

Release Notes (Software Change Notice)

Backup Exec System Recovery 2010 Management Solution 9.0.2

This document describes new features and known bugs for Backup Exec System Recovery 2010 Management Solution 9.0.2.

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

| Description of Feature |
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| The Backup Exec System Recovery Management Solution (BESRMS) plug-in (task and policy agent) did not generate logs, when Backup Exec System Recovery (BESR) clients were managed using BESRMS 2010 server. |
| The BESRMS Agent log was not updated if the client and the server are installed on different machines. |
| It was not possible to assign a backup policy from a Chinese version of BESRMS server to an English version of the BESR client. |
| The SMTP Configuration policy did not accept addresses ("From" and "To" address) in @domain.local format. |
| While creating a backup policy, the "Advanced Options" button was not available on the "Managed Tasks" tab. |
| The backup jobs that are pushed from BESRMS did not run the pre and post commands after upgrading the client to BESR 2010 9.0.1. |
| A user having Domain Administrator credentials was not able to see the list of computers using the BESRMS console that is installed on a remote machine. |
| The BESRMS console took longer than 20 minutes to fully load. |
| In BESRMS console, when you click the "Managed Tasks" tab, the following error was thrown: Error reading user preferences. |

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Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Symantec when reporting problems with Backup Exec System Recovery 2010 Management Solution 9.0.2.

| Troubleshooting Information | |
|--|--|
| 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: | <p>Use following steps to enable MSI install/uninstall logging before proceeding product installation using Symantec Installation Manager.</p> <ol style="list-style-type: none">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 co-pied. 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: | <ol style="list-style-type: none">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 |