

EMC[®] Avamar[®] 7.2 for Hyper-V VSS

User Guide

302-001-931

REV 01

Copyright © 2001-2015 EMC Corporation. All rights reserved. Published in USA.

Published June, 2015

EMC believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

The information in this publication is provided as is. EMC Corporation makes no representations or warranties of any kind with respect to the information in this publication, and specifically disclaims implied warranties of merchantability or fitness for a particular purpose. Use, copying, and distribution of any EMC software described in this publication requires an applicable software license.

EMC², EMC, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners.

For the most up-to-date regulatory document for your product line, go to EMC Online Support (<https://support.emc.com>).

EMC Corporation
Hopkinton, Massachusetts 01748-9103
1-508-435-1000 In North America 1-866-464-7381
www.EMC.com

CONTENTS

Figures	7
Tables	9
Preface	11
Chapter 1	Introduction 15
	Architecture..... 16
	How Avamar works with Hyper-V 16
	How Avamar works with Hyper-V in a cluster..... 20
	How Avamar works in an SCVMM environment..... 26
	Granular level recovery..... 26
	Data Domain system support..... 27
	Backup..... 28
	Backup methods..... 28
	Backup types..... 28
	Files included in backups..... 29
	Multi-streaming..... 30
	Restore..... 30
	Restore to the original Hyper-V Server..... 30
	Restore to a different location on the original Hyper-V Server..... 31
	Restore to create a virtual machine on a different Hyper-V Server..... 31
	Restore of virtual machine files for manual provisioning..... 31
	Granular level recovery..... 32
Chapter 2	Installation 33
	Preparing to install the Avamar client software..... 34
	System requirements..... 34
	Downloading the software..... 38
	Verifying the environment..... 38
	Installing the Avamar client software..... 39
	Installation road maps..... 39
	Installing the Avamar Client for Windows..... 41
	Installing the Avamar Plug-in for Hyper-V VSS..... 42
	Registering the client..... 45
	Configuring the cluster client..... 46
	Upgrading the Avamar client software..... 52
	Upgrading on a stand-alone server..... 52
	Upgrading in a cluster..... 53
	Uninstalling the Avamar client software..... 53
	Uninstall roadmap..... 53
	Uninstalling the cluster client..... 54
	Uninstalling the Avamar Plug-in for Hyper-V VSS..... 55
	Uninstalling the Avamar Client for Windows..... 55
Chapter 3	Image-Level Backups 57

	Performing on-demand backups	58
	Scheduling backups	60
	Creating a dataset	60
	Creating a group	62
	Enabling scheduled backups	63
	Excluding virtual machines from backups	64
	Monitoring backups	64
	Canceling backups	65
Chapter 4	Image-Level Restores	67
	Restore requirements	68
	Software requirements for restore	68
	Requirements to restore to the original location	68
	Redirected restore requirements	68
	Restoring virtual machines to SMB file shares	71
	Finding a backup	71
	Finding a backup by date	72
	Finding a backup by content	73
	Restoring to the original location	74
	Restoring to a different location on the original Hyper-V Server	75
	Restoring to create a virtual machine on a different Hyper-V Server	76
	Restoring virtual machine files for manual provisioning	77
	Restoring the Initial Store or Host Components	79
	Restoring Host Components on a stand-alone server	79
	Restoring Host Components on a cluster proxy node	79
	Restoring the Initial Store on a stand-alone server	80
	Monitoring restores	80
	Canceling restores	80
Chapter 5	Granular level recovery	83
	Granular level recovery from the original location	84
	Granular level recovery from a different location	85
	Setting a custom GLR timeout value	87
	Application level recovery	87
Appendix A	Plug-in Options	89
	How to set plug-in options	90
	Hyper-V VSS plug-in backup options	90
	Hyper-V VSS plug-in restore options	92
	Hyper-V GLR plug-in options	92
Appendix B	Command Line Interface	93
	Overview of the Hyper-V VSS plug-in CLI	94
	Command reference	94
	Synopsis	94
	Operations	94
	Options	95
	Specifying command line options	100
	CLI examples	101
	Example browse commands	101
	Example backup commands	102

	Example restore commands.....	106
Appendix C	Backup and Restore in SCVMM Environments	113
	Overview of Avamar in SCVMM environments.....	114
	Backing up and restoring a VMM server.....	114
	Backing up and restoring a VMM host.....	114
	Backing up and restoring a VMM library server.....	114
	Backing up and restoring a VMM database server.....	115
	Disaster recovery of a VMM environment.....	115
Appendix D	Troubleshooting	117
	Backup problems and solutions.....	118
	Browse request fails for cluster client.....	118
	Browsing all virtual machines in a cluster.....	118
	Paused virtual machine is in a Saved State after backup.....	118
	Virtual machines are skipped during backup.....	118
	Improving backup performance in Windows Server 2012 clusters with CSV.....	119
	Avamar virtual client is registered to a different Avamar server and backups fail.....	119
	Restore problems and solutions.....	119
	Browse request fails for a cluster client.....	119
	Virtual machine fails to start after redirected restore.....	120
	Virtual machine configuration file is hidden after restore.....	120
	Virtual machine names with special characters.....	120
	Restored virtual machine is no longer highly available.....	120
	Restored virtual machine fails to start after live migration.....	120
Glossary		123

FIGURES

1	Guest backup environment.....	17
2	Image-level backup environment.....	18
3	Image-level backups with a single proxy in a Windows Server 2012 cluster with CSV.....	21
4	Image-level backups with multiple proxies in a Windows Server 2012 cluster with CSV	22
5	Image-level backups in a Windows Server 2012 cluster with SMB.....	24
6	Image-level backups in a Windows Server 2008 R2 cluster with CSV.....	25
7	Granular level recovery environment.....	27

TABLES

1	Revision history.....	11
2	Comparison of guest and image-level backup and restore.....	18
3	Virtual machine files supported by the VSS Hyper-V Writer.....	29
4	Hardware requirements.....	34
5	Supported VSS providers and writers.....	36
6	Redirected restore support in mixed environments.....	69
7	Hyper-V VSS plug-in backup options.....	90
8	Hyper-V VSS plug-in restore options.....	92
9	Hyper-V GLR plug-in options.....	92
10	Operations for the avhypervvss command.....	94
11	Common avhypervvss options.....	95
12	Account options for the avhypervvss command.....	95
13	Logging options for the avhypervvss command.....	96
14	Backup options for the avhypervvss command.....	97
15	Restore options for the avhypervvss command.....	99
16	Source and target locations for redirected restore on the original server.....	110
17	Source and target locations for redirected restore to a different server.....	110

PREFACE

As part of an effort to improve its product lines, EMC periodically releases revisions of its software and hardware. Therefore, some functions 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 your EMC technical support professional if a product does not function properly or does not function as described in this document.

Note

This document was accurate at publication time. Go to EMC Online Support (<https://support.EMC.com>) to ensure that you are using the latest version of this document.

Purpose

This guide describes how to install Avamar in a Microsoft Hyper-V environment, and how to back up and restore virtual machines using Avamar with Microsoft Volume Shadow Copy Service (VSS) technology.

Audience

This document is intended for the system administrators who manage Microsoft Hyper-V environments and are responsible for backing up and restoring Hyper-V Servers.

Revision history

The following table presents the revision history of this document.

Table 1 Revision history

Revision	Date	Description
01	June, 2015	Initial release of Avamar 7.2.

Related documentation

The following EMC publications provide additional information:

- *EMC Avamar Compatibility and Interoperability Matrix*
- *EMC Avamar Release Notes*
- *EMC Avamar Administration Guide*
- *EMC Avamar for Windows Server User Guide*
- *EMC Avamar and EMC Data Domain System Integration Guide*
- *EMC Avamar Operational Best Practices*
- *EMC Avamar for IBM DB2 User Guide*
- *EMC Avamar for Exchange VSS User Guide*
- *EMC Avamar for Lotus Domino User Guide*
- *EMC Avamar for Oracle User Guide*
- *EMC Avamar for SharePoint VSS User Guide*
- *EMC Avamar for SQL Server User Guide*

Special notice conventions used in this document

EMC uses the following conventions for special notices:

NOTICE

Addresses practices not related to personal injury.

Note

Presents information that is important, but not hazard-related.

Typographical conventions

EMC uses the following type style conventions in this document:

Bold	Use 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>	Use for full titles of publications referenced in text
Monospace	Use for: <ul style="list-style-type: none"> • System code • System output, such as an error message or script • Pathnames, file names, prompts, and syntax • Commands and options
<i>Monospace italic</i>	Use for variables
Monospace bold	Use 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 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 enable you to resolve a product issue before you contact EMC 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** box.
3. Select the product from the list that appears.
4. Click the arrow next to the **Find a Product** box.
5. (Optional) Add the product to the **My Products** list by clicking **Add to my products** in the top 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. Review the following documents in addition to product administration and user guides:

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

To search the EMC Knowledgebase:

1. Click the **Search** link 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 the search button.

Online communities

Visit EMC 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 EMC products.

Live chat

To engage EMC 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 EMC 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 your EMC sales representative for details about obtaining a valid support agreement or with questions about your 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**.

Facilitating support

EMC recommends that you enable ConnectEMC and Email Home on all Avamar systems:

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

Your comments

Your suggestions will help us continue to improve the accuracy, organization, and overall quality of the user publications. Send your opinions of 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 that will help us address the documentation issue

CHAPTER 1

Introduction

This chapter includes the following topics:

- [Architecture](#)..... 16
- [Backup](#).....28
- [Restore](#)..... 30

Architecture

You can use EMC® Avamar® to back up and restore virtual machines and other Microsoft Hyper-V data in a variety of environments.

Hyper-V is a hypervisor-based server virtualization product for Microsoft Windows. Hyper-V enables you to create multiple virtual machines on a single physical server to consolidate workloads.

A Hyper-V Server is separated into individual partitions that the hypervisor supports. The parent partition performs all virtual machine and hardware management. From the parent partition, you create a child partition for each virtual machine.

A child partition can run one of the many operating systems that Hyper-V supports, including Windows server and client operating systems, SUSE Linux Enterprise Server, Red Hat Enterprise Linux, and CentOS. The Microsoft Hyper-V documentation provides a complete list of system requirements and supported guest operating system versions.

How Avamar works with Hyper-V

There are two ways to back up and restore Hyper-V data with Avamar software:

- Guest backup and restore
- Image-level backup and restore

Guest backup and restore

With guest backup and restore, you install an Avamar file system client on each virtual machine on the Hyper-V Server. Avamar considers each virtual machine to be a separate client, and you can perform individual backups of each virtual machine.

If there are databases or specific applications, such as Microsoft Exchange or Microsoft SharePoint, that run on the virtual machine, then you can use an Avamar plug-in to protect the application data.

The following figure illustrates Hyper-V guest backup with Avamar.

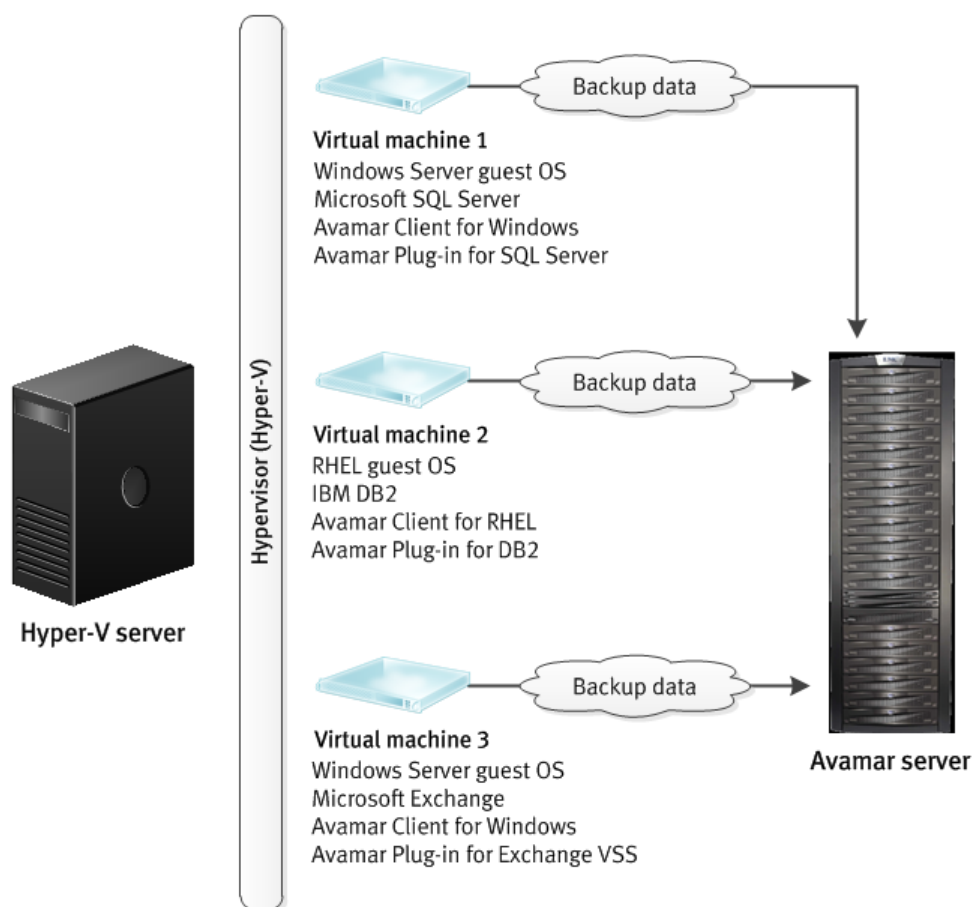
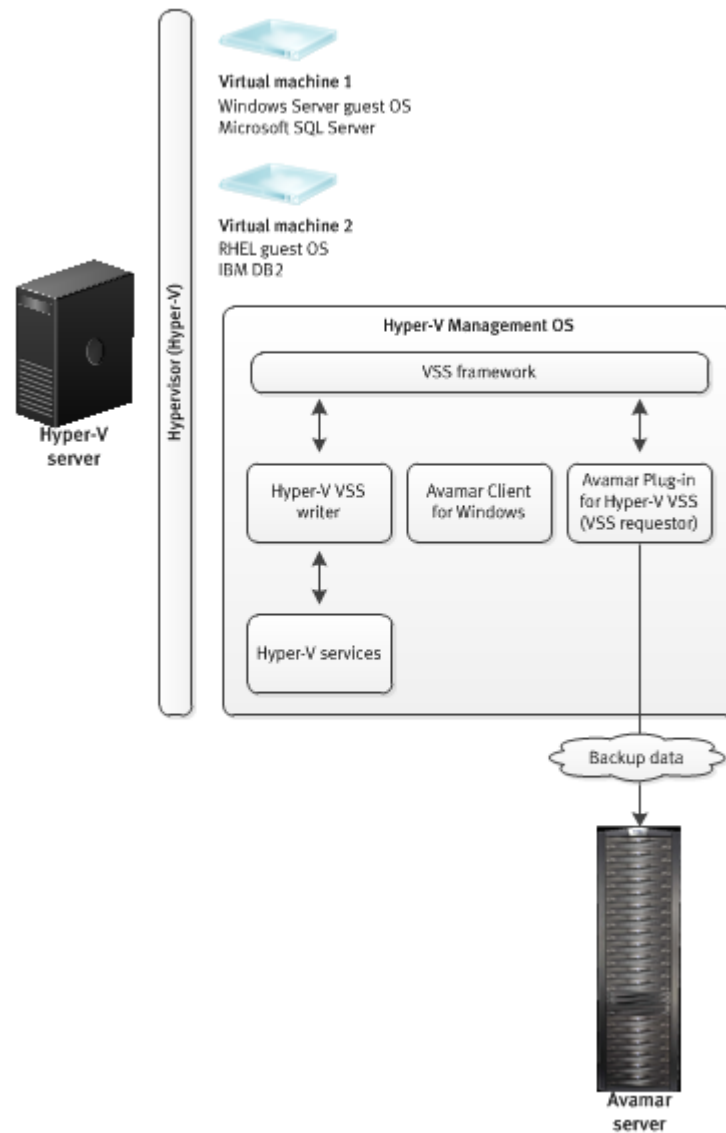
Figure 1 Guest backup environment

Image-level backup and restore

With image-level backup and restore, you install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on the Hyper-V management OS (parent partition).

The Avamar Plug-in for Hyper-V VSS uses Microsoft Volume Shadow Copy Service (VSS) technology to perform backups. VSS is a framework that enables volume backups while applications on a system continue to write to the volumes. The VSS writer enables the creation of image backups for virtual machines by quiescing the Windows operating system and applications within the guest for operating system and application consistency.

The following figure illustrates an Avamar and Hyper-V configuration that uses image-level backup.

Figure 2 Image-level backup environment

You can perform full image-level backups of individual virtual machines or the Host Component, which contains the role-based security configuration for Hyper-V. Image-level backups occur from the Hyper-V management OS instead of the individual virtual machines.

Comparing guest and image-level backup and restore

The following table provides a comparison of guest and image-level backup and restore of Hyper-V data.

Table 2 Comparison of guest and image-level backup and restore

Criterion	Guest backup and restore	Image-level backup and restore
Guest operating system support	Supports all guest operating systems that Hyper-V	Supports all guest operating systems that Hyper-V supports

Table 2 Comparison of guest and image-level backup and restore (continued)

Criterion	Guest backup and restore	Image-level backup and restore
	supports by using Avamar file system clients	
Avamar software installation	Requires installation of the Avamar file system client and optional application plug-in on each virtual machine	Requires installation of the Avamar Client for Windows and Avamar Plug-in for Hyper-V VSS on only the management OS
Avamar server network connection	Required for each virtual machine	Required only for the management OS
Deduplication	Data within each virtual machine	Data at image level
Support for iSCSI/pass-through SCSI	Yes	No
Virtual hard disk sharing	Yes	No
Support for individual backup of each virtual machine	Yes	Yes
OS consistent	Yes	Yes
Application-consistent	Yes	<ul style="list-style-type: none"> • Yes, if the guest OS is Microsoft Windows and Hyper-V Integration Components are installed in the guest OS. • No, if the guest OS does not support VSS or if the guest OS is Microsoft Windows and Integration Components are not installed in the guest OS.
Application-aware backup and restore	Yes, through Avamar plug-ins for applications such as: <ul style="list-style-type: none"> • DB2 • Microsoft Exchange • Oracle • Microsoft SharePoint • Microsoft SQL Server • And more 	No
Application backup type	Depends on the Avamar application plug-in	<ul style="list-style-type: none"> • Full backups for Hyper-V on Windows Server 2008 R2. • Full or copy backups for Hyper-V on Windows Server 2012.
Virtual machine status for backup	Virtual machine must be running	Virtual machine does not need to be running

Table 2 Comparison of guest and image-level backup and restore (continued)

Criterion	Guest backup and restore	Image-level backup and restore
Backup consumption of CPU, RAM, and disk resources	On the virtual machine	On the management OS
Backup customization, including exclusion of certain files or file types	Yes	No
Backup of unused file system space	No	Yes
Restore of individual files and folders	Yes	Yes, through granular level recovery (GLR)
Disaster recovery requirements	Two-step recovery: <ol style="list-style-type: none"> 1. Load a known good operating system image on the virtual machine. 2. Restore backup data from Avamar. 	One-step restore of backup data from Avamar. However, backups may be a "crash-consistent" snapshot of the full virtual machine image, which might not reliably support a full system restore without data loss.

How Avamar works with Hyper-V in a cluster

To prevent a Hyper-V Server from becoming a single point of failure, you can create a failover cluster. In a failover cluster, all servers (nodes) run Hyper-V and can host one or more virtual machines. A virtual machine can run on multiple nodes in the cluster, but can only be active on one node at a time.

You can use Avamar to perform image-level backups of Hyper-V in a failover cluster environment. The following topics provide details on supported cluster environments.

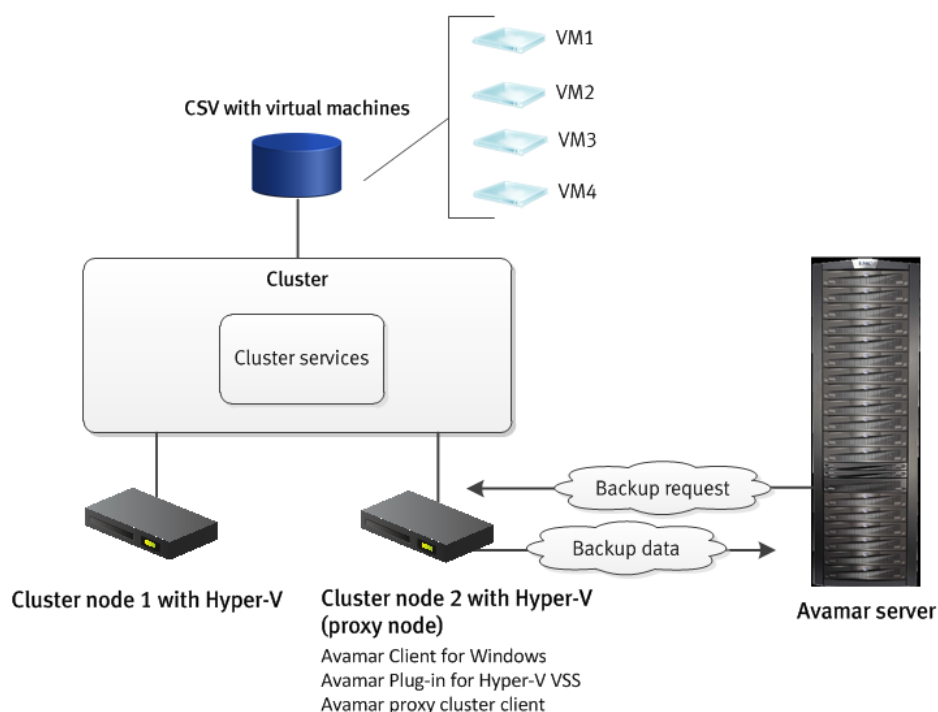
Windows Server 2012 clusters with CSV and a single proxy

Avamar uses a proxy architecture to back up and restore virtual machines on a Clustered Shared Volume (CSV) in a Windows Server 2012 cluster.

You install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on one or more physical nodes in the cluster. For any nodes that will act as a proxy, you run the Cluster Configuration Tool to configure the Avamar proxy cluster client.

The Avamar server communicates with the Avamar proxy cluster client to perform backups and restores of virtual machines on CSV, regardless of which node is managing the virtual machines at the time of the operation.

The following figure illustrates a Windows Server 2012 cluster with virtual machines on CSV where the Avamar proxy cluster client facilitates image-level backups.

Figure 3 Image-level backups with a single proxy in a Windows Server 2012 cluster with CSV

You select the cluster client with the Avamar proxy cluster client as the client for backups and restores, and you use the Hyper-V VSS plug-in. You can back up any of the virtual machines on CSV, but you cannot back up virtual machines on local volumes or on SMB file shares.

For restores, the Avamar proxy cluster client uses Windows Management Instrumentation (WMI) remote management to restore a virtual machine on behalf of a cluster node.

Note

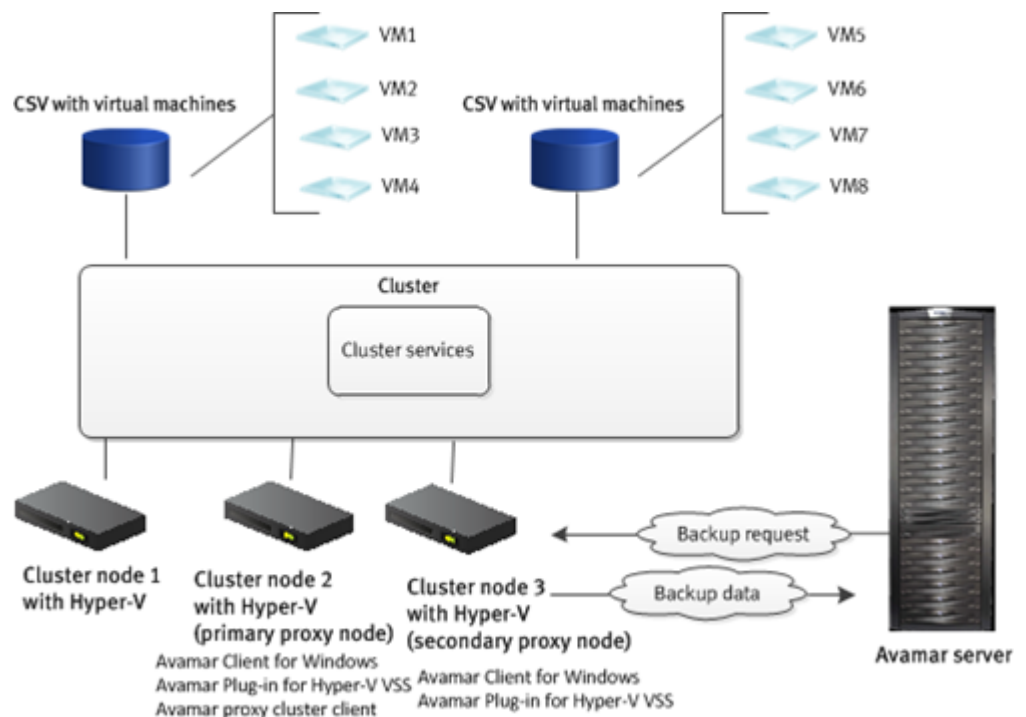
If the node with the Avamar proxy cluster client fails, then backups and restores do not occur. Bring the node back online to continue backup and restore activity.

