

Release Notes (Software Change Notice) Symantec System Recovery 2011 10.0.3

This document describes new features and known bugs for Symantec System Recovery 2011 10.0.3.

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

Updated PcAnywhere host version been added into the recovery disk. For more details please refer to technote: <http://www.symantec.com/docs/TECH192751>

Features/Functionality added to this version.

SBS 2011 SP1 support

Bugs fixed in this release

<u>Etrack</u>	<u>Problem description</u>
2751240	Unable to restore a non C system volume; machine will not boot correctly.
2434793	Independent backups intermittently fail with 'A test that safeguards the integrity of the program failed unexpectedly error.
2611089	Unable to enumerate volumes on 2-node 2008 R2 cluster.
2658008	The Search result list for "Add Remote Computer" option in SSR console does not get updated.
2666014	Offsite Copy with FTP Active Mode does not work.
2699852	SSR 2011 recovery point set limit not working; all but working backup set being automatically removed.
2720601	Backups of system reserved partition intermittently hang at 5%.
2782894	"Space used for file and folder storage" does not show proper usage when "Save backup files to a unique subfolder" is enabled.
2782946	P2V converted VMDK contains S-JIS character.
2783068	E0BB00B2 error shown on "Add drive to recover" screen when pressing TAB key.

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Bugs fixed in this release (continue):

<u>Etrack</u>	<u>Problem description</u>
2809840	Unable to load a megasas2 driver automatically after booting from SSR 2011 SP2 custom SRD.
2758149	HRESULT: 0xECA303FC occurs during custom SRD creation if both the custom PcA setting is use and using a 10.0.2.44074 ISO/disk on either a fresh/in-place upgrade SSR 10 SP2 client.
2773636	PcAnywhere Thin Host not starting automatically.
2731125	ENGINE/SME: P2V to VMDK failing with 'EBAB03EE: Operating System APL..!'
2345696	BESR 2010 cannot backup to Iomega REV drive.
2664770	Unable to replace driver for Emulex LPe1205.
2825164	BESR 2010 uninstall.bat file causes some applications to go into 'repair mode'.
2823129	VProSvc goes unresponsive / locks when NIC cable to network share unplugged at 6%-7%.
2825556	SMTP notification message's subject line reports success when the message body reports an error.
2831095	Automatic optimize storage option is not functioning for independent recovery point.

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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