steps

1. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
2. Click the **Restore** tab.  
The upper left pane contains a list of domains.
3. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
4. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight. A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
5. Click the **Browse for Image Restore** button (🔗) directly above the contents pane.
6. In the contents pane:
  - Select the **All virtual disks** folder checkbox to restore the entire image.
  - Select one or more drives to only restore those specific drives.
7. Select **Actions > Restore Now**.  
The **Restore Options** dialog box appears.
8. Select **Restore to a new virtual machine** as the restore destination.



**NOTE:** When restoring an image backup to a new virtual machine, the **Restore virtual machine configuration** option is selected and disabled (grayed out) because these configuration files are always required to configure the new virtual machine.

9. Specify a location and settings for the new virtual machine:
  - a. Click **Configure Destination**.  
The **Configure Virtual Machine** dialog box appears.
  - b. Click **Browse**.  
The **New Virtual Machine** wizard appears.

- c. In the **Name and Location** screen, type a unique **Name** for the new virtual machine, select a datacenter and folder location in the inventory tree, and then click **Next**.
  - d. In the **Summary** screen, review the information, and then **Finish**.
  - e. Click **OK** on the **Configure Virtual Machine** dialog box.
10. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the Avamar server and the client during the restore.
 

The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.
  11. (Optional) **Optionally select a proxy to perform restore.**

The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
  12. Click **More Options**.
 

The **Restore Command Line Options** dialog box appears.
  13. Select or clear **Use Changed Block Tracking (CBT) to increase performance**.
  14. From the **Encryption method from Data Domain system** list, select the encryption method to use for data transfer between the Data Domain system and the client during the restore.
  15. Select one of the following settings in the **Select Post Restore Options** list:
    - **Do not power on VM after restore.**
    - **Power on VM with NICs enabled.**
    - **Power on VM with NICs disabled.**
  16. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
  17. Click **OK** on the **Restore Command Line Options** dialog box.
  18. Click **OK** on the **Restore Options** dialog box.
 

The following status message appears: `Restore initiated.`
  19. Click **OK**.
  20. If the restore target virtual machine will be using changed block tracking for future backups, enable changed block tracking by performing any of the following actions on that virtual machine: reboot, power on, resume after suspend, or migrate.

## File-level restore (FLR)

Avamar delivers support for file-level restoration (FLR) from instance backups to allow users to retrieve files from a backup without the need to complete a full restore operation. This feature provides the ability to restore specific files from a volume in a particular backup, or browse the files that are contained in the backup volumes.

 **NOTE:** To use the FLR feature, ensure that the virtual machine is powered on.

## Performance improvements for file-level restore

With Avamar 7.4 and later, the HTTPS protocol is used by default to perform file-level restore. This improves the performance of restores by providing a faster mechanism for file transfer than the previous mechanism using file copy.

If HTTPS is not available, the previous mechanism, using file copy, will be used to perform the file-level restore. The following warning message will be displayed during restore:

```
Target VM: server cannot reach proxy: proxy via https due to incorrect network configuration.
Restoration process may take significantly longer time. Press 'continue' to start the restore.
```

where:

- `server` is the name of the Avamar server.
- `proxy` is the name of the proxy.

Select **Yes** to continue the restore operation using file copy. The restore will take significantly longer.

 **NOTE:** This implementation requires the `wget` command. To take advantage of the performance improvement, you must have `wget` installed on the client.

## File-level restore supported configurations

The following supported configurations require that both the proxy version and Avamar server to be at Avamar release 7.5 Service Pack 1 or later:

## Partitioning scheme

The following table outlines the partitioning scheme for (File-level restore) FLR.

**Table 11. FLR support partitioning scheme**

Partitioning scheme	Guest OS	FLR	Comment
MBR	Windows/Linux	Supported	
EBR (Logical Partition)	Windows/Linux	Supported	
GPT	Windows/Linux	Partial support	Support BTRFS and LVM base on GPT in Linux
MixedGPT	Windows/Linux	Not supported	Hybrid MBR

## File system support

The following table outlines the file system support for FLR.

**Table 12. File system support for FLR**

File system type	Guest OS	Partitioning scheme	Partition ID	Partitionless disk	LVM
ext2	Linux	MBR, EBR	0x83	Support	Support
ext3	Linux	MBR, EBR	0x83	Support	Support
ext4	Linux	MBR, EBR	0x83	Support	Support
ntfs	Windows	MBR, EBR, GPT	0x04/0x07	Support	Support
vfat	Windows	MBR, EBR	0x06/0x0E	Support	Support
xfst	Linux	MBR, EBR	0x83	Support	Support
reiserfs	Linux	MBR, EBR	0x83	Support	Support
btrfs	Linux	MBR, EBR, GPT	0x83	Support	Support

## LVM support

The following table outlines the LVM support for FLR.

**Table 13. LVM support for FLR**

LV type	FLR
Linear LV	Support
Striped LV	Support
Mirrored LV	Support
RAID LV	Support
Thin LV	Support

## Multi-device support

The following table outlines multi-device support for FLR.

**Table 14. Multi-device support for FLR**

RAID	Occur	FLR
RAID 0/Striping	LVM/BTRFS	Support

**Table 14. Multi-device support for FLR (continued)**

RAID	Occur	FLR
RAID 1/Mirroring	LVM/BTRFS	Support
RAID 4	LVM	Support
RAID 5	LVM	Support
RAID 6	LVM	Support
RAID10	LVM/BTRFS	Support

## File-level restore limitations

File-level restore with Restore Client Web UI has the following limitations:

- You cannot restore or browse symbolic links.
- Browsing either a specified directory that is contained within a backup or a restore destination is limited to 50,000 files or folders.
- Restore is limited to 20,000 objects (files or folders) in the same restore operation.
- You can restore files from a Windows backup only to a Windows machine, and files from a Linux backup only to a Linux machine.
- The vCenter must be added to the root domain in the Avamar Administrator; any other location for the vCenter domain is not supported.
- All virtual machine clients must be in /vCenter/VirtualMachines subfolder in the Avamar Administrator; any other location for the VMs is not supported.
- To overwrite ACL's of an existing file/folder, user should have ownership rights of the target file/folder being overwritten
- Only one vCenter is allowed to be configured for the Restore Client Web UI.

**i** **NOTE:** If more than one vCenter is configured in Avamar, then you must ensure that the Avamar server's `vcenter-sso-info.cfg` reflects the correct vCenter server for the `VC_hostname` parameter. For example, the sample file `/usr/local/avamar/var/ebr/server_data/prefs/vcenter-sso-info.cfg`:

```
vcenter-sso-hostname=<VC_hostname>
vcenter-sso-port=7444
configure only if more than one vCenter
vcenter-hostname=<VC_hostname>
```

## Unsupported virtual disk configurations

File-level restore does not support the following virtual disk configurations:

- Filesystems that support FLR require a higher kernel than proxy OS (3.12)
  - XFS Free Inode B-Tree(finobt)
  - Ext4 sparse\_super2(3.16), metadata\_csum(3.18), encrypt(4.1), project(4.5)
- Windows Dynamic disks
- Encrypted/compressed partitions or bootloaders
- Deduplicated NTFS
- Unformatted disks
- Browsing of multiple active disks/partitions. Only the first active disk/partition displays for browsing.

**i** **NOTE:** FLR operations on virtual machines with Logical Volume Manager (LVM) configurations are supported only if the LVM configuration is complete. A complete LVM configuration consists of at least one partition that is configured with a type 8E-Linux LVM, which consists of one or more physical volumes. These physical volumes contain one or more volume groups that are made up of one or more logical volumes.

## Perform a file-level restore (FLR) operation by using AUI

The FLR feature retrieves files from the backup without the need to complete a full restore operation. This feature provides the ability to restore specific files from a volume in a particular backup, or browse the files that are contained in the backup volumes.

### Steps

1. From the **Backup/Restore** window, select a backup instance to restore.  
For more information, see [Selecting a backup instance to restore](#).
2. Toggle the **FLR** switch to on.  
The list of folders appears.
3. Select the folder or file that you want to restore.  
After you select a folder from the tree, the **Contents of Backup** pane displays a list of files that are contained within that folder.
4. Click **Restore**.  
The **Basic Config** pane appears.
5. To select a client:
  - a. Click **SELECT CLIENT**.  
The **Select Client** pane appears.
  - b. In the Domain tree, select a domain for the client.
  - c. In the **Client** pane, choose a destination client.
  - d. Click **OK**.  
The **Basic Config** pane appears.
6. Specify the username and password for the destination client.
7. Click **SELECT PATH**, choose the path for the restore, and then click **OK**.
8. (Optional) Select **Restore ACL** to restore ACLs.  
**NOTE:** If the **Restore ACL** option is selected, the user performing the restore must have file ownership of the original file to perform the restore. If the file ownership has changed since the backup was performed and the user performing the restore does not have proper file ownership, the restore fails.
9. Select a proxy.
10. Click **NEXT**.  
The **Summary** pane appears.
11. Review the summary information and click **FINISH**.

## Perform a file-level restore (FLR) operation by using the Data Protection Backup and Recovery File-Level Restore UI

With the **Data Protection Backup and Recovery File-Level Restore UI**, a local user can restore specific files and folders from a source VM to the original VM on Windows and Linux VMs. In this mode, you connect to the **Restore Client** from a VM that has been backed up by Avamar.

### Prerequisites

To perform file-level restores:

- Ensure that the source VM exists in VMware, and is powered on and registered.
- Ensure that an up-to-date version of VMware Tools is installed and running on the source VM.
- For non-Windows platforms, the user can be part of the Standard or Administrators group.
- For Windows VMs, only a local administrator user can perform file-level restore. Additionally, ensure that you disable User Account Control (UAC) before performing a file-level restore. The knowledgebase article at <https://support.emc.com/kb/477118> provides more information.

### Steps

1. Before performing file-level recoveries within the VMware guest operating systems, run the following script on the Avamar server:  
**ebserver.pl --init**

- To start the **Data Protection Backup and Recovery File-Level Restore UI**, open a web browser and type the following URL:  
**https://VMware\_Backup\_Appliance\_Host/flr**

Where *VMware\_Backup\_Appliance\_Host* is the DNS name or IP address of the VMware Backup Appliance from which the VM is backed up.

**NOTE:** If a user's environment does not meet HTTPS certificate validation requirements, then certificate validation fails and an error message appears asking the user if they want to continue to download packages. Ignoring certificate validation might cause security issues.