Windows Server 2012 clusters with CSV and multiple proxies

In Windows Server 2012 clusters with multiple CSVs, you can improve backup performance by 60 to 70 percent by deploying multiple proxy nodes.

You install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on each physical node in the cluster that will act as a proxy. On the node that will serve as the primary proxy node, you run the Cluster Configuration Tool to configure the Avamar proxy cluster client, which manages the backup process in the cluster. Then you run the Cluster Configuration Tool on the primary proxy node again to configure the secondary proxy nodes.

The following figure illustrates a Windows Server 2012 cluster with virtual machines on CSV where the Avamar proxy cluster client on the primary proxy node facilitates image-level backups with multiple proxy nodes.

Figure 4 Image-level backups with multiple proxies in a Windows Server 2012 cluster with CSV

You select the Avamar proxy cluster client as the client for backups and restores, and you use the Hyper-V VSS plug-in. You can back up any of the virtual machines on CSV, but you cannot back up virtual machines on local volumes or on SMB file shares.

The proxy cluster client on the primary proxy node uses an Avamar CSV algorithm to intelligently divide the backup load evenly among the proxy nodes. Ownership of the CSVs is automatically reassigned to the proxy nodes that perform the backups, and the proxy nodes perform backups of the CSVs in parallel. After the backup is complete, CSV ownership is reverted back to the original ownership.

The backups from all proxy nodes must be successful for the backup as a whole to complete successfully. If the backup on any one of the proxy nodes fails, then the entire backup fails.

For restores, the Avamar proxy cluster client uses Windows Management Instrumentation (WMI) remote management to restore a virtual machine on behalf of a cluster node.

Note

If the primary proxy node with the Avamar proxy cluster client fails, then backups and restores do not occur. Bring the node back online to continue backup and restore activity.

Balancing the backup load with the Avamar CSV algorithm

The proxy cluster client on the primary proxy node uses an Avamar CSV algorithm to intelligently divide the backup load evenly among the proxy nodes.

The CSV algorithm creates a list of all CSVs in the backup and sorts the list based on the amount of data to back up on each CSV. The list of CSVs and the amount of backup data from each CSV are derived from the size and location of the VHDs in the target list of virtual machines.

Best practices for environments with multiple proxies

Implement the following best practices to maximize performance in a Windows Server 2012 cluster with multiple proxies:

- Divide virtual machine data as evenly as possible among CSVs to minimize the need for CSV ownership changes.
- Increase the number of proxy nodes. The maximum number of proxy nodes cannot be more than the maximum number of CSVs.
- To prevent backups from impacting production activities, proxy nodes should have the maximum number of resources available and minimal live data movement.

Consider using a dedicated cluster node that does not actively host and manage virtual machines as the primary proxy node. You can also use dedicated nodes for the secondary proxy nodes.

- Allow the backup process to automatically change CSV ownership to the proxy nodes that are performing the backups.

When a proxy node is not the owner node of the CSV that it is backing up, the backup process must stream backup data from the owner node to the proxy node before sending the backup to the Avamar server or a Data Domain system. As a result, backup performance depends on network performance between cluster nodes. Backups are faster and more efficient when a proxy node owns the CSV and backup data streams directly from the proxy node to backup storage.

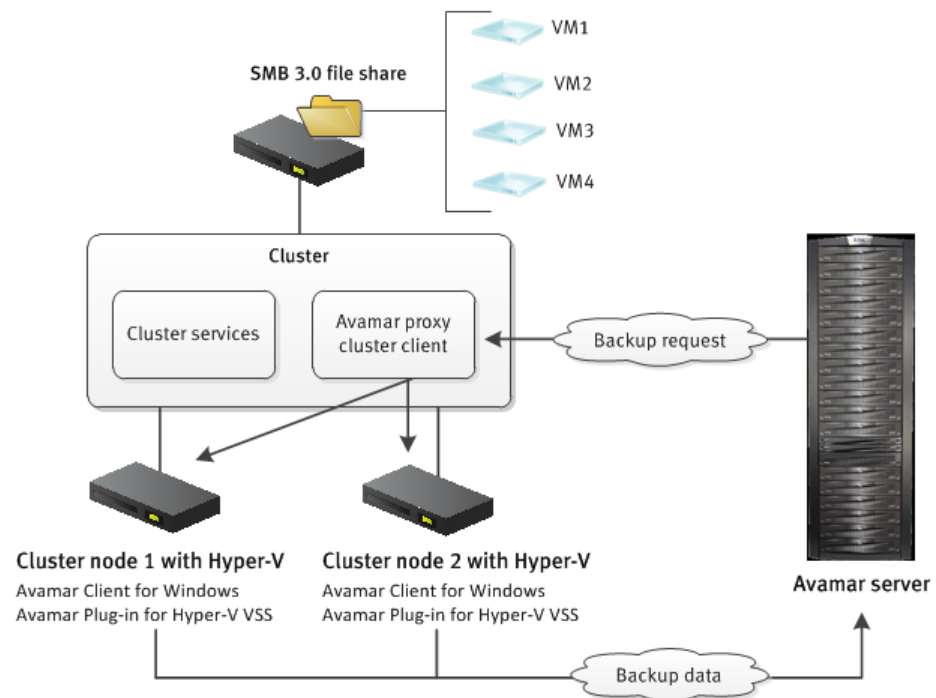
Windows Server 2012 clusters with SMB file shares

If you store virtual machines on SMB 3.0 file shares in a Windows Server 2012 cluster, then Avamar uses a federated architecture to back up and restore the virtual machines. The SMB file shares can be on either a Scale-Out File Server (SOFS) or on a clustered file server for general use.

To perform image-level backups of virtual machines on SMB file shares, install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on each node in the cluster. Then use the Cluster Configuration Tool to configure the Avamar federated cluster client.

The federated cluster client receives backup and restore requests from the Avamar server, and forwards the requests to the Hyper-V plug-in on the cluster nodes. The plug-in on the node performs the backup and sends the backup data and metadata to the Avamar server. The federated cluster client manages requests for all Hyper-V plug-ins in the cluster and ensures that you can back up all virtual machines on SMB file shares in the cluster.

The following figure illustrates a Windows Server 2012 cluster with virtual machines on SMB file shares where the federated cluster client facilitates image-level backups.

Figure 5 Image-level backups in a Windows Server 2012 cluster with SMB

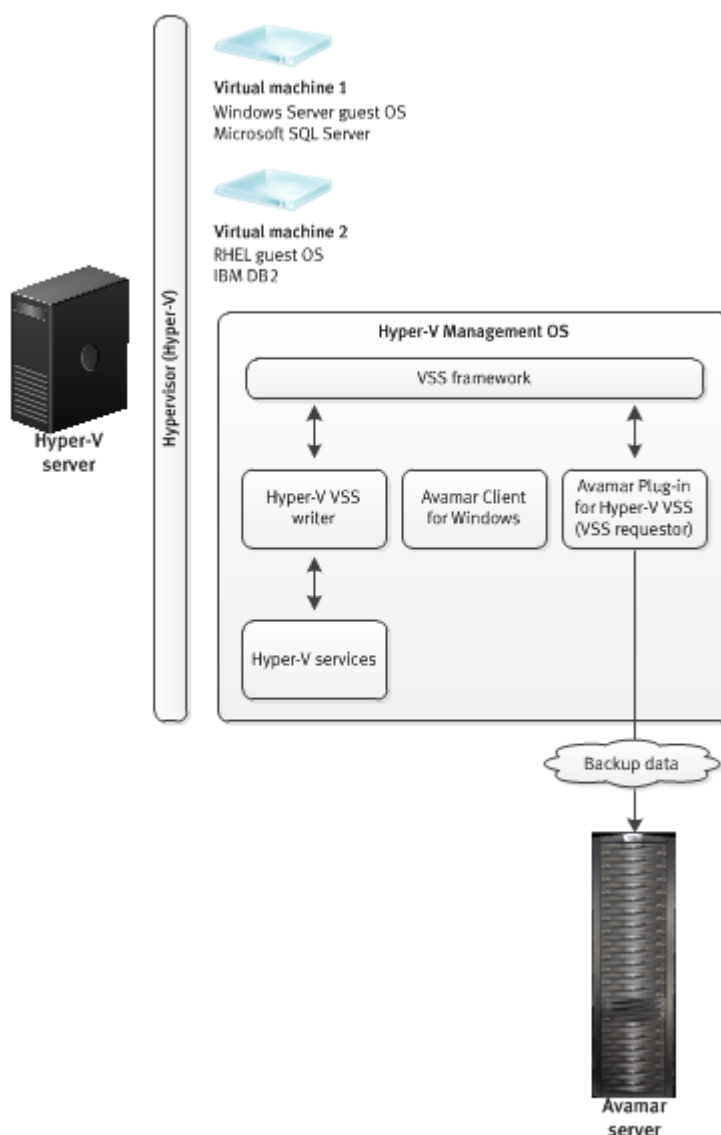
You select the Avamar federated cluster client as the client for backups and restores. You can back up any of the virtual machines on SMB file shares in the cluster, but you cannot back up virtual machines on local volumes or on CSV.

Windows Server 2008 R2 clusters with CSV

In a Windows Server 2008 R2 cluster, Avamar uses a federated architecture to back up and restore virtual machines on CSV. To perform image-level backups of virtual machines on CSV, install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on each node in the cluster. Then use the Cluster Configuration Tool to configure the federated cluster client.

The federated cluster client receives backup and restore requests from the Avamar server and forwards the requests to the Hyper-V plug-in on the cluster nodes. The plug-in on the node performs the backup and sends the backup data and metadata to the Avamar server. The federated cluster client manages requests for all Hyper-V plug-ins in the cluster and ensures that you can back up all virtual machines on CSVs in the cluster.

The following figure illustrates a Windows Server 2008 R2 cluster with virtual machines on CSV where the federated cluster client facilitates image-level backups.

Figure 6 Image-level backups in a Windows Server 2008 R2 cluster with CSV

You select the federated cluster client as the client for backups and restores.

You can select any of the virtual machines on the CSV for backup. However, shadow copy creation for the backup occurs on only one cluster node at a time. The Hyper-V VSS plug-in on a cluster node calls a CSV API that claims ownership of the CSV. When the backup completes for the virtual machines that one node owns, then the backup starts for the virtual machines that the second node owns, and so on.

Because only one node at a time can claim ownership of the CSV for shadow copy creation, the other nodes also cannot directly write to the disks during backups because the CSV is in redirected I/O mode. The I/O for the other nodes redirects over the LAN to the owner node that is performing the backup.

Scheduling considerations in a cluster

Ensure that backups and restores in a cluster for the following Avamar plug-ins do not overlap:

- Avamar Plug-in for Hyper-V VSS

- Avamar Plug-in for Windows File System
- Avamar Plug-in for Windows VSS
- Avamar Plug-in for Windows Cluster File Server
- Avamar Plug-in for SQL Server

When the backups or restores overlap, failures occur.

How Avamar works in an SCVMM environment

System Center Virtual Machine Manager (SCVMM) and Virtual Machine Manager (VMM) provide centralized administration and management of a virtual environment. You can use Avamar to back up the components in an SCVMM or VMM environment, including virtual machines on a Hyper-V host.

Granular level recovery

Granular level recovery (GLR) enables you to mount an image backup to a temporary file system, and then browse and restore individual files and folders. The temporary file system mounts in the *C:\Program Files\avs\var* folder, where *C:\Program Files\avs* is the Avamar installation folder.

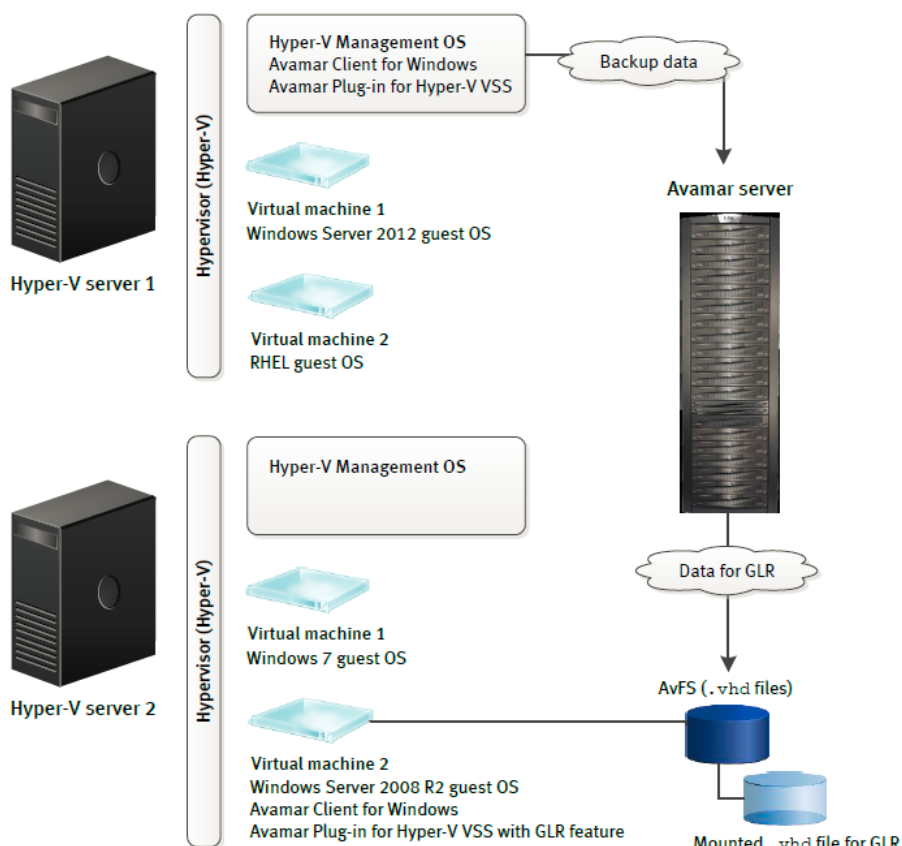
You can mount the temporary file system on the management OS of the Hyper-V Server. However, the best practice is to use a separate, (non-Hyper-V) Windows computer or a virtual machine to host the temporary file system. Using a separate computer or virtual machine offloads the GLR activities from the Hyper-V host. The separate Windows computer or virtual machine must use a supported operating system.

Note

Performance problems and other issues can occur if you install the Hyper-V GLR feature on the management OS of the Hyper-V Server.

To prepare the virtual machine or Windows client computer for GLR, install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS. When you install the Hyper-V VSS plug-in, select the option to install the Hyper-V GLR feature.

The following figure illustrates a GLR environment.

Figure 7 Granular level recovery environment

In the previous figure, the Avamar Plug-in for Hyper-V VSS on Hyper-V Server 1 backs up Virtual machine 1 and Virtual machine 2.

The Avamar Plug-in for Hyper-V VSS with the GLR feature is installed on Virtual machine 2 on Hyper-V Server 2.

During GLR, you restore the backup to the temporary file system that mounts on Virtual machine 2 on Hyper-V Server 2. Then you restore the files to Virtual machine 1 on Hyper-V Server 1 by copying the files from the temporary file system and pasting them to the target location.

Data Domain system support

You can store backups on either the Avamar server or an EMC Data Domain® system. Backup metadata is stored on the Avamar server.

Before you can store backups on a Data Domain system, you must add the Data Domain system to the Avamar configuration by using Avamar Administrator. Then you select the Data Domain system in the plug-in options when you perform an on-demand backup or when you create a dataset for a scheduled backup. You can also use the command line interface (CLI) to perform backups to a Data Domain system.

The steps to restore backups are the same whether you restore from the Avamar server or a Data Domain system. The restore process determines the location of the backup and restores the backup.

The *EMC Avamar and EMC Data Domain System Integration Guide* provides more information about Data Domain systems in an Avamar environment, including detailed steps to add a Data Domain system to the Avamar configuration.

Backup

You can perform full image-level backups of individual virtual machines or the Host Component, which contains the role-based security configuration for Hyper-V. Perform these backups regularly on either an on-demand or scheduled basis.

Note

Avamar image-level backups do not protect the Hyper-V management OS. To protect the Hyper-V management OS, perform a bare metal recovery (BMR) backup with the Avamar Plug-in for Windows VSS. The *EMC Avamar for Windows Server User Guide* provides details.

The following topics provide details on image-level backups with the Avamar Plug-in for Hyper-V VSS.

For details on performing guest backups with an Avamar file system or application plug-in, review the backup instructions in the user guide for the Avamar plug-in that you install on the virtual machine.

Backup methods

You can perform both on-demand and scheduled backups with the Avamar Plug-in for Hyper-V VSS:

- Use Avamar Administrator to perform both on-demand and scheduled backups. ["Image Level Backups" on page 57](#) provides more information.
- Use the `avhypervvss` command line interface on the Hyper-V Server to perform on-demand backups. ["Command Line Interface" on page 93](#) provides more information.

Backup types

The Avamar Plug-in for Hyper-V VSS performs both application-consistent and crash-consistent image-level backups.

The Hyper-V VSS Writer in the management OS determines if the backup image is application-consistent or crash-consistent. You do not need to select the backup type when you perform on-demand or scheduled backups.

Application-consistent backups

An application-consistent backup requires the virtual machine to be online and VSS capable, and to have Microsoft Integration Components (IC) installed. VSS runs in the guest operating system and freezes the operating system and the state of all applications.

The in-guest shadow copy with Hyper-V on Windows Server 2008 R2 is a full backup. During a full backup, the backup history of each file on the virtual machine updates. The update process causes log truncation in some applications, such as Microsoft Exchange.

You can specify whether to promote the backup type from copy to full for the in-guest shadow copy for Hyper-V on Windows Server 2012. The **Promote backup within virtual machine from copy to full** checkbox in the Hyper-V VSS plug-in options enables you to control whether to perform a copy or full backup. A copy backup does not update the backup history of each file.

Hyper-V on Windows Server 2012 does not support live migration and storage migration during an application-consistent backup.

Crash-consistent backups

Crash-consistent backups do not communicate with the Hyper-V VSS Writer in the virtual machine. As a result, the backups ensure crash consistency, not application consistency, of the writers running in the virtual machine.

Crash-consistent backups occur when a virtual machine meets one or more of the following criteria:

- The virtual machine is offline.
- IC is not installed in the guest OS.
- The guest operating system does not support VSS. For example, Linux does not support VSS.

A crash-consistent backup puts the virtual machine into a Saved State before shadow copy creation, and resumes the virtual machine after shadow copy creation.

Files included in backups

The following table lists the files that the Hyper-V VSS Writer reports for backup for each virtual machine during image-level backups with the Avamar Plug-in for Hyper-V VSS.

Table 3 Virtual machine files supported by the VSS Hyper-V Writer

File type	File name or extension	Description
Virtual hard disk (VHD) files	.vhd, .vhdx	Hyper-V uses the Microsoft Virtual Hard Disk (VHD) specification for storing virtual hard disks for virtual machines. A virtual machine can have one or more virtual disks.
Virtual machine configuration	.xml	Virtual machine settings (for example, CPU, memory, VHDs) are stored in XML format in the virtual machine configuration file.
Virtual machine running state files	.bin, .vsv	Virtual machine running state (memory) files are stored in a folder as .bin and .vsv files
Virtual hard disk differencing files	.avhd, .avhdx	A virtual machine snapshot creates one differencing VHD file per virtual machine VHD.
Virtual machine configuration snapshots	.xml	A virtual machine snapshot creates a copy of the current virtual machine configuration and saves it to enable rollback.
Host Component	InitialStore.xml, ResourceType.xml	Description files that contain the authorization store for Hyper-V. In Hyper-V on Windows Server 2012, the files also contain a description of the host resource type XML files.

Multi-streaming

Multi-streaming enables parallel processing of backup jobs by using multiple processors. You can use as many as 10 streams for backups and four streams for restores.

Each stream requires a separate processor. If you have multiple processors, multi-streaming enables you to improve backup performance when you store backups on either the Avamar server or on a Data Domain system.

Restore

Avamar supports the following restore types when you perform image-level backups in a Hyper-V environment.

- Restore of virtual machine files and the Host Components to the original location on the original Hyper-V Server.
- Restore of virtual machine files to a different file system location on the original Hyper-V Server.
- Restore of virtual machine files to a different Hyper-V Server to create a new virtual machine.
- Restore of virtual machine files for manual provisioning.
- Granular level recovery of individual files and folders.

Details on performing guest restore using an Avamar file system or application plug-in are available in the restore instructions in the user guide for the plug-in.

Restore to the original Hyper-V Server

You can restore a virtual machine to its original location on the original Hyper-V Server if one of the following scenarios occurs:

- You need to roll back the virtual machine because a patching or virus issue occurred.
- You need to perform disaster recovery of the virtual machine after a disk failure.
- The virtual machine was accidentally deleted.

The restore process deletes or overwrites the original virtual machine files if the files remain in the original location. In addition, you cannot move or rename the virtual machine during the restore if any of the original files remain.

When you restore a virtual machine in a cluster, the restore makes the virtual machine highly available and sets the owner node for the virtual machine to the owner node at the time of the backup.

You can also restore Host Components to the original location. You might need to restore the Host Components if the files are corrupt or if you need to roll back the Hyper-V authorization settings.

Note

Avamar System State backups with the Avamar Plug-in for Windows VSS include Host Components. You might need to restore the Host Components from a Hyper-V VSS plug-in backup after a bare metal restore of the Hyper-V Server when the Hyper-V VSS plug-in backup is more recent than the Windows VSS plug-in backup.

Restore to a different location on the original Hyper-V Server

You can restore a virtual machine to the original Hyper-V Server but change the file system location of the virtual machine files. This type of restore is necessary if the virtual machine files moved after the selected backup time and you want to preserve the new locations.

When you restore a virtual machine in a cluster, the restore makes the virtual machine highly available and sets the owner node for the virtual machine to the owner node at the time of the backup.

If the original virtual machine is present, then the restore process overwrites the virtual machine.

Restore to create a virtual machine on a different Hyper-V Server

You can restore a virtual machine to a different Hyper-V Server and create a new virtual machine. During the restore, you select the file system location for the virtual machine files.

Hyper-V recognizes each virtual machine by an internal GUID. If a virtual machine with the same GUID already exists on the system, then the restore overwrites the virtual machine. However, it is unlikely that the same GUID is assigned to virtual machines on different Hyper-V Servers in the same environment.

When you restore a virtual machine to a cluster from a backup of a cluster, the restore makes the virtual machine highly available and sets the owner node for the virtual machine to the first node in the list of nodes for the cluster.

When you restore a virtual machine to a cluster from a backup of a stand-alone server, you must use the Microsoft Cluster Manager to make the virtual machine highly available after the restore.

Restrictions for redirected restore in mixed environments

You might not be able to perform a redirected restore of a virtual machine from one type of environment to another in the following scenarios:

- An environment includes both stand-alone and clustered Hyper-V Servers.
- An environment includes clustered Hyper-V Servers with different operating systems and types of virtual machine storage (CSV and SMB file shares).

Restore of virtual machine files for manual provisioning

You can restore virtual machine files to a file system location without restoring them to Hyper-V. You can either restore individual virtual hard disks, or you can restore all files for the selected virtual machine, including the virtual machine configuration files, virtual hard disks, and virtual machine snapshots.

After the restore, you can use the virtual machine files in one of the following ways:

- Import the virtual machine.
- Attach the virtual hard disk file to an existing virtual machine for inspection.
- Manually create a virtual machine that points to the restored virtual hard disk files.

