Acronis

Release Notes for Acronis Backup 12 Advanced Beta

Acronis Backup 12 Advanced is the solution that protects your entire business, backing up data on-premises, in remote systems, in private and public clouds, and on mobile devices.

This document describes known issues in Acronis Backup 12 Advanced Beta (build #6207).

What's new in version 12 Advanced

- **Exclusive! Acronis Active Protection™** to proactively detect and protect systems from ransomware attacks.
- **Centralized backup policies, static and dynamic groupings, and admin roles** - all to support larger environments and greater volumes of data.
- **Customizable dashboards and advanced reporting** for quick insights into your entire IT infrastructure.
- **Exclusive!** Backup of **VMware, Hyper-V, XenServer, Linux KVM, Red Hat Enterprise, Virtualization, and Oracle VM Server** for complete protection of any virtual environment.
- Support for **tape drives, autoloaders, and tape libraries** for off-site storage to ensure compliance with company regulations**.**
- **Off-host backup management operations**, including staging (moving), replication (copying), validation, and retention (cleanup) of backups**.**
- **Unified,** touch-friendly, web-based centralized management console to reduce management complexity.
- **Exclusive!** Protection for **VMware vSphere ESX(i)** and **Microsoft Hyper-V hosts** (not just VMs) for complete protection of any virtual workload.
- **VMware VM replication with WAN optimization** for faster disaster recovery
- **Exclusive! Acronis Instant Restore™** (Run Backup as a VM) and vmFlashback for VMware & Hyper-V to reduce recovery time objectives (RTOs).
- **SAN storage snapshots** support for VMware backups to reduce ESXi resource utilization.
- **Remote and automated** bootable media for significant reduction of the RTO of remote systems and data centers.

Installation Notes

IMPORTANT: Please, remember to uninstall any other Acronis products from the system before installing Acronis Backup 12 Advanced Beta.

IMPORTANT: If you install Acronis Backup 12 Advanced Beta onto a virtual machine, make sure that the guest operating system time is not updated by two or more independent time services.

For example:

- You have a virtual machine running on a VMware ESXi host with Windows guest operating system.

- The native Windows Time service is enabled and updates time over Internet.
- VMware Tools time sync is enabled to sync time in guest operating system with the ESXi host time.
- The time set on the ESXi host does not match the real time.

In this configuration, Acronis Backup 12 may stop working with the following error: "*The system time has changed. You can no longer use this product. Please upgrade it.*"

Solution: Make sure that the time set on the ESXi host is correct.

Fixed issues in comparison with build #6184

Common

- [**Fixed**] [ABR-126785] Browsing of network via Browse button doesn't work while trying to add a Windows machine to Devices list (for remote installation).
- [**Fixed**] [ABR-126091] Installer does not allow to modify the list of installed components after initial installation.
- [**Fixed**] [ABR-124878 + ABR-124877] Plan management: Acronis Cloud and tape-based managed vault cannot be selected as the backup source in the following types of plans: Validation, Cleanup, and Convert to virtual machine.
- [**Fixed**] [ABR-124521] While creating bootable media via Media Builder the "**Register under the following account**" option doesn't work.
- [**Fixed**] [ABR-123436] "**Performance**" settings are absent in Default Backup Options.
- [**Fixed**] [ABR-122865] The hourly schedule cannot be set for any type of plans created from the **Plans** tab, except for backup plans.
- [**Fixed**] [ABR-122376] The network speed limitation option is not applied to backup replication plans.
- [**Fixed**] [ABR-119446] The new version 12 backup format (selected by default) allows the backup file to grow infinitely without reclaiming space from deleted recovery points.
  - Solution: Re-create the backup plan and set the **Backup format** backup option to **Version 11**.

Dashboard and reports

- [**Fixed**] [ABR-124583] Dashboard: The **Location status** widget shows statistics for backup locations that were removed from the management server.
- [**Fixed**] [ABR-124191] Dashboard: The **Monthly location status** widget does not show up-to-date information for Acronis Cloud.
- [**Fixed**] [ABR-123013] Dashboard: The **Location status** widget becomes empty after selecting Acronis Cloud location in order to get detailed statistics.