- In the **Password** field, type the password of the VM that you want to browse and perform file restore operation on.
- To launch the Data Protection Backup and Recovery File-Level Restore UI from the same VM that you want to browse and restore to, click **Login to original VM**.  
The **Select the backups to restore from** pane appears that lists the backups for the VM.
- To launch the **Data Protection Backup and Recovery File-Level Restore UI** from a different VM that you want to browse and restore to:
  - Select **Login to alternate VM**.
  - Type the DNS name or IP address of the VMware Backup Appliance of the VM that you want to browse and restore to.  
The **Select the backups to restore from** pane appears that lists the backups for the VM.
- Select a backup and then click **Next**.  
The **Select items to restore** pane appears.
- Select the file to restore:
  - In the left pane, browse the files and folders available for recovery.
  - In the right pane, select the files and folders that you would like to recover.
  - Click **Next**.
- Click **Yes** to confirm that you have selected the correct files and folders.  
The **Select destination to restore to** pane appears.

**NOTE:** If the folder hierarchy does not appear. The file system in use on the VM might not be supported.
- (Optional) Toggle **Restore ACL** to restore ACLs.

**NOTE:** If the Restore ACL option is selected, the user performing the restore must have file ownership of the original file to perform the restore. If the file ownership has changed since the backup was performed and the user performing the restore does not have proper file ownership, the restore fails.
- In the **Select destination to restore to** pane, perform the following steps:
  - Select the folder to which you want to restore the items.
  - Click **Finish**.

## Restoring specific folders or files to the original virtual machine by using Avamar Administrator

### Prerequisites

You cannot restore more than 20,000 folders or files in the same file-level restore operation.

### About this task

Where folders and files are actually restored differs according to the target virtual machine operating system:

- Linux virtual machines

For best results when restoring specific folders or files to the original Linux virtual machine (that is, the same virtual machine from which the backup was originally taken), ensure that all partitions on all VMDKs are correctly mounted and that the `fstab` file, which persists partition remounting on reboot, is correct. This will ensure that files and folders are restored to original locations at the time of backup.

If partitions are not mounted correctly, or the `fstab` file is not correct, partitions will be prefixed with standard Linux disk designations (for example, `sda`, `sdb`, `sdc1`, `sdc2`, and so forth). In these situations, folders and files are restored to the relative path from root in the original backup.

## Steps

1. In the vSphere Client or vSphere Web Client, ensure that the target virtual machine is powered on.
2. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
3. Click the **Restore** tab.  
The upper left pane contains a list of domains.
4. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
5. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight.  
A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
6. Click the **Browse for Granular Restore** button (🔍).
7. **Optionally select a proxy to perform browse and restore**, and then click **OK**.  
The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
8. Select one or more folders or files you want to restore.
9. Select **Actions > Restore Now**.  
The **Restore Options** dialog box appears.
10. Select **Restore everything to its original location**.
11. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the Avamar server and the client during the restore.  
The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.
12. Click **More Options**.  
The **Restore Command Line Options** dialog box appears.
13. (Optional) Select **Restore Access Control List (ACL)** to restore ACLs.  
**NOTE:** If this option is selected, the user performing the restore must have file ownership of the original file in order to perform the restore. If the file ownership has changed since the backup was performed and the user performing the restore does not have proper file ownership, the restore will not be successful.
14. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
15. Click **OK** on the **Restore Command Line Options** dialog box.
16. Click **OK** on the **Restore Options** dialog box.  
The following status message appears: `Restore initiated.`
17. Click **OK**.

# Restoring specific folders or files to a different virtual machine by using Avamar Administrator

## Prerequisites

You cannot restore more than 20,000 folders or files in the same file-level restore operation.

## Steps

1. In the vSphere Client or vSphere Web Client, ensure that the target virtual machine is powered on.
2. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
3. Click the **Restore** tab.  
The upper left pane contains a list of domains.
4. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.

You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.

A list of Avamar clients appears in the pane under the domains list.


- b. From the list of clients, select the virtual machine client or VMware container.
5. Select a backup:
  - a. Click the **By Date** tab.
  - b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight. A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
6. Click the **Browse for Granular Restore** button (🔍).
7. **Optionally select a proxy to perform browse and restore**, and then click **OK**.

The default setting is **Automatic**, which enables the Avamar server to choose the best proxy for this operation.
8. Select one or more folders or files you want to restore.
9. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.
10. Select **Restore everything to a different location**.
11. Select the target virtual machine that will receive the restored data:
  - a. Click **Browse** next to the **Absolute Destination** box.

The **Browse for Restore Client** dialog box appears.
  - b. Locate and select the target virtual machine that will receive the restored data.
  - c. In the **Browse for Folders or Directories** pane, expand the tree by clicking **+**.

The **Log into Virtual Machine** dialog box appears.
  - d. Type virtual machine client login credentials in the **User name** and **Password** fields.

 **NOTE: These login credentials must have administration privileges on the virtual machine guest operating system.**
  - e. Click **Log On**.
  - f. In the **Browse for Restore Client** dialog box, select the destination folder that will receive the restored data.
  - g. Click **OK**.
12. Click **More Options**.

The **Restore Command Line Options** dialog box appears.
13. (Optional) Select **Restore Access Control List (ACL)** to restore ACLs.
14. (Optional) To include additional plug-in options with this restore, type **Enter Attribute** and **Enter Attribute Value** settings.
15. Click **OK** on the **Restore Command Line Options** dialog box.
16. Click **OK** on the **Restore Options** dialog box.

The following status message appears: `Restore initiated.`
17. Click **OK**.



# Backup Validation

## Topics:

- [Overview](#)
- [Performing an on-demand backup validation](#)
- [Scheduling backup validations](#)

## Overview

For image backups, the backup validation mechanism is similar to restoring a virtual machine backup to a new virtual machine, except that once the backup is validated, the new virtual machine is automatically deleted from vCenter.

Backup validations can be initiated for a single virtual machine backup as needed (on-demand), or scheduled for an entire group of virtual machines. Scheduled backup validations always use the latest completed backup for each virtual machine group member.

## What is validated

The default validation verifies that the virtual machine powers on and that the operating system starts following the restore.

Backup validations also provide an optional capability for running a user-defined script to perform custom application-level verifications. The script must exist in the backup to be validated. You cannot run external scripts during a backup validation.

Supported script types are shell scripts for Linux virtual machines, and DOS batch files for Windows virtual machines. Perl scripts are not supported.

## VM Backup Validation groups

Scheduled backup validations are implemented using special VM Backup Validation groups. These groups are only used to perform automated backup validations, they cannot be used for any other purpose.

VM Backup Validation groups differ from other groups as follows:

- VM Backup Validation groups do not have retention policies assigned to them.
- The dataset assigned to each VM Backup Validation group is automatically created when the group is created. The dataset name is the same as the VM Backup Validation group name.
- Each VM Backup Validation group also stores a location where new virtual machines are temporarily created during the backup validation (that is, an ESX host or cluster, datastore, and folder).

## Performing an on-demand backup validation

### Steps

1. In Avamar Administrator, click the **Backup & Restore** launcher link.  
The **Backup, Restore and Manage** window appears.
2. Click the **Manage** tab.
3. Select a virtual machine client or VMware container:
  - a. Select the domain that contains the virtual machine client or VMware container.  
You cannot view clients outside the domain for the login account. To view all clients, log in to the root domain.  
A list of Avamar clients appears in the pane under the domains list.
  - b. From the list of clients, select the virtual machine client or VMware container.
4. Select a backup:
  - a. Click the **By Date** tab.

- b. Select the backup date from the calendar. Valid backups occurred on dates with a yellow highlight. A list of backups on that date appears in the **Backups** table next to the calendar.
  - c. Select a backup from the **Backups** table.
5. Select **Actions > Validate Backup**.  
The **Validate Options** dialog box appears.
  6. Click **Configure Destination**.  
The **Configure Location** wizard appears.
  7. Select a vCenter, and then click **Next**.
  8. Type an inventory location name, select a datacenter folder in the tree, and then click **Next**.
  9. Select a host or cluster and then click **Next**.
  10. Select a resource pool and then click **Next**.
  11. Select a datastore and then click **Next**.
  12. At the **Summary screen**, click **Finish**.
  13. From the **Avamar encryption method** list, select the encryption method to use for data transfer between the client and the Avamar server during the backup validation.

The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides additional information.

14. (Optional) To run a user-defined script as part of the validation:

**NOTE:** The script must already be in the backup to be validated. You cannot run external scripts during a backup validation.

- a. Click **More Options**.  
The **Validate Command Line Options** dialog box appears.
- b. Type a virtual machine guest OS user account name and password with sufficient privileges to run scripts.
- c. Type the full path and filename of the validation script.

**NOTE:** If this is a Windows virtual machine, type `exit /B exitcode` after the script path and filename, where `exitcode` is a user-defined exit message.

- d. Ensure that the **Maximum script run time (minutes)** setting allows sufficient time for the script to complete.
- e. Click **OK**.

15. Click **OK** on the **Validate Options** box.  
The following status message appears: `Restore request initiating`.
16. Click **Close**.

## Scheduling backup validations

To schedule backup validations for an entire group of virtual machines, create a VM Backup Validation Group.

### Steps

1. In Avamar Administrator, click the **Policy** launcher link.  
The **Policy** window appears.
2. Click the **Policy Management** tab, and then click the **Groups** tab.
3. In the tree, select a location for the group.
4. Select **Actions > Group > New > VM Backup Validation Group**.  
The **New VM Backup Validation Group** wizard appears.
5. In the **General** screen:
  - a. Type a **Group name**.
  - b. Select or clear the **Disabled** checkbox.  
Select this checkbox to delay the start of scheduled backups for this group. Otherwise, clear this checkbox to enable scheduled backups for this group the next time the assigned schedule runs.
  - c. Select an **Avamar encryption method** for client/server data transfers during the backup validation.
 

**NOTE:** The encryption technology and bit strength for a client/server connection depends on several factors, including the client operating system and Avamar server version. The *Avamar Product Security Guide* provides details.
  - d. Click **Next**.
6. In the **Membership** screen:

- a. Select checkboxes next to the virtual machines you want to be members of this validation group.
  - b. Click **Next**.
7. In the **Location** screen:
- a. Click **Configure Location**.  
The **Configure VM Backup Validation Location** wizard appears.
  - b. Select a vCenter, and then click **Next**.
  - c. Select a datacenter folder in the tree, and then click **Next**.
  - d. Select a host or cluster, and then click **Next**.
  - e. Select a resource pool, and then click **Next**.
  - f. Select a datastore, and then click **Next**.
  - g. In the **Summary** screen, review your settings, and then click **Finish**.
  - h. Click **Next**.
8. In the **Schedule** screen, select a schedule from the list, and then click **Next**.
9. In the **Overview** screen, review your settings, and then click **Finish**.
10. Ensure that the scheduler is running.

