

Release Notes (Software Change Notice)

Symantec System Recovery 2013 service pack 2 (11.0.2)

This document describes new features and known defects fixed for Symantec System Recovery 2013 service pack 2 (11.0.2).

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

Windows 8.1

Windows Server 2012 R2

SLES 11 SP3

RHEL 5.10

Symantec Recovery Disk (SRD) is now based on WinPE 5.0

Defects fixed in this release

<u>Incident #</u>	<u>Abstract</u>
3146966	SSR-MS: SSR-MS homepage is very slow to load (approx 5mins).
3147146	SRD: SSR 2013 SRD detects uEFI based recovery points as the BIOS based recovery points, and the recovery wizard is not progressed.
3160586	Upgrading agent remotely fails ('Agent installer files missing') when connecting to agent via SSR Monitor.
3185714	SSR 2013 GRO Restore fails when attempting to mount Exchange 2010 Recovery Point
3200348	CORE: Backups of Push Button Reset image (PBR), Windows Recovery Environment (WinRE), and the EFI System Partition (ESP) partitions fail with VSS_E_INSUFFICIENT_STORAGE
3204283	SSR-MS: Unable to access backup policy section of SSR-MS console.
3221065	SSR-MS: SP1 pushed to clients even when SP1 is already installed.
3225363	Command Files: A backup job starts and completes with no errors even when a batch file fails in "Run before snapshot creation".
3241846	DRIVER: Fail to boot with INACCESSIBLE_BOOT_DEVICE when upgrading SSR 2013 Basic Edition from non-SP to SP1 on Windows 2012
3257507	SSR : Backup fails with error "EC8F1771: Cannot enumerate the current drives on this system."
3280595	Poor performance when clicking on the Manage Task Computers when using a Organizational View then all computers
3280869	SSR 2013 SP1 console hangs up during opening or Symantec System Recovery service fails to be stopped.
3302033	RBA: All backup policies available when using task 'Run Backup Policy'.

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Defects fixed in this release (Continued)

<u>Incident #</u>	<u>Abstract</u>
3308445	Engine: Memory leak seen in SSR Driver
3317233	MS SQL master DB set to "Single User" mode after restore
3322227	Memory leak in SSRFSF.SYS when installed onto a Windows 2008 R2 SP1 cluster node.
3337643	BESR: Installing Hyper-V Integration Services cause V2V converted *.VHD file to hang on Windows 2003/xp splash screen. Boot into safe mode cause hangs on the file acpitabl.dat/mup.sys.

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Troubleshooting Information

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

Troubleshooting Information

Gather all log files:

When reporting an issue, please run the Support Gather utilities and send all logs to Symantec.

From Windows:

The support utilities are found in:

<drive>:\Program Files (x86)\Symantec\Symantec System Recovery\Utility or

<drive>:\Program Files\Symantec\Symantec System Recovery\Utility

- From this folder run SEAST.EXE and select the first option, "Gather Technical Support Information."
- Specify an output location and a case number, and then click "Gather."
- Send all of the resulting files from the output location to Symantec.

From the SRD:

- Select the Utilities tab on the main SRD screen.
- Select Run Support Tool and select the first option, "Gather Technical Support Information."
- Specify a case number and an output path. The default output path is X:\Windows\Temp. You will need to specify a different location as the X:\Windows\Temp location will not be available after reboot. Select a local drive or network destination.
- Click OK.
- Send all of the resulting files from the output location to Symantec.

Performance

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

None