

Below is a list of categorized Frequently Asked Questions regarding the Symantec System Recovery (SSR) 2013 R2 release.

For general SSR 2013 R2 documentation, release notes, software compatibility lists visit: ([TECH225253](#)) - Symantec System Recovery 2013 R2 General Information

SYSTEM RECOVERY DISK (SRD)

NOTE: Refer to ([TECH225888](#)) - How to create a Symantec System Recovery 2013 R2 (SSR 2013R2) System Restore Disk (SRD) for information on changes in how to create a SRD for SSR 2013 R2 release.

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SSR Install/Upgrade related articles
Backup related articles

Restore related articles

Virtualization related articles

Symantec Management Platform (SMP) related articles

Grandular Restore Option (GRO) related articles

LICENSING

Has the licensing methodology changed from the previous versions of SSR?-[[To Top](#)]

The licensing methodology remains the same as the previous versions of SSR.

Can SSR users upgrade to SSR 2013 R2 free of cost?-[[To Top](#)]

SSR 2013 R2 is a paid release. SSR users with active maintenance contracts will get free upgrades as per the upgrade policy. SSR users that are not active on maintenance and are outside the grace period must purchase the version upgrade in order to receive the new version, for reinstating the maintenance.

Will SSR 2013 R2 be available on FileConnect?-[[To Top](#)]

SSR 2013 R2 will be available on FileConnect. SSR-MS will not be available on FileConnect. It will be available only via Symantec Installation Manager (SIM) listing (from Altiris Web site). For additional information about downloading and installing the Symantec System Recovery Management Solution, refer to TechNote: <http://www.symantec.com/docs/TECH201523>

Will SSR 2013 R2 be available via LiveUpdate?-[[To Top](#)]

SSR 2013 R2 will not be available via LiveUpdate.

SYSTEM RECOVERY DISK (SRD)

Is WinPE still in use?-[[To Top](#)]

WinPE is still in use. However, Symantec has discontinued the distribution of WinPE. This is because Microsoft has changed the licensing terms, which has affected the method of distributing WinPE bundled as a disk image. WinPE can still be obtained with the Microsoft Windows Automated Installation Kit (WAIK). The user must obtain WinPE from Typical-WinRE or Advanced-ADK.

Will SRD be available on FileConnect?-[[To Top](#)]

SRD will not be available on FileConnect. The SSR FileConnect page will point to a TechNote with information about SRD and how SSR users can create it. For additional information, refer to TechNote: <http://www.symantec.com/docs/TECH224997>

Will the SRD CD be shipped with SSR 2013 R2?-[[To Top](#)]

The SRD CD will not be shipped with SSR 2013 R2.

Where is the new SRD Creation utility located in the installer?-[[To Top](#)]

The SRD Creation utility is located under **TASK > Create New Recovery Disk** within the user interface for supported OS(s) only.

Is the SRD Creation utility installed by default with the package?-[[To Top](#)]

The SRD Creation utility is installed by default with the package on supported operating systems.

How much space does the SRD Creation utility require?-[[To Top](#)]

The SRD Creation utility requires 500 MB or more of disk space.

Does the SRD Creation utility support the existing functionality?-[[To Top](#)]

The SRD Creation utility supports existing functionality, such as customization of SRD and LOR. Customization features like Driver addition and Network options are also available with the new utility.

State the operating systems on which SRD can be created?-[[To Top](#)]

SRD can be created on the following operating systems:

- Microsoft Windows 2008 and later – Server operating systems
- Microsoft Windows 7 and later – Client operating systems

On Microsoft Windows 2003, you cannot create an SRD like the other operating systems stated above. However, using an SRD created on the operating systems mentioned above, it is possible to customize this SRD (base SRD) on a Windows 2003 computer. Customization involves staging the base SRD and adding drivers found on the Windows 2003 computer (where it is being customized) and packaging it into a new SRD ISO.

Is there a prompt to create an SRD after product installation?-[[To Top](#)]

SSR users are prompted to create an SRD after the product installation. The intent is to remind SSR users to create an SRD at the earliest.

Is there a prompt to create an SRD after product installation on an unsupported operating system?-[[To Top](#)]

SSR users are prompted to create an SRD on a different system after the product is installed on an unsupported operating system, such as Microsoft Windows 2003/2003 R2, or Windows

Vista.

On which operating systems is SRD customization possible?-[[To Top](#)]

SRD customization is possible on all the available operating systems supported by SSR 2013 R2.

What are the requirements for SRD creation?-[[To Top](#)]

The user interface and the SRD Creation utility are required to create SRD.

What are the new menu options available with SSR 2013 R2?-[[To Top](#)]

Separate **Task** menu options are available for **Create SRD, Customize SRD, Setup LOR, and Remove LOR.**

Are these options also available when connected to a remote client?-[[To Top](#)]

None of these options are available when connected to a remote client.

Is there a menu option available to check the SRD creation status?-[[To Top](#)]

You can check the SRD creation status by clicking **View > Show Recovery Disk Status.**

If LOR is already setup on the machine, will it be available in the menu options?-[[To Top](#)]

If LOR is already setup on the machine, the user interface will not display the **Task > Setup LOR option.** It will display only the **Task > Remove LOR option.**

When SSR 2013 R2 is launched, is there a prompt with information about the SRD creation status?-[[To Top](#)]

When the user launches the SSR 2013 R2 console, a popup dialog box is displayed with information about the SRD creation status.

What are the two different methods to create an SRD?-[[To Top](#)]

The two different methods to create an SRD are Typical and Advanced.

Where can SRDs be created?-[[To Top](#)]

SRDs can be created on DVDs, USBs and ISOs.

Can LOR be setup on a local system?-[[To Top](#)]

LOR can be setup on a local system.