# Protecting the vCenter Management Infrastructure

## Topics:

- [Overview](#)
- [Backing up the vCenter management infrastructure](#)
- [Recovering vCenter management infrastructure from Avamar backups](#)
- [Support for vCenter HA failover for inflight backups](#)

## Overview

This topic discusses how to protect the vCenter management infrastructure (not the virtual machines within that environment).

The vCenter runs on a 32-bit or 64-bit Windows host. It also comprises a database server which can run on a different host. Some optional vSphere components require additional databases that can be hosted on the same host as vCenter or on different database server hosts.

**NOTE:** For more information about protecting vCenter 6.5 deployments with Avamar using the VMware image backup proxy appliance, refer to the [Backup and Restore of the vCenter Server using the Avamar VMware Image Protection Solution whitepaper](#).

The methodology for protecting vCenter management infrastructure is to implement guest backup on each virtual host. The dataset should only back up the following important vCenter management infrastructure components:

- License files
- SSL certificates
- Audit logs
- Windows guest customization (sysprep) files
- Database-hosted configuration settings
- UpdateManager database
- Site Recovery Manager (SRM) database

Recovering vCenter management infrastructure using Avamar backups is a two-step process in which you first create a restore target virtual machine with a fresh operating system image. Then restore the vCenter management infrastructure components from the latest Avamar backup.

One advantage to protecting a vCenter management infrastructure with Avamar is that you can also use the Avamar backup to facilitate vCenter upgrades (for example, upgrading the vCenter host from a 32- or 64-bit Windows virtual machine).

## Backing up the vCenter management infrastructure

### About this task

The methodology for protecting vCenter management infrastructure is to implement guest backup on each virtual host using a custom dataset that only backs up important vCenter management infrastructure components.

You should then add the vCenter Avamar clients to a group and schedule these backups at regular intervals.

# Implementing guest backups of vCenter management infrastructure

## Steps

1. Install and register Avamar Client for Windows software on the vCenter host as described in the *Avamar Backup Clients User Guide*.
2. Install and register the correct Avamar database software on each database host as described in various database-specific documentation such as the *Avamar for SQL Server User Guide*.

## Creating a dataset for vCenter management infrastructure backups

For best results, define a custom dataset strictly for use in backing up vCenter management infrastructure components.

### About this task

The use of a custom dataset will not only shorten backup and restore times, but will also allow you to use Avamar backups to facilitate vCenter upgrades (for example, upgrading the vCenter host from a 32- to a 64-bit Windows virtual machine).

### Steps

1. In Avamar Administrator, select **Tools > Manage Datasets**.  
The **Manage All Datasets** window appears.
2. Click **New**.  
The **New Dataset** dialog box appears.
3. Type a name for this new dataset (for example, vCenter-1).
4. Click the **Source Data** tab.
5. Select **Enter Explicitly**, and then select the **Windows File System** plug-in from the **Select Plug-In Type** list.
6. In the list of backup targets at the bottom of the dialog box, delete every entry except for the **Windows File System** plug-in by selecting an entry, and then clicking **-**.
7. Add each vCenter management infrastructure component to the dataset:
  - a. Select **Files and/or Folders** and click **...**  
The **Select Files And/Or Folders** dialog box appears.
  - b. Locate a vCenter management infrastructure component and select it.

**Table 15. Important vCenter management infrastructure components**

Component	Default Location
License files	The exact location depends on the specific VMware and Windows version, but is typically one of the following folders:  C:\Program Files(x86)\VMware\Infrastructure\VirtualCenter Server\licenses\site  C:\Program Files\VMware\VMware License Server\Licenses
SSL certificates	The exact location depends on the specific VMware and Windows version, but is typically one of the following folders:  C:\Documents and Settings\All Users\Application Data\VMware\VMware VirtualCenter\SSL  C:\ProgramData\VMWare\VMware VirtualCenter\SSL
Audit logs	The exact location depends on the specific VMware and Windows version, but is typically one of the following folders:

**Table 15. Important vCenter management infrastructure components (continued)**

Component	Default Location
	<p>C:\Documents and Settings\All Users\Application Data\VMware\VMware VirtualCenter\Logs</p> <p>C:\ProgramData\VMWare\VMware VirtualCenter\Logs</p>
Windows guest customization (sysprep) files	<p>The exact location depends on the specific VMware and Windows version, but is typically one of the following folders:</p> <p>C:\Documents and Settings\All Users\Application Data\VMware\VMware VirtualCenter\sysprep</p> <p>C:\ProgramData\VMWare\VMware VirtualCenter\sysprep</p>

- c. Click **OK**.
  - d. Repeat these steps for each important vCenter management infrastructure component.
8. Click **OK**.

## Adding a backup client for vCenter database hosts

### About this task

The location of the database that is used by vCenter, Update Manager, SRM, and so forth, can be determined by running the Windows Data Sources (ODBC) administrative tool.

### Steps

1. Install Avamar database backup agents on the database hosts as described in the database-specific documentation, such as the *Avamar for SQL Server User Guide*.
2. Configure a scheduled backup to protect the databases.  
 You should truncate vCenter database transaction logs after each backup. This step can be done by selecting the **Truncate database log** option in the SQL Server plug-in. Truncating database transaction logs ensures that logs will not grow too large, and consume excessive amounts of space on the Avamar server.

## Recovering vCenter management infrastructure from Avamar backups

### About this task

Recovering vCenter management infrastructure from Avamar backups is a two-step process in which you first create a restore target virtual machine with a fresh operating system image, then restore the vCenter management infrastructure components from the latest Avamar backup. The *Avamar Administration Guide* provides details. *Avamar Administration Guide*

## Support for vCenter HA failover for inflight backups

During a vCenter failover period, the Avamar software monitors the failover process and performs the following actions.

1. Automatically detects vCenter failover events and then waits for the vCenter failover to complete.
2. Cancels the hanging backup jobs that were caused by vCenter HA failover.
3. Removes mounted HotAdded disks from the proxy appliance.

4. Restarts all incomplete backups during the vCenter HA failover.

# Protecting ESX Hosts

## Topics:

- [Overview](#)
- [Adding ESX host authentication certificates to the MCS keystore](#)
- [Creating a dedicated ESX host user account](#)
- [Adding an ESX host as a vCenter client](#)
- [Deploying a proxy in a standalone ESX host](#)
- [Disassociating an ESX host from a vCenter](#)

## Overview

Image backup can be configured to protect virtual machines residing in standalone ESX hosts.

There are two primary uses for this feature:

1. Support for minimal customer configurations.

Some customer sites use a simple VMware topology, comprising a single ESX host, with one or more virtual machines residing on that ESX host. These sites typically do not implement a vCenter management layer. However, the virtual machines residing on a standalone ESX host still must be backed up in order to protect against data loss. Adding the standalone ESX host as an Avamar vCenter client enables those virtual machines to be backed up with image backup, rather than guest backup.

2. Virtual vCenter disaster recovery.

Adding an ESX host as an Avamar vCenter client can be useful when virtual machines residing on a particular ESX host must be restored, but the vCenter is not operational. This is often the case when a virtual vCenter must be recovered from Avamar backups. Adding the standalone ESX host as an Avamar vCenter client enables the vCenter management infrastructure virtual machines to be restored so that the vCenter can be restarted.

## Limitations

The following are the known limitations of protecting virtual machines that reside on a standalone ESX host in Avamar:

- Avamar supports ESX 5.5 or later only.
- If you use this feature to restore a virtualized vCenter from an ESX host, before you restore any virtual machines to ESX host, disassociate ESX host from the vCenter server.
- While protecting ESX hosts, the restored virtual machines might have an empty *vc.uuid* in VMX file. Configure this flag to add the restored virtual machines to Avamar.
- Avamar does not support adding ESXi host as a container client.

## Task List

In order to protect virtual machines residing in a standalone ESX host, perform the following tasks:

1. Ensure that the Avamar server can communicate and authenticate with the ESX host.

Add the ESX host certificate to the Avamar MCS keystore. Otherwise, you must disable certificate authentication for all MCS communications.

2. (Optional) Create a dedicated user account on the ESX host for use with Avamar.
3. Add the ESX host to Avamar as a vCenter client.

This enables dynamic discovery of virtual machines residing on that ESX host, so that they can be backed up with image backup rather than guest backup.

4. Deploy one or more proxies on the ESX host.
5. Perform on-demand or scheduled image backups of virtual machines residing on that ESX host.



# Adding ESX host authentication certificates to the MCS keystore

Add an ESX host authentication certificate to the MCS keystore. Do this for each ESX host you intend to protect.

## About this task

This procedure uses the `java keytool` utility, which manages certificate keys. The `keytool` utility is located in the Java bin folder (`/usr/java/version/bin`), where `version` is the Java Runtime Environment (JRE) version currently installed on the MCS. If this folder is not in your path, you can either add it to the path, or specify the complete path when using `keytool`.

## Steps

1. Open a command shell and log in by using one of the following methods:
  - For a single-node server, log in to the server as `admin`.
  - For a multi-node server, log in to the utility node as `admin`.
2. Stop the MCS by typing `dpnctl stop mcs`.
3. Switch user to root by typing `su -`.
4. Copy `/etc/vmware/ssl/rui.crt` from the ESX host machine to `/tmp` on the Avamar utility node or single-node server.
5. Copy the MCS keystore to `/tmp` by typing:

```
cp /usr/local/avamar/lib/rmi_ssl_keystore /tmp/
```

This creates a temporary version of the live MCS keystore in `/tmp`.

6. Add the default ESX host certificate to the temporary MCS keystore file by typing:

```
cd /tmp
$JAVA_HOME/bin/keytool -import -file rui.crt -alias alias -keystore rmi_ssl_keystore
```

where `alias` is a user-defined name for this certificate, which can often be the file name.

7. Type the keystore password.
8. Type `yes`, and press **Enter** to trust this certificate.
9. (Optional) If you will be protecting more than one ESX host with this Avamar server, add those ESX host certificates now.
10. Back up the live MCS keystore by typing:

```
cd /usr/local/avamar/lib
cp rmi_ssl_keystore rmi_ssl_keystore.date
```

where `date` is today's date.

11. Copy the temporary MCS keystore to the live location by typing:

```
cp /tmp/rmi_ssl_keystore /usr/local/avamar/lib/
```
12. Exit the root subshell by typing `exit`.
13. Start the MCS and the scheduler by typing:

```
dpnctl start mcs
dpnctl start sched
```

# Creating a dedicated ESX host user account

We strongly recommend that you set up a separate user account on each ESX host that is strictly dedicated for use with Avamar.

## About this task

Use of a generic user account such as "Administrator" might hamper future troubleshooting efforts because it might not be clear which actions are actually interfacing or communicating with the Avamar server. Using a separate ESX host user account ensures maximum clarity if it becomes necessary to examine ESX host logs.