These manual steps for the virtual machine files in Hyper-V after the restore are called *manual provisioning*.

When you restore virtual machine files for manual provisioning, the restore process does not remove the original virtual machine files, if the files exist.

Restoring virtual machine files for manual provisioning enables you to avoid overwriting an existing virtual machine on the original Hyper-V Server during the restore.

Granular level recovery

The Avamar Plug-in for Hyper-V VSS enables you to perform granular level recovery (GLR) of files and folders from image-level backups. With GLR, you can restore an image backup to a temporary file system on a different client, and then browse and restore files and folders.

If you installed the Hyper-V VSS plug-in with the GLR feature on the Hyper-V Server that you are backing up, then you can restore individual files and folders to any folder on the Hyper-V Server.

If you installed the Hyper-V VSS plug-in with the GLR feature on a separate virtual machine or Windows client computer than the Hyper-V Server that you are backing up, then you can restore individual files and folders to any folder on the virtual machine or Windows client.

CHAPTER 2

Installation

This chapter includes the following topics:

- [Preparing to install the Avamar client software](#)..... 34
- [Installing the Avamar client software](#)..... 39
- [Upgrading the Avamar client software](#)..... 52
- [Uninstalling the Avamar client software](#)..... 53

Preparing to install the Avamar client software

Review the system requirements for the Avamar client software, and ensure that the environment meets the requirements before you install Avamar client software. The Avamar Config Checker for Microsoft Windows provides an additional automated verification of the environment. You also must download the Avamar Client for Windows and application plug-in installation package from the Avamar server.

System requirements

The environment must meet client compatibility requirements before you install Avamar client software.

Client compatibility requirements are available in the *EMC Avamar Compatibility and Interoperability Matrix* on EMC Online Support at <https://support.EMC.com>. The requirements in the matrix include supported operating systems and application versions.

The Avamar file system client and the plug-ins that you install on the host must have the same version number.

Hardware requirements

The following table lists the hardware requirements for the Avamar Plug-in for Hyper-V VSS and the Avamar Plug-in for Hyper-V VSS with the GLR feature.

Table 4 Hardware requirements

Plug-in	Minimum amount of RAM	Minimum amount of hard drive space
Hyper-V VSS	2 GB	8 MB
Hyper-V VSS with the GLR feature	2 GB	22 MB

Hyper-V requirements

For image-level backups of a virtual machine with a Microsoft Windows guest OS, the Integration Components version for the backup Hyper-V Server and the guest virtual machine must match. If the versions do not match, then the virtual machine might not start when you restore it to a different Hyper-V Server.

Virtual machine requirements

The Avamar Plug-in for Hyper-V VSS supports image-level backup and restore of data on virtual machines with all guest operating systems that Hyper-V supports.

The guest operating system must have a valid license. Otherwise, the virtual machines shut down automatically after a backup with multi-streaming completes.

When you perform image-level backups and restores of Hyper-V data, the Avamar Plug-in for Hyper-V VSS supports the following types of storage for virtual machine files:

- Local volumes on a stand-alone server with Windows Server 2008 R2 or Windows Server 2012
- Cluster Shared Volumes (CSV) on a cluster with Windows Server 2008 R2 or Windows Server 2012

- Server Message Block (SMB) 3.0 file shares on the following Windows Server 2012 file servers:
 - Stand-alone file server
 - Scale-Out File Server (SOFS)
 - Clustered file server for general use

You can create a virtual machine by restoring a System State backup of a physical machine to a virtual machine. This type of restore is called a physical to virtual (P2V) restore. The *EMC Avamar for Windows Server User Guide* provides instructions on how to perform a System State restore as part of bare metal recovery (BMR).

SMB file share requirements

When you store Hyper-V virtual machines on SMB file shares, you must configure the environment before you install the Avamar Plug-in for Hyper-V VSS.

Procedure

1. If the SMB file shares are on a clustered file server for general use, then install the File Server VSS Agent Service server role on all cluster nodes. Otherwise, backups fail when the Avamar proxy cluster client is not the owner node of the virtual machines.

The Windows Server 2012 documentation on the Microsoft TechNet website provides instructions to install the File Server VSS Agent Service server role.

2. Configure the permissions for each SMB file share to add full permissions for each Hyper-V Server. The “Deploy Hyper-V over SMB” article on the Microsoft TechNet website provides instructions on how to configure the file share using either Server Manager or Windows PowerShell commands.
3. Add the Hyper-V Server to the Backup Operators group on the SMB file server:

- a. In the **Administrative Tools** for the SMB file server, open the **Computer Management** window.
- b. Expand the **Local Users and Groups** node in the left pane, and select **Groups**.
- c. Right-click **Backup Operators** in the right pane, and select **Properties**.

The **Backup Operators Properties** dialog box appears.

- d. Click **Add**.

The **Select Users, Service Accounts, or Groups** dialog box appears.

- e. Click **Object Types**.

The **Object Types** dialog box appears.

- f. Select the **Computers** checkbox and click **OK**.
- g. Type the name of the Hyper-V Server and click **OK**.
- h. Click **OK** on the **Backup Operators Properties** dialog box.
- i. In a cluster, repeat these steps for each node.
- j. Restart the SMB server or the **Server** service for the changes to take effect.

4. When you configure a virtual machine to store files on the SMB file share, use only one of the following formats to specify the path to the share for each file:

```
\\fileserver\fileshare\  
\\fileserver.emc.com\fileshare\  
\\10.25.10.255\fileshare\  
\\fc00-aaaa-bbbb-0000-0000-0000-0000-0001.emc.com\fileshare\
```

Do not use multiple formats for the path for the same virtual machine. Otherwise, issues can occur during restore.

Cluster requirements

The Avamar Plug-in for Hyper-V VSS supports the use of CSV and SMB for clustered virtual machine storage, depending on the environment:

- On Windows Server 2008 R2, the Hyper-V VSS plug-in supports CSV.
- On Windows Server 2012, the Hyper-V VSS plug-in supports both CSV and SMB.

The Hyper-V VSS plug-in does not support storage of virtual machines on local volumes of a cluster node.

["How Avamar works with Hyper-V in a cluster" on page 20](#) provides more information on Avamar system architecture with Hyper-V in a cluster.

Do not perform backups or restores for multiple plug-ins in a cluster simultaneously. When the backups or restores overlap, failures occur.

Avamar server requirement

The Avamar Plug-in for Hyper-V VSS requires Avamar server 6.1 or later.

VSS requirements

The Avamar Plug-in for Hyper-V VSS uses Microsoft Volume Shadow Copy Service (VSS) technology to perform backups. VSS is a framework that enables performance of volume backups while applications on a system continue to write to the volumes.

The VSS writer enables the creation of image backups for virtual machines by quiescing the Windows operating system and applications within the guest for operating system and application consistency.

Supported VSS providers and writers

The Avamar Plug-in for Hyper-V VSS uses the VSS providers and writers in the following table to perform backups, depending on the environment.

Table 5 Supported VSS providers and writers

Operating system	Environment	Virtual machine storage	VSS provider	VSS writer
Windows Server 2012	Stand-alone server	Local volumes	Microsoft Software Shadow Copy Provider	Hyper-V VSS Writer
		SMB file shares	Microsoft File Share Shadow Copy Provider	Hyper-V VSS Writer
	Cluster	CSV	Microsoft CSV Shadow Copy Provider	<ul style="list-style-type: none"> • Hyper-V VSS Writer for virtual machines that the proxy node owns • Cluster VSS Writer for virtual machines

Table 5 Supported VSS providers and writers (continued)

Operating system	Environment	Virtual machine storage	VSS provider	VSS writer
				that non-proxy nodes own
		SMB file shares	Microsoft File Share Shadow Copy Provider	Hyper-V VSS Writer
Windows Server 2008 R2	Stand-alone server	Local volumes	Microsoft Software Shadow Copy Provider	Hyper-V VSS Writer
	Cluster	CSV	Microsoft Software Shadow Copy Provider	Hyper-V VSS Writer

If you manually install the iSCSI Target VDS or VSS hardware provider, then perform the credential configuration steps in the “iSCSI Target Storage (VDS/VSS) Provider” blog post on Microsoft TechNet at <http://blogs.technet.com/b/filecab/archive/2012/10/08/iscsi-target-storage-vds-vss-provider.aspx>.

VSS snapshot volume requirements

Microsoft VSS framework allows up to 64 volumes in a VSS snapshot. When creating a dataset, do not include more than 64 volumes. If a snapshot includes more than 64 volumes, then the backup fails and the Avamar event log lists a `VSS_E_MAXIMUM_NUMBER_OF_VOLUMES_REACHED` error.

The VSS framework also limits the number of shadow copies to 64 per volume. If the number of shadow copies in a volume exceeds 64, then the backup fails and the Avamar event log lists a `VSS_E_MAXIMUM_NUMBER_OF_SNAPSHOTS_REACHED` error.

GLR requirements

If you back up a Hyper-V virtual machine on Windows Server 2012, then you must use a Windows 8 or Windows Server 2012 computer for GLR.

Do not use encryption on files and folders that you might need to restore with GLR. The GLR restore fails when you select encrypted files and folders for restore.

Support for symbolic links

Backups with the Avamar Plug-in for Hyper-V VSS fail if the path to virtual machine files includes symbolic links (symlinks) or directory junctions. Exclude virtual machines available through symlinks or directory junctions from backups with the Hyper-V VSS plug-in.

Downloading the software

Download the installation packages for the Avamar Client for Windows, the Avamar Plug-in for Hyper-V VSS, and the Avamar Config Checker from the Avamar server. Then save the installation packages to a temporary folder.

Procedure

1. Log in to the Hyper-V management OS as an administrator.
If Hyper-V is on a Windows Server Core installation, then log in to a computer that can connect to the Avamar server by using a web browser.
2. Open a web browser and type the following URL:
`http://Avamar_server`
where *Avamar_server* is the DNS name or IP address of the Avamar server.
The **EMC Avamar Web Restore** page appears.
3. Click **Downloads**.
The **Downloads** list appears.
4. Click **+** next to the operating system headings until the applicable software installation packages appear.
5. Click the **Avamar Client for Windows** installation package:
`AvamarClient-windows-x86_64-version.msi`
where *version* is the Avamar client version.
6. Save the installation package to a temporary folder.
7. Click the **Hyper-V installation** package:
`AvamarHypervVSS-windows-x86_64-version.msi`
where *version* is the Avamar plug-in version.
8. Save the installation package to a temporary folder.
9. Click the **Avamar Config Checker** installation package:
`Avamar_ConfigChecker_win_x64.zip (64-bit)`
10. Save the installation package to a temporary folder.

Verifying the environment

Use the Avamar Config Checker for Microsoft Windows to verify that you correctly configured the Windows environment for Avamar backup and recovery. The Config Checker checks the configuration for problems that can lead to installation, backup, or recovery failures. These failures can affect the operating system for the application host or the application itself.

You can run the Avamar Config Checker either before or after you install Avamar software on the client computer.

The Config Checker supports only English language operating systems.

Procedure

1. Unzip the Avamar Config Checker installation package, and run the setup program to install the software.

2. Start the Config Checker:
 - On Windows Server 2012, open the **Start** screen and select **Avamar Config Checker**.
 - On Windows Server 2008, open the **Start** menu and select **Program Files > EMC Config Checker > Avamar Config Checker**.
3. Click **Next** on the welcome page.
The **Avamar Application and User Settings** page appears.
4. Select the version number from the **Avamar version** list.
5. In the application list, select the checkbox next to the applications on the client computer, and specify credentials, if required.
6. Click **Next**.
7. Review the summary information.
8. Click **Run Tests**.

When the verification completes, the **Config Check Results** window appears.

9. Save or open the results in HTML format.

NOTICE

The Config Checker does not automatically save the results. If you do not save the results, then you must rerun the Config Checker to view them.

10. Click **Finish** to exit the Config Checker.
11. Review the HTML result file, and correct all failed checks.
12. Rerun the Config Checker to ensure that all the checks are successful.

The *EMC Avamar Config Checker for Microsoft Windows Technical Note*, available on EMC Online Support at <https://support.EMC.com>, provides troubleshooting information and details about the results that appear for each application.

Installing the Avamar client software

You can install the Avamar client software on a stand-alone server or in a cluster environment.

Installation road maps

The steps to install the Avamar software for image-level backups of Hyper-V depend on whether the Hyper-V Server is on a stand-alone server or in a cluster environment.

Installation road map for a stand-alone server

Procedure

1. Install and configure Hyper-V according to Microsoft guidelines.
2. Install the Avamar Client for Windows in the Hyper-V management OS.
3. Install the Avamar Plug-in for Hyper-V VSS in the Hyper-V management OS.
4. Register the Hyper-V Server as a client with the Avamar server.
5. If you plan to perform file-level restores with GLR, then prepare a virtual machine or a separate Windows computer for GLR:

- a. Install the Avamar Client for Windows.
- b. Install the Avamar Plug-in for Hyper-V VSS, and select the Hyper-V GLR feature during the installation.
- c. Register the virtual machine or Windows computer for GLR as a client with the Avamar server.

Installation road map for a Windows Server 2012 cluster with CSV

Procedure

1. Install and configure the cluster according to Microsoft guidelines.
2. Install and configure Hyper-V on each cluster node according to Microsoft guidelines.
3. Enable the Remote Management feature on each cluster node.
4. Assign a provisioned IP address for the Avamar cluster service.
5. Install the Avamar Client for Windows in the Hyper-V management OS on one or more proxy nodes.
6. Install the Avamar Plug-in for Hyper-V VSS in the Hyper-V management OS on one or more proxy nodes.
7. Register each proxy node as a client with the Avamar server.
8. Use the Cluster Configuration Tool on the primary proxy node to configure the cluster proxy client for the Hyper-V VSS plug-in.
9. (Optional) Run the Cluster Configuration Tool on the primary proxy node again to configure secondary proxy nodes.
10. If you plan to perform GLR, which is used for file-level restores, then prepare a virtual machine or a separate Windows computer for GLR:
 - a. Install the Avamar Client for Windows.
 - b. Install the Avamar Plug-in for Hyper-V VSS, and select the Hyper-V GLR feature during the installation.
 - c. Register the virtual machine or Windows computer for GLR as a client with the Avamar server.

Installation road map for a Windows Server 2012 cluster with SMB

Procedure

1. Install and configure the cluster according to Microsoft guidelines.
2. Install and configure Hyper-V according to Microsoft guidelines.
3. Enable the Remote Management feature on each cluster node.
4. Assign a provisioned IP address for the Avamar cluster service.
5. Install the Avamar Client for Windows in the same folder in the Hyper-V management OS on each cluster node.
6. Install the Avamar Plug-in for Hyper-V VSS in the Hyper-V management OS on each cluster node.
7. Register each node as a client with the Avamar server.
8. On an active node, use the Cluster Configuration Tool to configure the federated cluster client for the Hyper-V VSS plug-in.
9. If you plan to perform GLR, which is used for file-level restores, then prepare a virtual machine or a separate Windows computer for GLR:

- a. Install the Avamar Client for Windows.
- b. Install the Avamar Plug-in for Hyper-V VSS, and select the Hyper-V GLR feature during the installation.
- c. Register the virtual machine or Windows computer for GLR as a client with the Avamar server.

Installation road map for a Windows Server 2008 R2 cluster with CSV

Procedure

1. Install and configure the cluster according to Microsoft guidelines.
2. Install and configure Hyper-V according to Microsoft guidelines.
3. Assign a provisioned IP address for the Avamar cluster service.
4. Install the Avamar Client for Windows in the same folder in the Hyper-V management OS on each cluster node.
5. Install the Avamar Plug-in for Hyper-V VSS in the Hyper-V management OS on each cluster node.
6. Register each node as a client with the Avamar server.
7. On an active node, use the Cluster Configuration Tool to configure the federated cluster client for the Hyper-V VSS plug-in.
8. If you plan to perform GLR, which is used for file-level restores, then prepare a virtual machine or a separate Windows computer for GLR:
 - a. Install the Avamar Client for Windows.
 - b. Install the Avamar Plug-in for Hyper-V VSS, and select the Hyper-V GLR feature during the installation.
 - c. Register the virtual machine or Windows computer for GLR as a client with the Avamar server.

Installing the Avamar Client for Windows

The Avamar Client for Windows includes the Avamar agent and the Avamar Plug-in for Windows File System. The Avamar agent is required for backups and restores with application plug-ins. You can use the Windows File System plug-in to back up operating system and application binary files, which are required for disaster recovery.

The steps to install the Avamar Client for Windows depend on whether the client has a full Windows Server installation or a Windows Server Core installation.

Installing the Windows client on full Windows Server installations

A setup wizard leads you through the steps to install the Windows client. If the User Account Control (UAC) feature is enabled on the client computer, then you must start the setup wizard by using administrator privileges. Otherwise, the software does not install correctly. This procedure provides one method to bypass UAC. The Microsoft documentation provides other methods and additional information.

Procedure

1. Log in as administrator:
 - On a Hyper-V Server, log in to the Hyper-V management OS as an administrator.
 - On a separate Windows computer or virtual machine for GLR, log in as an administrator.

2. Go to the temporary folder that contains the Avamar installation files that you downloaded.
3. Start the installer:
 - If UAC is disabled, double-click the installation file to open it.
 - If UAC is enabled, open a command prompt as an administrator, change directory to the location of the installation package, and then type the following command:


```
msiexec /i AvamarClient-windows-x86_64-version.msi
```

 where *version* is the Avamar client version.

The welcome page appears.
4. Click **Next**.

The **End-User License Agreement** page appears.
5. Review the license agreement.
6. Select the checkbox to accept the terms in the license agreement, and click **Next**.

The **Custom Setup** page appears.
7. Ensure that **Avamar Client User Interface** is selected for installation.
8. (Optional) To specify a folder for the Avamar client installation, click **Browse** and select a location.
9. Click **Next** on the **Custom Setup** page.

The **Ready to Install EMC Avamar for Windows** page appears.
10. Click **Install**.
11. When the installation completes, click **Finish**.

Installing the Windows client on Windows Server Core installations

Procedure

1. Log in to the Hyper-V management OS as an administrator.
2. Use WinSCP or FTP to copy the Windows client install package from the download temporary folder to a temporary folder on the Windows Server Core computer.

Alternatively, use the `net use` command from the Server Core computer to connect to a shared folder with the client install package file.
3. Use the `cd` command to navigate to the temporary folder with the client install package.
4. Start the software installation by typing the following command:


```
msiexec /i AvamarClient-windows-x86_64-version.msi
```

where *version* is the Avamar client version.

The installation wizard appears.
5. Follow the instructions in ["Installing the Windows client on full Windows Server installations" on page 41](#).

Installing the Avamar Plug-in for Hyper-V VSS

The Avamar Plug-in for Hyper-V VSS enables you to back up and restore Hyper-V data. The steps to install the Avamar Plug-in for Hyper-V VSS depend on whether the client has a

full Windows Server installation or a Windows Server Core installation. The installation steps also depend on whether you install the GLR feature for file-level restores.

Installing the Hyper-V VSS plug-in on full Windows Server installations

A setup wizard leads you through the steps to install the plug-in. If UAC is enabled on the client computer, then you must start the setup wizard by using administrator privileges. Otherwise, the software does not install correctly. This procedure provides one method to bypass UAC. The Microsoft documentation provides other methods and additional information.

The plug-in automatically installs in the same folder as the Avamar Client for Windows.

Procedure

1. Log in to the Hyper-V management OS as an administrator.
2. Go to the temporary folder that contains the Avamar installation files that you downloaded.
3. Start the Hyper-V VSS plug-in installation:
 - If UAC is disabled, double-click the file to open it.
 - If UAC is enabled, open a command prompt as an administrator, change directory to the location of the installation package, and then type the following command:

```
msiexec /i AvamarHypervVSS-windows-x86_64-version.msi
```

where *version* is the Avamar plug-in version.

The welcome page appears.

4. Click **Next**.

The **EMC Avamar Backup Plug-in for Hyper-V VSS Setup** page appears.

5. Select **EMC Avamar Backup Plug-in for Hyper-V VSS**.

The Hyper-V GLR feature is typically installed on a separate computer and is not selected for installation.

6. Click **Next**.

The **Ready to Install EMC Avamar Backup Plug-in for Hyper-V VSS** page appears.

7. Click **Install**.
8. When the installation completes, click **Finish**.

Installing the Hyper-V VSS plug-in on Windows Server Core installations

Procedure

1. Log in to the Hyper-V management OS as an administrator.
2. Use `WinSCP` or `FTP` to copy the Hyper-V VSS plug-in install package from the download temporary folder to a temporary folder on the Windows Server Core computer.

Alternatively, use the `net use` command from the Server Core computer to connect to a shared folder with the Hyper-V VSS plug-in install package file.

3. Use the `cd` command to navigate to the temporary folder with the Hyper-V VSS plug-in install package.
4. Start the software installation by typing the following command:

```
msiexec /i AvamarHypervVSS-windows-x86_64-version.msi
```

where *version* is the Hyper-V VSS plug-in version.

The installation wizard appears.

- Follow the instructions in ["Installing the Hyper-V VSS plug-in on full Windows Server installations" on page 43](#).

Installing the Hyper-V VSS plug-in with the GLR feature

Installing the Hyper-V VSS plug-in with the GLR feature enables you to perform granular level recovery (GLR) of individual files and folders. The computer that you use for GLR be a separate computer or virtual machine from the Hyper-V management OS.

Procedure

- Log in as an administrator on the virtual machine or Windows computer that you will use for GLR.
- Go to the temporary folder that contains the Avamar installation files that you downloaded.
- Start the Hyper-V VSS and GLR plug-in installation:
 - If UAC is disabled, double-click the file to open it.
 - If UAC is enabled, open a command prompt as an administrator, change directory to the location of the installation package, and then type the following command:

```
msiexec /i AvamarHypervVSS-windows-x86_64-version.msi
```

where *version* is the Avamar plug-in version.

The welcome page appears.

- Click **Next**.

The **EMC Avamar Backup Plug-in for Hyper-V VSS Setup** page appears.

- Select **EMC Avamar Backup Plug-in for Hyper-V VSS and Hyper-V GLR**, and then click **Next**.

The **Hyper-V GLR WriteCache Folder** page appears.

- Type or browse to the location for the `WriteCache` folder. The folder must be on an NTFS partition. If the target location is on a Windows Server 2012 computer, do not specify a folder on a ReFS volume.
- Click **Next**.

The **Ready to Install EMC Avamar Backup Plug-in for Hyper-V VSS** page appears.

- Click **Next**.

The **Ready to Install EMC Avamar Backup Plug-in for Hyper-V VSS** page appears.

- Click **Install**.

If this is the first time that you are installing the Avamar Plug-in for Hyper-V VSS with GLR, a Windows Security dialog box prompts whether to install the device software for GLR.

- Click **Install**.

The **Completed the EMC Avamar Backup Plug-in for Hyper-V VSS Setup Wizard** page appears.

- Click **Finish**.

A message prompts you to restart the computer.

- Click **Yes** to restart the computer.

Registering the client

Before you can back up or restore Hyper-V data, you must register the Hyper-V Server as a client with the Avamar server.

You specify the name of the Avamar server, the Avamar domain for the client, and the port on the Avamar server for client/server communication. Avamar domains enable you to group clients and limit backup, restore, and monitoring privileges for the group to certain accounts.

In a Windows Server 2012 cluster with CSV, register the primary proxy node. In a Windows Server 2012 cluster with SMB or a Windows Server 2008 R2 cluster with CSV, register each node in the cluster.

The steps to register a client depend on whether the client is a full Windows Server installation or a Windows Server Core installation.

Registering a full Windows Server client

Procedure

1. Log in to the Hyper-V management OS as an administrator.
2. Right-click the Avamar client system tray icon, and select **Manage > Activate Client**.

The **Activate Client Setup** dialog box appears.

3. In the **Administrator Server Address** box, type the DNS name for the Avamar server.
4. In the **Administrator Server Port** box, specify the port on the Avamar server for client/server communication.
5. In the **Client Domain** box, type the name of the Avamar domain for the client.

The default domain is **clients**. Do not use a slash (/) as the first character when you type a subdomain. If you use a slash, an error occurs and you cannot register the client.

6. Click **Activate**.

A confirmation message appears.

7. Click **OK**.

Registering a Windows Server Core client

Procedure

1. Open a DOS prompt on the client computer.
2. Type the following command:

```
C:\Program Files\avs\bin\avregister.bat MCS_name domain
```

where:

- *C:\Program Files\avs\bin* is the Avamar client installation path.
- *MCS_name* is the network hostname defined in DNS for the Avamar server.
- *domain* is the Avamar domain for the client.