Can both 32-bit and 64-bit SRDs be created?-[[To Top](#)]

Both 32-bit and 64-bit SRDs can be created; two separate ISOs, DVDs, or USBs, one for each platform.

What firmware can 64-bit SRD be booted on?-[[To Top](#)]

64-bit SRD can be booted on BIOS and UEFI firmware.

Which features need to be selected while installing Microsoft ADK?-[[To Top](#)]

The following features need to be selected while installing Microsoft ADK:

- Deployment tools

- Windows Preinstallation Environment (Windows PE)

List the key parameters that need to be considered before choosing between the Typical and Advanced option?-[[To Top](#)]

The following table can be referred to while choosing between the Typical and Advanced options:

Key Parameters	Typical	Advanced (Using ADK 8.1)
Recovery Disk Platform	Same as OS Platform (32 bit or 64 bit)	Both (32 bit and 64 bit)
Windows Operating System that can be recovered	Current OS and earlier versions	All the OS(s) supported by SSR 2013 R2
Languages Supported by recovery environment	Current System Language	One or more of 11 languages supported by SSR 2013 R2
Disk space required on the local system	~500 MB temporary space	~500 MB of temporary space per platform per language + 3.5 to 5GB for ADK installation
PowerShell and Cmdlets (Storage pool creation, iSCSI initiator and so on) support	No	Yes
Time required for creation (approx.)	10 Minutes	20 Minutes (+10 minutes for each language added)
Can be customized on other OS	Yes	Yes

What type of installation recommended on the latest operating systems supported by SSR 2013 R2?-[[To Top](#)]

SSR users should use the Typical installation option on the latest operating systems supported

by SSR 2013 R2; Windows 8.1 Update 1 and Windows Server 2012 R2.

What is the SRD creation based on when the Typical SRD creation option is used?-[[To Top](#)]

Typical SRD creation is based on the WinRE environment of the existing operating system, which is the host system from where the utility is run.

What is the SRD creation based on when the Advanced SRD creation option is used?-[[To Top](#)]

Advanced SRD creation is based on the WinPE extracted from the ADK tool kit downloaded. This method provides the full, latest, and the most updated version of WinPE.

What does the user need to download and install during SRD creation (Advanced)?-[[To Top](#)]

The user needs to download and install Microsoft ADK. If ADK is not already installed, a download link is displayed on the wizard page.

What features are available when the Typical option is used for Windows 8.1 update 1/ Windows Server 2012 R2 as host operating system?-[[To Top](#)]

The features are listed in the table:

Key Parameters	Typical	Advanced (Using ADK 8.1)
Recovery Disk Platform	Same as OS Platform (32 bit or 64 bit)	Both (32 bit and 64 bit)
Recovers Win 8.1 Update1/Windows 2012 R2 Update and earlier	Yes	Yes
Languages Supported by recovery environment	Current System Language	One or more of 11 languages supported by SSR 2013 R2

Disk space required on the local system	~500 MB temporary space	~500 MB of temporary space per platform per language + 3.5 to 5GB for ADK installation
PowerShell and Cmdlets (Storage pool creation, iSCSI initiator and so on) support	No	Yes
Time required for creation (approx.)	10 Minutes	20 Minutes (+10 minutes for each language added)
Can be customized on other OS	Yes	Yes

What happens when I do not have Windows 8.1 update or Windows Server 2012 R2 update and still want to use the Typical option?-[[To Top](#)]

When SSR users do not have Windows 8.1 update or Windows Server 2012 R2 update SRD can still be created.

- Recovery support will be limited to the Windows version installed on the host and earlier versions of Windows.
- The SRD created on Microsoft Windows 8/Windows Server 2012 can be used to recover Windows 8/ Windows Server 2012 and earlier. It cannot be used to recover Windows 8.1/Windows Server 2012 R2 and later.

What is the Recoverability Matrix for the Typical option?-[[To Top](#)]

The Recoverability Matrix for the Typical option is listed in the following table.

Host OS	OS To be Recovered
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	Windows 2003	Windows Vista/ 2008 SP2	Windows 7 / 2008 R2	Windows 8 / 2012	Windows 8.1 / 2012 R2	Windows 8.1 Update 1 / 2012 R2 update
Windows 8.1 / 2012 R2 / Update (Recommended)	?	?	?	?	?	?
Windows 8 / 2012	?	?	?	?	×	×
Windows 7 / 2008 R2	?	?	?	×	×	×
Windows 2008	?	?	×	×	×	×

What is the Recoverability Matrix for the Advanced option?-[[To Top](#)]

The Recoverability Matrix for the Advanced option is listed in the following table.

Recoverability matrix for SRD created using Microsoft ADK

Host OS	Version of ADK used	OS to be recovered					
		Windows 2003	Windows Vista / 2008 SP2	Windows 7 / 2008 R2	Windows 8 / 2012	Windows 8.1 / 2012 R2	Windows 8.1 Update 1 / 2012 R2 update
Windows 2008 SP2, Win 7/2008 R2, Win 8 / 2012, Win 8.1 / 2012 R2, Win 8.1 Update 1 / 2012	ADK 8.1 Update (Recommended)	?	?	?	?	?	?
	ADK 8.0 (Not recommended)	?	?	?	?	×	×

Which method of SRD creation is faster?-[[To Top](#)]

SRD creation is faster when the Typical option is used. SRD creation takes longer when the Advanced option is used.

Why does the Typical option take lesser time?-[[To Top](#)]

SRD creation is faster when the Typical option is used because WinRE already contains all the necessary packages. The process does not take more than 10 minutes.

Why does the Advanced option take longer?-[[To Top](#)]

SRD creation takes longer when the Advanced option is used for the following reasons:

- ADK provides bare bones WinPE
- Eight new packages added to the bare bones WinPE per language
- All the packages are added for 32-bit and 64-bit separately

Are progress bars and time updates available for the Advanced option?-[[To Top](#)]

Progress bars and time updates are available at the macro level because the MSFT utility is used (dism.exe) for the Advanced option.