Roles and units management

- [**Fixed**] [ABR-126084] When using Active Directory group as a Unit administrator, you may encounter the following error: setup failed to complete when installing an agent, and registering this agent on a remote Management Server specifying explicit user credentials, for user account which is a member of the Active Directory group.
- [**Fixed**] [ABR-125028] It is not possible to add a machine from a "child" unit to a static group created under the "parent" unit. The following error is displayed: "*Cannot add resource GUID1 to group GUID2: resource owned by GUID3 cannot be added to the group owned by 00000000-0000-0000-0000-000000000000.*"
- [**Fixed**] [ABR-125842] E-mail notifications are not sent for backup operations performed by Acronis Backup 12 Agents registered under a non-parent unit.

Active Protection

- [**Fixed**] [ABR-125571] When the Active Protection service is enabled, it becomes impossible to delete empty folders via Windows explorer: the folder gets deleted and returns back after refresh.

Acronis Storage Node

- [**Fixed**] [ABR-125157] It is not possible to delete archives from a tape-based managed vault.
- [**Fixed**] [ABR-125057] The **Resides on** field is not shown properly (it is loading endlessly) when browsing recovery points in a tape-based managed vault.

Virtualization

- [**Fixed**] [ABR-126721] Configuration of target hypervisor host in "Covert to VM" section of backup plan creation sheet is impossible: host is not set in web console after selection.
- [**Fixed**] [ABR-124794] Virtual machines converted from backups (the **Convert to virtual machine** feature) are always placed to the root folder of the ESXi host/cluster regardless of the resource pools/vApp settings specified in the web console when configuring the conversion.
- [**Fixed**] [ABR-124174] Application-aware backup of a virtual machine fails if the **Backup from SAN hardware snapshot** backup option is enabled. The following error is displayed: "The backup has failed due to an unexpected machine reboot or the backup process was terminated."
  - Solution: Disable either the application protection or the **Backup from SAN hardware snapshot** option.
- [**Fixed**] [ABR-124032] If Agent for VMware (Virtual Appliance) is deployed after the installation of Agent for VMware (Windows), all virtual machines become bound to the deployed appliance ignoring manual binding settings. As a result, all virtual machines are backed up by the appliance rather than by the Windows agent.

- [**Fixed**] [ABR-122649] The **Devices** > **VMware** and **Devices** > **Hyper-V** tabs do not show virtual machines in VMware groups (Hosts and Clusters/VMs and Templates) and Hyper-V groups. The machines can be seen only under the **Devices** > **All Machines** group.
- [**Fixed**] [ABR-120371] During the second run of a backup conversion to a virtual machine, the machine is not incrementally updated but is created from scratch. Subsequent runs of the conversion update the machine incrementally, as designed.
- [**Fixed**] [ABR-116681] The backup percentage status in the **Status** column on the **Devices** tab may show invalid percentage (>100%) when backing up more than one virtual machine in a single backup plan and when backup is performed by Agent for VMware (Windows).

Tape management

- [**Fixed**] [ABR-124375] Erasing a tape erase or moving a tape to a pool fails if the tape was used to store backup data as part of a tape-based managed vault.
  - Solution: Before trying to erase the tape, delete the recovery points associated with it from the **Backups** tab of the web console.
- [**Fixed**] [ABR-123723] Browsing files within a disk-level backup stored on tapes does not work even with the **Enable file recovery from disk backups stored on tapes** option enabled if the backup format is set to **Automatic** or **Version 12**.
  - Solution: Re-create the backup plan and set the **Backup format** backup option to **Version 11**.
- [**Fixed**] [ABR-122767] The **Resides on: Tape XX** field is empty for recovery points on tapes if the backup was created with the default settings.
  - Solution: Re-create the backup plan and set the **Backup format** backup option to **Version 11**.

Application support

- [**Fixed**] [ABR-124849] E-mail search by the **To:** and **From:** fields is performed by using the display name ("UserName UserSurname") of the e-mail address instead of the actual address (user@domain.com).
- [**Fixed**] [ABR-119979] SQL transaction logs are not truncated after backups performed by Agent for SQL.
- [**Fixed**] [ABR-113464] While performing agentless backup of a VMware virtual machine with Microsoft Exchange Server protection enabled, the Exchange 2010 and Exchange 2013 transaction logs may not be truncated properly if VMware Tools VSS components are not installed or malfunction.
  - Solution: Install Agent for Exchange inside the virtual machine and use it for protecting this machine instead of Agent for VMware.

