

Release Notes (Software Change Notice)

Symantec System Recovery 2013 R2 Service Pack 4 (11.1.4)

This document describes new features and known defects fixed for Symantec System Recovery 2013 R2 Service Pack 4 (11.1.4).

What's New

Features/Functionality removed from this version.

- Symantec System Recovery 2013 R2 Service Pack 4 Management Solution no longer supports Symantec Management Platform (SMP) 7.5 and 7.5 Service Pack 1.

Features/Functionality modified.

None

Features/Functionality added to this version.

- Symantec System Recovery 2013 R2 Service Pack 4 supports Windows 10. [Note 1]
- Symantec System Recovery 2013 R2 Service Pack 4 Management Solution supports Symantec Management Platform (SMP) 7.6.

[Note 1]

Symantec System Recovery 2013 R2 Service Pack 4 Management Solution does not support Windows 10.

Defect fixed in this release

<u>Incident#</u>	<u>Abstract</u>
3542794	SSRMS: Unable to select only 'C' & '0-1' partitions in backup policy due to association with other partitions
3794040	CORE: E4F3000F: Unexpected VSS writer error: Microsoft's suggestion : SSR does not need to call GatherWriterStatus after GatherWriterMetadata.
3794271	VSS writers goes to failed state if copy drive function is used while Exchange image is open in GRO console.
3798150	DRIVER: [MAP CLOSE ISSUE]: BSOD 0x7E SSR 2013 SP2 (11.0.2) Vtrack issue
3798152	DRIVER:DEVICE REMOVAL ISSUE: BSOD 0x7E SSR 2013 R2 Vtrack issue
3818021	P2V: Mount for 4K disks fails
3826945	DRIVER: Vtrack does not process I/O and the system hangs up.
3834521	CORE: License support for Windows 10.
3842989	LOR: On Client: After Recover computer task, a popup appears saying "process : could not enable static address, Unknown failure"
3847150	CORE: Vprosvc.exe got crashed intermittently during backups on SSR 2013 R2.
3849995	P2V to VHDX fails with 'Catastrophic failure' when source volume is 5TB or more.
3851222	SBS license issue on Windows Foundation OS.

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Troubleshooting Information

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

Troubleshooting Information

Gather all log files:

When reporting an issue, please run the Veritas Quick Assist (VQA) diagnostic tool and send all logs to Veritas.

From Windows:

The latest VQA can be downloaded from:

https://www.veritas.com/support/en_US/article.000076764

- Run VeritasQuickAssist.exe and select the first option, "I accept the EULA".
- Select "Collect Data for Support".
- Check "Insatalled products" and "System Recovery".
- Select "Next"
- Select "All data".
- Specify an output location in File Information, and then click "Save".
- Send all of the resulting files from the output location to Veritas.

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 Veritas.

From Linux:

- Run gatherLogs.
- Send all of the resulting files from the output location to Veritas.

Performance

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

None