

Release Notes (Software Change Notice)

Symantec™ System Recovery Management Solution 2011 (10.0)

This document describes new features and known bugs for Symantec System Recovery Management Solution 2011 (10.0).

What's New

Features/Functionality removed from this version.

Feature	Why removed/rationale
BESR 8.0 Support	BESR 8.0 has reached EOL

Features/Functionality modified.

Feature	Description of modification
Improved Organizational Views	UI improvements to address Organizational View/Organizational Group issues
Rebranding	Product name changed to 'Symantec System Recovery' from 'Backup Exec System Recovery'

Features/Functionality added to this version.

Feature	Description of Feature
Support for 64 bit Operating System	Added support for Windows 2008 R2 in 64 bit platform with the help of SMP 7.1
Support for latest SSR releases	Added support for SSR 2011, SSR-L 2011
Product Suitability and Minimum System Requirements Screens added to install	Added the 'Product Suitability' screen and 'Minimum System Requirements' screen during install. These will help customers in deciding whether they need to use SSR-MS and where they can install it.

Significant Issues Fixed from BESRMS 9.0 to SSRMS 10.0

Description	Action taken
BESRMS : Fail to assign backup policy to client.	Fixed
BESR-MS: SMTP policy does not accept address using @domain.local format.	Fixed
When setting up a Run Backup Policy task in BESRMS, the Advanced button is not available.	Fixed
BESR-MS: Pre/Post commands do not run on clients following upgrade from 2010 to 2010 SP1.	Fixed
BESR-MS 2010: BESRMS plug-in (task and policy agent) is not logging messages in agent log .	Fixed
BESR-MS:'Error reading user preferences' seen when clicking on 'Manage Tasks' tab in BESR-MS	Fixed
Adding DOMAIN ADMINISTRATORS does not allow a member of the domain admin group to see data in the BESR MS console.	Fixed
2010 console is very slow in processing.	Fixed
BESR-MS: schedule not executed consistently after change.	Fixed
BESR-MS: Backup policies created/modified on or after 1st Jan 2011 have incorrect start date.	Fixed
BESR-MS: Selecting 'Last Day' in a custom backup policy fails to create a new baseline on months less than 31 days.	Fixed
BESR-MS: After install SP2, getting 'Error when reading user preferences' when open "Manage Task'.	Fixed

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Performance

This section will detail performance and compatibility issues. This may be done in the form of charts, tables, etc.

None

Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Symantec when reporting problems with Symantec System Recovery.

Altiris Log File:

C:\Program Files\Altiris\Notification Server\logs

BESR:

All BESR logs --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery\Logs

Xml file sent from server to the client

C:\program files\Altiris\Altiris Agent\Client policies\

Install Logs:

Use following steps to enable MSI install/uninstall logging before proceeding product installation using Symantec Installation Manager.

1. Open registry using regedit command from Run.
2. Go to HKEY_LOCAL_MACHINE -> SOFTWARE -> Altiris -> AIM -> Configuration.
3. Double click on MsiInstallLogging and enter the path where you like the MSI install logs to be copied. Example: C:\InstallLogs (This is for install logs)
4. Double click on MsiUninstallLogging and enter the path where you like the MSI install logs to be copied. Example: C:\InstallLogs (This is for uninstall logs)

Enable log viewer in client machine:

1. Register dll AeXAgentDiagnostics in the Altiris agent folder as in the below command line, regsvr32 "c:\Program Files\Altiris\Altiris Agent\AeXAgentDiagnostics.dll"
2. Install Altiris_Diagnostics.msi to view the logs in the client machine - c:\Program Files\Altiris\Setup Files\NS\Altiris_Diagnostics.msi