 **NOTE: The user account must be added to the top (root) level in each ESX host you intend to protect.**

Create a ESX host user account with privileges listed in the following table.

**Table 16. Minimum required ESX host user account privileges**

Privilege type	Required Privileges
Alarms	<ul style="list-style-type: none"> <li>• Create alarm</li> </ul>
Datastore	<ul style="list-style-type: none"> <li>• Allocate space</li> <li>• Browse datastore</li> <li>• Low level file operations</li> <li>• Remove file</li> </ul>
Extension	<ul style="list-style-type: none"> <li>• Register extension</li> <li>• Unregister extension</li> <li>• Update extension</li> </ul>
Folder	<ul style="list-style-type: none"> <li>• Create folder</li> </ul>
Global	<ul style="list-style-type: none"> <li>• Cancel task</li> <li>• Disable methods</li> <li>• Enable methods</li> <li>• Licenses</li> <li>• Log event</li> <li>• Manage custom attributes</li> <li>• Settings</li> </ul>
Host > Configuration	<ul style="list-style-type: none"> <li>• Connection</li> <li>• Storage partition configuration</li> </ul>
Network	<ul style="list-style-type: none"> <li>• Assign network</li> <li>• Configure</li> </ul>
Resource	<ul style="list-style-type: none"> <li>• Assign virtual machine to resource pool</li> </ul>
Sessions	<ul style="list-style-type: none"> <li>• Validate session</li> </ul>
Tasks	<ul style="list-style-type: none"> <li>• Create task</li> <li>• Update task</li> </ul>
vApp	<ul style="list-style-type: none"> <li>• Import</li> </ul>
Virtual machine	
Configuration	<ul style="list-style-type: none"> <li>• Add existing disk</li> <li>• Add new disk</li> <li>• Add or remove device</li> <li>• Advanced</li> <li>• Change CPU count</li> <li>• Change resource</li> <li>• Disk change tracking</li> <li>• Disk Lease</li> <li>• Extend virtual disk</li> <li>• Host USB device</li> <li>• Memory</li> <li>• Modify device settings</li> <li>• Raw device</li> <li>• Reload from path</li> <li>• Remove disk</li> <li>• Rename</li> <li>• Reset guest information</li> </ul>

**Table 16. Minimum required ESX host user account privileges (continued)**

Privilege type	Required Privileges
	<ul style="list-style-type: none"> <li>• Settings</li> <li>• Swapfile placement</li> <li>• Upgrade virtual machine compatibility</li> </ul>
Guest Operations	<ul style="list-style-type: none"> <li>• Guest Operation Modifications</li> <li>• Guest Operation Program Execution</li> <li>• Guest Operation Queries</li> </ul>
Interaction	<ul style="list-style-type: none"> <li>• Console interaction</li> <li>• DeviceConnection</li> <li>• Guest operating system management by VIX API</li> <li>• Power off</li> <li>• Power on</li> <li>• Reset</li> <li>• VMware Tools install</li> </ul>
Inventory	<ul style="list-style-type: none"> <li>• Create new</li> <li>• Register</li> <li>• Remove</li> <li>• Unregister</li> </ul>
Provisioning	<ul style="list-style-type: none"> <li>• Allow disk access</li> <li>• Allow read-only disk access</li> <li>• Allow virtual machine download</li> <li>• Mark as Template</li> </ul>
Snapshot Management	<ul style="list-style-type: none"> <li>• Create snapshot</li> <li>• Remove snapshot</li> <li>• Revert to snapshot</li> <li>• Management</li> </ul>
State	

## Adding an ESX host as a vCenter client

### Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select the top-level (root) domain, and then select **Actions > Account Management > New Client(s)**.  
The **New Client** dialog box appears.
4. Complete the following settings:
  - a. Select **VMware vCenter** in the **Client Type** list.
  - b. Type the ESX host fully qualified DNS name or IP address in the **New Client Name or IP** field.
  - c. Type the ESX host web services listener data port number in the **Port** field.  
443 is the default setting.
  - d. Type the ESX host administrative user account name in the **User Name** field.
  - e. Type the ESX host administrative user account password in the **Password** field.
  - f. Type the ESX host administrative user account password again in the **Verify Password** field.
  - g. (Optional) Type a contact name in the **Contact** field.
  - h. (Optional) Type a contact telephone number in the **Phone** field.
  - i. (Optional) Type a contact email address in the **Email** field.
  - j. (Optional) Type a contact location in the **Location** field.

5. Click **OK**.

## Deploying a proxy in a standalone ESX host


### Prerequisites

1. Add DNS entries for each proxy you intend to deploy.  
During proxy deployment, you will be asked to assign a unique IP address to each proxy. The ESX host performs a reverse DNS lookup of that IP address to ensure that it is resolvable to a hostname. For best results, configure all required DNS entries for proxies you plan to deploy before proceeding with the remainder of this procedure.
2. Download the proxy appliance template file from the Avamar server.
3. Install the vSphere Client on your Windows computer.

## Deploying a proxy appliance in an ESX host using the vSphere Client

### Steps

1. Launch the vSphere Client and log in to the ESX host.
2. Select **File > Deploy OVF Template**.  
The **Deploy OVF Template** wizard appears.
3. In the **Source** screen:
  - a. Click **Browse**.  
The **Open** dialog box appears.
  - b. Select **Ova files (\*.ova)** from the **Files of Type** list.
  - c. Browse to the appliance template file that was previously downloaded.
  - d. Select the appliance template file and click **Open**.  
The full path to the appliance template file appears in the **Source** screen **Deploy from file** field.
  - e. Click **Next**.
4. In the **OVF Template Details** screen:
  - a. Ensure that the template information is correct.
  - b. Click **Next**.
5. In the **Name and Location** screen:
  - a. Type a unique fully qualified hostname in the **Name** field.  
A proxy can potentially have three different names:
    - The name of the virtual machine on which the proxy runs.
    - The DNS name assigned to the proxy virtual machine.
    - The Avamar client name after the proxy registers and activates with server.

 **NOTE:** In order to avoid confusion and potential problems, we strongly recommend that you consistently use the same fully qualified hostname for this proxy in all three contexts.

- b. Click **Next**.
6. In the **Resource Pool** screen:
    - a. Select an ESX host or a resource pool.
    - b. Click **Next**.
  7. In the **Storage** screen:
    - a. Select a storage location for this proxy.
    - b. Click **Next**.
  8. In the **Disk Format** screen:
    - a. Select a disk format for this proxy.
    - b. Click **Next**.
  9. In the **Network Mapping** screen:
    - a. Select a destination network from list.
    - b. Click **Next**.

10. In the **Ready To Complete** screen:
  - a. Ensure that the information is correct.
  - b. Click **Finish**.

## Manually configuring proxy network settings

### Steps

1. Launch the vSphere Client and log in to the ESX host.
2. Locate the proxy you want to configure.
3. Right-click **Open Console**.  
A console window appears.
4. In the console **Main Menu**, press **2** to quit.
5. In the welcome screen, select **Log in**, and then press **Enter**.
6. Log in as root:
  - a. Type **admin**, and then press **Enter**.
  - b. Type the admin password, and then press **Enter**.
  - c. Switch the user to root by typing:  

```
su -
```
7. Type **/opt/vmware/share/vami/vami\_config\_net**, and then press **Enter**.  
A **Main Menu** appears.
8. In the **Main Menu**, select **6**, and then press **Enter** to configure the IP address for eth0.  
You can configure an IPv6 address, a static IPv4 address, or a dynamic IPv4 address. Follow the on-screen prompts to configure the correct address type for your site.
9. In the **Main Menu**, select **4**, and then press **Enter** to configure DNS.  
Follow the on-screen prompts to specify the primary and secondary DNS servers in use at your site.
10. In the **Main Menu**, select **3**, and then press **Enter** to configure the hostname.
11. Type the proxy hostname, and then press **Enter**.
12. In the **Main Menu**, select **2**, and then press **Enter** to configure the default gateway.
13. Type the IPv4 default gateway, and then press **Enter**.
14. Press **Enter** to accept the default IPv6 default gateway.
15. In the **Main Menu**, press **Enter** to show the current configuration.
16. Ensure that the settings are correct.
17. Press **1** to exit the program.


## Registering and activating the proxy with the Avamar server

Register and activate each proxy deployed in vCenter with the Avamar server.

### Prerequisites

1. Deploy the proxy appliance in vCenter.
2. Add the ESX host as a vCenter client in Avamar.

### About this task

 **NOTE:** For best results, always register and activate proxies as described in this task. Using the alternative method of inviting the proxy from Avamar Administrator is known to have unpredictable results.

Perform this task for every proxy you deploy in an ESX host.

### Steps

1. From the vSphere client, locate and select an Avamar image backup proxy.
2. Right-click **Power > Power On**.

3. Right-click **Open Console**.

A console window appears.

4. From the **Main Menu**, type **1**, and then press **Enter**.
5. Type the Avamar server DNS name, and then press **Enter**.
6. Type an Avamar server domain name, and then press **Enter**.

The default domain is “clients.” However, your Avamar system administrator may have defined other domains, and subdomains. Consult your Avamar system administrator for the domain you should use when registering this client.

 **NOTE: If typing a subdomain (for example, clients/MyClients), do not include a slash (/) as the first character. Including a slash as the first character will cause an error, and prevent you from registering this client.**

7. From the **Main Menu**, type **2**, and then press **Enter** to quit.
8. (optional) If proxy certificate authentication is required, see [Configuring vCenter-to-Avamar authentication](#) on page 20

## Disassociating an ESX host from a vCenter

Only perform this task if you are restoring virtual machines to an ESX host while the associated vCenter is not operational.

### Steps

1. Launch the vSphere Client or vSphere Web Client, and log in to the ESX host.
2. Click the **Summary** tab.
3. In the **Host Management** pane, click **Disassociate host from vCenter Server**.
4. Click **Yes** to confirm the action.

# Avamar image backup and recovery for VMware Cloud on Amazon Web Services (AWS)

## Topics:

- [Avamar image backup and recovery for VMware Cloud on AWS](#)
- [Configure the VMware Cloud on AWS web portal console](#)
- [Amazon AWS web portal requirements](#)
- [vCenter server inventory requirements](#)
- [Deploy the vProxy OVA on a vCenter server in VMware Cloud on AWS](#)
- [Configure vCenter-to-Avamar authentication for VMware Cloud on AWS](#)
- [Avamar image backup and restore for VMware Cloud on AWS best practices](#)
- [Unsupported Avamar operations](#)

## Avamar image backup and recovery for VMware Cloud on AWS

Avamar provides image backup and restore support for VMware Cloud on Amazon Web Services (AWS).

