

Release Notes (Software Change Notice) System Recovery 2013 R2 Service Pack 5 (11.1.5)

This document describes new features and known defects fixed for System Recovery 2013 R2 Service Pack 5 (11.1.5).

What's New

Features/Functionality removed from this version.

- System Recovery 2013 R2 Service Pack 5 removed SharePoint from Granular Restore Option.

Features/Functionality modified.

None

Features/Functionality added to this version.

- Supported for Microsoft Exchange Server 2016. [1]
- Supported for P2V for 4K native disk on UEFI.
- Added an option "Ignore recovery point corruption during restore". [2]
- Integrated Veritas Quick Assist (VQA).
- Added Automatic collection of Crash Dumps for System Recovery and SymTrackService services.

Note:

[1] Granular Restore Option does not support Exchange Server 2016.

[2] As the 'Ignore Image corruption' option excludes the corrupted portion of the backup image during restore, there may be chances that the ignored portion is related to System files. In such cases System will not boot up after the restoration. If the backup image is compressed with "High" compression technique and it is corrupted then chances of successful restoration with 'Ignore Image corruption' option is less due to technology limitation.

Defect fixed in this release

Incident# Abstract

3851225	P2V: P2V conversion from 4Kn disk image to VHDX fails with 8000ffff.
3858519	UI: Status information not available when user account is configured for 'Status Only' using the Security Configuration Tool
3860280	GRO fails to load DB with big edb
3863484	GRO throws exception if backup of a mounted volume (mount path > 10 char) is opened
3865886	SRD: SRD creation (using typical option) on Windows 10 shows following message: 'You are not creating the SRD on the latest operating system (Windows 10)...'
3867507	Restored Emails showing garbled characters

Troubleshooting Information

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The *Troubleshooting Information* section discusses information that should be submitted to Veritas when reporting problems with 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