

Release Notes (Software Change Notice)

Symantec System Recovery Management Solution 2013 Service pack 1 (11.0.1)

This document describes new features and known bugs for Symantec System Recovery Management Solution 2013 11.0.1.

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

None

Bugs fixed in this release

| Incident # | Abstract |
|-------------------|---|
| 2376703 | Computer GUID listed in 'Backup Status' section of policy after being deleted via Resource Manager. |
| 2561744 | SMP role-based security does not work in SSR-MS. |
| 3098106 | Drive letters shuffle after drive is selected in INDEPENDENT BACKUP task. |
| 3139673 | Http Request Timed Out when clicking on MANAGE TASKS. |
| 3023938 | Service intermittently crash with VProObj exception on SSR-MS client systems. |

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Performance

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

None

Troubleshooting Information

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

Altiris Log File:

C:\Program Files\Altiris\Notification Server\logs

BESR:

All BESR logs --> 'C:\Documents and Settings\All Users\Application Data\Symantec\Backup Exec System Recovery\Logs

Xml file sent from server to the client

C:\program files\Altiris\Altiris Agent\Client policies\

Install Logs:

Use following steps to enable MSI install/uninstall logging before proceeding product installation using Symantec Installation Manager.

1. Open registry using regedit command from Run.
2. Go to HKEY_LOCAL_MACHINE -> SOFTWARE -> Altiris -> AIM -> Configuration.
3. Double click on MsiInstallLogging and enter the path where you like the MSI install logs to be copied. Example: C:\InstallLogs (This is for install logs)
4. Double click on MsiUninstallLogging and enter the path where you like the MSI install logs to be copied. Example: C:\InstallLogs (This is for uninstall logs)

Enable log viewer in client machine:

1. Register dll AeXAgentDiagnostics in the Altiris agent folder as in the below command line, regsvr32 "c:\Program Files\Altiris\Altiris Agent\AeXAgentDiagnostics.dll"
2. Install Altiris_Diagnostics.msi to view the logs in the client machine - c:\Program Files\Altiris\Setup Files\NS\Altiris_Diagnostics.msi