

Release Notes (Software Change Notice) Symantec System Recovery 2013 service pack 1 (11.0.1)

This document describes new features and known bugs for Symantec System Recovery 2013 service pack 1 (11.0.1).

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

ESX 5.0 Update 2
ESX 4.1 Update 3

Bugs fixed in this release

<u>Incident #</u>	<u>Abstract</u>
3062868	Backups of D failing with 'Internal Application Error: Memory Access Violation c0000005'.
3064168	Exchange transaction logs are not being purged/truncated after successfully reported SSR 2013 backup.
3094696	BSOD SYSTEM_THREAD_EXCEPTION_NOT_HANDLED (7e) observed while executing DP WLK - Hot-Add - Device Test - Verify driver support for Hot-Add CPU on Generic Mount
2943385	Unable to perform P2V conversion from NAS device when the NAS is used as the staging area
3092715	The system has rebooted without cleanly shutting down first. This error could be caused if the system stopped responding, crashed, or lost power unexpectedly.
3091511	Seast.exe does not gather PARTINFO.txt or SME Dump
3113632	Windows fails to start with a status 0xc0000225 after recovering a uEFI based computer using SSR 2013 SRD.
3085386	Mailbox restore fails with generic 'Restore Failed' message.
3130250	Error encountered while attempting to prepare the Message Store
2960416	SSR backup job fails with error E98F0039:The Field (DriveLetter) exceeds the field length limit 10.
3000719	SSR Recovery Point Browser gives error when attempting to mount or restore from recovery point files over 1TB
3023938	Service intermittently crash with VProObj exception on SSR-MS client systems.
3058382	Backup job failure with "Postsnap Error"
3066244	32 bit OS : Dismount option missing through Explorer
3118746	GUI: "Dismount Recovery Point" context menu does not appear on Explorer of Windows 2003 x86 system.

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Bugs fixed in this release (Continue)

<u>Incident #</u>	<u>Abstract</u>
3059337	Getting blue screen when uninstall through batch file.
2970164	System crash while backup is in progress

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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 Support Gather utilities and send all logs to Symantec.

From Windows:

The support utilities are found in:

<drive>:\Program Files (x86)\Symantec\System Recovery\Utility or
<drive>:\Program Files\Symantec\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, and then click "Gather."
- 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