- [**Fixed**] [ABR-109221] Backup of SQL or Exchange databases fails with "Device is not ready" if the database files are located on a mount point.

Known issues

Common

- [ABR-126538] Recovering files from backup of Linux machine via Catalog does not work if there were several backups saved and files were modified between these backup events.
- [ABR-126328] Internet Explorer 11 running on Windows Server 2012 R2 crashes after login to Acronis Backup 12 web console
  - Solution: use Google Chrome or Mozilla Firefox browsers
- [ABR-126055] Installation of Acronis Management Server with "Use service user" option (services run under "LocalSystem" account) breaks Dashboard, Reports and e-mail notifications functionality.
- [ABR-125350] Agents installed together with Acronis Management Server (AMS) do not appear in the **Devices** list if AMS was installed with a custom web server and TCP service ports.
  - Solution: Do not change default ports during installation of Acronis Backup OR install the agents after Acronis Backup initial installation (including AMS) is completed.
- [ABR-125349] Plan management: Password for a backup and credentials for source/target backup locations are not prompted when importing an exported backup plan (or another type of plans) from the **Plans** tab of the web console.
- [ABR-124859] Enabling an SSL-secured connection to the web console as described in https://kb.acronis.com/content/58130 does not work.
- [ABR-124852] Backup with default settings to FAT32 file system fails with "*No disk space or quota*" if the backup is larger than 4GB (automatic archive split does not work with the new archive type).
- [ABR-124847] E-mail notifications cannot be set per backup plan, global settings are used instead (**Settings** > **System settings** > **E-mail notifications**),
- [ABR-124533] **Settings** > **Agents** tab still shows uninstalled agents if several agents were installed on the same machine and some of them were uninstalled later.
- [ABR-121308] Backup plans scheduled to be executed under "[time] since last backup" condition do not run on schedule.
- [ABR-121236] Export of multiple plans from the **Plans** tab does not work.
  - Solution: Export plans one by one.
- [ABR-118908] Backups saved to Acronis Cloud storage grow infinitely.
- [ABR-118857] Cataloging does not work for backups created in the version 12 format.

  - Solution: Re-create the backup plan and set the **Backup format** backup option to **Version 11**.
- [ABR-115634] A disk or volume backup created by Agent for Linux to an RDX drive fails. The following error is displayed: "This location does not support storing all backups in one file."
- [ABR-108889] An incorrect error text is shown when trying to select Acronis Cloud as a backup location while there is no active subscription available for the account: "*The credentials for the cloud storage are incorrect.*" The correct message should contain a link to start trialing Acronis Cloud storage.
- [ABR-102990] The **Bytes processed** and **Bytes saved** statistics are not shown for failed or cancelled backup activities.

Dashboard and reports

- [ABR-125609] Dashboard: Microsoft SQL system databases resources are always shown in the **Unprotected resources** widget even if they are actually protected.
- [ABR-123691] Dashboard: The **Location status** widget does not show information about managed vaults.
- [ABR-123202] Reports saved in the .xlsx format may contain invalid information.
- [MON-478] Generating PDF reports from the **Reports** or **Dashboards** section may take up to 60 seconds.

Roles and units management

- [ABR-125839] Unit administrator account must also be an administrator on Acronis Storage Node machine in order to open managed backup locations.

Active Protection

- [ABR-127319] Active Protection activities do not have "start" and "end" timestamps in Activities section
- [ABR-123966] Active Protection service files and the driver can be deleted from respective folders by trusted executables (via Windows Explorer or other file managers) even if an Active Protection plan is active.

Acronis Storage Node

- [ABR-125505] When creating a backup plan and setting one of the additional backup locations (2nd/3rd/etc.) to a managed vault AND changing the **Backup file name** backup option, the backup replication to additional locations fails with *service_process.exe* crash.
  - Solution: Do not change the **Backup file name** backup option if your backup plan contains a managed vault as one of additional backup locations.