What are the temporary/staging area considerations?-[[To Top](#)]

The following are the temporary/staging area considerations:

- SRD creation requires mounting of boot.wim/winre.wim on the boot volume (C:).
- Packages and utilities are added to the mounted wim.
- The mounted wim file consumes at least 500 MB on C:.
- If more packages are added, more staging area is consumed on C:.
- Multi-lingual, dual platform SRD creation may consume up to 5 GB of temporary/staging area on C:.

What are the highlights for SRD with SSR 2013 R2?-[[To Top](#)]

The highlights for SRD in SSR 2013 R2 are as follows:

- WinRE.wim (Typical SRD) does not contain PowerShell packages and Storage cmdlets.
- PowerShell and Storage cmdlets are optional packages available in ADK.
- BitLocker support is available in both SRDs.
- SRD created using the latest WinRE.wim/ADK can handle BitLocker drives of all the earlier operating systems.

What are the Advanced language options for SRD creation?-[[To Top](#)]

The Advanced language options for SRD creation are as follows:

- The Language selection page allows the user to specify the languages to be included in the SRD.
- If ADK 8.1 is installed, the user will be able to select any combination of languages.
- If ADK 8.0 (required by 2003 based customization only) is installed, either one or more European languages or one of the Asian languages will be available for selection because all languages do not work together in the SRD environment. This is a Microsoft limitation.

What are the SRD Target Media limitations?-[[To Top](#)]

The SRD Target Media limitations are as follows:

- 4K sector USB drives are not supported.
- Both 32-bit and 64-bit SRD creation together support only ISO formats.
- Both UEFI and BIOS firmware compatible 64-bit USB SRD support only FAT32 volume (not possible on NTFS).
- Both 32-bit and 64-bit SRD on the same USB disk is not supported.
- 32-bit SRD can boot on machines with firmware as BIOS only.
- 64-bit SRD can boot on machines with firmware as UEFI or BIOS.

What are the new options added to the driver mining page of the Customize SRD wizard?-[[To Top](#)]

In SSR 2013 R2, all the installed Storage and Network drivers on host machine are displayed in the Customize SRD wizard, unlike the filtered Storage and Network drivers in the previous versions. This feature is added as there is no prior information of mined drivers with WinPE, and it is a time consuming process to filter the driver's at runtime. The end result remains the same, only filtered drivers will be injected in the SRD.

Is there any information about the driver mined displayed in the GUI?-[[To Top](#)]

Operating system compatibility and other useful information about the driver mined are now displayed in the GUI. After adding a driver, You can view what operating systems it can be retargeted to during HIR.

How is the locally mined driver list displayed when a 32-bit SRD is created on a 64-bit machine?-[[To Top](#)]

When a 32-bit SRD is created on a 64-bit machine or the reverse, the mined driver list remains empty.

Can a higher version driver be added to a lower version SRD?-[[To Top](#)]

A higher version driver cannot be added to a lower version SRD. For example, a driver that is compatible only with Windows 8.1 cannot be added to Windows 8.0 SRD creation or customization.

Why are drivers that are not compatible with WinPE added to the Driver database?-[[To Top](#)]

Drivers that are not compatible with WinPE are added to the Driver database (DDB) only for use in Hardware Independent Restore (HIR).

Does SSR 2013 R2 support pcAnywhere?-[[To Top](#)]

SSR 2013 R2 does not support pcAnywhere.

Does basic SRD creation require any licenses?-[[To Top](#)]

The basic SRD creation feature does not require any SSR licenses. Customization features, such as driver injection and network settings in the wizard are licensed. The use of some features (referred to as customization features) that are available during SRD creation or customization require a valid SSR license. To create an SRD without using these features, no license is required. If the product is not licensed or the trial period has expired, these features are not available. A notification is displayed to the user before launching the SRD Creation wizard.

When is the Typical option not available?-[[To Top](#)]

The Typical option is not available when:

- Operating system SKUs where WinRE is not available: For some operating systems the recovery environment is not available. Hence, the Typical option cannot be used for such operating system versions; these include Microsoft Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, and Windows Vista. For additional information about operating systems where the recovery environment is not available, refer to the following link:

<http://technet.microsoft.com/en-us/library/ff715587.aspx>-[[To Top](#)]

- WinRE is disabled using reagent.exe.

Does Help in the SRD environment contain Hyperlinks?-[[To Top](#)]

Help in the SRD environment does not contain Hyperlinks.

Is the WebControl component available for SRD?-[[To Top](#)]

The WebControl component is removed from SRD in SSR 2013 R2.

When is the telemetry message displayed?-[[To Top](#)]

A telemetry message is displayed during SRD creation, customization, and LOR setup.

When is an error message generated?-[[To Top](#)]

An error message is generated when SRD creation, customization, or LOR functionality fails.

What information is captured to understand a customer's preferences?-[[To Top](#)]

The following information is captured to understand customer preference:

- Method of SRD creation

- Creation v/s customization v/s LOR feature usage
- Media on which SRD is created

Where are the SRD creation and customization logs located?-[[To Top](#)]

The SRD creation and customization logs are located at:

C:\ProgramData\Symantec\SYMANTEC SYSTEM RECOVERY\LOGS

Name the log files related to SRD creation and customization?-[[To Top](#)]

The log files related to SRD creation and customization are Srelog.dbg and SRDCreatorUI.txt.

Which new utility is added to clean up mounted wims in case they are left un-mounted?-[[To Top](#)]

WimCleaner.exe is the new utility added to clean up mounted wims in case they are left un-mounted.