Do not use a slash (/) as the first character when you type a subdomain. If you use a slash, an error occurs and you cannot register the client.

Configuring the cluster client

The steps to configure the cluster client depend on the cluster operating system and whether you store virtual machines on CSV or SMB file shares.

Configuring the Avamar proxy cluster client on full Windows Server 2012 installations with CSV

Procedure

1. Log in to the primary proxy node as a domain administrator. The account must also be a member of the local Administrators group.

2. Open the **Start** screen and select **Cluster Configuration Tool**.

The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.

3. Click **Next**.

The **Plug-ins** page appears.

4. Select **Hyper-V VSS** and click **Next**.

The **Cluster Nodes** page appears with a list of nodes and their status.

5. Ensure that the environment meets the following requirements:

- All Hyper-V nodes are in an Up status.
- The installation status of the Windows client on the proxy node is Installed.
- The installation status of the Hyper-V VSS plug-in on the proxy node is Installed.

6. Click **Next**.

The **Operations** page appears.

7. Select **Configure a new proxy cluster client over CSV for the proxy node**, and click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

8. Ensure that the environment meets all prerequisites on the **Prerequisites** page.

If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.

9. Select the Internet Protocol version that the environment uses, and then click **Next**.

The **Summary** page appears.

10. Review the settings that you specified in the wizard, and then click **Configure**.

A dialog box prompts you for credentials.

11. Type the username and password for the service account for the EMC Avamar Plug-in Service for Windows, which is the plug-in service that the Avamar proxy cluster client uses for backup and restore. The account must be a domain administrator or an account that can perform WMI queries and copy files to the CSV during a restore.

The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

12. Click **Close**.

Configuring secondary proxy nodes on full Windows Server 2012 installations with CSV

Procedure

1. Log in to the primary proxy node as a domain administrator. The account must also be a member of the local Administrators group.
2. Open the **Start** screen and select **Cluster Configuration Tool**.
The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.
3. Click **Next**.
The **Plug-ins** page appears.
4. Select **Hyper-V VSS** and click **Next**.
The **Cluster Nodes** page appears with a list of nodes and their status.
5. Ensure that the environment meets the following requirements:
 - All Hyper-V nodes are in an Up status.
 - The installation status of the Windows client on the proxy node is Installed.
 - The installation status of the Hyper-V VSS plug-in on the proxy node is installed.
6. Click **Next**.
The **Operations** page appears.
7. Select **Configure a new proxy cluster client over CSV for the proxy node(s)**, and click **Next**.
The **Proxy Nodes** page appears.
8. Select **Enable Multi Proxy Backup**.
9. From the **Available nodes** list, select the nodes to configure as secondary proxy nodes, and then click the ► button to move the nodes to the **Proxy nodes** list.
10. To allow Avamar to automatically change the ownership of a CSV to the proxy node for a backup, select **Change ownership of CSVs to the Proxy Node(s)**.
Selection of this option is recommended to optimize backup performance.
11. Click **Next**.
The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.
12. Ensure that the environment meets all prerequisites on the **Prerequisites** page.
If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.
13. Select the Internet Protocol version that the environment uses, and then click **Next**.
The **Summary** page appears.
14. Review the settings that you specified in the wizard, and then click **Configure**.
A dialog box prompts you for credentials.
15. Type the username and password for the service account for the EMC Avamar Plug-in Service for Windows, which is the plug-in service that the Avamar proxy cluster client uses for backup and restore. The account must be a domain administrator or an account that can perform WMI queries and copy files to the CSVs during a restore.
The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

16. Click **Close**.

Configuring the federated cluster client on full Windows Server 2012 installations with SMB

Procedure

1. Log in to an active node in the cluster as a domain administrator. The account must also be a member of the local Administrators group on each cluster node.
2. Open the **Start** screen and select **Cluster Configuration Tool**.
The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.
3. Click **Next**.
The **Plug-ins** page appears.
4. Select **Hyper-V VSS** and click **Next**.
The **Cluster Nodes** page appears with a list of nodes and their status.
5. Ensure that the environment meets the following requirements:
 - All Hyper-V nodes are in an Up status.
 - The installation status of the Windows client on each of the Hyper-V nodes is Installed.
 - The installation status of the Hyper-V VSS plug-in on each of the Hyper-V nodes is Installed.
6. Click **Next**.
The **Operations** page appears.
7. Select **Configure a new cluster client over SMB for all nodes** and click **Next**.
The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.
8. Ensure that the environment meets all prerequisites on the **Prerequisites** page.
If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.
9. Select the Internet Protocol version that the environment uses, and then click **Next**.
The **Cluster Client Settings** page appears.
10. Type the group name in the **Group name for the cluster client** box.
11. Type the cluster client name in the **Cluster client name** box.
12. Specify whether to automatically bring the cluster client online and activate it with the Avamar server by selecting or clearing the **Bring the cluster client online and activate it with the Avamar server** checkbox.
13. Specify the IP address and network mask for the network to use:
 - a. Select the network in the network list.
 - b. Type the IP address for the cluster client in the **Cluster client IPv4/IPv6 address** box.
 - c. Type the network mask for the cluster client in the **Cluster client IP subnet mask** box.
14. Click **Next**.
The **Server Settings** page appears.

15. Specify the settings for the Avamar server:

- a. Type either the DNS name of the Avamar server in the **Name** box or the IP address in the **IPv4/IPv6 address** box.
- b. Type the name of the Avamar domain for the cluster client in the **Avamar client domain for the cluster client** box.
- c. Type the data port for Avamar client/server communication in the **Port number** box.

Note

If you change the port number from the default of 28001, then you must change the port number on the Avamar server.

- d. Type the name of the shared network folder or volume in the **Cluster client's var directory** box, or click **Browse** to select a shared network folder or volume.

The shared network folder or volume stores the cluster client configuration and log files. All nodes in the cluster must have write access to this folder or volume. Select a volume that the cluster owns instead of a remote pathname on the network.

- e. Type the name of the client's SYSDIR directory in the **Cluster client's SYSDIR directory** box, or click **Browse** to select a shared network folder or volume.

16. Click **Next**.

The **Summary** page appears.

17. Review the settings that you specified in the wizard, and then click **Configure**.

The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

18. Click **Close**.

19. Specify the SMB file shares on which the virtual machines are stored:

- a. Open the `avtar.cmd` file for the cluster client in a text editor. The `avtar.cmd` file is located in the cluster client `var` folder that you specified in the Cluster Configuration Tool.
- b. Add the following flag to the `avtar.cmd` file:

```
--browse-file-shares=\\SMB-file-server\share1, \\SMB-file-server\share2
```

where `\\SMB-file-server\share1` and `\\SMB-file-server\share2` are the UNC paths to two SMB shares. Separate the UNC paths for the shares with a comma.

- c. (Optional) Configure the cluster client so that the Hyper-V VSS plug-in restores virtual machine files with their original access control list (ACL) permissions instead of the ACL permissions of the destination folder for the restore. [Restoring virtual machines to SMB file shares on page 71](#) provides instructions.
- d. Save and close the file.

Configuring the federated cluster client on full Windows Server 2008 R2 installations with CSV

Procedure

1. Log in to an active node in the cluster as a domain administrator. The account must also be a member of the local Administrators group on each cluster node.

2. Open the **Start** menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.

3. Click **Next**.

The **Plug-ins** page appears.

4. Select **Hyper-V VSS** and click **Next**.

The **Cluster Nodes** page appears with a list of nodes and their status.

5. Ensure that the environment meets the following requirements:

- All Hyper-V nodes are in an Up status.
- The installation status of the Windows client on each Hyper-V node is Installed.
- The installation status of the Hyper-V VSS plug-in on each Hyper-V node is Installed.

6. Click **Next**.

The **Operations** page appears.

7. Select **Configure a new cluster client over CSV for all nodes** and click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

8. Ensure that the environment meets all prerequisites on the **Prerequisites** page.

If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.

9. Select the Internet Protocol version that the environment uses, and then click **Next**.

The **Cluster Client Settings** page appears.

10. Type the group name in the **Group name for the cluster client** box.

11. Type the cluster client name in the **Cluster client name** box.

12. Specify whether to automatically bring the cluster client online and activate it with the Avamar server by selecting or clearing the **Bring the cluster client online and activate it with the Avamar server** checkbox.

13. Specify the IP address and network mask for the network to use:

- a. Select the network in the network list.
- b. Type the IP address for the cluster client in the **Cluster client IPv4/IPv6 address** box.
- c. Type the network mask for the cluster client in the **Cluster client IP subnet mask** box.

14. Click **Next**.

The **Server Settings** page appears.

15. Specify the settings for the Avamar server:

- a. Type either the DNS name of the Avamar server in the **Name** box or the IP address in the **IPv4/IPv6 address** box.
- b. Type the name of the Avamar domain for the cluster client in the **Avamar client domain for the cluster client** box.
- c. Type the data port for Avamar client/server communication in the **Port number** box.

Note

If you change the port number from the default of 28001, then you must change the port number on the Avamar server.

- d. Type the name of the shared network folder or volume in the **Cluster client's var directory** box, or click **Browse** to select a shared network folder or volume.

The shared network folder or volume stores the cluster client configuration and log files. All nodes in the cluster must have write access to this folder or volume. Select a volume that the cluster owns instead of a remote pathname on the network.

- e. Type the name of the client's SYSDIR directory in the **Cluster client's SYSDIR directory** box, or click **Browse** to select a shared network folder or volume.

16. Click **Next**.

The **Summary** page appears.

17. Review the settings that you specified in the wizard, and then click **Configure**.

The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

18. Click **Close**.

Configuring the cluster client on Windows Server Core installations

Procedure

1. Open a DOS prompt:

- In a Windows Server 2012 environment with CSV, open a DOS prompt on the primary proxy node.
- In a Windows Server 2012 environment with SMB, open a DOS prompt on an active node.
- In a Windows Server 2008 R2 environment with CSV, open a DOS prompt on an active node.

2. Type the following command:

```
C:\Program Files\avs\bin\av_cluster_config_wizard.exe
```

where *C:\Program Files\avs\bin* is the Avamar client installation path.

The Cluster Configuration Tool appears.

3. Follow the instructions in the previous topics to configure the cluster client by using the Cluster Configuration Tool.

Adding nodes for the cluster client

If you already configured the cluster client in a cluster, you can add nodes to the configuration. The nodes that you add might be new nodes in the cluster, or they might have been offline when you configured the cluster client.

You can add nodes in a Windows Server 2012 environment with SMB or a Windows Server 2008 R2 environment with CSV.

Procedure

1. Install the Avamar Client for Windows on the new node.

2. Install the Avamar Plug-in for Hyper-V VSS on the new node.
3. Log in to the node with the cluster client as a domain administrator. The account must also be a member of the local Administrators group on each cluster node.
4. Open the Cluster Configuration Tool:
 - On Windows Server 2012, open the **Start** screen and select **Cluster Configuration Tool**.
 - On Windows Server 2008 R2, open the **Start** menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.

5. Click **Next**.

The **Plug-Ins** page appears.

6. Select **Hyper-V VSS**, and then click **Next**.

The **Cluster Nodes** page appears with a list of nodes and their status.

7. Ensure that all nodes are in an Up status, and then click **Next**.

The **Operations** page appears.

8. Select **Configure new nodes with the existing cluster client configuration** and click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

9. Ensure that the environment meets all prerequisites on the **Prerequisites** page.

If the environment does not meet a prerequisite, then exit the wizard, resolve the issue, and restart the wizard.

10. Select the Internet Protocol version that the environment uses, and then click **Next**.

The **Summary** Page appears.

11. Review the settings that you specified in the wizard, and then click **Configure**.

The **Progress** page provides the status of the configuration. When the configuration is complete, the **Results** page appears.

12. Click **Close**.

Upgrading the Avamar client software

You can upgrade the Avamar client and plug-in software on a client from version 5.x to version 7.1. The upgrade steps depend on whether the installation is on a stand-alone server or in a cluster.

To upgrade from version 4.x or earlier, upgrade to version 5.x by using the steps in the version 5.x documentation. Then upgrade from version 5.x to version 7.1.

Upgrading on a stand-alone server

Procedure

1. Ensure that the environment meets all system requirements for the new version.
2. Log in to the Hyper-V management OS as an administrator.
3. Uninstall the earlier version of the Avamar Plug-in for Hyper-V VSS by using **Programs and Features**.

When you uninstall the plug-in with the GLR feature, you must restart the computer.

4. Upgrade the Avamar Client for Windows by running the Windows client installation wizard for the new version on the Windows server.
5. Install the new version of the Avamar Plug-in for Hyper-V VSS by running the plug-in installation wizard for the new version on the Hyper-V Server.

Upgrading in a cluster

Procedure

1. Uninstall the current version of the Avamar client and plug-in:
 - a. Use the earlier version of the Cluster Configuration Tool to uninstall the Avamar cluster client.
 - b. Uninstall the earlier version of the Avamar Plug-in for Hyper-V VSS from each node by using **Programs and Features**.

When you uninstall the plug-in with the GLR feature, you must restart the computer.

- c. Uninstall the earlier version of the Avamar Client for Windows from each node by using **Programs and Features**.

The user guides for the earlier versions of the software provides instructions for each of these steps.

2. Install the new version of the Avamar client and plug-in:
 - a. Install the Avamar Client for Windows in the same folder on each node in the cluster.
 - b. Install the Avamar Plug-in for Hyper-V VSS in the same folder on each node in the cluster.

When you install the plug-in with the GLR feature, you must restart the node.

- c. Configure the Avamar cluster client.

Uninstalling the Avamar client software

When you uninstall Avamar plug-in and client software from a client computer, scheduled backups no longer occur for the client. You cannot restore backups to the client after you uninstall the software.

When you uninstall the Avamar client software, you can keep or delete the backups for the client:

- To keep the backups for the client so that you can restore the backups to a different client, retire the client by using Avamar Administrator.
- To delete the backups for the client, delete the client by using Avamar Administrator.

Retire or delete the client either before or after you uninstall the plug-in. The *EMC Avamar Administration Guide* provides more information.

Uninstall roadmap

Procedure

1. (Cluster only) Uninstall the Avamar cluster client.

2. Uninstall the Avamar Plug-in for Hyper-V VSS.

When you uninstall the plug-in with the GLR feature, you must restart the computer.

3. Uninstall the Avamar Client for Windows.
4. (Cluster only) Repeat the previous two steps on each node in a Windows Server 2012 cluster with SMB or a Windows Server 2008 R2 cluster with CSV.

Uninstalling the cluster client

The steps to uninstall the Avamar cluster client depend on whether the server is a full Windows Server installation or a Windows Server Core installation.

Uninstalling the cluster client from a full Windows Server installation

Procedure

1. Log in as a domain administrator:

- In a Windows Server 2012 cluster with CSV, log in to the primary proxy node as a domain administrator.
- In a Windows Server 2012 cluster with SMB, log in to the active node as a domain administrator.
- In a Windows Server 2008 R2 cluster with CSV, log in to the active node as a domain administrator.

The domain administrator account must also be a member of the local Administrators group on each cluster node.

2. Open the Cluster Configuration Tool:

- On Windows Server 2012, open the **Start** screen and select **Cluster Configuration Tool**.
- On Windows Server 2008 R2, open the **Start** menu and select **Program Files > EMC Avamar > Cluster Configuration Tool**.

The wizard opens at the **Welcome to Avamar Windows Cluster Configuration** page.

3. Click **Next**.

The **Plug-Ins** page appears.

4. Select **Hyper-V VSS** and click **Next**.

The **Cluster Nodes** page appears with a list of nodes and their status.

5. Ensure that the status of each Hyper-V node is Up, and then click **Next**.

If all nodes are not up during uninstall, go to KB Article esg126883 on EMC Online Support for detailed uninstall information.

The **Operations** page appears.

6. Select the option to remove the cluster client:

- On a Windows Server 2012 cluster with CSV, select **Remove the proxy cluster CSV client from the proxy node**.
- On a Windows Server 2012 cluster with SMB, select **Remove the cluster SMB client from all nodes**.
- On a Windows Server 2008 R2 cluster with CSV, select **Remove the cluster CSV client from all nodes**.

7. Click **Next**.

The **Prerequisites** page appears. A check mark next to a prerequisite indicates that the environment meets the prerequisite.

8. Ensure that the environment meets all prerequisites on the page, and then click **Next**.

The **Summary** page appears.

9. Review the settings that you specified in the wizard, and then click **Uninstall**.

The **Progress** page provides the status of the uninstall. When the uninstall is complete, the **Results** page appears.

10. Click **Close**.

Uninstalling the cluster client from a Windows Server Core installation

Procedure

1. Open a DOS prompt:
 - In a Windows Server 2012 environment with CSV, open a DOS prompt on the primary proxy node.
 - In a Windows Server 2012 environment with SMB, open a DOS prompt on the node with the cluster client.
 - In a Windows Server 2008 R2 environment with CSV, open a DOS prompt on the node with the cluster client.

2. Type the following command:

```
C:\Program Files\avs\bin\av_cluster_config_wizard.exe --uninstall
```

where *C:\Program Files\avs\bin* is the Avamar client installation folder.

Uninstalling the Avamar Plug-in for Hyper-V VSS

Procedure

- On a full Windows Server 2008 R2 or Windows Server 2012 installation, use **Programs and Features**.
- On a Windows Server Core installation, open a command prompt, browse to the folder with the installation file, and type the following command:

```
msiexec /uninstall AvamarHypervVSS-windows-x86_64-version.msi
```

where *version* is the version number of the installation package.

If you do not have the installation file, follow the steps in ["Downloading the software" on page 38](#) and ["Installing the Windows client on Windows Server Core installations" on page 42](#) to download the file and copy it to the client computer.

Note

When you uninstall the plug-in with the GLR feature, you must restart the computer.

Uninstalling the Avamar Client for Windows

Procedure

- On a full Windows Server 2008 R2 or Windows Server 2012 installation, use **Programs and Features**.
- On a Windows Server Core installation, open a command prompt, browse to the folder with the installation file, and type the following command:

```
msiexec /uninstall AvamarClient-windows-x86_64-version.msi
```

where *version* is the version number of the installation package.

If you do not have the installation file, follow the steps in [“Downloading the software” on page 38](#) and [“Installing the Windows client on Windows Server Core installations” on page 42](#) to download the file and copy it to the client computer.

CHAPTER 3

Image-Level Backups

This chapter includes the following topics:

- [Performing on-demand backups](#).....58
- [Scheduling backups](#).....60
- [Excluding virtual machines from backups](#).....64
- [Monitoring backups](#)..... 64
- [Canceling backups](#).....65

Performing on-demand backups

An on-demand backup is a user-initiated backup of Hyper-V data on a client. You can perform an on-demand backup for the first backup of the client immediately after you install the Avamar client software. You should also perform an on-demand backup before system maintenance, software installations, or software upgrades.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. In the domain tree, select the domain for the client.
3. From the list of clients, select the Hyper-V client.

To perform image-level backups of Hyper-V data in a cluster, select the cluster client.

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

4. Click the **Backup** tab.

A list of plug-ins installed on the selected client appears in the left pane of the **Backup** tab.

5. Select the **Windows Hyper-V VSS** plug-in.

A list of virtual machines and the Host Component appears in the right pane of the **Backup** tab.

Note

The Host Component is not available for backup when you use the federated cluster client in a Windows Server 2012 cluster with SMB or a Windows Server 2008 R2 cluster with CSV.

6. Select the checkbox next to the items to back up:

- To back up all virtual machines and the Host Components for a Hyper-V Server, select the **Windows Hyper-V VSS plug-in** checkbox.
- To back up individual virtual machines, select the checkboxes for the virtual machines in the right pane.
- To back up the Host Components on Windows Server 2012, select the **Host Component** checkbox.
- To back up the Initial Store on Windows Server 2008 R2, select the **Initial Store** checkbox in the right pane.

7. Select **Actions > Back Up Now**.

The **On Demand Backup Options** dialog box appears.

8. Select the backup retention setting:

- To automatically delete this backup from the Avamar server after a specific amount of time, select **Retention period** and then 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**.

9. 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 *EMC Avamar Product Security Guide* provides additional information.

10. Click **More Options**.

The **Backup Command Line Options** dialog box appears.

11. For Windows Server 2012 environments, select whether to promote the backup from copy to full for the in-guest shadow copy that occurs during an image-level backup:

- To perform a full backup, select the **Promote backup within virtual machine from copy to full** checkbox. During a full backup, the backup history of each file on the virtual machine updates. The update process causes log truncation in some applications, such as Microsoft Exchange.
- To perform a copy backup, clear the **Promote backup within virtual machine from copy to full** checkbox. A copy backup does not update the backup history of each file.

12. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** checkbox, and then select the Data Domain system from the list.

13. If you store the backup on a Data Domain system, select the encryption method for data transfer between the client and the Data Domain system during the backup from the **Encryption method to Data Domain system** list.

14. (Optional) Enable multi-streaming and specify multi-streaming settings:

- a. Select the **Enable multi-streaming** checkbox.
- b. Select the maximum number of streams to use for the backup from the **Maximum number of streams** list. Specify a maximum of one stream for each virtual machine in the backup set.
- c. Select the method by which Avamar groups data for multi-streaming from the **Group by** list:
 - Select **Virtual machine** to create one stream for each virtual machine.
 - Select **Volume** to create one stream for each CSV or SMB file share.

15. Specify whether to exclude offline virtual machines from the backup by selecting or clearing the **Exclude offline virtual machines from backup** checkbox.

16. (Optional) Select the **Show Advanced Options** checkbox to specify advanced options.

Additional options appear in red in the **Backup Command Line Options** dialog box.

- a. Specify whether to write maximum information to log files by selecting or clearing the **Enable debugging messages** checkbox. If selected, the backup process creates large log files.
- b. Specify the number of minutes to wait for an application-consistent snapshot to complete on nodes where the federated cluster client is not running in the **Minutes to wait for application-consistent snapshot to complete** box.

The default value is 20 minutes. An application-consistent snapshot of approximately 15 virtual machines on a node can complete in 20 minutes.

If the snapshot does not complete in the specified amount of time, then the backup operation proceeds on the remaining cluster nodes and the backup completes with exceptions.

This option applies only to the following cluster environments:

- Windows Server 2012 with virtual machine storage on SMB file shares
- Windows Server 2008 R2 with virtual machine storage on CSV

17. Click **OK**.

The **On Demand Backup Options** dialog box closes and the following status message appears: *Backup initiated*.

18. Click **OK**.

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.

Procedure

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.
- 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.

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

3. Enable scheduling for the group.

Creating a dataset

A dataset specifies the data to include in a scheduled backup and the options to use for the backup. Create at least one dataset for scheduled backups on a client or group of clients. Create multiple datasets to segregate client data.

Procedure

1. In Avamar Administrator, select **Tools > Manage Datasets**.

The **Manage All Datasets** window appears.

2. Click **New**.

The **New Dataset** dialog box appears.

3. In the **Name** box, type a name for the dataset.

The name can include alphanumeric characters (A-Z, a-z, 0-9) and the following special characters: period (.), hyphen (-), and underscore (_). Do not use Unicode characters or the following special characters: ` ~ ! @ # \$ % ^ & * () = + [] { } | \ / ; : ' " < > , ?