- [ABR-125330] The web console allows you to enter an invalid path for a managed vault. As a result, creating the vault fails.
- [ABR-124995] Backup to a managed vault fails if the backup agent is unable to resolve the DNS name of the machine where the storage node is installed. The following error is displayed: “Failed to connect to service 'ASN'. Destination host 'win-zx2012hv' is unreachable or a firewall may be blocking the connection.”
  - Solution: Ensure proper name resolution of the machine with the storage node from the backup agents, by configuring the DNS server settings.
- [ABR-124666] Backup with the enabled encryption to a tape-based managed vault fails.
- [ABR-124494 + ABR-128405] ESXi configuration backup to a managed vault is not possible.
  - Solution: Save ESXi configuration backups to any other supported backup location.
- [ABR-122964] It is not possible to create a managed vault on an NFS share.
  - Solution: Access the share by using the SMB protocol.

Virtualization

IMPORTANT: *Limitations in Beta:*

- *During a recovery or a backup conversion to a virtual machine, it is not possible to select **Set of virtual machine files** option. Only VMware ESXi and Microsoft Hyper-V are available as target hypervisors.*
- *It is not possible to add a NetApp SAN device running NetApp Data ONTAP version 8.1.*

Other known issues:

- [ABR-124864] Backing up by Agent for VMware (Virtual Appliance) to a locally attached storage (LAS) connected to it may hang on 88% for about~10 minutes.
  - Solution: Save backups to another location.
- [ABR-120232] If a backup plan was applied to several virtual machines and one of these virtual machines was physically deleted, then it becomes impossible to revoke the plan from other (still existing) virtual machines. The following error is displayed: “Error has occurred while resolving a GXT item.”
- [ABR-120161] After starting a virtual machine replication, the device status in the **Devices** list is shown as “(Backing up...)” instead of “(Replicating...)”.
- [ABR-119384] vSphere 6.5 vCenter Appliance virtual machine fails to boot if recovered into the original machine (with overwrite).
  - Solution: Perform recovery into a new virtual machine.
- [ABR-118715] VMware vSphere virtual machine backup fails with “You do not have access rights to this file” if names of the ESXi hosts registered in vCenter cannot be resolved to IPs by Acronis Backup agent (appliance or Windows Agent), even if the vCenter host name can be resolved properly.

  - Solution: Configure network settings at the Acronis Backup agent (configure the DNS or modify the /etc/hosts file) to allow name resolution to work properly. To verify: use command `ping <ESXi host name>` from the agent.
- [ABR-117801] PVRDMA network adapters are recovered as VMXNET3 during a virtual machine recovery performed by Agent for VMware.
- [ABR-111468] Duplicate recovery points are shown on the **Recovery** pane for a Hyper-V virtual machine that was migrated within a Hyper-V cluster.
  - Solution: click "Refresh" button when viewing recovery points list
- [ABR-109225] Backing up Hyper-V host local disks fails if only Agent for Hyper-V is installed on the host.
  - Solution: Install Agent for Windows to the Hyper-V host in order to protect its local disks
- [ABR-80563] Replicated Hyper-V virtual machines are not displayed on the **Devices** tab. Root cause: Hyper-V stores both original and replica virtual machines with the same IDs that are used by Acronis Backup to identify the virtual machine instances.

Tape management

- [ABR-123328] Backup option **Use distinct tape set for each: Backup type** is not activated by default if the GFS backup scheme is chosen before the tape location during the backup plan creation.
- [ABR-122763] The **Enable file recovery from disk backups stored on tapes** option is always applied even if it is disabled in the backup options.
- [ABR-120670] ESXi configuration backups cannot be stored on tapes ("The operation is not supported").
- [ABR-119003] Rescanning tapes takes too much time.

Application support

- [ABR-127970] Exchange items from backup saved to Acronis Storage Node are not shown in Catalog
- [ABR-123351] It is not possible to recover Microsoft Exchange Server databases or data items from backups stored on tapes. The following error is displayed: "Data are absent in cache."
- [ABR-122309] It is not possible to catalog application items for both application-level backups and application-aware backups.

Beta disclaimer:

This document describes future version of Acronis Backup 12. Some features and functionality may not be present in technical previews, beta or public versions. This document, or any related document on future developments, products and or platforms directions and functionality are all subject to change and may be changed by Acronis at any time for any reason without notice. The information in this document is not a commitment, promise or legal

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Best regards,

Acronis Backup Team

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