What is the command to execute Wimcleaner.exe?-[[To Top](#)]

The command to execute Wimcleaner.exe is:

WimCleaner.exe [-cmdfile <file>] [-configfilepath <configfilepath>][-dismexepath <dismexepath>] [-help] [-locale <locale>] [-logfilepath<logfilepath>] [-resourceloc <resloc>] [-temppath <temppath>][- wimmountpath <wimmountpath>]

Where are the log files for Wimcleaner.exe located?-[[To Top](#)]

The log files for Wimcleaner.exe are located at:

C:\ProgramData\Symantec\Symantec System Recovery\Logs\WimCleanerLog.txt

Name the features in SRD customization that are unchanged?-[[To Top](#)]

Customization features, driver mining, external driver addition using driver INF, and Network options settings remain the same.

What customization features are available during SRD creation?-[[To Top](#)]

All the customization features are now available during SRD creation.

What is the use of the SRD Customization feature?-[[To Top](#)]

The use of the SRD Customization feature is now limited to driver mining from an existing Windows Server 2003 / 2003 R2 and Vista client - where SRD creation is not supported.

Does SSR 2013 R2 provide the SRD customization feature for all operating systems?-[[To Top](#)]

SSR 2013 R2 provides the SRD customization feature for all the operating systems.

What are the limitations of Typical/Advanced SRD during customization?-[[To Top](#)]

The following matrix displays the limitations of Typical/Advanced SRD during customization:

SRD created on Host operating system	TYPICAL OPTION - Can be customized on operating system					
	Windows 2003	Windows Vista/ 2008 SP2	Windows 7 / 2008 R2	Windows 8 / 2012	Windows 8.1 / 2012 R2	Windows 8.1 Update 1 / 2012 R2 update
Windows 7/ 2008 R2	×	×	?	×	?	×
Windows 8/ 2012	×	×	?	?	?	×
Windows 8.1 /	×	×	?	?	?	?

2012 R2						
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SRD created on Host operating system	ADVANCE OPTION - Can be customized on operating system					
	Windows 2003	Windows Vista/ 2008 SP2	Windows 7 / 2008 R2	Windows 8 / 2012	Windows 8.1 / 2012 R2	Windows 8.1 Update 1 / 2012 R2 update
ADK 8.1 Update	×	?	?	?	?	?
ADK 8.0	?	?	?	?	?	×

When can LightsOut Restore (LOR) be created?-[[To Top](#)]

LOR can be setup while creating the base SRD or while customizing the existing SRD.

Can I install only the LOR option?-[[To Top](#)]

Yes, only the LOR option can be installed.

What does LOR use on WinRE based operating systems (Windows 7 onwards)?-[[To Top](#)]

LOR uses WinPE of WinRE on WinRE based operating systems.

LIGHTSOUT RESTORE (LOR) PACKAGING

Will the LOR package (SSR-MS) be available on

the Global Product list?-[[To Top](#)]

The LOR package (SSR-MS) will not be available on the Global Product list, due to Microsoft restrictions on the redistribution of WinPE.

Will the SRD creation utility package be available as a part of SSR-MS 2013 R2 installation?-[[To Top](#)]

Yes, the SRD creation utility (LORSetup.msi) package will be available as a part of SSR-MS 2013 R2 installation.

Will the LOR package be distributed with SSR-MS 2013 R2?-[[To Top](#)]

The LOR Package will not be distributed along with SSR-MS 2013 R2 due to Microsoft restrictions on the redistribution of WinPE.

Do I need to create the LOR Package using the SRD Creation utility?-[[To Top](#)]

Yes, SSR users explicitly need to create the LOR package using the SRD Creation utility.

What is the new entry in the Getting Started Webpart for LOR?-[[To Top](#)]

The new entry added to the Getting Started Webpart is Create Symantec System Recovery Disk (ISO) and generate LightsOut Restore Package.

List the steps displayed in the Creating the Symantec Recovery Disk (ISO) and generating

LightsOut Restore link?-[[To Top](#)]

The *Creating the Symantec Recovery Disk (ISO) and generating LightsOut Restore link* opens the **Creating the Symantec Recovery Disk (ISO) and generating LightsOut Restore package** page, which displays the following steps:

1. Navigate to **Settings > Backup and Recovery > LightsOut Restore Packages > 2013 R2 > Create Symantec System Recovery Disk (ISO) and generate LightsOut Restore packages.**
2. A link (**click here**) is provided to download and install the SRD Creation utility.
3. Using the utility, create 32-bit and 64-bit Symantec Recovery Disk (ISOs).
4. Upload this Symantec Recovery Disk (ISOs) to the SSR-MS server, and generate the LightsOut Restore package.

Where is a copy of the SRD (ISOs) available?-[[To Top](#)]

A copy of Symantec Recovery Disk (ISOs) is available at the server package location.

State the option in the GUI to generate the LOR Package?-[[To Top](#)]

The option in the GUI which is used to generate LOR package is Create Symantec System Recovery Disk (ISO) and generate LightsOut Restore Package.

1. Navigate to **Home > Getting Started.**
2. Scroll down to and then click on **option 5.**
3. Follow the instructions that now appears on the screen to generate a LOR package.

How do I upload 32-bit and 64-bit Recovery Disk (ISOs) when Generating LightsOut Restore Package?-[[To Top](#)]

1. Navigate to **Settings > Backup and Recovery > LightsOut Restore Packages > 2013 R2 > Create Symantec System Recovery Disk (ISO) and generate LightsOut Restore packages.**
2. Check the option, 'Select the Symantec System Recovery Disk (ISOs) to generate the LightsOut Restore package on then server.
3. Click the **Browse** button and navigate to either the 32-bit or 64-bit SRD *.ISO file.
4. Click the **Generate LightsOut Restore Package** button.