4. On the **Source Data** tab, select **Enter Explicitly**.
5. From the **Select Plug-in Type** list, select **Windows Hyper-V VSS**.
6. Select the data to include in the backup:

- Select **All Hyper-V Data** to include all virtual machines and the Host Components.
 - To limit the dataset to specific items:
 - a. Click **Select Files and/or Folders**.
 - b. Click the ... button.
The **Select Files and/or Folders** dialog box appears.
 - c. Select the Hyper-V client from the **Clients** tree. In a cluster environment, select the cluster client and not the physical host.
 - d. Select the **Windows Hyper-V VSS** plug-in in the middle pane.
 - e. In the right pane, select the checkboxes next to the items to include in the dataset.
 - f. Click **OK**.
7. Disregard the **Exclusions** and **Inclusions** tab. You cannot specify exclusions or inclusions when creating a dataset for Hyper-V VSS plug-in backups. To exclude virtual machines from backup, perform the steps in ["Excluding virtual machines from backups" on page 64](#).
 8. Click the **Options** tab.
 9. Select the **Windows Hyper-V VSS** plug-in from the **Select Plug-in Type** list.
The plug-in options appear on the **Options** tab.
 10. Set the plug-in options:
 - a. In Windows Server 2012 environments, select whether to promote the backup from copy to full for the in-guest shadow copy that occurs during an image-level backup:
 - To perform a full backup, select the **Promote backup within virtual machine from copy to full** checkbox. During a full backup, the backup history of each file on the virtual machine updates. The update process causes log truncation in some applications, such as Microsoft Exchange.
 - To perform a copy backup, clear the **Promote backup within virtual machine from copy to full** checkbox. A copy backup does not update the backup history of each file.
 - b. To store the backup on a Data Domain system instead of the Avamar server, select **Store backup on Data Domain system** checkbox, and then select the Data Domain system from the list.
 - c. If you store the backup on a Data Domain system, select the encryption method for data transfer between the client and the Data Domain system during the backup from the **Encryption method to Data Domain system** list.
 - d. Specify whether to enable multi-streaming by selecting or clearing the **Enable multi-streaming** checkbox.
 - e. If you enable multi-streaming, select the maximum number of streams to use for the backup from the **Maximum number of streams** list. Specify a maximum of one stream for each virtual machine in the backup set.
 - f. If you enable multi-streaming, select the method by which Avamar groups data for multi-streaming from the **Group by** list:
 - Select **Virtual Machine** to create one stream for each virtual machine.
 - Select **Volume** to create one stream for each CSV or SMB file share.

- g. Specify whether to exclude offline virtual machines from the backup by selecting or clearing the **Exclude offline virtual machines from backup** checkbox.
- h. To specify advanced backup options, select the **Show Advanced Options** checkbox.

Additional options appear in red on the **Options** tab in the **New Dataset** dialog box.

- i. Specify whether to write maximum information to log files by selecting or clearing the **Enable debugging messages** checkbox. If selected, the backup process creates large log files.
- j. In the **Minutes to wait for application-consistent snapshot to complete** box, specify the number of minutes to wait for an application-consistent snapshot to complete on nodes where the federated cluster client is not running.

The default value is 20 minutes. An application-consistent snapshot of approximately 15 virtual machines on a node can complete in 20 minutes.

If the snapshot does not complete in the specified amount of time, then the backup operation proceeds on the remaining cluster nodes and the backup completes with exceptions.

This option applies only to the following cluster environments:

- Windows Server 2012 with virtual machine storage on SMB file shares
- Windows Server 2008 R2 with virtual machine storage on CSV

11. Click **OK** to close the **New Dataset** dialog box, and then click **OK** to close the **Manage All Datasets** dialog box.

Creating a group

When you create a group, you define the dataset, schedule, and retention policy, which together comprise the group policy for scheduled backups of all members of the group. A group must contain at least one Avamar client. If the group contains two or more clients, then the clients must belong to the same Avamar domain. You can override group policy settings at the client level.

Before you begin

You cannot edit schedules or retention policies when you use the **New Group** wizard to create a group. Review existing schedules and retention policies. If required, create new ones before you create the group. The *EMC Avamar Administration Guide* provides information about schedules and retention policies.

Procedure

1. In Avamar Administrator, click the **Policy** launcher button.

The **Policy** window appears.

2. Click the **Policy Management** tab.
3. Click the **Groups** tab.
4. Select the domain for the group.

The **Policy** window displays a table that contains groups for the domain.

5. Select **Actions > Group > New > Backup Group**.

The **New Group** wizard appears.

6. Type a name for the new group in the **Name** box.

The name can include alphanumeric characters (A-Z, a-z, 0-9) and the following special characters: period (.), hyphen (-), and underscore (_). Do not use Unicode characters or the following special characters: ` ~ ! @ # \$ % ^ & * () = + [] { } | \ / ; : ' " < > , ?

7. Clear the **Disabled** checkbox to use this group for scheduled client backups.

Selecting the checkbox disables backups for the group.

8. From the **Avamar encryption method** list, select an encryption method to use for data transfer between the Avamar server and the client 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 *EMC Avamar Product Security Guide* provides additional information.

9. (Optional) Select **Override Schedule** to override the assigned schedule for this group:

- To skip the next scheduled backup, select **Skip Next Backup**.
- To perform the next scheduled backup one time only, select **Run Next Backup Once**.

10. Click **Next**.

The next **New Group** wizard page appears with dataset information.

11. From the **Select An Existing Dataset** list, select the dataset that you created, and then click **Next**.

The next **New Group** wizard page appears with schedule information.

12. Select a schedule from the **Select An Existing Schedule** list, and click **Next**.

The next **New Group** wizard page appears with retention policy information.

13. Select a retention policy from the **Select an Existing Retention Policy** list, and click **Next**.

The final **New Group** wizard page appears. A list of domains appears in the **Choose Domain** pane.

14. In the **Choose Domain** tree, select the domain for the Hyper-V Server.

A list of Avamar clients appears in the lower pane.

15. Click the checkbox next to the clients to include in the group.

If Hyper-V is installed in a Windows cluster, add the cluster client to the group.

The selected clients appears in the **Members** pane.

16. (Optional) To remove a client from the group, select the client from the **Members** list, and then click the red X.

17. Click **Finish**.

Enabling scheduled backups

Scheduled backups occur only for enabled groups. Groups are disabled by default unless you select the **Enabled** checkbox on the first page of the **New Group** wizard. If you did not enable the group when you created it, use the menu options in the **Policy** window to enable backups.

Procedure

1. In Avamar Administrator, click the **Policy** launcher button.

The **Policy** window appears.

2. Click the **Policy Management** tab.
3. Click the **Groups** tab.
4. Select the group that you created.
5. Enable the group by selecting **Actions > Group > Disable Group**.

Perform this step only if a check mark appears next to the **Disable Group** menu option.

6. Click **Yes** to enable this group.

Excluding virtual machines from backups

Procedure

- To exclude specific virtual machines from both on-demand and scheduled image-level backups of a Hyper-V Server, use a text editor to add the following flag to the `avhypervvss.cmd` file before the backup:

```
--excludelist=vm1, vm2, vm3
```

where *vm1*, *vm2*, and *vm3* are the names of the virtual machines to exclude. To specify a unique virtual machine, use the format *vm<guid>*, where *vm* is the virtual machine name and *guid* is the unique GUID for the virtual machine.

The `avhypervvss.cmd` file is located in the `var` folder of the Avamar installation folder, which is usually `C:\Program Files\avs\`. To exclude virtual machines in a cluster, edit the `avhypervvss.cmd` file in the `var` folder for the cluster client, such as `C:\ClusterStorage\Volume1\var`. You specify the cluster client `var` folder when you configure the cluster client.

If you specify a virtual machine name with non-ASCII characters in the exclude list in the `avhypervvss.cmd` file, then the backup includes the virtual machine. To exclude a virtual machine with non-ASCII characters in the name, use the command line interface for the backup.

Monitoring backups

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.

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**.

6. View the status of the backup job:

- The job completes with success if all items are backed up.

- The job completes with exceptions if some items were successfully backed up but other items were skipped for valid reasons.
- The job completes with an error if failures occur, but items still might have been backed up.

If the job completes with exceptions or fails with an error, review the activity log to determine the cause of the error.

If the backup client is a federated cluster client, then the activity log only displays the workflow messages for the primary process. Review the activity report to determine if the failure occurred in the primary process or to identify the secondary clients where the failure occurred. Failures typically occur in the secondary clients, so manually review the logs on each secondary client that failed. The logs are in the `C:\Program Files\avs\var` folder of the cluster node, where `C:\Program Files\avs` is the Avamar installation folder. You cannot use Notepad to open the log file when the file is on a CSV. Copy the log file to a non-CSV to open it with Notepad.

Canceling backups

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

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.

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**.

CHAPTER 4

Image-Level Restores

This chapter includes the following topics:

• Restore requirements	68
• Finding a backup	71
• Restoring to the original location	74
• Restoring to a different location on the original Hyper-V Server	75
• Restoring to create a virtual machine on a different Hyper-V Server	76
• Restoring virtual machine files for manual provisioning	77
• Restoring the Initial Store or Host Components	79
• Monitoring restores	80
• Canceling restores	80

Restore requirements

Review the requirements in the following topics before you perform an image-level restore of Hyper-V data.

Software requirements for restore

Ensure that the software in the environment meets the following requirements:

- The following software must be running on both the source and target systems:
 - Avamar Client for Windows
 - Avamar Plug-in for Hyper-V VSS
- The target server must be registered with the same Avamar server as the source.
- If the environment is a cluster, then you configured the Avamar cluster client.

Requirements to restore to the original location

When you restore virtual machines to the original location, ensure that you configured the original drive letters, mount points, or directory junctions for the virtual machines. It is not necessary to create the folder paths. The restore process re-creates the folders, if necessary.

Redirected restore requirements

Perform the following tasks before you perform a redirected restore to create a virtual machine on a different Hyper-V Server:

- Ensure that the original Hyper-V Server and the target Hyper-V Server use the same version of Integration Services. To verify that Integration Services is the same on both servers, verify that `C:\Windows\system32\vmtoolsd.exe` is the same version on both servers.
If the versions do not match, then errors can appear when you restart the virtual machine after the restore.
- If the environment includes SCVMM, then ensure that both the source and target servers are SCVMM hosts.
The Initial Store file name is different on an SCVMM host than on a Hyper-V Server that is not an SCVMM host.
- Prepare the Host Components on the target Hyper-V Server to replicate the authorization configuration of the original Hyper-V Server by using one of the following methods:
 - Overwrite the authorization settings on the target Hyper-V Server by restoring the Host Components from the Avamar backup of the source Hyper-V Server. Restore the Host Components first, and then restore the virtual machines separately.
 - To avoid overwriting any customized authorization settings on the target Hyper-V Server, re-create the customized authorization settings from the source Hyper-V Server.
- If you performed a crash-consistent backup of a virtual machine on Windows Server 2008 R2 and you restore the virtual machine to Windows Server 2012, then the restore might complete with exceptions if Saved State files are part of the backup. The Saved State files from Windows Server 2008 R2 are not compatible with Windows

Server 2012. Delete the Saved State files and use Hyper-V Manager to manually import the virtual machine.

The best practice is to perform a redirected restore of virtual machines to Hyper-V Servers of the same or later release as the Hyper-V Server where the virtual machine was created. Although you can restore a virtual machine to an earlier release of a Hyper-V Server, it may not fully function on that server.

Redirected restore requirements in mixed environments

For mixed environments, you might not be able to perform a redirected restore of a virtual machine from one type of environment to another.

Mixed environments include the following configurations:

- Environments with both stand-alone and clustered Hyper-V Servers
- Cluster environments with different operating systems and types of virtual machine storage (CSV and SMB file shares)

The following table provides details on supported redirected restore scenarios.

Table 6 Redirected restore support in mixed environments

Backup source	Restore target	Supported?
Stand-alone Windows Server 2012 R2	Stand-alone Windows Server 2008 R2	
	Stand-alone Windows Server 2012	
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	
	Cluster - Windows Server 2012 (CSV)	
	Cluster - Windows Server 2012 (SMB)	
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Stand-alone Windows Server 2012	Stand-alone Windows Server 2008 R2	No
	Stand-alone Windows Server 2012	Yes
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	No
	Cluster - Windows Server 2012 (CSV)	No
	Cluster - Windows Server 2012 (SMB)	No
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Stand-alone Windows Server 2008 R2	Stand-alone Windows Server 2008 R2	Yes
	Stand-alone Windows Server 2012	Yes
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	Yes
	Cluster - Windows Server 2012 (CSV)	No

Table 6 Redirected restore support in mixed environments (continued)

Backup source	Restore target	Supported?
	Cluster - Windows Server 2012 (SMB)	No
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Cluster - Windows Server 2012 R2 (CSV)	Stand-alone Windows Server 2008 R2	
	Stand-alone Windows Server 2012	
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	
	Cluster - Windows Server 2012 (CSV)	
	Cluster - Windows Server 2012 (SMB)	
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Cluster - Windows Server 2012 R2 (SMB)	Stand-alone Windows Server 2008 R2	
	Stand-alone Windows Server 2012	
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	
	Cluster - Windows Server 2012 (CSV)	
	Cluster - Windows Server 2012 (SMB)	
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Cluster - Windows Server 2012 (CSV)	Stand-alone Windows Server 2008 R2	No
	Stand-alone Windows Server 2012	Yes
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	No
	Cluster - Windows Server 2012 (CSV)	Yes
	Cluster - Windows Server 2012 (SMB)	No
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Cluster - Windows Server 2012 (SMB)	Stand-alone Windows Server 2008 R2	No
	Stand-alone Windows Server 2012	Yes
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	No
	Cluster - Windows Server 2012 (CSV)	No
	Cluster - Windows Server 2012 (SMB)	Yes

Table 6 Redirected restore support in mixed environments (continued)

Backup source	Restore target	Supported?
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	
Cluster - Windows Server 2008 R2 (CSV)	Stand-alone Windows Server 2008 R2	Yes
	Stand-alone Windows Server 2012	Yes
	Stand-alone Windows Server 2012 R2	
	Cluster - Windows Server 2008 R2 (CSV)	Yes
	Cluster - Windows Server 2012 (CSV)	No
	Cluster - Windows Server 2012 (SMB)	No
	Cluster - Windows Server 2012 R2 (CSV)	
	Cluster - Windows Server 2012 R2 (SMB)	

If the backup source does not support the redirected restore target, then you can restore the virtual machine files for manual provisioning and manually create the virtual machine.

Restoring virtual machines to SMB file shares

When you restore virtual machines to SMB file shares, the virtual machine files automatically inherit file and folder ACL permissions from the restore destination folder. You can configure the Hyper-V client so that the Hyper-V VSS plug-in restores virtual machine files with their original ACL permissions.

Procedure

1. Use a text editor to create or open the `avtar.cmd` file in the Avamar `var` folder:
 - On a stand-alone server, the `var` folder is located in the Avamar installation folder on the Hyper-V management OS. The default Avamar installation folder is `C:\Program Files\avs\`.
 - In a cluster, you specify the `var` folder for the cluster client when you configure the cluster client with the Avamar Cluster Configuration Tool.
2. Add the following flag to the `avtar.cmd` file:


```
--ignoreacls=false
```
3. Save and close the file.

Finding a backup

The first step to restore data is to find the backup with the data that you want to restore. You can find Avamar client backups by searching either for a specific date or for specific content.

Locate backups by date when one or more of the following situations apply:

- You save all data for the client in a single backup set.

- The exact pathname or name of the data to restore is unknown.
- The backup you want to restore is before a specific date or event. For example, you know the approximate date when data was lost or corrupted. You can search for a backup before that date.
- The specific types of backups are known. For example, you run scheduled disaster recovery backups every Wednesday and Saturday night, and you run full volume backups daily. When you need to rebuild a server, select the disaster recovery backup with the date closest to the event that caused the loss of data.

Locate backups by the content of the backup when one or more of the following situations apply:

- You back up data on the client in separate backup sets.
- You want to view multiple versions of the same file so that you can decide the version to restore.
- The date of the backup or the content of a backup is unknown, but you know the name of the data to restore.

NOTICE

Avamar generally supports the use of specific supported international characters in directory, folder, and filenames. However, proper display of international language characters is contingent on the client computer's Java locale and installed system fonts being compatible with the original language. If you browse backups that were created with international characters and a compatible font is not installed, then any characters that cannot be resolved by the system appear as rectangles. This is a normal limitation of that particular situation and does not affect the ability to restore these directories, folders, or files. The *EMC Avamar Release Notes* provide additional international language support information.

Finding a backup by date

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. In the domain tree, select the domain for the client.
3. From the list of clients, select the Hyper-V Server.

In a cluster environment, select the cluster client.

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

4. Click the **Restore** tab.
5. Click the **By Date** tab.
6. 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.
7. Select the backup to restore from the **Backups** table.
8. Select the data to restore from the **Contents of Backup** pane at the bottom of the **Restore** tab. The following topics provide details:

- ["Restoring to the original location" on page 74](#)

- ["Restoring to a different location on the original Hyper-V Server" on page 75](#)
- ["Restoring to create a virtual machine on a different Hyper-V Server" on page 76](#)
- ["Restoring virtual machine files for manual provisioning" on page 77](#)

Finding a backup by content

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. In the domain tree, select the domain for the client.

3. From the list of clients, select the Hyper-V Server.

In a cluster environment, select the cluster client.

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

4. Click the **Restore** tab.

5. Click the **By File/Folder** tab.

6. In the **Enter path to retrieve history for** text box, specify the name of the virtual machine or content by using one of the methods in the following table.

Method	Steps
Type the path to the file or folder	Type the name of the virtual machine in the Enter path to retrieve history for box.
Browse to the file or folder	<ol style="list-style-type: none"> a. Click Browse. The Select File or Folder window appears. b. Select the client. c. Select the Windows Hyper-V VSS plug-in. A list of data on the Hyper-V client appears in a table to the right of the plug-ins pane. d. Select the virtual machine or content to restore. e. Click OK. The selected virtual machine or content appears in the Enter path to retrieve history for box.

7. Click **Retrieve**.

The **Version History** table lists all versions and sizes for the virtual machine or content that has been backed up from the selected client.

8. Select the version in the **Version History** table.

All backups for the selected client that contain the selected version appear in the **Backups** table next to the **Version History** table.

9. Select the backup to restore from the **Backups** table.

10. Select the data to restore from the **Contents of Backup** pane at the bottom of the **Restore** tab. The following topics provide details:

- ["Restoring to the original location" on page 74](#)
- ["Restoring to a different location on the original Hyper-V Server" on page 75](#)
- ["Restoring to create a virtual machine on a different Hyper-V Server" on page 76](#)
- ["Restoring virtual machine files for manual provisioning" on page 77](#)

Restoring to the original location

Procedure

1. Ensure that the environment meets the requirements in ["Restore requirements" on page 68](#).
2. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
3. Find the backup to restore. [Finding a backup on page 71](#) provides instructions.
The backup to restore is selected in the **Backups** table.
4. In the lower-left pane, click the **Browse for image restore** icon.
5. Select the checkbox next to the virtual machines to restore.
6. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
7. In the **Restore Destination Client** box, leave the default selection of the original client.
8. Ensure that **Windows Hyper-V VSS** appears in the **Restore Plug-in** list.
9. From the **Avamar encryption method** list, select the encryption method for data transfer between the Avamar server and the client during the restore.
The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
10. Leave the default selection of **Restore to the original Hyper-V Server**.
11. Click **More Options**.
The **Restore Command Line Options** dialog box appears.
12. If the backup is stored on a Data Domain system, select the encryption method for data transfer between the Data Domain system and the client from the **Encryption method from Data Domain system** list.
13. Select the **Allow virtual machine overwrite** checkbox.

Note

If you leave this option clear and a virtual machine with the same GUID exists on the Hyper-V Server, then the restore completes with errors or fails, and does not restore any virtual machines.

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**.

Restoring to a different location on the original Hyper-V Server

Procedure

1. Ensure that the environment meets the requirements in ["Restore requirements" on page 68](#).
2. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
3. Find the backup to restore. [Finding a backup on page 71](#) provides instructions.
The backup to restore is selected in the **Backups** table.
4. In the lower-left pane, click the **Browse for Image restore** icon.
5. Select the checkbox next to the virtual machines to restore.
6. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
7. In the **Restore Destination Client** box, leave the default selection of the original client.
8. Ensure that **Windows Hyper-V VSS** appears in the **Restore Plug-in** list.
9. From the **Avamar encryption method** list, select the encryption method for data transfer between the Avamar server and the client during the restore.
The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
10. Select **Restore to a different Hyper-V Server or location**.
11. Click the **Set Destination** button.
The **Set Destination** dialog box appears.
12. Select a row in the **Set Destination** dialog box, and then specify the target location for the restored files:
 - To restore to an SMB file share, scroll to the right of the **Set Destination** dialog box, double-click a row in the **Destination (Save As)** column, and type the UNC path to the share.
 - To restore to a CSV on Windows Server 2012, click **Browse**, browse the Windows Hyper-V VSS plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
 - To restore to a local disk on a stand-alone server or to a CSV on Windows Server 2008 R2, browse the Windows File System plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
13. Repeat the previous step for each row in the **Set Destination** dialog box.
14. Click **OK**.
15. On the **Restore Options** dialog box, click **More Options**.
The **Restore Command Line Options** dialog box appears.
16. Select the **Allow virtual machine overwrite** checkbox.

Note

If you leave this option clear and a virtual machine with the same GUID exists on the target Hyper-V Server, then the restore completes with errors or fails and does not restore any virtual machines.

17. If the backup is stored on a Data Domain system, select the encryption method for data transfer between the Data Domain system and the client from the **Encryption method from Data Domain system** list.
18. Click **OK** on the **Restore Command Line Options** dialog box.
19. Click **OK** on the **Restore Options** dialog box.
The **Restore Request** dialog box indicates that the restore started.
20. Click **Close**.
21. After the restore completes, validate that the virtual machine is visible in Hyper-V Manager. Review the Hyper-V logs for errors if the virtual machine is not present.
22. In Microsoft Hyper-V Manager, repair the virtual device settings of the virtual machine with the new Hyper-V Server virtual devices, if necessary.

Restoring to create a virtual machine on a different Hyper-V Server

Procedure

1. Ensure that the environment meets the requirements in ["Restore requirements" on page 68](#).

2. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

3. Find the backup to restore. [Finding a backup on page 71](#) provides instructions.

The backup to restore is selected in the **Backups** table.

4. In the lower-left pane, click the **Browse for image restore** icon.

5. Select the checkbox next to the virtual machine to restore.

6. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.

7. Select **Restore to a different Hyper-V Server or location**.

8. In the **Restore Destination Client** box, type the name of the target client, or click **Browse** to browse to the client.

9. Ensure that **Windows Hyper-V VSS** appears in the **Restore Plug-in** list.

10. From the **Avamar encryption method** list, select the encryption method for data transfer between the Avamar server and the client during the restore.

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

11. Click the **Set Destination** button.

The **Set Destination** dialog box appears.

12. Select a row in the **Set Destination** dialog box, and then specify the target location for the restored files:
 - To restore to an SMB file share, scroll to the right of the **Set Destination** dialog box, double-click a row in the **Destination (Save As)** column, and type the UNC path to the share.
 - To restore to a CSV on Windows Server 2012, click **Browse**, browse the Windows Hyper-V VSS plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
 - To restore to a local disk on a stand-alone server or to a CSV on Windows Server 2008, browse the Windows File System plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
13. Repeat the previous step for each row in the **Set Destination** dialog box.
14. Click **OK**.
15. On the **Restore Options** dialog box, click **More Options**.

The **Restore Command Line Options** dialog box appears.
16. Leave the **Allow virtual machine overwrite** checkbox clear.

Selecting this option prevents the restore from overwriting a virtual machine on the target Hyper-V Server if the virtual machine has the same GUID as the virtual machine that you are restoring.
17. If the backup is stored on a Data Domain system, select the encryption method for data transfer between the Data Domain system and the client from the **Encryption method from Data Domain system** list.
18. Click **OK** on the **Restore Command Line Options** dialog box.
19. Click **OK** on the **Restore Options** dialog box.

The restore process creates a cluster group with the name `Avamar_name` for the virtual machine, where `name` is the name of the virtual machine.
20. After the restore completes, validate that the virtual machine is visible in Hyper-V Manager. Review the Hyper-V logs for errors if the virtual machine is not present.
21. In Microsoft Hyper-V Manager, repair the virtual device settings of the virtual machine with the new Hyper-V Server virtual devices as necessary.
22. If you restored the virtual machine to a cluster from a backup of a stand-alone server, then use Microsoft Cluster Manager to make the virtual machine highly available.

Restoring virtual machine files for manual provisioning

You can restore virtual machine files as files to a file system location without restoring them to Hyper-V. After the restore, you can import the virtual machine or attach the virtual hard disk file to an existing virtual machine for inspection. You can also manually create a virtual machine and point that machine at the restored virtual hard disk files. These manual steps for the virtual machine files in Hyper-V after the restore are called manual provisioning.

Note

When you restore virtual machine files for manual provisioning, the restore process does not remove the original virtual machines, if the files exist.

