Restore guest files and folders

NetApp Backup and Recovery

NetApp
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Table of Contents

Restore guest files and folders . . . 1
- Requirements and limitations when restoring guest files and folders . . . 1
  - Guest restore workflow . . . 1
  - Prerequisites for restoring guest files and folders . . . 1
  - Guest file restore limitations . . . 2
- Restore guest files and folders from VMDKs . . . 2
- Guest file restore troubleshooting . . . 4
  - Guest file restore session is blank . . . 4
  - Guest file restore attach disk operation fails . . . 4
  - Backups are not detached after guest file restore session is discontinued . . . 4

Restore guest files and folders

Requirements and limitations when restoring guest files and folders

You can restore files or folders from a virtual machine disk (VMDK) on a Windows guest OS.

Guest restore workflow

Guest OS restore operations include the following steps:

1. Attach

   Attach a virtual disk to a guest VM and start a guest file restore session.

2. Wait

   Wait for the attach operation to complete before you can browse and restore. When the attach operation finishes, a guest file restore session is automatically created.

3. Select files or folders

   Browse the VMDK files and select one or more files or folders to restore.

4. Restore

   Restore the selected files or folders to a specified location.

Prerequisites for restoring guest files and folders

Review all requirements before restoring files or folders from a VMDK on a Windows guest OS.

- VMware tools must be installed and running.

  NetApp Backup and Recovery uses information from VMware tools to establish a connection to the VMware Guest OS.

- The Windows guest OS must be running Windows Server 2008 R2 or later.

  For the latest information about supported versions, refer to NetApp Interoperability Matrix Tool (IMT).

- Credentials for the target VM use the built-in domain or local administrator account with the username "Administrator". Before starting the restore operation, configure the credentials for the VM where you want to attach the virtual disk. Credentials are required for both attach and restore operations. Workgroup users can use the built-in local administrator account.

  If you must use an account that is not the built-in administrator account, but has administrative privileges within the VM, you must disable UAC on the guest VM.

- You must know the backup snapshot and VMDK to restore from.

NetApp Backup and Recovery does not support searching of files or folders to restore. Before you begin you must know where the files or folders are in the snapshot and the corresponding VMDK.

- Virtual disk to be attached must be in a NetApp Backup and Recovery backup.

  The virtual disk that contains the file or folder you want to restore must be in a VM backup that was performed using NetApp Backup and Recovery.

- For files with non-English-alphabet names, you must restore them in a directory, not as a single file.

  You can restore files with non-alphabetic names, such as Japanese Kanji, by restoring the directory in which the files are located.

Guest file restore limitations

Before you restore a file or folder from a guest OS, you should be aware of the feature limitations.

- You cannot restore dynamic disk types inside a guest OS.
- If you restore an encrypted file or folder, the encryption attribute is not retained.
- You cannot restore files or folders to an encrypted folder.
- Hidden files and folders are displayed in the file browse page, and you cannot filter them.
- You cannot restore from a Linux guest OS.

  You cannot restore files and folders from a VM that is running Linux guest OS. However, you can attach a VMDK and then manually restore the files and folders. For the latest information on supported guest OS, refer to the NetApp Interoperability Matrix Tool (IMT).

- You cannot restore from a NTFS file system to a FAT file system.

  When you try to restore from NTFS-format to FAT-format, the NTFS security descriptor is not copied because the FAT file system does not support Windows security attributes.

- You cannot restore guest files from a cloned VMDK or an uninitialized VMDK.
- You cannot restore the directory structure for a file.

  When you restore a file from a nested directory, the system restores only the file, not its directory structure. To restore the entire directory tree, copy the top-level directory.

- You cannot restore guest files from a vVol VM to an alternate host.
- You cannot restore encrypted guest files.

Restore guest files and folders from VMDKs

You can restore one or more files or folders from a VMDK on a Windows guest OS.

