

Release Notes (Software Change Notice) Symantec System Recovery 2011

This document describes new features and known bugs for Symantec System Recovery 2011

What's New

Symantec Backup Exec System Recovery is rebranded as Symantec System Recovery

Feature/Functionality added to this release

Feature	Description of Feature
Improved support for virtual formats	Symantec System Recovery now includes support for the following virtual platforms: <ul style="list-style-type: none">VMware ESX 4.0i and 4.1iVMware ESX 4.0 and 4.1Citrix XenServer 5.5 and 5.6
Improved platform support	Symantec System Recovery now includes support for the following platforms: <ul style="list-style-type: none">Microsoft Windows Small Business Server 2011Windows 7 SP1/ Windows 2008 R2 SP1Microsoft Exchange Server 2010 SP1Microsoft SharePoint 2010Microsoft SQL Server 2008 R2
Create custom Symantec System Recovery Disk on a USB device.	Symantec System Recovery now enables you to create a custom Symantec System Recovery Disk on a USB device.
Use ISO image file for creating custom Symantec System Recovery Disk.	Symantec System Recovery now lets you use Symantec System Recovery Disk ISO image file directly for creating a custom Symantec System Recovery Disk. Until now you were required to extract the ISO image file for creating a custom Symantec System Recovery Disk.
Add 64-bit drivers to the custom Symantec System Recovery Disk.	You can now add 64-bit drivers to the custom Symantec System Recovery Disk. The 64-bit drivers are used only for restoring a recovery point of a 64-bit operating system on a computer with different hardware.

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	Note: Symantec System Recovery Disk does not use 64-bit drivers for starting a computer. To start a computer having a 64-bit operating system using Symantec System Recovery Disk the equivalent 32-bit drivers are required.

Bugs Fixed in this Release

SRD: Restoring W2K8 R2 by 2010 SP1 SRD duplicates boot menu entries
Recovery using *sv2i for Win 7 or 2008 R2 on a raw disk with default settings results in non booting system as volumes are laid out in reverse order
SRD- BESR SRD disables firewall when networking services are started
BESR Recovery Point Browser ejects RD1000 media if v2i image is bigger than 80GB
BESR backup job hangs at 95% on a long run while taking backup saying 'Updating History'
Generic error during install when MSDTC is not installed, resulting in an unsuccessful install
"Please provide a password to continue" message is thrown in GRO when user has RP's taken with spacebar present in the password field
"Unable to find exchange server image file" error displayed when try to mount a exchange server image from GRO in Vista 64bit OS

Troubleshooting Information

The Troubleshooting Information section discusses information that should be submitted to Symantec when reporting problems with Symantec System Recovery 2011.

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

C:\Program Files (x86)\Symantec\System Recovery\Utility or

C:\Program Files\Systemantec\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 then click "Gather"
- Send all of the resulting files from the output location to Symantec

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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

Troubleshooting Information

Send all of the resulting files from the output location to Symantec.