Procedure

1. Ensure that the environment meets the requirements in ["Restore requirements" on page 68](#).
2. Verify that the target folder for the restore exists. You cannot create folders during the restore.
3. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
4. Find the backup to restore. [Finding a backup on page 71](#) provides instructions.
The backup to restore is selected in the **Backups** table.
5. In the lower-left pane, click the **Browse for image restore** icon.
6. Select the data to restore by selecting the checkbox next to either the virtual machine in the lower-left pane or the VHD files in the lower-right pane.
7. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
8. Select **Restore virtual machine files for manual provisioning**.
9. In the **Restore Destination Client** box, type the name of the target client, or click **Browse** to browse to the client.
To restore to shared storage in a cluster, specify the cluster client. To restore to a local disk on a cluster node, specify the hostname of the physical node.
10. Ensure that **Windows Hyper-V VSS** appears in the **Restore Plug-in** list.
11. From the **Avamar encryption method** list, select the encryption method for data transfer between the Avamar server and the client during the restore.
The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
12. Click **Set Destination**.
The **Set Destination** dialog box appears.
13. Select a row in the **Set Destination** dialog box, and then specify the target location for the restored files:
 - To restore to an SMB file share, scroll to the right of the **Set Destination** dialog box, double-click a row in the **Destination (Save As)** column, and type the UNC path to the share.
 - To restore to a CSV on Windows Server 2012, click **Browse**, browse the Windows Hyper-V VSS plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
 - To restore to a local disk on a stand-alone server or to a CSV on Windows Server 2008, browse the Windows File System plug-in in the **Browse for File, Folder, or Directory** dialog box, select the checkbox in the right pane next to the target folder for the restore, and then click **OK**.
14. Repeat the previous step for each row in the **Set Destination** dialog box.
15. Click **OK** on the **Restore Options** dialog box.
The restore process creates a folder for the restored files in the target folder that you specified during the restore. The folder name comprises the date and time of the restore, such as 20140317_103711. The restore preserves the original folder

structure of the virtual machine or individual VHD file. The restore also converts drive letters to folders. For example, if the original virtual machine location is `D:\MyVM` and you specify `E:\CopyOfMyVM` as the target folder, then the restore creates a folder called `E:\CopyOfMyVM\20140317_103711\D\MyVM`.

Restoring the Initial Store or Host Components

The Initial Store (Windows Server 2008 R2) or the Host Components (Windows Server 2012) contain the role-based security configuration for Hyper-V. These components normally do not need restoring, except in the event of Hyper-V host data corruption or a disaster recovery scenario. You can restore the Initial Store or Host Components to the original location on a stand-alone Hyper-V Server or to a different stand-alone Hyper-V Server.

In a Windows Server 2012 cluster with CSV, you can use the proxy cluster client to back up and restore the Host Components on the proxy node.

You cannot use the federated cluster client to back up or restore the Host Components in a Windows Server 2012 cluster with SMB file shares or in a Windows Server 2008 R2 cluster. To back up or restore Host Components on cluster nodes in these environments, use the Hyper-V VSS plug-in on the individual nodes to perform stand-alone backup or restore of Host Components.

You can also use Avamar Plug-in for Windows VSS on each node to perform a bare metal recovery backup and restore, which re-images the system and includes Hyper-V Host Components.

During a redirected restore, re-create the customized authorization settings from the source Hyper-V Server instead of restoring the Host Components or the Initial Store from a backup. Re-creating the customized authorization settings enables you to avoid overwriting settings on the target Hyper-V Server.

Restoring Host Components on a stand-alone server

Procedure

1. Stop the Virtual Machine Management Service (VMMS) for the Hyper-V Server:
 - a. In Hyper-V Manager, right-click the server and select **Stop Service**.
 - b. Click **Turn Off** on the confirmation message.
2. Follow the steps in [Restoring to the original location on page 74](#) or [Restoring a virtual machine to a different server on page 110](#). Select only the Host Components for restore. Do not restore virtual machines at the same time as the Host Components.
3. Restart the VMMS service after the restore by right-clicking the server in Hyper-V Manager and selecting **Start Service**.

Restoring Host Components on a cluster proxy node

To restore the Host Components on the proxy node in a Windows Server 2012 cluster with CSV, follow the steps in [“Restoring to the original location” on page 74](#) or [“Restoring to create a virtual machine on a different Hyper-V Server” on page 76](#). Select the proxy cluster client as the source client for the restore.

To restore the backup to a different Hyper-V Server, restore only the Host Components. Restore the virtual machines separately.

Restoring the Initial Store on a stand-alone server

To restore the Initial Store on a stand-alone server with Windows Server 2008 R2, follow the steps in [“Restoring to the original location” on page 74](#) or [“Restoring to create a virtual machine on a different Hyper-V Server” on page 76](#).

To restore the backup to a different Hyper-V Server, restore only the Initial Store. Restore the virtual machines separately.

Monitoring restores

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.

The **Activity** window appears.

2. Select the **Activity Monitor** tab.

A list of all activities appears.

Note

The **Proxy** column on the **Activity Monitor** tab displays N/A for all Hyper-V VSS plug-in activities. The column is used only for VMware proxy activities.

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**.
6. View the status of the restore.

If the job completes with exceptions or the job fails with error, review the activity log to determine the cause of the error.

If you are restoring to shared storage in a cluster by using a federated cluster client, then the activity log only displays the workflow messages for the cluster node where the cluster client is running. Review the activity report to determine if the failure occurred on the node with the cluster client or on a different node.

If the failure occurred on a different node or the activity log is not conclusive as to the cause of failure, manually review the logs on each failed cluster node. The logs are in the *C:\Program Files\avs\var* folder of each node, where *C:\Program Files\avs* is the Avamar installation folder. You cannot use Notepad to open the log file when the file is on a CSV. Copy the log file to a non-CSV to open it with Notepad.

Canceling restores

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

Procedure

1. In Avamar Administrator, click the **Activity** launcher button.

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**.

CHAPTER 5

Granular level recovery

This chapter includes the following topics:

- [Granular level recovery from the original location](#) 84
- [Granular level recovery from a different location](#) 85
- [Setting a custom GLR timeout value](#) 87
- [Application level recovery](#) 87

Granular level recovery from the original location

If you installed the Avamar Plug-in for Hyper-V VSS with the GLR feature on the Hyper-V Server that you are backing up, you can restore individual files and folders to any folder on the Hyper-V Server for granular level recovery.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.
The **Backup, Restore and Manage** window appears.
2. Click the **Restore** tab and find the backup to restore. [Finding a backup on page 71](#) provides more information.
3. In the lower-left pane, click the **Browse for granular restore** icon.
The **Select Destination Client** dialog box appears.
4. Select **Restore everything to its original location**.
5. Click **OK**.
6. In the lower-left pane of the **Restore** tab, select the image to restore.
Avamar mounts the image. A message appears to warn you that it can take a long time to mount large images.
7. Click **OK**.
After the image mounts, the contents of the image appear in the lower-right pane of the **Restore** tab.
8. Browse to and select the checkbox next to the data to restore.
If you browse to a folder that contains more than 40,000 objects, only the first 40,000 objects appear in Avamar Administrator. You must restore the entire folder and its contents to access all objects in the folder.
Do not select encrypted files and folders. The GLR restore fails when you select encrypted files and folders for restore.
9. Select **Actions > Restore Now**.
The **Restore Options** dialog box appears.
10. Leave the default value of the original client in the **Restore Destination Client** box.
11. Leave the default value of **Windows Hyper-V GLR** in the **Restore Plug-in** list.
12. From the **Avamar encryption method** list, select the encryption method for data transfer during between the Avamar server and the client during the restore.
The encryption technology and bit strength for a client/server connection depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.
13. Click **More Options**.
The **Restore Command Line Options** dialog box appears.
14. Leave the default value of **Windows Hyper-V GLR** in the **Select Plug-in type** list.
15. From the **Amount of time to leave AvFS mounted** list, select when to dismount the temporary file system:
 - **Dismount after restore completes**

- Dismount after 1 hour of inactivity
- Dismount after 2 hours of inactivity

16. In the **Restore** folder where files will be restored box, type the target folder. This folder must already exist.

17. Click **OK**.

The **Restore Options** dialog box appears.

18. Click **OK**.

The restore writes the data to the target location in a folder named `Recovered Items datetime`, where *datetime* is the day of the week, month, date, time, and year of the restore. For example, data that you restore on Tuesday, March 11, 2014 at 3:13:56 p.m. is written to a folder named `Recovered Items Tue Mar 11 03:13:56 2014`.

19. Copy and paste the restored files and folders from the folder in the temporary file system to the target location.

Granular level recovery from a different location

If you installed the Avamar Plug-in for Hyper-V VSS with the GLR feature on a separate virtual machine or Windows client computer than the Hyper-V Server that you are backing up, you can restore individual files and folders to any folder on the virtual machine or Windows client for granular level recovery.

Procedure

1. In Avamar Administrator, click the **Backup & Restore** launcher button.

The **Backup, Restore and Manage** window appears.

2. Click the **Restore** tab and find the backup to restore. [Finding a backup on page 71](#) provides more information.

The **Contents of Backup** list displays the Hyper-V images in the backup.

3. In the lower-left pane, click the **Browse for granular restore** icon.

The **Select Destination Client** dialog box appears.

4. Select **Restore everything to a different location**.

5. In the **Client** box, type the name of the virtual machine or Windows client for GLR, or click **Browse** to browse to and select the client.

6. Click **OK**.

7. In the lower-left pane of the **Restore** tab, select the image to restore.

Avamar mounts the image. A message appears to warn you that it can take a long time to mount large images.

8. Click **OK**.

After the image mounts, the contents of the image appear in the lower-right pane of the **Restore** tab.

9. Browse to and select the checkbox next to the data to restore.

If you browse to a folder that contains more than 40,000 objects, only the first 40,000 objects appear in Avamar Administrator. You must restore the entire folder and its contents to access all objects in the folder.

Do not select encrypted files and folders. The GLR restore fails when you select encrypted files and folders for restore.

10. Select **Actions > Restore Now**.

The **Restore Options** dialog box appears.

11. Leave the default value in the **Restore Destination Client** box.12. Leave the default value of **Windows Hyper-V GLR** in the **Restore Plug-in** list.13. 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 depend on several factors, including the client operating system and Avamar server version. The *EMC Avamar Product Security Guide* provides additional information.

14. In **Items Marked for Restore**, click **Set Destination**.

The **Set Destination** dialog box appears.

15. Specify the path to the target folder:

- Type the path to the target in the **Save Target(s) in Directory** box.
- Browse to the folder:
 - a. Click **Browse**.
The **Browse for File, Folder, or Directory** dialog box appears.
 - b. Expand the **Windows File System** node.
 - c. Browse to the target folder.
 - d. In the right pane of the **Browse for File, Folder, or Directory** dialog box, select the checkbox next to the target folder.
 - e. Click **OK**.

16. In the **Set Destination** dialog box, click **OK**.17. Click **More Options**.

The **Restore Command Line Options** dialog box appears.

18. Leave the default value of **Windows Hyper-V GLR** in the **Select Plug-in type** list.19. From the **Amount of time to leave AvFS mounted** list, select when to dismount the temporary file system:

- **Dismount after restore completes**
- **Dismount after 1 hour of inactivity**
- **Dismount after 2 hours of inactivity**

20. In the **Restore folder where files will be restored** box, type the target folder.

This folder must already exist and must be the same folder that you selected in the **Set Destination** dialog box.

21. Click **OK**.

The **Restore Options** dialog box appears.

22. Click **OK**.

The restore writes the data to the target location in a folder named `Recovered Items datetime`, where *datetime* is the day of the week, month, date, time, and year of the restore. For example, data that you restore on Tuesday, March 11, 2014 at 3:13:56 p.m. restores to a folder named `Recovered Items Tue Mar 11 03:13:56 2014`.

23. Copy and paste the restored files and folders from the folder in the temporary file system to the target location.

Setting a custom GLR timeout value

You can control how long the temporary file system for GLR remains mounted by setting a custom GLR timeout value. You must set the timeout value before you perform the GLR restore.

Procedure

- To set the timeout value, log in as an administrator on the virtual machine or Windows computer that you use for GLR, and then type the following command:

```
C:\Program Files\avs\bin\avhypervglr --set-glrc-timeout=n
```

where *C:\Program Files\avs\bin* is the Avamar client installation folder and *n* is the timeout value in minutes. The minimum value is 5, and the maximum value is 1440, which is equivalent to 24 hours.

- To view the current timeout value, type the following command:

```
C:\Program Files\avs\bin\avhypervglr --get-glrc-timeout
```

Application level recovery

Application level recovery (ALR) enables you to restore granular objects from an application using third-party recovery software (for example, Kroll Ontrack).

If you are running applications (Exchange, SharePoint, or SQL Server) on a server that is being hosted by a Hyper-V Server and the Hyper-V Server is being backed up using the Avamar Plug-in for Hyper-V VSS, you can recover an application objects by using the Hyper-V GLR plug-in.

The Hyper-V VSS plug-in protects all the VHDs in a virtual machine. The backup of the Exchange server virtual machine includes all the Exchange databases. ALR provides an additional method to recover Exchange databases besides the standard in-guest backup using the Avamar Plug-in for Exchange VSS.

To use ALR, select a backup of the application virtual machine and use the Hyper-V GLR plug-in to perform a granular level restore of the virtual machine. This procedure mounts all of the disks of the application.

The Hyper-V GLR plug-in creates a mount point of all the partitions in *C:\Program Files\avs\var\machine_name\Disk ID*. The third-party application level recovery program can restore the application object from the mount point.

APPENDIX A

Plug-in Options

This appendix includes the following topics:

- [How to set plug-in options](#).....90
- [Hyper-V VSS plug-in backup options](#)..... 90
- [Hyper-V VSS plug-in restore options](#)..... 92
- [Hyper-V GLR plug-in options](#)..... 92

How to set plug-in options

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

You specify plug-in options in Avamar Administrator for on-demand backup or restore operations, or when you create a dataset for a scheduled backup. You set plug-in options with the graphical user interface (GUI) controls (text boxes, checkboxes, radio buttons, and so forth). In addition to using the GUI controls for the options, you can type an option and its value in the **Enter Attribute** and **Enter Attribute Value** fields.

NOTICE

The Avamar software does not check or validate the information that you type in the **Enter Attribute** and **Enter Attribute Value** fields. In addition, the values in the **Enter Attribute** and **Enter Attribute Value** fields override settings that you specify with the GUI controls for the options.

Hyper-V VSS plug-in backup options

The following options are available for the Avamar Plug-in for Hyper-V VSS when you perform an on-demand backup or when you configure a dataset for scheduled backups.

Table 7 Hyper-V VSS plug-in backup options

Option	Description
Promote backup within virtual machine from copy to full	<p>Select the checkbox to promote the backup type from copy to full for the in-guest shadow copy that occurs during an image-level backup.</p> <p>During a full backup, the backup history of each file on the virtual machine updates. The update process causes log truncation in some applications, such as Microsoft Exchange.</p> <p>A copy backup does not update the backup history of each file. The default setting is to leave the checkbox clear and set the in-guest backup type to copy. This setting prevents truncation of application logs on the virtual machine.</p> <p>This option applies only to Windows Server 2012 environments.</p>
Store backup 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> <hr/> <p>Note</p> <p>To enable this option, add a Data Domain system to the Avamar configuration. The <i>EMC Avamar and EMC Data Domain System Integration Guide</i> provides instructions.</p> <hr/>
Encryption method to Data Domain system	Specifies the encryption method for data transfer between the client and the Data Domain system during the backup.

Table 7 Hyper-V VSS plug-in backup options (continued)

Option	Description
Enable multi-streaming	<p>To enable multi-streaming, which is parallel processing of backup jobs by using multiple processors, select the checkbox, and then select the maximum number of streams from the Maximum number of streams list.</p> <p>Multi-streaming can improve system performance in environments with multiple processors.</p>
Maximum number of streams	If you enable multi-streaming, select the maximum number of streams from the list. Each stream requires a separate processor.
Group by	<p>If you enable multi-streaming, select the method that Avamar uses to group data for multi-streaming:</p> <ul style="list-style-type: none"> • Select Virtual machine to create one stream for each virtual machine. • Select Volume to create one stream for each CSV or SMB file share.
Exclude offline virtual machines from backup	Select the checkbox to exclude offline virtual machines from the backup.
Advanced Options	
Enable debugging messages	<p>Select the checkbox to write maximum information to the log files for debugging.</p> <p>Use caution when you select this option. The backup process creates large log files.</p>
Minutes to wait for application-consistent snapshot to complete	<p>Specify the number of minutes to wait for an application-consistent snapshot to complete on nodes where the federated cluster client is not running.</p> <p>The default value is 20 minutes. An application-consistent snapshot of approximately 15 virtual machines on a node can complete in 20 minutes.</p> <p>If the snapshot does not complete in the specified amount of time, then the backup operation proceeds on the remaining cluster nodes and the backup completes with exceptions.</p> <p>This option only applies to the following cluster environments:</p> <ul style="list-style-type: none"> • Windows Server 2012 with virtual machine storage on SMB file shares • Windows Server 2008 R2 with virtual machine storage on CSV

Hyper-V VSS plug-in restore options

The following options are available when you perform an image-level restore with the Avamar Plug-in for Hyper-V VSS.

Table 8 Hyper-V VSS plug-in restore options

Option	Description
Allow virtual machine overwrite	Select the checkbox to overwrite the virtual machine if an existing virtual machine on the Hyper-V Server has the same GUID as the virtual machine that you are restoring.
Encryption method from Data Domain system	Specifies the encryption method for data transfer between the Data Domain system and the client during the restore.
Advanced Options	
Enable debugging messages	<p>Select the checkbox to write maximum information to the log files for debugging.</p> <p>Use caution when you select this option. The restore process creates large log files.</p>

Hyper-V GLR plug-in options

The following plug-in options are available when you perform granular level recovery for Hyper-V.

Table 9 Hyper-V GLR plug-in options

Option	Description
Amount of time to leave AvFS mounted	<p>Select when to automatically dismount the temporary file system from the virtual machine or Windows client for GLR:</p> <ul style="list-style-type: none"> • Dismount after restore completes • Dismount after 1 hour of inactivity • Dismount after 2 hours of inactivity
Restore folder where files will be restored	Type the path to the target folder for the folders and files for GLR.

APPENDIX B

Command Line Interface

This appendix includes the following topics:

- [Overview of the Hyper-V VSS plug-in CLI](#) 94
- [Command reference](#) 94
- [Specifying command line options](#) 100
- [CLI examples](#) 101

Overview of the Hyper-V VSS plug-in CLI

The Hyper-V VSS plug-in enables you to use a command line interface (CLI) with the `avhypervvss` command instead of Avamar Administrator to back up and restore Hyper-V data.

When you use the CLI to perform a backup or restore, you specify the command options for the Hyper-V VSS plug-in binary at the command prompt. The plug-in interacts with the `avtar` process to write backup data to or read backup data from the Avamar server or a Data Domain system.

The `avhypervvss` binary is available in the `C:\Program Files\avs\bin` folder, where `C:\Program Files\avs` is the Avamar client installation folder.

To use the CLI, open a command prompt and change directory to the `bin` folder. Then type the command at the command prompt.

Command reference

The `avhypervvss` command enables you to browse for Hyper-V data to back up or restore, perform the backup, or perform the restore.

Synopsis

```
avhypervvss --operation={browse | backup | restore} [options]
```

Operations

The operation that you specify with the `avhypervvss` command controls the task that `avhypervvss` performs. Available operations include `browse`, `backup`, and `restore`.

Supply one of the operations in the following table for the `avhypervvss` command by using the `--operation` option.

Table 10 Operations for the `avhypervvss` command

Operation	Description
<code>browse</code>	<p>Returns an alphabetic list of virtual machines on the Hyper-V Server that are available for backup.</p> <p>On a stand-alone server, the list includes only the virtual machine names. In a cluster, the list includes the virtual machine names, resource names, and the current owner node of the virtual machine.</p> <p>The command results appear as standard output in the command window.</p>
<code>backup</code>	<p>Performs an on-demand backup of the specified data.</p> <p>Include options with the <code>backup</code> operation to specify the data to back up, the Avamar server for the backup, Avamar login credentials, a label for the backup, and other options to control backup behavior.</p>

Table 10 Operations for the `avhypervvss` command (continued)

Operation	Description
<code>restore</code>	Restores the specified data. Include options with the <code>restore</code> operation to specify the data to restore, the Avamar server for the restore, Avamar login credentials, the target location for the restore, and other options to control restore behavior.

Options

The options that you specify with the `avhypervvss` command control browse, backup, and restore behavior. Some options are available for multiple operations, such as the account options for connecting to the Avamar server. Other options apply only to backups or restores.

Common options

Common options for the `avhypervvss` command are general options that are available for multiple operations.

The following common options are available for the `avhypervvss` command.

Table 11 Common `avhypervvss` options

Option	Description
<code>--backup-type=type</code>	Internal use only.
<code>--exclude-pluginid-list=string</code> <code>--excludepluginids=string</code>	Internal use only.
<code>--version</code>	Displays the build version of the Avamar Plug-in for Hyper-V VSS.

Account options

Account options for the `avhypervvss` command enable you to specify credentials to connect to the Avamar server for backups and restores.

The following account options are available for the `avhypervvss` command.

Table 12 Account options for the `avhypervvss` command

Option	Description
<code>--account=domain/client</code> <code>--path=domain/client</code> <code>--acnt=domain/client</code>	Required for all backup and restore operations. Specifies the client to back up or restore from by using the format <code>domain/client</code> , where <code>domain</code> is the Avamar domain for the client, and <code>client</code> is the name of the client computer.
<code>--id=user</code>	Required for all backup and restore operations. Specifies the Avamar username for authentication.

Table 12 Account options for the `avhypervvss` command (continued)

Option	Description
	<p>Note</p> <p>You can specify the values for the <code>--id</code> and <code>--account</code> options simultaneously by specifying <code>--id=user@domain/client</code>.</p>
<code>--password=password</code> <code>--ap=password</code> <code>--pswd=password</code>	Required for all backup and restore operations. Specifies the password for the Avamar account.
<code>--server=Avamar_server</code> <code>--hfsaddr=Avamar_server</code>	Required for all backup and restore operations. Specifies the hostname or IP address of the Avamar server.

Logging options

Logging options for the `avhypervvss` command enable you to specify the path and file name for the `avhypervvss` log file, and to control how much information the plug-in writes to the log file.

The following logging options are available for the `avhypervvss` command.

Table 13 Logging options for the `avhypervvss` command

Option	Description
<code>--informationals=n</code>	Sets the information level for status messages, where <i>n</i> is a number such as 0, 1, 2, and so on.
<code>--log</code>	Redirects and appends output to an alternative log file specified by the <code>--logfile</code> option
<code>--logfile=file</code>	Used with the <code>--log</code> option to specify the full path and file name of the alternative log file.
<code>--noinformationals</code>	Disables all status messages.
<code>--nostdout</code>	Disables output to STDOUT. However, if you supply <code>--log</code> and <code>--logfile</code> , then output still goes to the log file.
<code>--nowarnings</code>	Disables warning messages.
<code>--quiet</code>	Suppresses all debugging messages.
<code>--verbose</code> <code>--v</code>	Enables all messages, including status and warning messages.

Browse options

There are no browse options for the `avhypervvss` command.

Backup options

Backup options for the `avhypervvss` command enable you to control backup behavior. Many of these options are the same as the plug-in options that you specify in Avamar Administrator when you perform an on-demand backup or create a dataset for scheduled backups.

The following `avhypervvss` options are available for the backup operation.