Is there a new page available in the Package and Policies tab for LOR?-[[To Top](#)]

Yes, there is a new page available in the Package and Policies tab for LOR.

SYMANTEC MANAGEMENT PLATFORM (SMP) 7.5 PLATFORM SUPPORT

What is the SMP (Symantec Management Platform) 7.5 supportability matrix in SSR 2013 R2?-[[To Top](#)]

The following table displays the SMP 7.5 supportability Matrix in SSR 2013 R2.

Symantec Management Platform	Operating system	
-------------------------------------	-------------------------	--

7.5	Windows 2008 R2 Enterprise/Standard Edition	Supported
7.5 SP1	Windows 2012 R2	Not Supported

Will SSR-MS 2013 R2 be listed in SIM?-[[To Top](#)]

SSR-MS 2013 R2 is listed as a compatible product of Symantec Management Platform 7.5 in SIM.

Which SMP version has reached End of Life with SSR 2013 R2?-[[To Top](#)]

SMP 7.0 (32-bit) and SMP 7.1 (64-bit) has reached End of Life with SSR 2013 R2.

Is the SSRMS_x 32 build available with SSR 2013 R2?-[[To Top](#)]

As SMP 7.0 has reached EOL, the SSRMS_x 32 build is not available with SSR 2013 R2.

Which older versions can be upgraded to SSR-MS 2013 R2?-[[To Top](#)]

Only SSR-MS 2011 and SSR-MS 2013 can be upgraded to SSR-MS 2013 R2.

Can a SSR user running SSR-MS 2013 R2 manage a client running BESR 2010?-[[To Top](#)]

A user running SSR-MS 2013 R2 cannot manage a client running BESR 2010.

Where are the SMP Server logs located?-[[To Top](#)]

The SMP Server logs are located at:

C:\ProgramData\Symantec\SMP\Log

Where are the SMP Agent logs located?-[[To Top](#)]

The SMP Agent logs are located at:

C:\ProgramData\Symantec\Symantec Agent\Logs

NEW PLATFORM SUPPORT

List the new operating system and virtualization platforms supported by SSR 2013 R2?-[[To Top](#)]

SSR 2013 R2 now supports Windows 8.1 Update and Windows 2012 R2 Update operating systems. It also supports the following virtualization platforms:

- XenServer 6.2 SP1 (Guest VMs are supported)
- VMWare ESXi 5.5 Update 1a (P2V supported)

SUPPORT FOR 4K DISKS

Which sector size combinations are supported by SSR 2013 R2?-[[To Top](#)]

The sector size combinations that are supported by SSR 2013 R2 for Windows 8 and Windows Server 2012, 4Kn disks are listed in the table.

Logical Sector size	Physical sector size	Short-name
---------------------	----------------------	------------

512	512	512n(512 native)
512	4096	N512e (512 emulated)
4096	4096	4Kn (4K native)

What operations are possible on disks with 4K logical sector size?-[[To Top](#)]

Using SSR 2013 R2, you can perform the following operations on disks with 4K logical sector size: backup, restore, P2V (physical to virtual) conversion, and copy-drive operations.

What conditions apply to restore and copy-drive operations?-[[To Top](#)]

For restore and copy-drive operations, the sector size of source volume and destination volume must be the same. You can restore backups of volumes with 4K sector size only on a 4K sector disk. Similarly, for backups of volumes with 512 byte sector size, the restore can only be performed on a 512 byte sector disk.

Which virtual file formats are supported for P2V operations on 4Kn disks?-[[To Top](#)]

For P2V conversion of volumes on 4Kn disks, only the “VHDX” virtual file format is supported. This is because VHDX is the only format which supports 4K sector size. The sector sizes of the source and destination volumes/disks are displayed in respective GUI screens of restore, P2V, and copy-drive operations.

What's new in SSR 2013 R2 for REFS?-[[To Top](#)]

The Resilient File System (ReFS) was introduced in Windows Server 2012 and is also now available with Windows 8.1 (64-bit). SSR 2013 R2 supports incremental backups of ReFS volumes. All the other related features such as recovery point set management and smart reconcile function are the same as in NTFS volumes.

SUPPORT FOR VHDX IN P2V OPERATIONS

For which platforms is VHDX support available?-[[To Top](#)]

VHDX support is available only on Microsoft Windows 8 and Microsoft Windows Server 2012 and later. In addition, backup images can be converted into virtual disks for Generation2 virtual machines.

What is the file size limit of the VHDX files?-[[To Top](#)]

The VHDX file size limit is 64 TB. The VHD has a size limit of 2 TB.

Which sector sizes are supported for VHDX?-[[To Top](#)]

VHDX supports disk with 512 and 4K sector sizes.

What type of conversion is possible for backup

images with 4K sector size?-[[To Top](#)]

Backup images with 4K sector size can be converted only to Hyper-V VHDX.

What happens if a Recovery Point Set has both 512 and 4K sector size volumes?-[[To Top](#)]

If a Recovery Point Set has both 512 and 4K sector size volumes, it can only be converted to VHDX. In this case, different virtual disks are created for 4K and 512 sector size volumes.

MEDIA ROTATION

What is USB disk rotation?-[[To Top](#)]

SSR 2013 R2 allows SSR users to use USB drives as backup destination on a rotational basis. This is possible by making the aliasing feature optional. SSR users can choose not to alias USB disk to be used as the backup destination, which enables SSR users to use any USB disk for a given backup job.

How do I enable USB disk rotation?-[[To Top](#)]

To enable USB disk rotation, the user has to mount a USB disk to the same mount point, which was present at the time the backup job was created. For example, “d:\Symantec_Backups”

What happens to the backup storage size quota when a USB disk is used for rotation?-[[To Top](#)]

The backup storage size quota is disabled in the managed backup destination settings, for USB disks involved in USB rotation. SSR users should use the recovery point set limit option in the job as an alternative. SSR notifies the user as soon as backup job starts, if there is insufficient space available on the USB to complete the backup.

