

Release Notes (Software Change Notice)

Symantec System Recovery 2013 R2 service pack 3 (11.1.3)

This document describes new features and known defects fixed for Symantec System Recovery 2013 R2 Service Pack 3 (11.1.3).

What's New

Features/Functionality removed from this version.

Symantec System Recovery 2013 R2 Service Pack 3 no longer supports Windows 2003, Windows 2003 R2, Windows Vista platforms. ([TECH231550](#))

Symantec System Recovery 2013 R2 Service Pack 3 no longer supports ThreatCon level monitoring. Existing jobs in Symantec System Recovery 2013 R2 Service Pack 3 are no longer triggered based on changes to the ThreatCon level. ([TECH231551](#))

Features/Functionality modified.

None

Features/Functionality added to this version.

The x64 version of Symantec System Recovery 2013 R2 Service Pack 3 supports ESXi 6.0, 5.5, 5.1, and 5.0. The x86 version of Symantec System Recovery 2013 R2 Service Pack 3 supports ESXi 5.5, 5.1, and 5.0.

Defect fixed in this release

<u>Incident#</u>	<u>Abstract</u>
3784333	RESTORE: "E7D1000E: Unable to open '/WINDOWS/system32/config/SYSTEM'. It does not exist." when restoring v2i files.
3782753	SSR-MS: Delayed restore fails when client machines and backup destination are on different subnets.
3714564	Incremental backups of data volume fail with: 'EBAB001A: An unknown exception has occurred at DiskGroup.cpp 2131'.
3782794	SRD: Users cannot use Japanese keyboard layout even when creating SRD selecting Japanese keyboard layout in Advanced mode.
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
3782749	SRD: SRD creation fails due to crash in SRDCreator.exe/SreAPIComEx.dll
3782756	Mount for 4K disks fails.

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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