Using Avamar to protect virtual machines that are running in VMware Cloud on AWS is similar to how you protect the virtual machines in an on-premises data center. This section provides information on network configuration requirements, Avamar best practices for VMware Cloud on AWS, and unsupported Avamar operations for VMware Cloud on AWS.

## Configure the VMware Cloud on AWS web portal console

Domain Name System (DNS) resolution is critical for Avamar deployment and configuration of the Avamar server, Avamar proxy, and the Data Domain appliance. All infrastructure components should be resolvable through a Fully Qualified Domain Name (FQDN). Resolvable means that components are accessible through both forward (A) and reverse (PTR) lookups.

In the VMware Cloud on AWS web portal console, ensure that the following requirements are met:

- By default, there is no external access to the vCenter Server system in the Software Defined Data Center (SDDC). You can open access to the vCenter Server system by configuring a firewall rule. To enable communication to the vCenter public IP address from the SDDC logical network, set the firewall rule in the compute gateway of VMware Cloud on AWS. If the firewall rule is not configured in the SDDC, the Avamar server does not allow you to add the vCenter Server.
- The default compute gateway firewall rules prevent all virtual machine traffic from reaching the internet. To allow the Avamar Server virtual machine to connect to the internet, create a compute gateway firewall rule. This action allows outbound traffic on the logical network that the Avamar Server virtual machine is connected to.
- Configure DNS to allow machines in the SDDC to resolve Fully Qualified Domain Names (FQDNs) to IP addresses belonging to the internet. If the DNS server is not configured in the SDDC, the Avamar server does not allow you to add the vCenter Server by using the server's public FQDN or IP address.
- It is recommended that you deploy the Data Domain system as a virtual appliance in the Amazon Virtual Private Cloud (VPC). During the SDDC creation, connect the SDDC to an AWS account, and then select a VPC and subnet within that account.
- The Data Domain system running in the Amazon VPC must be connected to the VMware SDDC through the VMware Cloud Elastic Network Interfaces (ENIs). This action allows the SDDC, the services in the AWS VPC, and subnet in the AWS account to communicate without having to route traffic through the internet gateway.

For more information about configuring ENIs, see <https://vmc.vmware.com/console/aws-link>.

- If DDVE is running in the Amazon VPC, configure the inbound and outbound firewall rules of the compute gateway for Data Domain connectivity.
- If using NSX-T, configure the DNS to resolve to the internal IP address of the vCenter server. Navigate to **SDDC Management > Settings > vCenter FQDN** and select the **Private vCenter IP address** so that you can directly access the management network over the built-in firewall. Additionally, ensure that you open TCP port 443 of the vCenter server in both the management gateway and the compute gateway.

Also, using NSX-T for file-level restore operations requires you to update the `axionfs.cmd` file on the proxy appliances with the IPv4 address of the Avamar server. After you register and activate the Avamar proxy appliances in the Avamar server, log into each of the Avamar proxy appliances as **root**, and then open the `/usr/local/avamar/var/axionfs.cmd` file in a UNIX text editor. Within the file, locate the `--server` entry key and update the corresponding value to the IPv4 address of the Avamar server. For example, `--server=192.168.2.150`.

## Amazon AWS web portal requirements

In the Amazon AWS web portal, ensure that the following requirements are met:

- If Data Domain is running in your Amazon VPC, configure the inbound and outbound firewall rules of your Amazon VPC security group to provide connectivity between the VMware SDDC compute gateway and Data Domain connectivity.
- If you are replicating from one Data Domain system to another, configure the inbound rule for the security group in AWS to allow all traffic from the respective private IPs of the Data Domain Virtual Editions running in your Amazon VPC.
- If you have more than one Data Domain running in AWS to perform replication, both Data Domain systems must have the ability to ping each other using the FQDNs.

## vCenter server inventory requirements

In the vCenter server inventory of your SDDC, ensure that the following requirements are met:

- An internal DNS name lookup server must be running inside the vCenter inventory. This will be referenced by all the workloads running in the VMware SDDC.
- The internal DNS server must have **Forwarders** enabled to access the internet. This action is required to resolve the vCenter Server's public FQDN.

Forwarders are DNS servers that the server can use to resolve DNS queries for records that the server cannot resolve.

## Deploy the vProxy OVA on a vCenter server in VMware Cloud on AWS

Perform the following steps to deploy the OVA for the Avamar proxy appliance from a vCenter server by using the HTML5 vSphere Web Client.

### Prerequisites

Review the section [Configure the VMware Cloud on AWS web portal console](#) on page 87

### Steps

1. Log in to the HTML5 vSphere Web Client with the cloudadmin account credentials.
2. Click **Menu > Hosts and Clusters**.
3. In the inventory pane, expand the vCenter, and then expand the **compute resource pool** inside the SDDC cluster.
4. Right-click the resource pool where you want to deploy the OVA, and then select **Deploy OVF template**.
5. In the **Select an OVF template** window, type a URL path to the OVA package, or click **Choose Files** and navigate to the OVA package location, and then click **Next**.
6. On the **Select a name and folder** window:
  - a. Specify a name for the virtual appliance.
  - b. Specify the inventory location.
  - c. Click **Next**.
7. In the **Select a compute resource** window, select the vApp or resource pool where you want to deploy the OVA, and then click **Next**.



8. In the **Review details** window, review the product details, such as the product name, version, vendor, publisher, and download size, and then click **Next**.
9. In the **Select storage** window, select the disk format and the destination datastore where the virtual appliance files will be stored, and then click **Next**.  
To ensure that the amount of storage space that is allocated to the virtual appliance is available, select **Thick Provision Lazy Zeroed**.
10. In the **Select networks** window, select the **Destination Network**:
  - a. Specify the IP address
  - b. Click **Next**.
11. In the **Customize Template** window, expand **Networking properties**:
  - a. In the **Network IP address** field, type the IP address for the Avamar proxy.
  - b. In the **Network Netmask/Prefix** field, specify the netmask for an IPv4 Network IP address.
  - c. In the **DNS** field, type the IP address of the DNS servers, separated by commas.
  - d. In the **NTP** field, type the IP address of the gateway host.
  - e. In the **Default gateway** field, type the IP address of the gateway host.
12. Click **Next**.  
The **Ready to Complete** window appears.
13. In the **Ready to Complete** window, review the deployment configuration details, and then click **Finish**.

## Results

The **Deploying template** task appears in the vCenter and provides status information about the deployment.

# Configure vCenter-to-Avamar authentication for VMware Cloud on AWS

The most secure method for configuring vCenter-to-Avamar authentication is to add vCenter authentication certificates to the Avamar MCS keystore. You must complete this task for each vCenter you intend to protect.

## About this task

To import the authentication certificates for VMware Cloud on AWS, perform the following steps:

## Steps

1. Download any root certificate from entrust website.  
Go to <https://www.entrustdatacard.com/pages/root-certificates-download>.
2. Place the root certificate in the Avamar server and follow the instructions in the section [Adding vCenter authentication certificates to the MCS keystore](#) on page 21.
3. Add the vCenter to the Avamar server.

# Avamar image backup and restore for VMware Cloud on AWS best practices

Consider the following best practices when using Avamar to protect virtual machines running in VMware Cloud on AWS.

- When deploying or configuring the Avamar server or proxy, ensure that you specify the DNS server IP address that points to the internal DNS server running in the vCenter inventory.
- Ensure that both forward and reverse lookup entries in the internal DNS server are in place for all the required components, such as the Avamar Server, Avamar proxy appliance, and Data Domain Virtual Edition (DDVE).
- Add the vCenter server to the Avamar server by using one of the following options:
  - Public FQDN of the vCenter server
  - Public IP address of the vCenter server.

It is recommended that you use the FQDN.

- When adding the vCenter server to the Avamar server, specify the login credentials for the cloudadmin user.
- When accessing the AUI by using vCenter authentication, add the following parameter in the `/usr/local/avamar/var/mc/server_data/prefs/application-production.properties` file, and then restart the mcs service:

`vmc.vcenters=VMware Cloud vCenter FQDN`

## Unsupported Avamar operations

Avamar image backup and restore in VMware Cloud on AWS does not currently support the following operations:

- Application consistent backup
- File-level restore from an image-level backup.
- Proxy deployment manager. Proxies must be deployed manually.
- Instant access recovery of an image-level backup.
- Emergency restore (image-level restore directly to an ESXi host, bypassing the vCenter).
- Image-level backups and restores using NBD or NBDSSL transport mode.
- Advanced policy based data protection for MS-SQL using Avamar.
- Application aware image backups for MS-SQL and MS-Exchange
- Image backup and restore when the datacenter is under a folder.
- Exclusion of pagefile or user defined files from Windows image backup.
- Proxy appliance that is configured with dual-stack or IPV6-only.
- NBD, NBDSSL, and SAN. Only HotAdd is supported.
- VMware tag based rule selection criteria for dynamic policy
- Restore to new vApp
- IPV6
- Virtual machine template backup

# Manually deploying proxies

## Topics:

- [Overview](#)
- [Downloading the proxy appliance template file](#)
- [Deploying the proxy appliance in vCenter](#)
- [Deploying a proxy appliance in vCenter using the vSphere Web Client](#)
- [Registering and activating the proxy with the Avamar server](#)
- [Configuring proxy settings in Avamar Administrator](#)
- [Performing optional proxy performance optimization](#)


## Overview

Beginning with Avamar 7.2, the Proxy Deployment Manager is the preferred method for deploying proxies. Manual proxy deployment is still supported if necessary.

## Downloading the proxy appliance template file

Download the proxy appliance template file from the Avamar server.

### About this task

 **NOTE:** If adding more than one proxy, you only need to perform this task once.

### Steps

1. Open a web browser and type the following URL:  
**https://Avamar-server**  
where *Avamar-server* is the Avamar server network hostname or IP address.  
The **Avamar Web Restore** page appears.
2. Click **Downloads**.
3. Navigate to the VMware vSphere\EMC Avamar VMware Image Backup\FLR Appliance folder.
4. Click the **AvamarCombinedProxy-linux-sles12sp1-x86\_64-version.ova** link.
5. Save **AvamarCombinedProxy-linux-sles12sp1-x86\_64-version.ova** to a temporary folder, such as C:\Temp, or the desktop.

## Deploying the proxy appliance in vCenter

Use either the vSphere Client running on a Windows computer (also known as the "thick client"), or the vSphere Web Client to deploy one or more proxies in each vCenter you intend to protect with image backup.