IMPROVED SUPPORT FOR RDX MEDIA ROTATION

What is improved in RDX media rotation?-[[To Top](#)]

SSR 2013 R2 has enhanced its support for automatically cleaning-up of images on RDX media. Earlier, when the recovery point limit was passed, SSR deleted the oldest recovery point from the backup location and history file, though the recovery point was unavailable on a particular media. Thus, the image was orphaned on the media. SSR now tags such images, as “Mark for deletion” in the history file. When the cartridge that has the image becomes available for backup, SSR first cleans-up or deletes this image and then proceeds with the backup job.

Also when a recovery point is spanned across multiple cartridges, SSR cleans-up the spanned image. However, the entry in the history file is not removed until all the spanned the images are deleted. Thus, there will not be any orphan images left on the cartridge.

GRANULAR LEVEL RECOVERY FOR EXCHANGE 2013 MAILBOX DATA

Which additional Exchange versions does SSR 2013 R2 support for granular restore?-[[To Top](#)]

SSR 2013 R2 supports backup and granular restore of Microsoft Exchange 2013 using Outlook 2007 and Outlook 2010. Note that support for Outlook 2013 is limited.

Are Exchange databases which are hosted on disk with large sector sizes supported?-[[To Top](#)]

Exchange databases hosted on disk with large sector sizes, for example, 512e (512 as logical sector size and 4K as physical sector size) and 4Kn (logical and physical sector size is 4K) are supported. Exchange databases hosted with a combination of file system (NTFS or REFS) and disk sector sizes (512e, 512n, and 4Kn) are also supported.

Are there any changes made to the temp path?-[[To Top](#)]

Hosting or creating a temp path for restore operations is changed to the path where the database is mounted. It's called "StagingArea".

VMWARE ESXI 5.5

What does SSR 2013 R2 support for VMware ESXi 5.5?-[[To Top](#)]

SSR 2013 R2 supports physical to virtual conversion for VMware ESXi 5.5. SSR 2013 R2 also supports VMs running on ESX 5.5.

Which version of VDDK is used by SSR 2013 R2 for physical to virtual conversions?-[[To Top](#)]

SSR 2013 R2 uses VMware VDDK 5.1.3 for physical to virtual conversions.

If there are issues with the P2V conversion, which registry key should be checked?-[[To Top](#)]

In case of problems with P2V conversions, the registry key
HKLM\SOFTWARE\Wow6432Node\VMware, Inc.\VMware Virtual Disk Development Kit must be checked and the value must be confirmed to be VerifySSLCertificates= dword: 00000000.

SYMHELP

Which utilities does the SymHelp tool replace in SSR 2013 R2?-[[To Top](#)]

SupportGather and SeaST.exe are the two utilities that SymHelp replaces in SSR 2013 R2.

How do I select the tool to be used with Symantec System Recovery 2013 R2?-[[To Top](#)]

Select SSR as the product by following the steps below. Refer to the Symantec System Recovery 2013 R2 User's Guide for more information.

1. Within the user interface go to **Help > Symantec Help Support**.
2. Click one of the available scans on the left; Refer to the Symantec System Recovery 2013 R2 User's Guide for more information.
3. In the popup window that appears under **Installed products** select **System Recovery**.
4. Click **Scan**.

Which SSR version is the Symantec Help tool integrated with?-[[To Top](#)]

The Symantec Help tool is integrated with Symantec System Recovery 2013 R2.

In SSR 2013 R2, how do I invoke the Symantec help option?-[[To Top](#)]

The Symantec Help option can be invoked from **Help > Symantec Help Support**.

How is the SymHelp tool distributed in SSR 2013 R2?-[[To Top](#)]

The SymHelp tool is distributed as part of the utility tool in the SSR 2013 R2 installation package.

List the ACTIVITIES can I performed due to the SymHelp integration in SSR 2013 R2?-[[To Top](#)]

Due to the SymHelp integration with SSR 2013 R2, the following activities can be performed:

- Generating reports about the installed product health
- Checking for product install requirements
- Collecting data like logs, files and so on for support cases

Which TASKS can I performed due to the SymHelp integration in SSR 2013 R2?-[[To Top](#)]

You can perform the following tasks due to the SymHelp integration with SSR 2013 R2:

- Search for articles in the SSR 2013 knowledge

base

- Open or manage support cases
- Collect extra information along with what Symantec Help has found while scanning

When SymHelp is launched in SSR 2013 R2, will it automatically update itself to the latest version?-[[To Top](#)]

The SymHelp tool is a self-extracting and self-upgradable tool. Each time you launch the tool, it is updated to the latest version.

Can SymHelp be used in an SRD environment?-[[To Top](#)]

SymHelp is not supported in an SRD environment.

Which utility should I used to collect logs in an SRD environment?-[[To Top](#)]

To collect log files in the SRD recovery environment use the SupportGather.exe. Contact technical Symantec Technical Support for further assistance.

Can SymHelp collect a system crash log?-[[To Top](#)]

SymHelp cannot collect a system crash log.

Is ReFS support available on the 64-bit version of Windows 8.1?-[[To Top](#)]

The Resilient File system is now supported on the 64-bit version of the Windows 8.1 operating system.

Which SRD creation method does Symantec recommend to be used on Windows 8.1 update 1 and Windows 2012 R2 update?-[[To Top](#)]

Symantec recommends to select the “Typical” SRD creation method on the latest supported operating systems.

Does SSR-MS 2013 R2 support the backup and recovery client management of Windows 8.1 update 1 and Windows 2012 R2 update?-[[To Top](#)]

SSR-MS 2013 R2 supports the backup and recovery client management of Windows 8.1 update 1 and Windows 2012 R2 update.

