Veeam Availability for Nutanix AHV 1.0 Update 2
Release Notes

This document provides last-minute information about Veeam Availability for Nutanix AHV 1.0 Update 2, including system requirements, installation procedure, as well as relevant information on technical support, documentation, and online resources.


See next:

- System Requirements
- Known Issues
- Issues Fixed in Update 1
- Issues Fixed in Update 2
- Deploying Veeam Availability for Nutanix AHV
- Updating Veeam Availability for Nutanix AHV
- Licensing
- Technical Documentation References
- Technical Support
- Contacting Veeam Software
System Requirements

Veeam Availability for Nutanix AHV (proxy appliance) is an independent Linux-based platform. You don’t need to install it on an OS. You must deploy the proxy appliance VMDK file as a boot disk on a VM residing on the Nutanix AHV Cluster which you want to protect.

Platform

- Nutanix AHV versions 5.5.x up to 5.10.x
- 2017.07.20 (AOS version 2017.06.08) for Community Edition

VM Virtual Hardware

CPU: x86-64 processors. 4 CPU cores plus 1 CPU core for each additional concurrent task (default concurrency level is 3 VMs at a time).

Memory: 4 GB RAM plus 1 GB RAM for each additional concurrent task.

Disk Space: 50 GB for product installation, database files, logs, and other data.
Known Issues

Veeam Availability for Nutanix AHV

Networking
- All registered server names must be resolvable into IPv4 addresses. IPv6 is not supported by the proxy appliance VM.
- The proxy appliance VM is configured with a single network interface. The interface is used for management, backup and recovery operations. The interface needs network access to both AHV cluster IP addresses, and to Veeam Backup & Replication servers and repositories.

Configuration Backup and Restore
- Before upgrading Veeam Availability for Nutanix AHV to a new version, back up the configuration. Otherwise, you will lose all events and settings.
- You can restore configuration only during initial setup of the proxy appliance.

Veeam Backup & Replication Server
- Only 1 Veeam Backup & Replication server can be added to the infrastructure of Veeam Availability for Nutanix AHV.
- Veeam Availability for Nutanix AHV requires Veeam Backup & Replication 9.5 update 3a or later versions.

Veeam Backup & Replication Repository
- HPE StoreOnce, EMC DataDomain and Veeam Cloud Connect repositories are not supported as a backup repository for Veeam Availability for Nutanix AHV.
- You can use these repositories in Veeam Backup & Replication console as target locations for backup copy jobs.
- Fast cloning on ReFS repositories is not supported for backup jobs created by Veeam Availability for Nutanix AHV.

Nutanix AHV Clusters Added to Proxy Appliance Infrastructure
- You can add only one Nutanix AHV cluster per proxy appliance.
- Prism Central IP addresses cannot be used to define an AHV cluster in the AHV cluster settings of the proxy appliance.
- Some Nutanix API calls may fail during backup due to AHV 5.5.x API bug. This typically can occur if many parallel backup jobs are running at the same time.
  The issue is fixed in AHV 5.5.4 and 5.8.1.
- Nutanix CVM limitations:
  - Nutanix's CVM cannot be backed up by Veeam Availability for Nutanix AHV. It is controlled by Nutanix as cluster nodes are added to the cluster.
  - If you raise the number of concurrent backup tasks, backup jobs may fail due to CVM resource limitations. The CVM on each node of the cluster may need additional resources.

Proxy Appliance Web UI
- Only a single login session can be active at a time. Another login will expire the previous session.

Import Operations
- Backups cannot be imported from unsupported repository types. This can affect imports from backup copy jobs.
Backup Jobs and Settings

Backup Jobs

- Veeam Availability for Nutanix AHV creates application-consistent backups when the source VM meets Nutanix requirements described in: https://portal.nutanix.com/#/page/docs/details?targetId=Web-Console-Guide-Prism-v55:wc-dr-application-consistent-snapshots-wc-r.html. If a VM does not meet these requirements, the proxy appliance will create a crash-consistent backup.

  You can use Veeam Agent for Linux or Veeam Agent for Windows to create application-consistent backups. To activate Veeam agents, use the same license that you used for Veeam Availability for Nutanix AHV.

- Veeam Availability for Nutanix AHV cannot create snapshots of VMs where NearSync is enabled, due to Nutanix NearSync restrictions. For details, see: https://portal.nutanix.com/#/page/docs/details?targetId=Web-Console-Guide-Prism-v55:wc-dr-near-sync-requirements-limitations-r.html

  Veeam Availability for Nutanix AHV creates the forever forward incremental per-VM backup chains (one backup chain contains data for one VM). When you add several VMs to a backup job, Veeam Availability for Nutanix AHV creates individual backup chains on the Veeam backup repository, one for each VM processed by the job.

  Backup job compression, deduplication and block size settings cannot be changed. Built-in settings:
  
  o 1 MB block size;
  o LZ4 compression;
  o deduplication is enabled.

- You can configure encryption settings in the repository settings via Veeam Backup & Replication console.

- GDPR locations cannot be set within Veeam Availability for Nutanix AHV backup jobs.

- Health check of backup files is not supported for backups created by Veeam Availability for Nutanix AHV.