Before you begin

You need to create credentials for the guest VM in NetApp Backup and Recovery before you can restore files and folders from it. NetApp Backup and Recovery uses these credentials to authenticate with the guest VM when attaching the virtual disk.

About this task

Guest file or folder restore performance depends upon two factors: the size of the files or folders being restored; and the number of files or folders being restored. Restoring a large number of small-sized files might take a longer time than anticipated compared to restoring a small number of large-sized files, if the data set to be restored is of same size.

Only one attach or restore operation can run at the same time on a VM. You cannot run parallel attach or restore operations on the same VM.

With the guest restore feature, you can view and restore system and hidden files and view encrypted files. Do not overwrite an existing system file or restore encrypted files to an encrypted folder. During the restore operation, the hidden, system, and encrypted attributes of guest files are not kept in the restored file. Viewing or browsing reserved partitions might cause an error.

Steps

1. From the NetApp Backup and Recovery menu, select **Inventory**.
2. Select the **Virtual machines** menu.
3. Choose a virtual machine from the list that contains files that you want to restore.
4. Select the Actions icon ••• for that VM.
5. Select **Restore files and folders**.
6. Select a snapshot from which to restore and then select **Next**.
7. Choose the snapshot location to restore from. If you choose a secondary location, select the secondary snapshot from the list.
8. Select **Next**.
9. Choose virtual disk from the list to attach to the VM and then select **Next**.
10. On the *Select virtual machine credential* page, if you haven't yet stored a credential for the guest VM, select **Add credentials** and do the following:
    a. **Credentials name**: Enter a name for the credentials.
    b. **Authentication mode**: Select **Windows**.
    c. **Agents**: Select a Console agent from the list that will handle communication between NetApp Backup and Recovery and this host.
    d. **Domain and user name**: Enter the NetBIOS or domain FQDN and user name for the credentials.
    e. **Password**: Enter a password for the credential.
    f. Select **Add**.
11. Choose a virtual machine credential to use to authenticate with the guest VM.

    NetApp Backup and Recovery attaches the virtual disk to the VM and displays all files and folders, including hidden ones. It assigns a drive letter to every partition, including system reserved partitions.

    Files and folders you have selected are listed in the right pane of the screen.
12. Select **Next**.
13. Enter the UNC share path to the guest where the selected files will be restored.

- IPv4 address example: `\\10.60.136.65\c$`
- IPv6 address example: `\\fd20-8b1e-b255-832e—61.ipv6-literal.net\C\restore`

If there are existing files with the same name, you can choose to overwrite or skip them.

14. Select **Restore**.

You can view the restore progress on the Job Monitoring page.

Guest file restore troubleshooting

When attempting to restore a guest file, you might encounter any of the following scenarios.

Guest file restore session is blank

This issue occurs if you create a guest file restore session and the guest operating system reboots during the session. VMDKs in the guest OS might stay offline, so the guest file restore session list is blank.

To correct the issue, manually put the VMDKs back online in the guest OS. When the VMDKs are online, the guest file restore session will display the correct contents.

Guest file restore attach disk operation fails

This issue occurs when you start a guest file restore operation, but the attach disk operation fails even though VMware tools is running and the Guest OS credentials are correct. If this occurs, the following error is returned:

```
Error while validating guest credentials, failed to access guest system using specified credentials: Verify VMWare tools is running properly on system and account used is Administrator account, Error is SystemError vix error codes = (3016, 0).
```

To correct the issue, restart the VMware Tools Windows service on the Guest OS, and then retry the guest file restore operation.

Backups are not detached after guest file restore session is discontinued

This issue occurs when you perform a guest file restore operation from a VM-consistent backup. While the guest file restore session is active, another VM-consistent backup is performed for the same VM. When the guest file restore session is disconnected, either manually or automatically after 24 hours, the backups for the session are not detached.

To correct the issue, manually detach the VMDKs that were attached from the active guest file restore session.

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