Table 14 Backup options for the `avhypervvss` command

Option	Description
<code>--[avtar]ddr-encrypt-strength={high medium none}</code>	When you store the backup on a Data Domain system, specifies the encryption method for data transfer between the client and the Data Domain system during the backup.
<code>--change-csv-ownership={true false}</code>	Specifies whether Avamar can automatically change the ownership of a CSV to the proxy node for a backup in Windows Server 2012 clusters with CSV and multiple proxies.
<code>--ddr={true false}</code>	Specifies whether to store the backup on a Data Domain system instead of the Avamar server. To store the backup on a Data Domain system, specify <code>true</code> , and then specify the Data Domain system by using <code>--ddr-index</code> .
<code>--ddr-index=<i>n</i></code>	Specifies the index number (1, 2, 3, and so forth) of the Data Domain system on which to store the backup. The index number is assigned to the Data Domain system when you add it to the Avamar server configuration.
<code>--exclude-offline-vms={true false}</code>	Specifies whether to exclude offline virtual machines during backup. To exclude offline virtual machines, specify <code>true</code> .
<code>--excludelist=<i>vm1,vm2,vm3</i></code>	Excludes the specified virtual machines from the backup, where <i>vm1</i> , <i>vm2</i> , and <i>vm3</i> are the names of the virtual machines to exclude. To specify a unique virtual machine, use the format <i>vm<guid></i> , where <i>vm</i> is the virtual machine name and <i>guid</i> is the unique GUID for the virtual machine.
<code>--expires={<i>days</i> / <i>timestamp</i>}</code>	Specifies backup expiration as a number of <i>days</i> from today or an absolute <i>timestamp</i> .
<code>--federated={true false}</code>	Specify <code>true</code> to back up a high availability virtual machine in a federated cluster environment (Windows Server 2008 R2 with CSV or Windows Server 2012 with SMB).
<code>--max-streams=<i>n</i></code>	Specifies the maximum number of streams, where <i>n</i> is a value between 2 and 10.
<code>--multi-proxy=<i>proxy_node1, proxy_node2</i></code>	Specifies the short names of the proxy nodes to use in Windows Server 2012 clusters with CSV and multiple

Table 14 Backup options for the `avhypervvss` command (continued)

Option	Description
	proxies. You can optionally specify the IP address for the node after the short name of the node.
<code>--parallel-type={by-target by-volume}</code>	Specifies how to group streams: <ul style="list-style-type: none"> Specify <code>by-target</code> to group by virtual machine Specify <code>by-volume</code> to group by CSV or SMB share
<code>--parallel={true false}</code>	Specifies whether to use multi-streaming. To use multi-streaming, specify <code>true</code> , and then specify values for the <code>--max-streams</code> and <code>--parallel-type</code> options.
<code>--promote-child-copy-to-full={true false}</code>	Specifies whether to promote the backup type from copy to full for the in-guest shadow copy that occurs during an image-level backup: <ul style="list-style-type: none"> Specify <code>true</code> to perform a full backup. During a full backup, the backup history of each file on the virtual machine updates. The update causes log truncation for some applications, such as Microsoft Exchange. Specify <code>false</code> to perform a copy backup. The backup history of each file does not update during a copy backup. This value prevents truncation of application logs on the virtual machine. <p>This option applies only to Windows Server 2012 environments.</p>
<code>--retention-type=type</code> <code>--retentiontype=type</code>	Assigns advanced retention to the backup. Specify one of the following values: <ul style="list-style-type: none"> <code>none</code> — Do not assign any retention type to this backup. Treat the backup as a normal on-demand backup. <code>daily</code> — Designate this backup as a daily backup. <code>weekly</code> — Designate this backup as a weekly backup. <code>monthly</code> — Designate this backup as a monthly backup. <code>yearly</code> — Designate this backup as a yearly backup.
<code>--vss-snapshot-timeout=minutes</code>	Specify the number of minutes to wait for an application-consistent snapshot to complete on nodes where the federated cluster client is not running. <p>The default value is 20 minutes. An application-consistent snapshot of approximately 15 virtual machines on a node can complete in 20 minutes.</p> <p>If the snapshot does not complete in the specified amount of time, then the backup operation proceeds on the remaining cluster nodes and the backup completes with exceptions.</p>

Table 14 Backup options for the `avhypervvss` command (continued)

Option	Description
	<p>This option only applies to the following cluster environments:</p> <ul style="list-style-type: none"> Windows Server 2012 with virtual machine storage on SMB file shares Windows Server 2008 R2 with virtual machine storage on CSV

Restore options

Restore options for the `avhypervvss` command enable you to control restore behavior. Many of these options are the same as the plug-in options that you specify in Avamar Administrator when you perform a restore.

The following `avhypervvss` options are available for the `restore` operation.

Table 15 Restore options for the `avhypervvss` command

Option	Description
<code>--[avtar]ddr-encryption-strength={high medium none}</code>	When the backup is stored on a Data Domain system, specifies the encryption method for data transfer between the Data Domain system and the client during the restore.
<code>--allowoverwrite={true false}</code>	Specify <code>true</code> to overwrite a virtual machine with the same GUID during restore, if one exists on the target Hyper-V Server. A restore fails if you omit this option or if you specify <code>--allowoverwrite=false</code> , and there is a virtual machine with the same GUID as a virtual machine that you are restoring.
<code>--federated={true false}</code>	Specify <code>true</code> to restore a high availability virtual machine in a federated cluster environment (Windows Server 2008 R2 with CSV or Windows Server 2012 with SMB). The virtual machine must be from a backup of a high availability virtual machine. When you omit this option or set it to <code>false</code> , the virtual machine is restored as a non-high availability machine to local storage on the node where you run the command.
<code>--labelnum=<i>n</i></code>	Specifies the label number of the backup to restore.
<code>--restore-destination={original multiple single}</code>	<p>Specifies the target restore location using one of the following values:</p> <ul style="list-style-type: none"> <code>original</code> — The original Hyper-V Server. <code>multiple</code> — A different location. Specify the location by using the <code>--redirect</code> option. <code>single</code> — Virtual machine files for manual provisioning. Specify the location by using the <code>--target</code> option.

Table 15 Restore options for the `avhypervvss` command (continued)

Option	Description
<code>--redirect=string</code>	<p>Specifies the new file system location for virtual machine files when <code>--restore-destination=multiple</code>. The <i>string</i> value contains the original file name and the target path and file name:</p> <pre>--redirect=original_file=target_path\new_file</pre> <p>To restore multiple files to multiple different locations, separate the string values with commas:</p> <pre>--redirect=original_file1=target_path1\new_file1,original_file2=target_path2\new_file2,original_file3=target_path3\new_file3</pre> <p>To restore a file to its original location, specify only the original file name:</p> <pre>--redirect=original_file</pre> <p>This option is not supported with the <code>--federated</code> option.</p>
<code>--target=path</code>	<p>Specifies the path for the restored virtual machine files when <code>--restore-destination=single</code>.</p>

Help option

The `--help` option displays a list of available operations and options for the `avhypervvss` command. You can view all help output for `avhypervvss`, or only the options for a specific operation.

The following command displays all help output for the `avhypervvss` command:

```
avhypervvss --help
```

The following command provides a list of options for the `backup` operation:

```
avhypervvss --help --operation=backup
```

Specifying command line options

The method that you use to specify options for the `avhypervvss` command depends on the complexity of the command value and the frequency with which you use the options.

Type options directly on the command line when you perform command line operations on an occasional basis or you are using a limited set of simple options. Use a command file, option file, or environment variables when you frequently perform command line operations or you are using a complex set of options.

The following methods are available for specifying options for the `avhypervvss` command:

- Type the individual options on the command line.
- List the options in the `avhypervvss.cmd` file, which is located in the `C:\Program Files\avs\var` folder, where `C:\Program Files\avs` is the Avamar client installation folder. List each option on its own line, as shown in the following example:

```
--debug
--logfile=avamarclient.log
--verbose=5
```

- Create an option file as a text file, and then specify the option file on the command line by using the `--flagfile=`*path* option, where *path* is the full path and file name of the option file.
- Pass options to the CLI as environment variables. For example, if you specify `AvamarServer=12.34.56.78` in the environment variables, then you can specify the environment variable instead of the IP address of the Avamar server in the command, as shown in the following example:

```
avhypervvss --operation=backup --server=%AvamarServer%
--id=AvamarAdmin --password=password
--path=/clients/hyperv-server
```

CLI examples

Review the `avhypervvss` command examples for details on how to use options to control browse, backup, and restore behavior.

Example browse commands

These command examples illustrate how to use options to browse different types of data in backups with the `avhypervvss` command.

The following command returns a list of all local data that is available for backup on a stand-alone Hyper-V Server:

```
avhypervvss --operation=browse
```

Type the following command on the proxy node to return a list of all Hyper-V data that is available for backup on CSV in a Windows Server 2012 cluster:

```
avhypervvss --operation=browse
```

Type the following command on the cluster node with the federated cluster client to return a list of all Hyper-V data that is available for backup on SMB file shares in a Windows Server 2012 cluster:

```
avhypervvss --operation=browse --federated=true
```

Type the following command on the cluster node with the federated cluster client to return a list of all Hyper-V data that is available for backup on CSV in a Windows Server 2008 R2 cluster:

```
avhypervvss --operation=browse --federated=true
```

Example backup commands

These command examples illustrate how to use options to perform different types of backups with the `avhypervvss` command.

Backing up all Hyper-V data

To back up all Hyper-V data, specify the name of the Hyper-V Server by using the `--path` option.

Type the following command on the stand-alone Hyper-V Server named `hyperv-server` to back up all Hyper-V data and store the backup on the Avamar server with an IP address of `12.34.56.78`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server
```

Backing up specific virtual machines

To back up specific virtual machines, run the command on the Hyper-V Server that owns the virtual machines. Specify the virtual machine name and GUID in quotation marks (" ") in the command by using the format "`name<guid>`". To specify multiple virtual machines in a single backup, enclose each virtual machine name and GUID in a separate set of quotation marks.

In the examples in the following topics, you run the commands on a stand-alone Hyper-V Server named `hyperv-server`. The backup process stores the backup on the Avamar server with an IP address of `12.34.56.78`.

Note

The command to back up specific virtual machines is the same regardless of the operating system or type of virtual machine storage. If the virtual machines are on shared storage in a cluster, then include the options described in [“Backing up Hyper-V data in a cluster” on page 104](#).

Backing up a single virtual machine

Type the following command to back up the `Windows-1` virtual machine:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Backing up multiple virtual machines

Type the following command to back up the `Windows-1` and `Windows-2` virtual machines:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Backing up Host Components and the Initial Store

To back up Host Components, you specify "`Host Component`" on Windows Server 2012 and "`Initial Store`" on Windows Server 2008 R2. You cannot use the cluster

client to back up Host Components in a Windows Server 2008 R2 cluster or a Windows Server 2012 cluster with SMB.

In the following examples, the backup process stores the backup on the Avamar server with an IP address of 12.34.56.78.

Backing up Host Components on a stand-alone server

Type the following command on the Hyper-V Server named `hyperv-server` (with Windows Server 2012) to back up the Host Components:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server "Host Component"
```

Backing up the Initial Store on a stand-alone server

Type the following command on the Hyper-V Server named `hyperv-server` (with Windows Server 2008 R2) to back up the Initial Store:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server "Initial Store"
```

Backing up Host Components in a cluster with CSV

In a Windows Server 2012 cluster, you can only back up the Host Components on the proxy node. Specify the physical node name in the `--path` option, and specify "Host Component".

Type the following command on the proxy node named `hyperv-proxynode` to back up Host Components on the node:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-proxynode "Host Component"
```

Backing up specific virtual machines and Host Components

To back up specific virtual machines and Host Components in a single backup on a stand-alone server, specify the virtual machine name and GUID in quotation marks, and then specify "Host Component" on Windows Server 2012 and "Initial Store" on Windows Server 2008 R2. You cannot use a single backup set to back up Host Components and virtual machines on shared storage in a cluster.

In the following examples, you run the commands on a stand-alone Hyper-V Server named `hyperv-server`. The backup process stores the backup on the Avamar server with an IP address of 12.34.56.78.

Backing up specific virtual machines and Host Components

Type the following command to back up the Host Components and the virtual machines named `Windows-1` and `Windows-2`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server "Host Component"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Backing up specific virtual machines and the Initial Store

Type the following command to back up the Initial Store and the virtual machine named `Windows-1`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server "Initial Store"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Backing up Hyper-V data in a cluster

To back up Hyper-V data in a cluster, specify the cluster client name by using the `--path` option. In a Windows Server 2012 cluster with SMB or in a Windows Server 2008 R2 cluster with CSV, you must also specify `--federated=true`.

In the examples in the following topics, the backup process stores the backup on the Avamar server with an IP address of 12.34.56.78.

Backing up Hyper-V data with a single proxy on a Windows Server 2012 cluster with CSV

To back up Hyper-V data with a single proxy client on a Windows Server 2012 cluster with CSV, specify the proxy cluster client as the client to back up.

Type the following command on the proxy node to back up all Hyper-V data on CSV by using the proxy cluster client named `hyperv-CSVcluster`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster
```

Type the following command on the proxy node to back up the `Windows-1` and `Windows-2` virtual machines on CSV in a Windows Server 2012 cluster by using the proxy cluster client named `hyperv-CSVcluster`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Backing up Hyper-V data with multiple proxies on a Windows Server 2012 cluster with CSV

To back up Hyper-V data with multiple proxy clients on a Windows Server 2012 cluster with CSV, specify the proxy cluster client as the client to back up, and use the `--multi-proxy` and `--change-csv-ownership` options.

Type the following command on the primary proxy node to back up all Hyper-V data on CSV by using the proxy cluster client named `hyperv-CSVcluster`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster
--multi-proxy=Node1,Node2 --change-csv-ownership
```

Type the following command on the primary proxy node to back up the `Windows-1` and `Windows-2` virtual machines on CSV in a Windows Server 2012 cluster by using the proxy cluster client named `hyperv-CSVcluster`:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster
--multi-proxy=Node1,Node2 --change-csv-ownership
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```


Backing up Hyper-V data on a Windows Server 2012 cluster with SMB

To back up Hyper-V data on SMB file shares in a Windows Server 2012 cluster, specify the federated cluster client as the client to back up, and add the `--federated=true` option to the command.

Type the following command on the cluster node with the `hyperv-SMBcluster` federated cluster client to back up the `Windows-1` virtual machine on an SMB file share:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-SMBcluster --federated=true
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Backing up all Hyper-V data on a Windows Server 2008 R2 cluster with CSV

To back up Hyper-V data on CSV in a Windows Server 2008 R2 cluster, specify the federated cluster client as the client to back up, and add the `--federated=true` option to the command.

Type the following command on the cluster node with the `hyperv-CSVcluster` federated cluster client to back up the `Windows-1` and `Windows-2` virtual machines on CSV in a Windows Server 2008 R2 cluster:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster --federated=true
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Backing up virtual machines with multi-streaming

To back up virtual machines with multi-streaming, specify the `--parallel=true`, `--max-streams=n`, and `--parallel-type={by-target | by-volume}` options.

Type the following command on the Hyper-V Server named `hyperv-server` to back up the `Windows-1`, `Windows-2`, and `Windows-3` virtual machines by using a maximum of three streams, with one stream for each virtual machine:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --parallel=true
--max-streams=3 --parallel-type=by-target
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
"Windows-3<AFF22366-41A0-4AA7-A9A1-57618C79BCBC>"
```

Type the following command on the proxy node to back up the `Windows-1` and `Windows-2` virtual machines, which are on two separate CSVs in a Windows Server 2012 cluster, by using the proxy cluster client named `hyperv-CSVcluster`, with a maximum of two streams and one stream for each CSV:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster --parallel=true
--max-streams=2 --parallel-type=by-volume
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Backing up Hyper-V data to a Data Domain system

To store a backup on a Data Domain system instead of the Avamar server, use the `--ddr=true` and `--ddr-index=n` options. The value for `--ddr-index` is assigned to a

Data Domain system when you add the Data Domain system to the Avamar configuration by using Avamar Administrator.

Type the following command on the Hyper-V Server named `hyperv-server` to back up the `Windows-1` and `Windows-2` virtual machines and store the backup on the Data Domain system with an index number of 1:

```
avhypervvss --operation=backup --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --ddr=true
--ddr-index=1 "Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Example restore commands

These command examples illustrate how to use options to perform different types of restores with the `avhypervvss` command.

Restoring to the original location

To restore Hyper-V data to the original location on a Hyper-V Server, specify the name of the Hyper-V Server by using the `--path` option and the label number of the backup by using the `--labelnum` option.

You must also specify the `--allowoverwrite=true` option to overwrite any existing virtual machines with the restored virtual machines. Otherwise, the restore fails.

Restoring all Hyper-V data to the original location

Type the following command on the Hyper-V Server named `hyperv-server` to restore all Hyper-V data, including all virtual machines and Host Components, to the original location. The backup label number is 33.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=33
--allowoverwrite=true
```

Restoring specific virtual machines to the original location

To restore specific virtual machines, specify the virtual machine name and GUID in quotation marks (" ") in the command by using the format `"name<guid>"`. To specify multiple virtual machines in a single backup, enclose each virtual machine name and GUID in a separate set of quotation marks.

Type the following command on the Hyper-V Server named `hyperv-server` to restore the `Windows-1` virtual machine to the original location. The backup label number is 15.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=15
--allowoverwrite=true "Windows-1<D0A1863D-A25C-4FE7-
B383-3D78A9901208>"
```

Type the following command on the Hyper-V Server named `hyperv-server` to restore the `Windows-1` and `Windows-2` virtual machines to the original location. The backup label number is 55.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=55
```

```
--allowoverwrite=true "Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>" "Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Restoring Host Components to the original location

To restore Host Components, specify "Host Component" on Windows Server 2012 and "Initial Store" on Windows Server 2008 R2.

Type the following command on the Hyper-V Server named `hyperv-server` with Windows Server 2012 to restore the Host Components to the original location. The backup label number is 85.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=85
"Host Component"
```

Type the following command on the Hyper-V Server named `hyperv-server` with Windows Server 2008 R2 to restore the Initial Store and the `Windows-1` virtual machine to the original location. The backup label number is 66.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=66
--allowoverwrite=true "Initial Store"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Restoring to the original location on a Windows Server 2012 cluster with CSV

To restore virtual machines to the original location on a Windows Server 2012 cluster with CSV, specify the proxy cluster client as the client from which to restore.

Type the following command on the proxy node to restore the `Windows-1` virtual machine to the original location by using the proxy cluster client named `hyperv-CSVcluster`. The backup label number is 355.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster --labelnum=355
--allowoverwrite=true "Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Restoring to the original location on a Windows Server 2012 cluster with SMB

To restore virtual machines to the original location on a Windows Server 2012 cluster with SMB, specify the federated cluster client as the client from which to restore, and specify the `--federated=true` option to restore the virtual machine as highly available.

Type the following command on the cluster node with the `hyperv-SMBcluster` federated cluster client to restore the `Windows-1` and `Windows-2` virtual machines to the original location. The backup label number is 154.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-SMBcluster --labelnum=154
--allowoverwrite=true --federated=true
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Restoring to the original location on a Windows Server 2008 R2 cluster with CSV

To restore virtual machines to the original location on a Windows Server 2008 R2 cluster with CSV, specify the federated cluster client as the client from which to restore, and specify the `--federated=true` option to restore the virtual machine as highly available.

Type the following command on the cluster node with the `hyperv-CSVcluster` federated cluster client to restore the `Windows-1` and `Windows-2` virtual machines to the original location. The backup label number is 109.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-CSVcluster --labelnum=109
--allowoverwrite=true --federated=true
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Restoring to a different location

When you restore virtual machines to a different location, you can restore only one virtual machine at a time with a single command. To restore multiple virtual machines, use multiple commands. Do not use special characters in the target path for the restore. Do not restore the same source file to two different locations.

You can restore to a different location on the original Hyper-V Server or on a different Hyper-V Server. Run the `restore` command on the target server for the restore.

Determining the original locations and file names

When you restore a virtual machine to a different location, you must specify the original location and file name of each file, as well as the target folder and file name.

To view the source locations for files in a backup, type the following command:

```
avtar --hfsaddr=Avamar_server --id=user@domain/client
--password=password --path=/domain/client
--list --labelnum=n --view=redirect
```

where:

- *Avamar_server* is the hostname or IP address of the Avamar server.
- *user@domain/client* is the Avamar username for authentication.
- *password* is the password for the Avamar user account.
- */domain/client* is the Avamar domain and name of the client.
- *n* is the label number of the backup.

Format for source and target locations and file names

To specify the original location and file name of each file, as well as the target folder and file name, use the following option when you restore a virtual machine to a different location:

```
--redirect=original_file=target_path\new_file
```

For example:

```
--redirect="C:\Users\Public\Documents\Hyper-V\Virtual Hard
Disks\W2K8R2.vhd=C:\Users\Public\Documents\Hyper-V\Virtual Hard
Disks"
```

To restore multiple files to a different location, separate the values with commas, as shown in the following example:

```
--redirect="C:\ClusterStorage\Volume1\Windows-1=C:
\ClusterStorage\Volume2\Alternate\Windows-1,C:\ClusterStorage
\Volume1\Windows-1\W2K8R2.vhd=C:\ClusterStorage
\Volume2\Alternate\Windows-1"
```

Requirements to restore to a different location in a cluster

You might not be able to perform a redirected restore of a virtual machine from one type of environment to another in the following scenarios:

- An environment includes both stand-alone and clustered Hyper-V Servers.
- An environment includes clustered Hyper-V Servers with different operating systems and types of virtual machine storage (CSV and SMB file shares).

[“Redirected restore requirements in mixed environments” on page 68](#) provides details on supported scenarios.

To restore a virtual machine from a backup with a federated cluster client to a different location on shared storage in the original cluster, add the `--federated=true` option to make the virtual machine highly available during the restore. The federated cluster client applies to Windows Server 2012 clusters with SMB and Windows Server 2008 R2 clusters with CSV.

To restore a virtual machine to CSV in a Windows Server 2012 cluster, use a backup with the proxy cluster client from a Windows Server 2012 cluster with CSV. You cannot restore to CSV in a Windows Server 2012 cluster from a backup of a stand-alone server, a Windows Server 2012 cluster with SMB, or a Windows Server 2008 R2 cluster with CSV.

When you restore a virtual machine to CSV in a Windows Server 2012 cluster, the restore process makes the virtual machine highly available automatically. You do not need to specify an additional option to make the virtual machine highly available.

After you restore a virtual machine to shared storage in a cluster from a backup of a stand-alone server, use Microsoft Cluster Manager to make the virtual machine highly available.

Restoring a virtual machine to a different location on the original server

To restore a virtual machine to a different location on the original Hyper-V Server, run the CLI on the original Hyper-V Server.

Type the following command to restore the `Windows-1` virtual machine to the target locations in the table below. The backup label number is 39.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=39
--allowoverwrite=true --restore-destination=multiple
--redirect="C:\ProgramData\Microsoft\Windows\Hyper-V\Windows-1=
C:\ProgramData\Microsoft\Windows\Hyper-V\alternate\Windows-1,
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks\W2K8R2.vhd=
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Table 16 Source and target locations for redirected restore on the original server

Source location on the original server	Target location on the original server
C:\ProgramData\Microsoft\Windows\Hyper-V\Windows-1	C:\ProgramData\Microsoft\Windows\Hyper-V\alternate\Windows-1
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks\W2K8R2.vhd	C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks

Restoring a virtual machine to a different server

To restore a virtual machine to a different Hyper-V Server, run the CLI on the target Hyper-V Server.

Type the following command to restore the `Windows-1` virtual machine to the target locations in the table below. The backup label number is 39.

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=39
--allowoverwrite=true --restore-destination=multiple
--redirect="C:\ProgramData\Microsoft\Windows\Hyper-V\Windows-1=
C:\ProgramData\Microsoft\Windows\Hyper-V\alternate\Windows-1,
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks\ W2K8R2.vhd=
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Table 17 Source and target locations for redirected restore to a different server

Source location on the original server	Target location on a different server
C:\ProgramData\Microsoft\Windows\Hyper-V\Windows-1	C:\ProgramData\Microsoft\Windows\Hyper-V\alternate\Windows-1
C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks\W2K8R2.vhd	C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks

Restoring virtual machine files for manual provisioning

To restore virtual machine files for manual provisioning, specify the `--restore-destination=single` and `--target` options.

To restore from a backup on shared storage in a cluster, specify the cluster client in the `--path` option, even if you are restoring to a stand-alone server.

To restore from a backup on a stand-alone server, specify the client name of the stand-alone server in the `--path` option, even if you are restoring to a cluster.

Note

You do not need to specify the `--federated=true` option when you restore to or from a cluster. The `--federated=true` option does not apply when you restore virtual machine files for manual provisioning.

Restoring a virtual machine for manual provisioning

Type the following command on the target Hyper-V Server to restore the `Windows-1` virtual machine to the `L:\Windows-1` folder for manual provisioning on the target Hyper-V Server:

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=39
--restore-destination=single --target="L:\Windows-1"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
```

Restoring multiple virtual machines to the same folder for manual provisioning

Type the following command on the target Hyper-V Server to restore the `Windows-1` and `Windows-2` virtual machines to the `L:\Windows-1` folder for manual provisioning on the target Hyper-V Server:

```
avhypervvss --operation=restore --server=12.34.56.78 --id=AvamarAdmin
--password=password --path=/clients/hyperv-server --labelnum=39
--restore-destination=single --target="L:\Windows-1"
"Windows-1<D0A1863D-A25C-4FE7-B383-3D78A9901208>"
"Windows-2<E0322387-67A0-4BF8-A9A1-57618C791DF6>"
```

Restoring multiple virtual machines to different folders for manual provisioning

On the target Hyper-V Server, type a separate command to restore each virtual machine for manual provisioning. Specify the target path by using the `--target` option. Specify the `--restore-destination=single` option.

