

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

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

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

<u>Etrack</u>	<u>Problem description</u>
2342171	"Data added to the drive exceeds:" event trigger does not work if the system partition is included within the backup job.
2517075	Boot menu is duplicated following a restore when source server has WinPE partition.
2523913	VMDK not using thin provisioning when converting to ESX.
2516970	Opening a recovery point with GRO the error "Error encountered while attempting to prepare the Message Store '<NAME_OF_MAILBOX_STORE>'," is generated.
2517007	Versions 8.5x and newer is not preserving the domain trust token during a Windows XP recovery
2535956	Backup job hang when backing up Hyper-V virtual guests.
2517052	Automated restore fails since upgrading to BESR 2010.
2561808	Memory Leak in VProSvc of an approximant 60K is produce every 6 hrs
2561819	Exception code 0xc0000005 VProSvc.exe application error occurred at 95% point of a backup job.
2535943	BESR backup job hangs at 95% on a long run while taking backup saying 'Updating History'
2259712	SymSnap driver generating stop error 0x7E.
2376435	Stop error 0x4A and 0x0A occurred during backup job.
2386061	Stop error 0x50 occurred during fail over of cluster resources.

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Bugs fixed in this release (continue):

<u>Etrack</u>	<u>Problem description</u>
2476874	SymSnap driver generating stop error 0x24.
2581205	Event trigger backup fails intermittently.
2589160	Recover My Files => Explore gives user full access to Backup Destination
2602906	Status screen is blank following a missed backup.
2342937	Tray icon status incorrect following missed backup.
2378329	SMTP settings are lost following a restart in Windows 7/2008 R2.
2568534	Installation fails with "Failed to have success running InstallDriver function in MSIInstallDriver Function."
2589930	Unable to add ServeRAID M5015 driver on LOR recovery wizard since added driver is needed to access the C drive.
2635861	Offsite copy only copies first 99 recovery point files when using the 'Divide into smaller files' option.
2247774	Regional/language settings change from ENG_UK to ENG_US after restore anywhere.
2657734	Unable to display Chinese characters in SMTP notification.

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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\Symantec System Recovery\Utility or
<drive>:\Program Files\Symantec\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