SECURITY ENHANCEMENTS

ACL is set on which registry key and install directory?-[[To Top](#)]

ACL is set on:

HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Symantec System Recovery

C:\Program Files\Symantec\Symantec System Recovery

This key and folder, is used by SSR to store application and install

level settings. Irrespective of previous permissions, the permissions are reset to:

- Full permissions to Administrators, CreatorOwner, System, TrustedInstaller groups
- Read and Execute permissions to SSR users group

Is it necessary to encrypt backup jobs?-[[To Top](#)]

While it is not necessary to encrypt backup jobs, it is recommended that backups should be encrypted using AES encryption.

In the Backup Wizard, why is the “Use password” option enabled by default?-[[To Top](#)]

It is a recommended security practice to protect the backup data using a password.

Can I set a password for backup without encrypting the backup data?-[[To Top](#)]

The option to set a password for backup without encrypting the backup data is no longer available. When the “Use password” option is selected, AES encryption must be defined.

What happens to the older backup jobs created using only password protection?-[[To Top](#)]

Older backup jobs using only password protection (without AES encryption) would continue to run as is. However, when such a job is modified, the AES encryption must be set.

Is the password information stored securely?-[[To Top](#)]

Yes, the password information is now stored securely in the memory using Microsoft Data Protection APIs.

PRODUCT BACKWARD COMPATIBILITY AND SUPPORT

Can I restore data from recovery point created by a previous SSR version?-[[To Top](#)]

Yes, Symantec System Recovery 2013 R2 supports restoring systems and data from the recovery points created by Symantec System Recovery 2011 and Symantec System Recovery 2013.

How can I connect to Symantec System Recovery 2011 and Symantec System Recovery 2013 clients?-[[To Top](#)]

Symantec System Recovery 2013 R2 can remote connect to Symantec System Recovery 2011 and Symantec System Recovery 2013 clients only using SSR's 1-to-1 Management Solution.

Which client nodes can Symantec System Recovery 2013 R2 Management Solution manage?-[[To Top](#)]

Symantec System Recovery 2013 R2 Management Solution can manage only Symantec System Recovery 2011 and Symantec System Recovery 2013 client nodes.

Can Symantec System Recovery 2013 R2 co-exist with other Symantec products?-[[To Top](#)]

Yes, SSR 2013 R2 can co-exist with Symantec Norton 360, Symantec Endpoint Protection, and Symantec Backup Exec 2014. SSR 2013 R2 compatibility is limited to Symantec products that are currently in use or have not reached End of Life (EOL). Any exceptions or limitations for any

Symantec product are as follows:

- Symantec Endpoint Encryption has limited support. For additional information, refer to TechNote:
<http://www.symantec.com/docs/TECH74467>
- The minimum SEP versions supported are 12.1-RU4-MP1a and later.
- SSR cannot create a backup when (at the same time) Continuous Protection Server (CPS) is running.
- All the existing Backup Exec versions continue to be supported by SSR 2013 R2.
- Compatibility (as co-existing products) has not been tested for DLO and NBU.

Which nodes can Symantec System Recovery Monitor 2013 R2 monitor?-[[To Top](#)]

Symantec System Recovery Monitor 2013 R2 can monitor nodes protected by Symantec System Recovery 2011 and Symantec System Recovery 2013.

UPGRADE AND MIGRATION

What are the supported Symantec System Recovery versions from which I can upgrade to Symantec System Recovery 2013 R2?-[[To Top](#)]

The SSR users can upgrade to Symantec System Recovery 2013 R2 from:

- Symantec System Recovery 2011
- Symantec System Recovery 2013

PLATFORM SUPPORT IN SSR LINUX

Which new Linux operating systems does Symantec SSR 2013 R2 Linux Edition support?-[[To Top](#)]

The Symantec System Recovery 2013 R2 Linux Edition supports:

- Red Hat Enterprise Linux 6.5
- Community ENTERprise operating system 5.10
- Community ENTERprise operating system 6.5

What happens if the server reboots?-[[To Top](#)]

On server reboot, a new recovery point set is initiated with base backup.

What is the minimum interval between successive scheduled backups?-[[To Top](#)]

The minimum interval between successive scheduled backups is one hour.

What is the maximum latency period for a job to trigger from scheduled time?-[[To Top](#)]

The maximum latency period for a job to trigger from scheduled time is 14 minutes.

Why does a 64-bit client computer need to have a 32-bit compatibility library present on the system?-[[To Top](#)]

The Symantec System Recovery Linux Management Solution deploys 32-bit Symantec System Recovery Linux Edition on 64-bit Linux platform for management. Clients must have a 32-bit compatibility library present on the system.

I am unable to locate the hard copy of Symantec System Recovery Linux Edition Quick Installation Guide?-[[To Top](#)]

The printing of Symantec System Recovery Linux Edition Quick Installation Guide has been discontinued.

What are the common causes for installation failure?-[[To Top](#)]

Some of the causes for installation failure are:

- Minimum space is not available
- Required packages are missing

Where are the installation and upgrade failure logs located?-[[To Top](#)]

The installation and upgrade logs are located at:
`/var/log/symsr/InstallUninstall.log`

Where are the SRD creation failure logs located?-[[To Top](#)]

The SRD creation logs are located at: `/var/log/symsr/createSRD***.log`

What are the contents of the `/var/log/symsr/` directory?-[[To Top](#)]

The contents of the `/var/log/symsr/` directory are:

- Debug
- Application
- InstallUninstall.log
- Alerts
- History

Which tool captures the system and product logs in case of unexpected failure or event?-[[To Top](#)]

The **gatherLogs** tool captures the system and product logs in case of unexpected failure or event. The command used is **#gatherLogs**. It is

installed along with Symantec System Recovery Linux Edition.