### Prerequisites

1. Add DNS entries for each proxy you intend to deploy.  
During proxy deployment, you will be asked to assign a unique IP address to each proxy. The vCenter performs a reverse DNS lookup of that IP address to ensure that it is resolvable to a hostname. For best results, configure all required DNS entries for proxies you plan to deploy before proceeding with the remainder of this procedure.
2. Download the proxy appliance template file from the Avamar server.

# Deploying a proxy appliance in vCenter using the vSphere Web Client

## Steps

1. Connect to the vCenter Server by opening a web browser, and then typing the following URL:

**http://vCenter-server:9443/**


where *vCenter-server* is the vCenter Server network hostname or IP address.

The **vSphere Web Client** page appears.

2. Download and install the vSphere Client Integration Plug-in:

 **NOTE: These steps only need to be performed the first time you connect to this vCenter Server using the vSphere Web Client. You can skip these steps on subsequent vSphere Web Client sessions.**

- a. Click the **Download Client Integration Plug-in** link.
  - b. Either open the installation file in place (on the server), or double-click the downloaded installation file. The installation wizard appears.
  - c. Follow the onscreen instructions.
3. Reconnect to the vCenter Server by opening a web browser, and then typing the following URL:  
**http://vCenter-server:9443/**  
where *vCenter-server* is the vCenter Server network hostname or IP address.  
The **vSphere Web Client** page appears.
  4. Log in to the vCenter Server by typing your **User name** and **Password**, and then clicking **Login**.
  5. Select **Home > vCenter > Hosts and Clusters**.
  6. Select **Actions > Deploy OVF Template**.
  7. Allow plug-in access control.  
The **Deploy OVF Template** wizard appears.
  8. In the **Source** screen:
    - a. Select **Local file**, and then click **Browse**.  
The **Open** dialog box appears.
    - b. Select **Ova files (\*.ova)** from the **Files of Type** list.
    - c. Browse to the appliance template file that was previously downloaded.
    - d. Select the appliance template file and click **Open**.  
The full path to the appliance template file appears in the **Source** screen **Deploy from file** field.
    - e. Click **Next**.
  9. In the **OVF Template Details** screen:
    - a. Ensure that the template information is correct.
    - b. Click **Next**.
  10. In the **Select name and Location** screen:
    - a. Type a unique fully qualified hostname in the **Name** field.  
A proxy can potentially have three different names:
      - The name of the virtual machine on which the proxy runs. This is also the name managed and visible within vCenter.
      - The DNS name assigned to the proxy virtual machine.
      - The Avamar client name after the proxy registers and activates with server.

 **NOTE: In order to avoid confusion and potential problems, we strongly recommend that you consistently use the same fully qualified hostname for this proxy in all three contexts.**

    - b. In the tree, select a datacenter and folder location for this proxy.
    - c. Click **Next**.
  11. In the **Select a resource** screen:
    - a. Select an ESX host, cluster, vApp or resource pool.
    - b. Click **Next**.
  12. In the **Select Storage** screen:
    - a. Select a storage location for this proxy.

- b. Click **Next**.
13. In the **Setup networks** screen:
  - a. Select a **Destination** network from list.
  - b. Select an **IP protocol** from the list.
  - c. Click **Next**.
14. In the **Customize template** screen:
  - i** **NOTE: Proxy network settings are difficult to change once they proxy is registered and activated with the Avamar server. Therefore, ensure that the settings you enter in the Customize template screen are correct.**
  - a. Enter the default gateway IP address for the network in the **Default Gateway** field
  - b. If not using DHCP, type one or more Domain Name Server (DNS) IP addresses in the **DNS** field. Separate multiple entries with commas.
  - c. If not using DHCP, type a valid IP address for this proxy in the **Isolated Network IP Address** field
  - d. Type the network mask in the **Isolated Network Netmask** field.
  - e. Click **Next**.
15. In the **Ready To Complete** screen:
  - a. Ensure that the information is correct.
  - b. Click **Finish**

## Registering and activating the proxy with the Avamar server

Register and activate each proxy deployed in vCenter with the Avamar server.

### Prerequisites

1. Deploy the proxy appliance in vCenter.
2. Add the ESX host as a vCenter client in Avamar.

### About this task

- i** **NOTE: For best results, always register and activate proxies as described in this task. Using the alternative method of inviting the proxy from Avamar Administrator is known to have unpredictable results.**

Perform this task for every proxy you deploy in an ESX host.

### Steps

1. From the vSphere client, locate and select an Avamar image backup proxy.
2. Right-click **Power** > **Power On**.
3. Right-click **Open Console**.  
A console window appears.
4. From the **Main Menu**, type **1**, and then press **Enter**.
5. Type the Avamar server DNS name, and then press **Enter**.
6. Type an Avamar server domain name, and then press **Enter**.

The default domain is "clients." However, your Avamar system administrator may have defined other domains, and subdomains. Consult your Avamar system administrator for the domain you should use when registering this client.

- i** **NOTE: If typing a subdomain (for example, clients/MyClients), do not include a slash (/) as the first character. Including a slash as the first character will cause an error, and prevent you from registering this client.**

7. From the **Main Menu**, type **2**, and then press **Enter** to quit.
8. (optional) If proxy certificate authentication is required, see [Configuring vCenter-to-Avamar authentication](#) on page 20

# Configuring proxy settings in Avamar Administrator

After deploying a proxy appliance in vCenter and registering it with the Avamar server, configure datastore, group and optional contact settings in Avamar Administrator.

## Prerequisites

1. Deploy a proxy appliance in vCenter.
2. Register and activate the proxy with the Avamar server.

## Steps

1. In Avamar Administrator, click the **Administration** launcher link.  
The **Administration** window appears.
2. Click the **Account Management** tab.
3. In the tree, select the proxy, and then select **Actions > Account Management > Client Edit**.  
The **Edit Client** dialog box appears.
4. Click the **Datastores** tab, and then select all vCenter datastores that host virtual machines you want to protect with this proxy.
5. Click the **Groups** tab, and then assign this proxy to one or more groups by clicking the **Select** checkbox next to each group.
6. (Optional) provide contact information:
  - a. Type a contact name in the **Contact** field.
  - b. Type a contact telephone number in the **Phone** field.
  - c. Type a contact email address in the **Email** field.
  - d. Type a contact location in the **Location** field.
7. Click **OK**.

# Performing optional proxy performance optimization

By default, Avamar proxies are configured with four virtual CPU sockets and one core per socket. However, if your ESXi host has two or more physical CPUs, changing the proxy configuration to four virtual CPU sockets and two cores per socket will achieve better backup and restore performance.

# vSphere Data Ports

## Topics:

- [Required data ports](#)

## Required data ports

These are the required data ports in a vSphere environment.

**Table 17. Required vSphere data ports**

Port	Source	Destination	Function	Additional information
22	Avamar Administrator	Proxies	SSH	Diagnostic support. Optional, but recommended.
53	Proxies	DNS server	DNS	UDP+TCP
443	Avamar Deployment Manager	ESXi hosts	vSphere API	
443	Proxies	ESXi hosts	vSphere API	
443	Proxies	vCenter	vSphere API	
443	Avamar MCS	vCenter	vSphere API	
902	Proxies	ESX hosts	VDDK	
5489	Avamar Deployment Manager	Proxies	CIM service	Used to register the proxy.
7444	Avamar MCS	vCenter	Test vCenter credentials	
27000	Proxies	Avamar server	GSAN communication	Non-secured communication
28009	Avamar MCS	Proxies	Access proxy logs	
28102 - 28109	Avamar MCS	Proxies	avagent paging port	Avamar 7.0 and 7.1
29000	Proxies	Avamar server	GSAN communication	Secured communication
30001	Proxies	Avamar MCS	avagent to MCS communication	Avamar 7.2
30102-30109	Avamar MCS	Proxies	avagent paging port	Avamar 7.2

 **NOTE:** All ports are TCP unless otherwise noted.

# Using VMware vRealize Log Insight

## Topics:

- [About VMware vRealize Log Insight](#)
- [Configuring the Log Central Reporting Service](#)
- [Configuring Log Forwarding Agents](#)

## About VMware vRealize Log Insight

You can configure image proxies to forward logs to VMware vRealize Log Insight for centralized log management. This step allows a mechanism for identifying patterns and frequency of error types, and to prevent lost log entries due to log rotation.

Avamar support for Log Insight requires that the vRealize Log Insight appliance is deployed on a vCenter. This feature uses Log Forwarding Agents (LFAs) installed on proxies or other clients to push log content to a Log Central Reporting Service (LCRS). LCRS is installed on a utility node or Avamar Virtual Edition server. The LCRS forwards the logs to the vRealize Log Insight server running on the vCenter.

### NOTE:

**Each time an Avamar server is upgraded, perform the following steps on the upgraded Avamar server:**

- 1. Configuring the Log Central Reporting Service**
- 2. Configuring Log Forwarding Agents**

This appendix describes configuration of the LCRS running on the Avamar server and the LFAs running on proxies and other clients.

## Configuring the Log Central Reporting Service

The Log Central Reporting Service (LCRS) runs on the utility node or the Avamar Virtual Server (AVE). Use this procedure to configure the LCRS to forward logging information from proxies to the vRealize Log Insight appliance.

### Steps

1. Log into the utility node or AVE as root.
2. Change to the `/usr/local/emc-lcrs/etc/` directory.
3. Open the `lcrs.ini` in a text editor.
4. Edit this file as follows:

```
server.port=8080
forward.server=Log_Insight_Server_IP
forward.port=Log_Insight_Server_port
forward.messagePerSend=10
forward.type=LogInsight
upload.forward=true
forward.delete=true
forward.dispatch=true
```

where `Log_Insight_Server_IP` is the IP address of the vRealize Log Insight appliance, and `Log_Insight_Server_port` is the port used by the vRealize Log Insight appliance.

5. Save and close the file.



# Configuring Log Forwarding Agents

Follow this procedure to configure Log Forwarding Agents (LFAs).

## Steps

1. Log in as root to the proxy that will be configured to forward log messages to the Log Central Reporting Service (LCRS) and run the following command:

```
/usr/local/avamarclient/etc /proxylfa_setup.sh
```

The following appears:

```
Avamar VMware Log Forwarding Agent Setup
Main Menu
```

```

```

```
1) Setup LCRS IP address
2) Enable Avamar VMware Log Forwarding Agent cron job
3) Disable Avamar VMware Log Forwarding Agent cron job
4) quit
```

```
Your choice:
```

2. Enter **1** at the prompt to enter the IP address of the Avamar utility node or AVE running the Log Central Reporting Service (LCRS).
3. Enter **2** at the prompt to enable the LFA cron job.  
The cron job will forward logs from the proxy to the LCRS every 10 minutes.
4. Enter **4** at the prompt to exit the program.