- In the Nutanix AHV Cluster, if you delete a VM which is included in a backup job, it is possible that VM snapshots will remain in the Nutanix AHV Cluster. You should delete this VM from the backup job of Veeam Availability for Nutanix AHV, run the backup job and only then delete the VM from the cluster.

Linked Protection Domains

- Only one protection domain can be added in backup job settings. If you need to protect multiple protection domains, create multiple backup jobs.

- Inactive protection domains are not visible in backup job settings.

- If a protection domain was linked as a backup job source, only VMs from that protection domain will be protected by the backup job. Individual volume groups added to the protection domain will not be protected by the backup job.
Restore in Veeam Availability for Nutanix AHV Web UI

- During restore, network settings of the VM cannot be changed in the restore wizard. These parameters can be changed after the restore is complete via Prism Element or Prism Central.
- Restore from AOS 5.6 to AOS 5.1 fails with the following error message due to compatibility issues in AHV 5.6.
  
  ```
  Cannot construct Map key of type com.nutanix.prism.dto.uhura.VmConfigDTO$VmFeature from String "VGA_CONSOLE"
  ```

- [For VM Disk Restore] If you restore a disk that was flagged as a boot device in AHV VM settings, flag of the disk will be dropped. You need to assign it again after the restore.
- Parallel VMs/Disks restore is not supported (proxy appliance restores only 1 VM or disk at a time).
- If a source VM has a set Affinity and during restore this host is not available on the cluster (or original VM was backed up from different cluster), you need to set the affinity policy manually before starting the VM.
Backups and Policies in Veeam Backup & Replication Console

Backups and policies created by Veeam Availability for Nutanix AHV are viewable in Veeam Backup & Replication console. However, some of the Veeam Backup & Replication functionality is not available for these backups and policies.

**Backups Jobs**

- In Veeam Backup & Replication console, you cannot create or edit policies of Veeam Availability for Nutanix AHV.
- In Veeam Backup & Replication console, you can:
  - Disable policies of Veeam Availability for Nutanix AHV (so that the proxy appliance will not be able to send policies to the Veeam Backup & Replication repository).
  - Use policies of Veeam Availability for Nutanix AHV as a source for backup copy or backup to tape jobs.
  - Delete unused policies of Veeam Availability for Nutanix AHV.
  - View statistics of policies created by Veeam Availability for Nutanix AHV.
- Email and SNMP notifications are not supported for the policies of Veeam Availability for Nutanix AHV.

**Recovery Verification**

- SureBackup is not supported for backups created by Veeam Availability for Nutanix AHV.

**Data Recovery**

- In Veeam Backup & Replication console, you cannot perform a full restore of VMs to AHV cluster. You can perform a full VM restore only via web UI of Veeam Availability for Nutanix AHV.
- Linux File Level Restore (FLR) requires VMware or Hyper-V host to be added to the Veeam Backup & Replication infrastructure.
- Linux FLR and Windows FLR do not support restoring files and folders to original location. You can restore files to another location and copy them to original location.
- Instant recovery is supported for VMs backed up by the proxy appliance with a Hyper-V host. The Hyper-V host must be added to the Veeam Backup & Replication infrastructure.
  Instant recovery does not work with AHV hosts/clusters due to AHV restrictions. VM snapshots in AHV offer fast restore if they are available.
- Application items restore is not supported for Oracle running on Linux guest OS.

**Veeam One**

- Veeam One does not support reporting for Veeam Availability for Nutanix AHV backups.

**Veeam Backup Enterprise Manager**

- Veeam Backup Enterprise Manager can manage only backup copy jobs of Nutanix AHV VM backups. All other operations are not supported.
Issues Fixed in Update 1

Veeam Availability for Nutanix AHV 1.0 Update 1 includes fixes for series of bugs and issues. The most critical ones are listed below.

- In a particular case of the restore to new location, the backup proxy appliance restored the VM with the same name but different UID. The issue occurred if you followed the scenario below:
  1. In the main menu, go to the Protected VMs node.
  2. Click on the VM name.
  3. In the VM window, select the restore point, and click Restore.
  4. In the Restore Mode step of the restore wizard, select Restore to New Location.
  5. In the VM name step, select the VM and click Rename VM. Enter a new name and click OK.

If you launch the restore, the backup proxy appliance would ignore the changes on step 5 and restore with the original VM name. In version 1.0, the problem does not occur if you launch the wizard directly from the Protected VMs node.

The issue has been resolved. In Update 1, the restore wizard correctly reacts to change of the VM name.

- Veeam Availability for Nutanix AHV may accumulate large logs with the repetition of the following string:

  **RUNNER for 'iSAMS Servers daily': * Max parallel tasks allowed: -1. Running parallel tasks: 0. Tasks in queue: 2**

  The issue has been resolved.

- If you back up a VM and then resize the existing disks within the VM on AHV, restore operations may fail due to incorrect processing of the resized disk. The issue has been resolved.

  In case a VM included in the policy has a resized disk, it is recommended to perform active full backup. For instructions, see Performing Active Full Backup.

