

Release Notes (Software Change Notice) Symantec System Recovery Management Solution 2011 10.0.2

This document describes new features and known bugs for Symantec System Recovery Management Solution 2011 10.0.2.

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

SMP 7.1 SP2 support

Bugs fixed in this release

<u>Etrack</u>	<u>Problem description</u>
2491442	Event log information not available (Unknown result name 'INFO_NUM_TEXT').
1979372	Unable to backup system reserved partition individually using recovery point set policy.
2650968	When creating or modifying a backup policy in BESRMS, it takes an extended amount of time to use the GUI.

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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