Restoring from a Data Domain system

The steps to restore backups are the same whether you restore from the Avamar server or a Data Domain system. You do not need to specify the `--ddr` or `-ddr-index` options.

APPENDIX C

Backup and Restore in SCVMM Environments

This appendix includes the following topics:

- [Overview of Avamar in SCVMM environments](#)..... 114
- [Backing up and restoring a VMM server](#)..... 114
- [Backing up and restoring a VMM host](#)..... 114
- [Backing up and restoring a VMM library server](#)..... 114
- [Backing up and restoring a VMM database server](#)..... 115
- [Disaster recovery of a VMM environment](#)..... 115

Overview of Avamar in SCVMM environments

You can use Avamar to back up and restore components in an environment with Microsoft System Center Virtual Machine Manager (SCVMM) or Virtual Machine Manager (VMM), including the VMM server, host, library server, and database server.

Note

The term *VMM* in this appendix refers to both SCVMM and VMM environments.

Backing up and restoring a VMM server

The VMM server is the hub of a VMM implementation through which all other VMM components interact.

Use the the Avamar Plug-in for the Windows File System to back up and restore file system data on the VMM server. Use the Avamar Plug-in for Windows VSS to back up System State and critical disks. The *EMC Avamar for Windows Server User Guide* provides details.

If you install other VMM components, including the library server or the database server, on the VMM server, use the instructions for those components for backups and restores.

Backing up and restoring a VMM host

The VMM host is a physical computer that hosts one or more virtual machines. VMM supports several types of virtualization software, including Hyper-V and VMware, on a VMM host.

The Avamar plug-in that you use to back up a VMM host depends on the virtualization software:

- To back up and restore virtual machines on a VMM host with Hyper-V, use the Avamar Plug-in for Hyper-V VSS.
- To back up and restore virtual machines on a VMM host with VMware, implement one of the backup strategies described in the *EMC Avamar for VMware User Guide*.
- To back up and restore virtual machines on a VMM host with other supported virtualization software, use the Avamar Plug-in for the Windows File System for file system data, and the Avamar Plug-in for Windows VSS for backups of System State and critical disks. The *EMC Avamar for Windows Server User Guide* provides details.

Backing up and restoring a VMM library server

A VMM library is a catalog of resources that are not running or associated with a host. The library contains files stored on library shares, as well as templates, operating system profiles, and hardware profiles stored in a VMM database.

The VMM server is the default library server. However, you also can configure separate VMM library servers. The VMM library server can be a stand-alone server or a server in a cluster.

Use the Avamar Plug-in for the Windows File System or the Avamar Windows Cluster File Server plug-in, depending on the environment, to perform file system backups of data on

a VMM library server. To back up System State and critical disks, use the Avamar Plug-in for Windows VSS. The *EMC Avamar for Windows Server User Guide* provides details.

Backing up and restoring a VMM database server

A VMM database is a SQL Server database that contains VMM configuration information. The VMM server is the default database server. However, you also can configure separate database servers. The VMM database server can be a stand-alone server or a server in a cluster.

Use the Avamar Plug-in for SQL Server to back up and restore the VMM database on either a stand-alone server or a server in a cluster. Ensure that you back up the SCVMM database. The default name of the SCVMM database is `MICROSOFTVMM`. The *EMC Avamar for SQL Server User Guide* provides details on using the SQL Server plug-in for backups and restores of databases.

If the VMM database server is on a Hyper-V virtual machine, then use the Avamar Plug-in for Hyper-V VSS to back up the virtual machine. You do not need to install the Avamar Client for Windows and the Avamar Plug-in for SQL Server on the guest operating system.

Disaster recovery of a VMM environment

Procedure

1. Recover the VMM server by using the bare metal recovery (BMR) steps in the *EMC Avamar for Windows Server User Guide*.
2. Recover the VMM library server:
 - a. Restore System State and critical disks by using the BMR steps in the *EMC Avamar for Windows Server User Guide*.
 - b. If necessary, install the Avamar Client for Windows.
 - c. Use the Avamar Plug-in for the Windows File System to restore the file system shared as the VMM library. The *EMC Avamar for Windows Server User Guide* provides instructions.
3. Recover the VMM database server:
 - a. Restore System State and critical disks by using the BMR steps in the *EMC Avamar for Windows Server User Guide*.
 - b. If necessary, install the Avamar Client for Windows and the Avamar Plug-in for SQL Server.
 - c. Use the Avamar Plug-in for SQL Server to restore the VMM database.
4. Recover VMM hosts:
 - a. Restore System State and critical disks by using the BMR steps in the *EMC Avamar for Windows Server User Guide*.
 - b. Recover the rest of the VMM host files:
 - To restore virtual machines on a VMM host with Hyper-V, use the Avamar Plug-in for Hyper-V VSS.
 - To restore virtual machines on a VMM host with VMware, use the steps in the *EMC Avamar for VMware User Guide*.

- To restore virtual machines on a VMM host with other supported virtualization software, use the Avamar Plug-in for the Windows File System for file system data. The *EMC Avamar for Windows Server User Guide* provides details.

APPENDIX D

Troubleshooting

This appendix includes the following topics:

- [Backup problems and solutions](#)..... 118
- [Restore problems and solutions](#)..... 119

Backup problems and solutions

The following topics provide troubleshooting information for issues that can occur during backups with the Hyper-V VSS plug-in.

Browse request fails for cluster client

A `Client refused browse request` error might appear if you try to browse a cluster client for data to back up.

The error appears in the following situations:

- The Avamar cluster client is not functioning. Start the cluster client, and then continue with the backup.
- The Avamar cluster client is migrating from one cluster node to another. If this is the case, then wait for the migration to complete. Then try to browse for data again.
- Another client is using the same IP address as the Avamar cluster client. This issue can occur if you specify the incorrect IP address for the cluster client during configuration. The issue can also occur if you change the cluster client name without first correctly deleting the registration for the client on the Avamar server. To resolve this issue, delete the client with the incorrect IP address from the Avamar server.

Browsing all virtual machines in a cluster

When you back up virtual machines in a Windows Server 2012 cluster with the federated cluster client, you can only view virtual machines that are stored on SMB file shares. Similarly, when you back up virtual machines in a Windows Server 2012 cluster with the proxy cluster client, you can only view virtual machines that are stored on CSV. In a Windows Server 2008 R2 cluster, you can only view virtual machines on CSV.

To browse a list of all virtual machines in the cluster for backups that you perform with Avamar Administrator, use a text editor to add the following flag to the `avhypervvss.cmd` file:

```
--browse-type=show_all
```

The `avhypervvss.cmd` file is located in the `var` folder of the Avamar installation folder. The default Avamar installation folder is `C:\Program Files\avs`.

NOTICE

This flag is intended only for troubleshooting purposes. Do not select virtual machines on other storage for backup with a different cluster client. Use the proxy client only to back up virtual machines on CSV in a Windows Server 2012 cluster. Use the federated cluster client to back up virtual machines only on SMB file shares in a Windows Server 2012 cluster or on CSV in a Windows Server 2008 R2 cluster.

Paused virtual machine is in a Saved State after backup

If a virtual machine is paused when a backup occurs, then the state changes to a Saved State after the backup. You can reset the state of the virtual machine after the backup.

Virtual machines are skipped during backup

If a virtual machine is in a `Cannot connect to virtual machine configuration storage` state, then the virtual machine is skipped during the

backup. Resolve the issue that prevents the virtual machine from connecting to virtual machine configuration storage, and then retry the backup.

Improving backup performance in Windows Server 2012 clusters with CSV

Use the following strategies to improve performance when you use an Avamar proxy cluster client for image-level backups of Hyper-V data on CSVs in a Windows Server 2012 cluster:

- Maximize network bandwidth between the cluster nodes.
- Add one or more secondary proxy nodes to perform parallel backups and balance the backup load, and allow the backup process to automatically change CSV ownership during the backup to the proxy node that is performing the backup.
- Consider using a dedicated cluster node that does not actively host and manage virtual machines as the primary proxy node. You can also use dedicated nodes for the secondary proxy nodes.
- When a proxy node is not the owner node of the CSV that it is backing up, the backup process must stream backup data from the owner node to the proxy node before sending the backup to the Avamar server or a Data Domain system. As a result, backup performance depends on network performance between cluster nodes. Backups are faster and more efficient when a proxy node owns the CSV and backup data streams directly from the proxy node to backup storage.

If the environment includes a single proxy node and you cannot add proxy nodes, you can manually move CSV ownership to the proxy node. However, review the following considerations:

- Changing the ownership of a CSV to a single cluster node may negatively impact the performance of all virtual machines on the CSV.
- The proxy node should be a robust physical node.
- The CSV owner node is responsible for file system metadata updates to the NTFS partition. The proxy node must have the capacity to accommodate these updates for the CSVs.
- Ensure that the CSV is in a healthy state before you move ownership.
- The CSV must be online and in full access mode when you move ownership.

The Microsoft cluster documentation provides instructions for moving ownership of CSVs.

Avamar virtual client is registered to a different Avamar server and backups fail

Standard Avamar plug-ins can be re-activated to a different server without uninstalling the clients first. To re-register the virtual cluster client to a different server, uninstall the virtual client. Then rerun the Cluster Configuration Tool and select the new server name.

Restore problems and solutions

The following topics provide troubleshooting information for issues that can occur during image-level restores with the Hyper-V VSS plug-in.

Browse request fails for a cluster client

A `Client refused browse request` error might appear if you try to browse a cluster client for data to restore.

The error appears in the following situations:

- The Avamar cluster client is not functioning. Start the cluster client, and then continue with the backup.
- The Avamar cluster client is migrating from one cluster node to another. If this is the case, then wait for the migration to complete. Then try to browse for data again.
- Another client is using the same IP address as the Avamar cluster client. This issue can occur if you specify the incorrect IP address for the cluster client during configuration. This issue can also occur if you change the cluster client name without first correctly deleting the registration for the client on the Avamar server. To resolve this issue, delete the client with the incorrect IP address from the Avamar server.

Virtual machine fails to start after redirected restore

If you restore a virtual machine to a different Hyper-V Server and you cannot start the virtual machine because it remains in a Saved State, delete the Saved State files and restart the virtual machine.

This issue can occur when the Integration Components (IC) version for the backup Hyper-V Server and the guest virtual machine do not match. To prevent this issue, ensure that the IC versions on the Hyper-V Server and virtual machine match.

Virtual machine configuration file is hidden after restore

If you specify the default location when you create a virtual machine, and then you restore the virtual machine as files for manual provisioning, then the configuration XML file for the virtual machine restores as a hidden file.

To view the file, select the option in Windows Explorer to show hidden files.

Virtual machine names with special characters

If the name of a virtual machine contains an ampersand (&) or semi-colon (;) and you restore the virtual machine to its original location, then the restore completes successfully. However, the virtual machine does not register with Hyper-V. Event ID 10113 appears in the Hyper-V event log.

To work around this issue, follow the steps in [“Restoring to create a virtual machine on a different Hyper-V Server” on page 76](#) for the restore, but select the original Hyper-V Server as the target client.

Restored virtual machine is no longer highly available

The cluster resource for a virtual machine is in a failed state and the virtual machine is no longer a highly available virtual machine when you restore a virtual machine to a different location in a Windows Server 2008 R2 cluster, and then you restore the same virtual machine from the same backup to its original location.

To work around this issue:

1. Restore the virtual machine to a different location.
2. Restore the virtual machine to its original location by using the steps in ["Restoring to create a virtual machine on a different Hyper-V Server" on page 76](#). Select the original Hyper-V Server as the target client for the restore.

Restored virtual machine fails to start after live migration

After you restore a virtual machine with a snapshot to a different Hyper-V Server on a CSV, you can start the virtual machine by applying the snapshot from the CSV node that runs

the master agent. The virtual machine does not start if you apply the snapshot after a live migration of the virtual machine to another CSV node.

In the virtual machine settings, update the network adapter to a valid adapter in the host, and restart the virtual machine.

If you cannot perform the live migration after restoring the virtual machine to a different Hyper-V Server on a CSV, turn off the virtual machine before you perform the live migration.

GLOSSARY

A

- application-consistent backup** A type of backup where the virtual machine is online and is VSS capable. Microsoft Integration Components must be installed on the guest operating system. VSS runs in the guest operating system and freezes the operating system and the state of all applications for the backup.
- avagent** The name of the *client agent* process.
- 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 client** A computer or workstation that runs Avamar software and accesses the Avamar server over a network connection. Avamar client software comprises a *client agent* and one or more *plug-ins*.
- 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.
- avhypervvss** The command-line interface for the Avamar Plug-in for Hyper-V VSS. You can use `avhypervvss` to perform on-demand image-level backups and restores of Hyper-V data.
- avtar** The Avamar process that performs backups and restores.

B

- bare metal recovery (BMR)** The process of restoring data from a backup to recover a computer system from “bare metal,” or without previously installed software or operating system.

C

- child partition** A logical hard drive division in the Microsoft Hyper-V environment that runs an isolated operating system.
The VMware equivalent of *child partition* is *guest OS*.
See also guest operating system, virtual machine
- 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.
See also activation

client agent	A platform-specific software process that runs on the client and communicates with the Management Console Server (MCS) and with any plug-ins installed on that client.
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 <i>client activation</i> . See also registration
cluster	Two or more independent network servers, usually with exact copies of the same software and data, that operate and appear to clients as if they are a single unit. A cluster configuration enables work to be shifted from one server to another, providing high availability, which allows application services to continue despite most hardware or software failures.
Cluster Configuration Tool	Avamar configuration wizard to configure the cluster client.
clustered disk failover model	The original Hyper-V failover model uses clustered disks. Each virtual machine is configured as a failover resource. VHD and configuration files are stored on clustered disks. The clustered disks are in the failover group for the virtual machine. The VMware equivalent of <i>clustered disk failover model</i> is <i>VMware File System (VMFS)</i> .
cluster shared volumes (CSV)	A shared disk that contains an NTFS volume that is accessible for read and write operations by all nodes within the cluster. A virtual machine stored on CSV can change ownership from one node to another. The VMware equivalent of <i>CSV</i> is <i>clustered disk</i> .
Cluster VSS Writer	In a Windows Server 2012 cluster with virtual machine storage on CSV, the Cluster VSS Writer reports components for backup for virtual machines that are owned by nodes other than the proxy node.
crash-consistent backup	A type of backup where the virtual machine is offline or where Integration Components are not installed. The virtual machine is paused before shadow copy creation and resumed after shadow copy creation. This type of backup is also called an <i>image-level Saved State</i> or <i>offline</i> backup.
CSV Shadow Copy Provider	The VSS provider that performs the snapshot for virtual machines that are owned by nodes other than the proxy node in a Windows Server 2012 cluster with virtual machine storage on CSV.
D	
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.
DNS	Domain Name Server. A dynamic and distributed directory service for assigning domain names to specific IP addresses.

domain A feature in Avamar Administrator that is used to organize large numbers of clients into named areas of control and management.

dynamic VHD (DVHD) A virtual hard disk that grows in size as needed. This type of virtual hard disk starts as a 3 KB `.vhd` file and can grow as large as the maximum size specified when the file was created.

The VMware equivalent of *DVHD* is *dynamic disk (thin provisioned disk)*.

F

federated cluster client A virtual client that runs on a cluster node in a Windows Server 2012 cluster with virtual machine storage on SMB file shares or a Windows Server 2008 R2 cluster with virtual machine storage on CSV. The federated cluster client communicates with the Avamar server to perform backups and restores of virtual machines in the cluster, regardless of which node is managing the virtual machine at the time of the operation.

File Server for general use A type of clustered file server where the file server, and therefore all shares associated with the file server, are online on one node at a time. A cluster configuration with this type of storage is sometimes referred to as active-passive or dual-active. File shares associated with this type of clustered file server are called clustered file shares.

fixed-size virtual hard disk A virtual hard disk with a fixed size. The disk space for the specified fixed size is allocated when the disk is created. The size of the disk does not change when you add or delete data.

The VMware equivalent of *fixed-size virtual hard disk* is *fixed disk (thick provisioned disk)*.

G

granular level recovery (GLR) The ability to restore individual mailboxes, mail folders, or messages from a database backup.

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.

guest backup and restore A backup and restore architecture where an Avamar file system client and optionally, an Avamar application plug-in, run on the guest operating system of a virtual machine. You perform individual backups of each virtual machine.

guest operating system The operating system on a virtual machine.
The VMware equivalent of *guest operating system* is *guest OS*.

GUID The globally unique identifier of a virtual machine.

H

Host Components Description files that contain the authorization store for Hyper-V. On Windows Server 2012, the files also contain a description of the host resource type XML files.

Hyper-V (hypervisor)	A layer of software that exists above the hardware and below one or more operating systems. The Hyper-V software creates partitions to provide isolated execution environments. The Hyper-V software also manages access to hardware resources for each partition.
Hyper-V Manager	An MMC snap-in for managing the Hyper-V role on both local and remote Hyper-V Servers. Management functions include virtual network management, virtual machine provisioning and management, and virtual hard disk provisioning and management. The VMware equivalent of <i>Hyper-V Manager</i> is <i>vCenter</i> .
Hyper-V VSS Writer	The VSS writer that enables creation of image-level backups of virtual machines by using Integration Components. The VMware equivalent of the <i>Hyper-V VSS Writer</i> is <i>VADP (VMware API for Data Protection)</i> .

I

image-level backup and restore	A backup and restore architecture where you install the Avamar Client for Windows and the Avamar Plug-in for Hyper-V VSS on the management operating system of the Hyper-V Server. You can perform backups of multiple virtual machines and the Host Components simultaneously.
Initial Store	An XML file on the management operating system that contains role-based security configuration details for Hyper-V.
Integration Components	A collection of services and software drivers that maximize performance and provide a better user experience within a virtual machine. Integration services are only available through Integration Components for supported guest operating systems.

L

live migration	A Hyper-V feature that enables you to transparently move running virtual machines from one node of a failover cluster to another node in the same cluster without a dropped network connection or perceived downtime. The VMware equivalent of <i>live migration</i> is <i>VMotion</i> .
-----------------------	---

M

Management Console Server (MCS)	The MCS provides centralized administration (scheduling, monitoring, and management) for the Avamar server. The MCS also runs the server-side processes that the Avamar Administrator graphical management console uses.
--	--

management operating system (management OS)	<p>The operating system on the physical machine when the Hyper-V role is enabled. After installing the Hyper-V role, this operating system is moved into the parent partition. The management operating system automatically starts when you reboot the physical machine.</p> <p>The management operating system runs in a special kind of virtual machine that can create and manage the virtual machines that are used to run workloads and different operating systems.</p> <p>The management operating system provides management access to the virtual machines and an execution environment for the Hyper-V services. The management operating system also provides the virtual machines with access to the hardware resources that it owns.</p> <p>The VMware equivalent of the <i>management OS</i> is <i>ESX server</i>.</p>
manual provisioning	The process of importing restored virtual machine files to create a virtual machine in Hyper-V Manager, or of attaching restored virtual machine files to an existing virtual machine.
metadata	Hash information that identifies stored subfile information for deduplication, and is required to revert deduplicated client backup data to the normal nondeduplicated format.
multi-streaming	The process of backing up or restoring data using multiple parallel data streams. Multi-streaming enables you to improve backup and restore performance in most environments.
N	
Natively Attached iSCSI	Natively Attached iSCSI enables guest operating systems to attach iSCSI devices without knowledge of the parent operating system.
P	
parent partition	<p>The partition for the management operating system on a Hyper-V Server.</p> <p>The VMware equivalent of the <i>parent partition</i> is <i>Service Console (ESX Server)</i>.</p>
partition	A logical unit of isolation, supported by the hypervisor, in which operating systems execute. A hypervisor instance must have at least one parent partition. The virtualization stack runs in the parent partition and has direct access to the hardware devices. The parent partition then creates the child partitions, which host the guest operating systems.
pass-through SCSI	<p>Pass-through SCSI enables the guest OS to directly attach to physical SCSI disks. The physical SCSI disks that can be attached are visible to the SCSI controller in the management OS.</p> <p>The VMware equivalent of <i>pass-through SCSI</i> is <i>raw device mapping (RDM)</i>.</p>
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.
policy	A set of rules for client backups that can be named and applied to multiple groups. Groups have dataset, schedule, and retention policies.

proxy cluster client A virtual client that runs on a single node (the proxy node) in a Windows Server 2012 cluster with virtual machine storage on CSV. The proxy cluster client communicates with the Avamar server to perform backups and restores of virtual machines on CSV, regardless of which node is managing the virtual machine at the time of the operation.

proxy node The node with the proxy cluster client in a Windows Server 2012 cluster with virtual machine storage on CSV.

See also proxy cluster client

R

redirected restore The process of restoring a backup to a different location than the original location where the backup occurred.

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*.

See also client registration

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.

S

Saved State A manner of storing a virtual machine so that it can resume quickly (similar to a hibernated laptop). When you place a running virtual machine in a Saved State, Virtual Server and Hyper-V stop the virtual machine, write the data that exists in memory to temporary files, and stop the consumption of system resources. Restoring a virtual machine from a Saved State returns it to the same condition it was in when its state was saved.

The VMware equivalent of *Saved State* is *virtual machine working location*.

Scale-Out File Server (SOFS) A type of clustered file server in Windows Server 2012 that lets you store server application data, such as Hyper-V virtual machine files, on file shares. All file shares are online on all nodes simultaneously. File shares associated with this type of clustered file server are called scale-out file shares. A cluster configuration with this type of storage is sometimes referred to as active-active.

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.

Server Core A scaled back version of Windows Server 2008, Windows Server 2008 R2, or Windows Server 2012, where no Windows Explorer shell is installed. You perform all configuration and maintenance entirely through a command line interface, or by connecting to the machine remotely using Microsoft Management Console.

Server Manager A Windows tool for installing, configuring, and managing server roles and features. You can enable and configure the Hyper-V role by using Server Manager.

Server Message Block (SMB) 3.0 file shares File shares that use the SMB 3.0 protocol. You can store virtual machines on SMB 3.0 file shares for a stand-alone Windows Server 2012 computer with Hyper-V or for a Windows Server 2012 cluster with Hyper-V.

shadow copy volume A backup volume created through VSS.
The VMware equivalent for *shadow copy volume* is *VMware API for Data Protection (VADP)*.

System Center Virtual Machine Manager (SCVMM) A Microsoft tool for managing large numbers of virtual servers.
The VMware equivalent for *SCVMM* is *vSphere*.

V

virtual hard disk (VHD) files The file format for a virtual hard disk, which is the storage medium for a virtual machine. A VHD file can reside on any storage topology that the management operating system can access, including external devices, storage area networks, and network-attached storage. The file extension is *.vhd*.

The VMware equivalent for *VHD files* is *VMDK files*.

virtualization server A physical computer with the Hyper-V role installed. This server contains the management operating system and provides the environment for creating and running virtual machines. Sometimes referred to as a server running Hyper-V.
The VMware equivalent for *virtualization server* is *ESX server*.

virtual machine (VM) A computer that is a software implementation of a computer. Virtual machines are used to run different operating systems at the same time on one physical computer. Each operating system runs in its own isolated execution environment.

virtual machine configuration The virtual machine configuration is the hardware configuration for the virtual machine, including number of CPUs, memory size, network adapter, disk controller, and virtual disks.

Virtual Machine Manager

virtual machine snapshot A file-based snapshot of the state, disk data, and configuration of a virtual machine at a specific point in time. A virtual machine snapshot is not the same as a shadow copy volume.

Volume Shadow Copy Service (VSS) A technology in Microsoft Windows that enables manual or automatic backup copies or snapshots of data, even if there is a lock on the data, on a specific volume at a specific point in time over consistent intervals. VSS is implemented as a Windows service called the Volume Shadow Copy service.

VSS requestor A backup application that uses the VSS API to request the services of VSS to create and manage shadow copy volumes. The Avamar Plug-in for Windows VSS is a VSS requestor.

VSS writer A process that provides metadata about application data for backup, and specific methods for correctly handling components and applications during backup and restore. A VSS writer also identifies the type of application or service in the backup, such as System Boot or System Services. A VSS writer does not play a role in backing up the file system.

