

# Release Notes (Software Change Notice)

## Symantec System Recovery 2013 R2 service pack 2 (11.1.2)

This document describes new features and known defects fixed for Symantec System Recovery 2013 R2 Service Pack 2 (11.1.2).

### What's New

#### Features/Functionality removed from this version.

Symantec System Recovery 2013 R2 Service Pack 2 no longer supports writing a Symantec System Recovery Disk or a backup job directly to CD/DVD/BD. ([TECH229053](#))

#### Features/Functionality modified.

Symantec System Recovery 2013 R2 Service Pack 2 now uses native operating system functionality (API calls) to create Symantec System Recovery Disk ISO files. The created ISO file can then be burned to CD/DVD using any supported tool, including the native operating system methods.

#### Features/Functionality added to this version.

None

#### Defect fixed in this release

<u>Incident#</u>	<u>Abstract</u>
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3713701	VProDirWatcher.dll is creating the same window over and over and ends up consuming all of the desktop heap on Windows 2008 and 2012 servers
3714561	Manually deleting files from backups restore files on temporary folder and could cause lack of disk space
3714566	RAO: Restore ends with error -- Error EA390013: At end of something.
3714567	SSR-MS: Error pops up saying "Error reading the computers" when clicked on computers using Custom RBA user on Manage Tasks UI.
3721943	SRD Creation operation fails with Error ECA31796: Failed to save attributes for c:\users\xxx\appdata\local\temp\symsrdtemp\0a3973ff-8554-4a8f-90e8-9c3623ac9c7a\WimContent_64bit\Windows\system32\oledlg.dll
3727235	SRD Wizard: Deutsch is the only Startup Option language available creating SRD on non-German OS
3727244	Core: Backups failing due to crash in SymTrackService.exe and VProSvc.exe.

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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 SymHelp utilities and send all logs to Symantec.

#### From Windows:

The SymHelp 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 SymHelp.exe and select the first option, "I accept the EULA".
- Select "Collect data for a support case".
- Check "System Recovery" and press "Next".
- Select "All data" and press "Scan".
- Specify an output location in File Information, and then click "Save".
- 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