# Plug-in Options

## Topics:

- How to set plug-in options
- VMware Image backup plug-in options
- VMware Image restore plug-in options
- Windows VMware GLR plug-in options

## How to set plug-in options

Plug-in options enable you to control specific actions for on-demand backups, restores, and scheduled backups. The available plug-in options depend on the operation type and plug-in type.

Specify plug-in options in Avamar Administrator for on-demand backup or restore operations, or when a dataset for a scheduled backup is created. Set plug-in options with the graphical user interface (GUI) controls (text boxes, checkboxes, radio buttons, and so forth). Type an option and its value in the **Enter Attribute** and **Enter Attribute Value** fields.

**i** **NOTE: The Avamar software does not check or validate the information that is typed in the Enter Attribute and Enter Attribute Value fields. The values in the Enter Attribute and Enter Attribute Value fields override settings that are specified with the GUI controls for the options.**

## VMware Image backup plug-in options

These backup options are available for the Avamar VMware Image plug-in.

**Table 18. Backup options for Avamar VMware Image plug-in**

Setting	Description
Use Changed Block Tracking (CBT) to increase performance	<p>If selected, the VMware changed block tracking feature is used to identify areas of the virtual machine file system that have changed since the last backup and only process those changed areas during the next backup.</p> <p><b>i</b> <b>NOTE: Changed block tracking must be enabled at the virtual machine level in order for this feature to work.</b></p>
Set Annotation Tag LastBackupStatus and LastSuccessfulBackup	<p>If selected, enables the Avamar server to report information to the vSphere Web Client or the legacy Windows-based vSphere client about the most recent backup and most recent successful backup.</p> <p>When selected, the following information is displayed in the Annotation list of the vSphere Web Client:</p> <ul style="list-style-type: none"> <li>• <b>LastSuccessfulBackupStatus-com.dellemc.avamar:</b> The date and time of the most recent successful backup.</li> <li>• <b>LastBackupStatus-com.dellemc.avamar:</b> The date and time of the most recent backup, whether successful or not.</li> </ul>
Exclude page file blocks when performing image backup on Windows VM	<p>If selected, excludes the Windows page file (<code>pagefile.sys</code>) from the backup for all the partitions. It is not limited to primary partitions.</p> <p><b>i</b> <b>NOTE: Page file exclusion is supported only for Windows Servers version 2008 R2 and above. For client versions of Windows, this option has no effect; the page file is</b></p>

**Table 18. Backup options for Avamar VMware Image plug-in (continued)**

Setting	Description
	<p>included in backups of Windows clients, regardless of this setting.</p> <p><b>i</b> <b>NOTE:</b> The proxy uses NBD transport mode internally in order to read the page file blocks. After recognizing the required blocks, the available mode (hotadd/nbdssl/nbd) will be used accordingly for backup or restore operations.</p>
Exclude deleted file blocks when performing image backup on Windows VM	If selected, excludes the deleted file blocks from the backup for all the partitions. It is not limited to primary partitions.
Exclude files with path and filter	<p>Excludes the files with path and filter from the backup for all the partitions. It is not limited to primary partitions.</p> <p>Type the full path of the file or folder or the filter path of the files and folders. Separate multiple entries with a comma.</p> <p>To exclude files with path and filter, type the path in the following format:</p> <ul style="list-style-type: none"> <li>· Start with driver letter</li> <li>· End with "/" to exclude a folder</li> <li>· End without "/" to exclude a file</li> <li>· Use "*" as a wildcard in the filename to exclude all files. Do not use "*" as a wildcard in the file path.</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li>○ *:/*/* .TXT is not supported.</li> <li>○ D:/folder/*.txt is supported.</li> <li>○ D:/folder/* is supported.</li> </ul>
Store backups on Data Domain system	<p>To store the backup on a Data Domain system instead of the Avamar server, select the checkbox and then select the Data Domain system from the list.</p> <p><b>i</b> <b>NOTE:</b> To enable this option, add a Data Domain system to the Avamar configuration. The <i>Avamar and Data Domain System Integration Guide</i> provides instructions.</p>
Encryption method to Data Domain system	Specifies the encryption method for data transfer between the client and the Data Domain system during the backup. As of Avamar release 7.5, the only supported encryption method is "high."
<b>Snapshot delete retry</b>	
Max times to retry snapshot delete	The maximum number of times that a snapshot delete operations should be attempted.
<b>Guest credentials</b>	
Username	Guest operating system user account with sufficient privileges to run scripts.
Password	Password for the guest operating system username.
<b>Pre-snapshot Script</b>	
Script file	Full path and filename of the script that will be run before the vmdk snapshot.


**Table 18. Backup options for Avamar VMware Image plug-in (continued)**

Setting	Description
Maximum script run time (minutes)	Maximum number of minutes this script is allowed to run before timing out.
<b>Post-snapshot Script</b>	
Script file	Full path and filename of the script that will be run after the backup completes and the vmdk snapshot is removed.
Maximum script run time (minutes)	Maximum number of minutes this script is allowed to run before timing out.
<b>Snapshot quiesce timeout</b>	
Snapshot quiesce timeout (minutes)	Maximum number of minutes to wait before the snapshot quiesce operation is considered to have failed (Windows VMware Image plug-in only)
<b>Microsoft SQL Server authentication</b>	
NT Authentication	Uses the credentials that are entered in Guest Credentials for authentication. User must have administrative privileges and must have write permissions for the files system and read permissions for the Windows registry.
Application Authentication	Uses the SQL Server Username and SQL Server Password to log into the SQL server.
<b>Microsoft SQL Server post action</b>	
Post Action Timeout (minutes)	Maximum number of minutes to wait before post-action operations are considered to have failed. Default is 900 seconds.
Post Action Type of MSSQL	The type of post-action operation to perform. The only available option is LOG Truncation, which performs log truncation after the backup has been performed. When backing up a single VM, all disks of the VM must be selected or log truncation will not occur.

## VMware Image restore plug-in options

These restore options are available for the Avamar VMware Image plug-in.

**Table 19. Restore options for Avamar VMware Image plug-in**

Setting	Description
Use Changed Block Tracking (CBT) to increase performance	<p>If selected, the VMware changed block tracking feature is used to identify areas of the virtual machine file system that have changed since the last backup and only process those changed areas during this restore operation.</p> <p> <b>NOTE: Changed block tracking must be enabled at the virtual machine level in order for this feature to work.</b></p>
Encryption method from Data Domain system	Specifies the encryption method for data transfer between the Data Domain system and the client during the restore. As of Avamar release 7.5, the only supported encryption method is "high."

## Windows VMware GLR plug-in options

Backup operations are not supported by the Avamar Windows VMware GLR plug-in, and no user-configurable restore options are available.

# Troubleshooting

## Topics:

- [Installation and configuration problems and solutions](#)
- [Backup problems and solutions](#)
- [Restore problems and solutions](#)

## Installation and configuration problems and solutions

Common installation and configuration problems and solutions are described below.

### Problems adding vCenter Server as Avamar client

If you encounter problems adding a vCenter Server as an Avamar client, ensure that:

- vCenter hostname, username, and password are correct.
- Port 443 is open between the Avamar server and the vCenter.

If this step does not resolve the problem, turn off certificate authentication for all vCenter-to-Avamar MCS communications.

### Proxy network settings

If a proxy is deployed with an incorrect IP address or DNS entry, it might have registered with the Avamar server as localhost instead of the correct hostname.

Because proxies are virtual appliances that are managed by vCenter, once a proxy registers with the Avamar server, it is difficult to change network settings. Otherwise, this step would involve deleting it from the Avamar server, changing the network settings in vCenter, then reactivating it with the Avamar server.

In most cases, the most efficient remedy is to deploy a new proxy with the correct settings, then delete the old proxy from both Avamar and vCenter.

The vCenter documentation provides instructions for changing virtual appliance network settings.

### Error when registering guest backup or Windows recovery target client

If a virtual machine has been added to the Avamar server because it resides in a vCenter domain, and you want to also protect that same virtual machine using guest backup, or use that same virtual machine as a recovery target for mounting Windows VMDKs, then you must change the `mcserver.xml allow_duplicate_client_names` preference setting to true.

## Backup problems and solutions

These are common backup problems and solutions.

### Backup does not start

If a backup activity fails to start:

- Ensure that an Avamar Image Backup Proxy has been correctly deployed.
- Ensure that the datastore for the source virtual machine has been selected on a running proxy server.

If that does not resolve the problem, the account that is used to connect to vCenter might not have sufficient privileges.

To verify account privileges, log in to the vSphere Client or vSphere Web Client with that username and password. Ensure that you can access datastores on that client. If you cannot, that account does not have the required privileges.

## Backups fail with “No Proxy” or “No VM” errors

If backups fail with “No Proxy” or “No VM” errors, try manually synchronizing Avamar Administrator with the vCenter hosting the virtual machines or proxies.

## Changed block tracking does not take effect

Enabling changed block tracking in Avamar Administrator does not take effect until any of the following actions occur on the virtual machine: restart, power on, resume after suspend, or migrate.

If you enable changed block tracking but do not experience the expected performance increase, use the vSphere Client or vSphere Web Client to locate any virtual machines for which you have enabled changed block tracking, and then perform any of the following actions: restart, power on, resume after suspend, or migrate.

## Proxies are not assigned to backup jobs

Any time that you restart the MCS, it might take some time until all proxies reconnect to the MCS and are available for backups. If you stop the MCS and do not restart it within 5 minutes, proxies go into a sleep mode for at least 40 minutes.

To verify that a proxy can connect to the MCS, view that proxy's avagent.log file and ensure that messages similar to the following appear at the end of the log history:

```
2014-03-20 20:34:33 avagent Info <5964>:
Requesting work from 10.7.245.161
2014-03-20 20:34:33 avagent Info <5264>:
Workorder received: sleep
2014-03-20 20:34:33 avagent Info <5996>:
Sleeping 15 seconds
```

## VM snapshot fails backups due to incorrect pre-evaluation of available space

The "snapshot\_max\_change\_percent" flag tells the proxy to pre-evaluate free datastore space to ensure that there is enough storage for the VM snapshot. The default value is set to 5%. If the proxy incorrectly fails the backup due to the perceived lack of storage, override the value by either changing the percentage to "0" by the user of the policy, or by permanently overriding the value in the proxy command file.

To permanently override this check in the proxy, log in to each proxy, modify the file "/usr/local/avamarclient/avvcbimageAll.cmd" to include the line:

```
-- snapshot_max_change_percent=0
```

This disables this feature.

## Backup and restore of vFlash Read Cache enabled VMs will use NBD transport mode

vCenter will display the error:

```
The
device or operation specified at index '0' is not supported for the
current virtual machine version 'vmx-07'. A minimum version of
'vmx-10' is required for this operation to succeed
```

If hot-add is desired then please upgrade the proxy hardware version to vmx-10 or above.

