

Release Notes (Software Change Notice) Veritas System Recovery 18 (18.0.0)

This document describes new features and known defects fixed for Veritas System Recovery 18 (18.0.0).

What's New

Features/Functionality removed from this version.

- Upgrade from Symantec System Recovery 2011 / 2013

Features/Functionality modified.

None

Features/Functionality added to this version.

- Direct backup to Microsoft Azure and Amazon S3 Cloud storage.
- Veritas Update (Replacement for Symantec LiveUpdate)
- TLS/SSL support from SMTP configuration
- Qualification of Microsoft Windows 10 and Windows Server 2016 for version 1709 (Build 16299): Fall Creators Update (build 16299)
- Addition of some important security fixes
- Angular Framework for Management Solution (Replacement for Silverlight)
- Linux Operating Systems (RHEL 7.0/7.1/7.2/7.3, SUSE 12.0/12.1/12.2) support for Management Solution
- Symantec Management Platform 8.1 support for Management Solution

Defect fixed in this release

Incident# Abstract

3930005	CORE: Unable to remove recovery point files from "Manage Backup Destination" when backing up USB HDD.
3930007	CORE: Network credential errors and account lockouts may occur in existing backup jobs on clients after upgrading from SSR-MS 2013 R2 to VSR-MS
3930008	CORE: Copy My Hard Drive; unable to copy EFI system partition
3930006	VSR-MS: Client communication does not work when Symantec Management Agent is installed in non-default path

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Troubleshooting Information

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

Or

The support utilities are found in:

<drive>:\Program Files (x86)\Veritas\Veritas System Recovery\Utility or
<drive>:\Program Files\Veritas\Veritas 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 System Recovery Disk (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.

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- 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