

Release Notes (Software Change Notice) **Symantec System Recovery 2013 R2 Service Pack 6 (11.1.6)**

This document describes new features and known defects fixed for Symantec System Recovery 2013 R2 Service Pack 6 (11.1.6).

What's New

Features/Functionality removed from this version.

- Symantec System Recovery 2013 R2 Service Pack 6 Management Solution no longer supports Symantec Management Platform (SMP) 7.6 / 7.5.

Features/Functionality modified.

None

Features/Functionality added to this version.

- Offsite Copy to Amazon S3 Cloud Storage.
- Symantec Management Platform (SMP) 8.0 support.
- Microsoft SharePoint 2016 (Parity only) support.
- Windows 10 client support from Symantec System Recovery 2013 R2 Service Pack 6 Management Solution.
- Support of Intelligent CRC feature from Symantec System Recovery 2013 R2 Service Pack 6 Management Solution.

Defect fixed in this release

<u>Incident#</u>	<u>Abstract</u>
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3872872	UI: PowerShell not available when SRD is created using ADK 10.
3874515	SSR: SMTP Notification for error messages uses <LF> without <CR> and could cause SMTP_451_ERROR_PROCESSING (0x800CCC6A)
3871623	SRD : Unable to set or change Static IP address on SRD
3875963	SSR CORE: After full backup, incremental backup fails the Exchange Writer resulting the backup failure with Snapshot error

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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