If the Proxy is residing on a host without vFlash resource configured, you may see an error in VC The available virtual flash resource '0' MB ('0' bytes) is not sufficient for the requested operation during hot-add attempt and backup falls back to NBD mode and succeeds. This is expected, but if hot-add is strongly desired move the proxy to any host with vflash resource configured.

## Exchange log truncation unsupported when VMDK is encrypted via vSphere

When VMDK is encrypted via vSphere, VMware Tools does not use the VSS for application consistent quiescing. The encrypted image backup is file-level consistent instead. Because the Exchange server log truncation process includes the VSS writer, the VSS writer is not involved in the snapshot quiesce, and log truncation is not triggered.

 **NOTE: SQL server log truncation does not rely on the VSS writer. SQL log truncation is supported.**

## Restore problems and solutions

These are common restore problems and solutions.

### Preexisting snapshots cause restores to fail

Virtual machine restores will fail if a snapshot for that virtual machine already exists. When this occurs, the restore operation will return an error message similar to the following:

```
2012-12-07 09:30:26 avvcbimage FATAL <0000>: The pre-existing snapshots from VMX '[VNXe3300-Datstore1] vm-example/vm-example.vmx' will not permit a restore.
```

```
2012-12-07 09:30:26 avvcbimage FATAL <0000>: If necessary, use the '--skip_snapshot_check' flag to override this pre-existing snapshot check.
```

```
2012-12-07 09:30:26 avvcbimage Error <9759>: createSnapshot: snapshot creation failed
```

To resolve this condition, you must perform a new restore of the affected virtual machine and include the `skip_snapshot_check` plug-in option in the **Restore Options** dialog box. This will force that restore operation to overwrite the existing snapshot, which will enable the restore to successfully complete.

To perform a restore using the `skip_snapshot_check` plug-in option:

1. Initiate an image restore of the affected virtual machine.
2. When you reach the point in the procedure that instructs you to set restore options in the **Restore Options** dialog box, perform the following additional steps:
  - a. Click **More Options**.  
The **Restore Command Line Options** dialog box appears.
  - b. Click **More**.
  - c. Type `[avvcbimage]skip_snapshot_check` in the **Enter Attribute** field.
  - d. Type `true` in the **Enter Attribute Value** field.
  - e. Click **+**.  
The `[avvcbimage]skip_snapshot_check=true` entry appears in the plug-in options list.
  - f. Click **OK**.
3. Proceed with the remainder of the restore procedure.

### Restore to new virtual machine not available when physical RDM disks are involved

If you back up a virtual machine that has both virtual disks and physical Raw Device Mapping (RDM) disks, the backup will successfully process the virtual disks, bypass the RDM disks.

However, when restoring data from one of these backups, you can restore the data to the original virtual machine, or redirect it to another existing virtual machine. However, you cannot restore data to a new virtual machine.

Note that because the physical RDM disks were not processed during the backup, data residing on the physical RDM disks cannot be restored at all.

If you need to restore data to a new virtual machine, you must:

1. Manually create a new virtual machine in vCenter.
2. This new virtual machine must have the same number of virtual disks as the original virtual machine from which the backup was taken.
3. Manually add the new virtual machine to Avamar.
4. Restore the data to this virtual machine.

## FLR browse of a granular disk backup without a partition table is not supported

When a non-LVM granular disk backup is performed of a disk that does not have a partition table, FLR browsing of the backup will fail with the error:

```
Failed to mount disks. Verify that all the disks on the VM have valid/supported partitions.
```

The workaround for this issue is to perform a full image backup of all disks on the VM, then restore the files or folders from the disk that does not have a partition table.

## Fault tolerance disabled when restore to new virtual machine is performed

When a fault-tolerant virtual machine is restored to a new virtual machine, fault tolerance is disabled. You will need to enable fault tolerance after the machine is restored to a new virtual machine. VMware documentation contains information regarding how to enable fault tolerance.

## Restore to new virtual machine to Virtual SAN 5.5 will fail

Restore to new virtual machine to a Virtual SAN 5.5 will fail with the message `unable to access file` if the restore is of a multiple disk VM using a mix of datastore types (VSAN and VMFS or NFS and the restore of first disk is to a non-VSAN datastore). To workaround this issue, select a VSAN datastore for the first disk of the VM. This issue is not seen in VSAN 6.0.

## Powering on an instant access vFlash-VM backup to a host without flash capacity configured fails

Powering on an instant access vFlash-VM backup to a host without flash capacity configured fails with the following error:

```
The available virtual flash resource '0' MB ('0' bytes) is not sufficient for the requested operation
```

To workaround this issue, disable flash cache in VM before powering on.

## Maximum number of NFS mounts with instant access issue

When using the instant access feature, if the following error message is displayed, the maximum number of NFS mounts as configured in vSphere may be insufficient.

```
vmir Error <0000>: Mount NFS datastore failed to start with error: Failed to create Data Domain
```

A related message may be displayed in vSphere as well:

```
vmir Error <0000>: NFS has reached the maximum number of supported volumes.
```



The solution to this problem is to increase the number of NFS mountpoint configured on vSphere. The VMware knowledge base article [https://kb.vmware.com/selfservice/microsites/search.do?language=en\\_US&cmd=displayKC&externalId=2239](https://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=2239) contains information and procedures to increase the number of mount points.

## File-level restore on RHEL 5 requires the standard C++ library

When using HTTPS for enhanced FLR performance on RHEL 5.x, ACLs will be incorrect after restore unless the standard C++ library is installed.

## File-level restore of a folder or file name containing certain special characters fails

The use of the backslash (\) or the double quote (") in folder or file names is not supported with FLR.

## File-level restore to user profile fails when Admin Approval Mode is enabled

When the Microsoft Windows Admin Approval Mode (AAM) is enabled (FilterAdministratorToken=1), the administrator user cannot use FLR to restore a file or folder to an end user's profile.

A restore attempt results in the following error:

```
Unable to browse Destination
The directory cannot be browsed. Please check the directory of the VM
```

To overcome this issue, the administrator user should open the end user's folder from within `C:\Users\`. The following Windows UAC message appears:

```
You don't currently have permission to access this folder.
```

To permanently give the administrator user access to the folder, click **Continue**.

**application-consistent**

The state of a virtual machine in which the virtual file system writes have been completed and all running applications have been quiesced.

**changed block tracking (CBT)**

A VMware feature that tracks which virtual machine file system blocks have changed between backups.

**crash-consistent**

The state of a virtual machine that is consistent with what would occur by interrupting power to a physical computer. Because file system writes might or might not be in progress when power is interrupted, there is always the possibility of some data loss when backing up a crash-consistent file system.

**datacenter**

In VMware vSphere environments, a datacenter comprises the basic physical building blocks. These physical building blocks include virtualization servers, storage networks and arrays, IP networks, and a management server. Each vSphere vCenter can manage multiple datacenters.

**datastore**

In VMware vSphere environments, a datastore is the storage resources used by a datacenter.

**ESX/ESXi Server**

A virtualization layer run on physical servers that abstracts processor, memory, storage, and resources into multiple virtual machines. ESX Servers provide an integrated service console; ESXi Servers do not.

**file system-consistent**

The state of a virtual machine in which the virtual file system has been quiesced (that is, all file system writes have been completed).

**guest backup**

A method of protecting a virtual machine in which backup software is installed directly in the guest operating system just as if it were a physical machine.

**image backup**

A method for protecting virtual machines hosted in a vCenter in which a backup is taken of entire virtual disk images. Avamar for VMware image backup is fully integrated with vCenter Server to provide detection of virtual machine clients, and enable efficient centralized management of backup jobs

**proxy**

A virtual machine that is used to perform image backups, image restores, and file-level restores of other virtual machines. Proxies run Avamar software inside a Linux virtual machine, and are deployed in a vCenter using an appliance template (.ova) file.

**Storage vMotion**

A VMware feature that enables migration of a live virtual machine from one datastore to another.

**vCenter Server**

A centralized single point of management and control for one or more VMware datacenters.

**vSphere Client**

A VMware software application used to control and manage a vCenter. The vSphere Client is also known as the "thick client."

**vSphere Web Client**

A VMware web interface used to control and manage a vCenter.

**activation**

The process of passing the client ID (CID) back to the client, where it is stored in an encrypted file on the client file system.

**Avamar Administrator**

A graphical management console software application that is used to remotely administer an Avamar system from a supported Windows or Linux client computer.

**Avamar server**

The server component of the Avamar client/server system. Avamar server is a fault-tolerant, high-availability system that efficiently stores the backups from all protected clients. It also provides essential processes and services required for data restores, client access, and remote system administration. Avamar server runs as a distributed application across multiple networked storage nodes.

**backup**

A point-in-time copy of client data that can be restored as individual files, selected data, or as an entire backup.

**client activation**

The process of passing the client ID (CID) back to the client, where it is stored in an encrypted file on the client file system.

**client registration**

The process of establishing an identity with the Avamar server. When Avamar recognizes the client, it assigns a unique client ID (CID), which it passes back to the client during *client activation*.

**Data Domain system**

Disk-based deduplication appliances and gateways that provide data protection and disaster recovery (DR) in the enterprise environment.

**dataset**

A policy that defines a set of files, directories, and file systems for each supported platform that are included or excluded in backups across a group of clients. A dataset is a persistent and reusable Avamar policy that can be named and attached to multiple groups.

**group**

A level of organization in Avamar Administrator for one or more Avamar clients. All clients in an Avamar group use the same group policies, which include the *dataset*, *schedule*, and *retention policy*.

**group policy**

The *dataset*, *schedule*, and *retention policy* for all clients in an Avamar group.

**MCS**

Management console server. The server subsystem that provides centralized administration (scheduling, monitoring, and management) for the Avamar server. The MCS also runs the server-side processes used by *Avamar Administrator*.

**plug-in**

Avamar client software that recognizes a particular kind of data resident on that client.

**plug-in options**

Options that you specify during backup or restore to control backup or restore functionality.

**registration**

The process of establishing an identity with the Avamar server. When Avamar recognizes the client, it assigns a unique client ID (CID), which it passes back to the client during *client activation*.

**restore**

An operation that retrieves one or more file systems, directories, files, or data objects from a backup and writes the data to a designated location.

**retention**

The time setting to automatically delete backups on an Avamar server. Retention can be set to permanent for backups that should not be deleted from an Avamar server. Retention is a persistent and reusable Avamar policy that can be named and attached to multiple groups.

**schedule**

The ability to control the frequency and the start and end time each day for backups of clients in a group. A schedule is a persistent and reusable Avamar policy that can be named and attached to multiple groups.