Where is the output of gatherLogs located?-[[To Top](#)]

The output of the **gatherLogs** is located at:

`#/tmp/Symantec_System_Recovery_for_Linux_logs.<timestamp>.zip`

PRODUCT VIDEOS

Where can I locate the Symantec System Recovery Disk creation videos?-[[To Top](#)]

The Symantec System Recovery Disk creation videos are a step-by-step guide on how to create a Symantec System Recovery Disk. The videos can be found on [Symantec TV](#) and in the article [TECH225888](#) - How to create a Symantec System Recovery 2013 R2 (SSR 2013R2) System Restore Disk (SRD)

Why am I unable to view the Tech Center link in the Help menu > Help and Support?-[[To Top](#)]

The Tech Center link in the **Help menu > Help** and Support is replaced with a Product Videos link. This link directs you to SymantecTV where the Symantec System Recovery product videos are available.

NOTEWORTHY TECHNOTES

-[[To Top](#)]

SSR Install/Upgrade related articles

[TECH225024](#) - Symantec System Recovery 2013 R2 installation fails with the 2147023293 error code.

[TECH225000](#) - When you try to install Symantec System Recovery 2013 R2 from browser.exe, the media is corrupt error message is displayed.

[TECH225019](#) - Symantec System Recovery 2013 R2 upgrade from Beta to RC build fails on Windows 2003.

[TECH225017](#) - If you install Symantec System Recovery 2013 R2 and then install Backup Exec 2014 on the same computer, the Exchange Mail restore in Granular Restore Option fails.

[TECH224990](#) - After you upgrade to Symantec System Recovery 2013 R2, launch the Symantec System Recovery console, the console exits immediately.

[TECH224912](#) - A non-default administrator fails to extract Symhelp.exe in the default folder using a Windows 8.1 computer.

[TECH72138](#) - Symantec System Recovery console fails to initialize with an error during startup.

[TECH224997](#) - Symantec System Recovery disk is not available on FileConnect.

Backup related articles

[TECH224910](#) - Corrupt system volume image is created over the CIFS network.

[TECH224935](#) - Backup job appears to be stalled for a recovery point set job scheduled to backup volume present on a USB disk after every reboot.

[TECH224976](#) - The offsite to FTP destination task fails on any operating system with Russian locale.

[TECH225023](#) - The VDS window becomes unresponsive when Symantec System Recovery 2013 R2 performs the Copy My Hard Drive operation.

[TECH225022](#) - Symantec System Recovery is unable to see volumes on EFI systems if a disk is encrypted with PGP.

[TECH225021](#) - Symantec System Recovery 2013 R2 does not support dynamic volumes on 4K native disks.

Restore related articles

[TECH224921](#) - A restored Windows 2003 computer fails to boot with the error: Windows could not start because following file is missing or corrupt "System32\drivers\pciide.sys".

[TECH225026](#) - Issues observed during auto recovery from Symantec System Recovery Disk when restoring to volumes created on a storage pool or backup images stored on such volumes.

[TECH225025](#) - For HP-DL-380P Server, Windows 2008 R2/Windows 7 fails to boot after performing a bare metal restore from

Symantec Recovery Environment.

[TECH224932](#) - An error is displayed after restoring the incremental backup of ReFS volume created post Windows 2012 R2 to Windows 2012 R2 Update.

[TECH224814](#) - Stale entry of drive letters is displayed in the Symantec System Recovery console after you restore the UEFI system backups on a different computer.

Virtualization related articles

[DOC7714](#) - Symantec System Recovery 2013 R2: Hyper-V Replica and Extended Replica Environments

[TECH225018](#) - An error message is displayed when you try to connect to ESXi 5.5 and above for P2V conversion on Windows 2003.

[TECH225002](#) - P2V conversion fails with a Recovery Point Access Method error.

[TECH224978](#) - Unable to boot into the Windows recovery Environment after physical to virtual conversion or system restore.

Symantec Management Platform (SMP) related articles

[TECH224988](#) - An incorrect error message is displayed, if you launch the Symantec System Recovery 2013 R2 Management Solution console from a remote computer when the server is restarted or

down.

[TECH224981](#) - The Symantec Management Agent (SMA) crashes if you upgrade the agent with Symantec Management Platform (SMP) 7.1 having Symantec System Recovery plugin 10.0.x on a 64-bit managed Win computer to SMP 7.5.

[TECH224915](#) - If you do not upgrade Symantec Management Agent from 7.0 or 7.1 to 7.5, the Symantec System Recovery plugin version displays 11.1.XXXXXX instead of 11.1.0.XXXXXX in the Symantec System Recovery 2013 R2 Management Solution.

[TECH224934](#) - Symantec Management Agent for Linux (formerly known as Altiris agent) crashes after deploying the Symantec System Recovery Linux plugins from Symantec System Recovery 2013 R2 Linux Management Solution.

[TECH224933](#) - Symantec System Recovery 2013 R2 Management Solution supports installation of the LightsOut Restore package creation utility in Windows Vista.

[TECH224936](#) - The Convert to Virtual by Destination task fails for Symantec System Recovery 2011 clients installed on a 64 bit computer and managed by Symantec System Recovery 2013 R2 Management Solution.

[TECH225020](#) - When you generate a LightsOut Restore package, an incorrect error message is displayed if there is insufficient space on the system drive.

Grandular Restore Option (GRO) related articles

[TECH224931](#) - Granular Restore Option fails to prepare SharePoint metadata information files.

[TECH224911](#) - Limited support for Outlook 2013 in Symantec System Recovery 2013 R2.

[TECH224815](#) - Outlook messages/mails displays HTML tags if you have Outlook 2013 installed on your computer.

[TECH224989](#) - Recovery Point Browser displays the error: Browsing recovery points of Resilient File System (ReFS) volumes is not supported.