

Release Notes (Software Change Notice) Symantec System Recovery 2011 10.0.1

This document describes new features and known bugs for Symantec System Recovery 2011 10.0.1.

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

WinLogo certification

New Device Support: SATA RDX based drives

Support of Subscription Based license for SSR Server Edition

MSI/WIX based LiveUpdate patch

Bugs fixed in this release

<u>Incident</u>	<u>Problem description</u>
2288554	Copy/Paste greyed out in Recovery Point Browser.
2218981	SupportGather does not collect complete logs from non-English systems. Last/Next run time incorrect (outdated) in 'Manage Tasks' section of console.
2146527	If there is an error trying to delete the recovery point, BESR would deliver an informational alert in the event viewer instead of warning/error
2246144	BESR 2010 fails to enumerate volumes.
2027463	Unable to add 32bit driver to custom SRD on 64bit Windows environment.
2382229	Unable to mount any of the requested recovery points' error is seen when attempting to expand recovery point in GRO. Fixinstall.bat generates, "The system cannot find the path specified," when ran on 64-bit OS's.
2347675	SSR,After system restoration on a Unallocated logical drive, disk goes offline.
2400348	Error E98F000A is seen during consolidation of recovery points.
2262491	LightsOut Restore wizard fails with .NET runtime error or ECA31789. Installation fails with "ERROR: Failed to have success running InstallDriver function in MSIInstallDriver Function".
2435747	GEARAspiWDM causing BSOD 0x50.
2308569	
2425217	
2397041	

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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