  To check if a backup chain is affected, you can perform file-level restore in Veeam Backup & Replication console. You can also perform VM restore to a new location in Veeam Availability for Nutanix AHV (select a backup, not a snapshot). If the restore fails, the chain is affected.

  If you want to restore from the affected restore point, please contact Technical Support.

- In some circumstances, snapshots created by Veeam Availability for Nutanix AHV could not be properly deleted after backup operations terminate abnormally. The issue has been resolved.

- Temporary volume groups are not deleted from Nutanix AHV Cluster after a backup job run. The issue has been resolved. Note that the cleanup may still fail if you have manually added a VM or disk to this volume group.

Issues Fixed in Update 2

Veeam Availability for Nutanix AHV 1.0 Update 2 includes fixes for series of bugs and issues. The most critical ones are listed below.

- Improved backup performance in some cases due to not enough queue depth on read operations.

- In some cases, the proxy appliance would schedule too many parallel tasks causing resource and performance issues. The bug has been fixed to offer optimal operation.

- Resolved issue with configuration backups being larger than required due to ignoring of configuration backup settings.

- Fixed bug with deleted VM retention not properly cleaning backups of deleted VMs.

- Fixed bug with Veeam Availability for Nutanix AHV service crashes in rare circumstances.

- Fixed bug with backup failures on highly loaded proxy appliances.
Deploying Veeam Availability for Nutanix AHV

To deploy Veeam Availability for Nutanix AHV, perform the following:

2. Create a VM with recommended parameters in Nutanix AHV cluster that you want to protect.
3. In the VM settings add a new disk and specify the Veeam Availability for Nutanix AHV VMDK as a boot disk.
4. Power on the VM.
5. Copy the web console URL address specified in the VM console, and open the URL using a web-browser.
6. In the opened welcome screen, enter the default credentials (login: admin, password: admin) and click the arrow button.

To be able to backup Nutanix AHV VMs, you must configure integration settings with Veeam Backup & Replication. For details, see [https://helpcenter.veeam.com/docs/van/userguide/deploy_vbr.html](https://helpcenter.veeam.com/docs/van/userguide/deploy_vbr.html).

Updating Veeam Availability for Nutanix AHV

To install a new version of Veeam Availability for Nutanix AHV, do the following:

1. Back up the configuration settings of Veeam Availability for Nutanix AHV. For details, see Backing Up Configuration Settings.
   
   If you don't back up configuration settings, you will lose your proxy appliance settings after the update.
2. Turn off the VM where the proxy appliance is installed.
4. In the Nutanix AHV cluster, create a VM that meets System Requirements.
5. In the VM settings add a new disk and specify the Veeam Availability for Nutanix AHV VMDK as a boot disk.
6. Power on the VM.
7. Copy the web console URL address specified in the VM console, and open the URL using a web-browser.
8. In the opened welcome screen, enter the default credentials (login: admin, password: admin) and click the arrow button.
9. In the Install-Restore wizard, click Restore and follow the steps of the Restore wizard to restore your configuration settings from the backup file.

After the deploy process, you can remove the VM used for the previous version of Veeam Availability for Nutanix AHV.
Licensing

Veeam Availability for Nutanix AHV can be licensed per protected VMs. For more information, see www.veeam.com/eula.html.

The trial license key is sent to you automatically after downloading the product at: www.veeam.com/availability-nutanix-ahv-download.html. The trial license is valid for 30 days from that moment. The trial license includes Basic technical support.

To obtain a full license, please refer to www.veeam.com/buy-end-user.html.

With the license for Veeam Availability for Nutanix AHV you get a license for Veeam Backup & Replication. Install the license in Veeam Backup & Replication console to enable full functionality.

The full license includes a one-year maintenance plan. To renew your maintenance plan, please contact Veeam customer support at: renewals@veeam.com.

Updating License for Veeam Availability for Nutanix AHV

To install a new license to Veeam Availability for Nutanix AHV:

1. At the main menu, click the gear icon and select **Appliance Settings**.
2. At the **Summary** tab, click **License**.
3. At the **License information** window, click **Install License**.
4. Select the license file in the file browser and click **Open**.
Technical Documentation References

If you have any questions about Veeam Backup & Replication, you may use the following resources:

- User guides: www.veeam.com/documentation-guides-datasheets.html
- Community forums: www.veeam.com/forums

Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files. To export the log files:
  1. Click the gear icon at the main menu and select **Appliance Settings**.
  2. At the Summary tab of the **Appliance Settings** section, click **Support Bundle**.
  3. Select a relevant set of log files and click **Download**.

To submit your support ticket or obtain additional information, please visit [www.veeam.com/support.html](http://www.veeam.com/support.html).

**TIP:**

Before contacting technical support, consider searching for a resolution on Veeam community forums at [www.veeam.com/forums](http://www.veeam.com/forums).

Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

**Customer Support**

For the most up to date information about our support practices, business hours and contact details, please visit [www.veeam.com/support.html](http://www.veeam.com/support.html). You can also use this page to submit a support ticket and download the support policy guide.

**Company Contacts**

For the most up to date information about company contacts and offices location, please visit [www.veeam.com/contacts](http://www.veeam.com/contacts).