

# Release Notes (Software Change Notice)

## Veritas System Recovery 18 Service Pack 1(18.0.1)

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This document describes new features and known defects fixed for Veritas System Recovery 18 Service Pack 1 (18.0.1).

### What's New

#### Features/Functionality removed from this version.

None

#### Features/Functionality modified.

None

#### Features/Functionality added to this version.

- Amazon Machine Images (AMI) creation from Veritas System Recovery backups.
- Manually validate recovery points
- Generic S3 compatible cloud storage
- Veritas Access support
- vSphere 6.7 support
- Linux Operating Systems (RHEL 7.4, SUSE 12.3) support with Veritas System Recovery Linux Edition
- Support for uEFI based computer with Veritas System Recovery Linux Edition
- Cloud Storage support with Management Solution
- TLS/SSL support with Management Solution

#### Defect fixed in this release

##### Incident#   Abstract

3945666	Poor performance when loading 'all computers' view in VSR-MS 18
3945068	'Applied to' pane of console shows incorrect information when column order is changed.
3941131	Unencrypted SMTP emails are not getting send
3943241	Windows 10 1709 uEFI based systems gets error 0xc000000e on boot after successful restore to blank disk using SRD
3942750	Multiple issues in notification mail on VSR 18 Japanese
3649772	L10N: Incorrect message is included in Japanese VSR console. (Verify value)
3916061	L10N: the install wizard is garbled when applying VSR16SP1 patch file on Japanese OS.

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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](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.