Release Notes (Software Change Notice)
Veritas System Recovery 18 Service Pack 3(18.0.3)

This document describes new features and known defects fixed for Veritas System Recovery 18 Service Pack 3 (18.0.3).

What's New

Features/Functionality removed from this version.
None

Features/Functionality modified.
None

Features/Functionality added to this version.
- Backups to hidden partition on System Recovery for Windows
- Red Hat 7.5 and CentOS 7.4, 7.5 support on System Recovery for Linux
- Windows Server 2019, Windows 10 RS5 support on System Recovery Management Solution (VSR-MS)
- SMTP NT Authentication support on VSR-MS
- Red Hat 7.4 and 7.5 client support on VSR-MS
- Symantec Management Platform (SMP) 8.5 support on VSR-MS

Defect fixed in this release
Incident#   Abstract

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3967941	Core: Drives do not appear in list of available backup sources: Error EBAB03F8: A check that safeguards the integrity of the program failed unexpectedly. 'CHECK failed, WindowsComputer::AddPageFileInfo: WindowsComputer.cpp(1225): false.'
3967528	Core: Advanced Option: "Divide into smaller files" checkbox resets to initial status.
3959790	Cloud: When trying to open or mount v2i from Azure using Recovery Point Browser, "Error EC8B00B v2i does not exist or is invalid" pops up.
3918259	SRD Restore: Windows fails to start with a status 0xc0000225 after recovering a uEFI based HP server using VSR16SP1 SRD.
3944430	SRD Restore: MSR partition on Windows 10 uEFI systems is being initialized at 128 MB when it was 16 MB on source system. This causes error in restore setup: EC950006: The destination is not valid.
3959219	SRD Restore: 'OSDEVICE' entry in BCD shows as 'unknown' following restore of Windows 7.
3963525	SMTP: Date format is not based on RFC.
3966886	SMTP: Message body and subject of SMTP notification on VSR 18 SP2 Japanese are garbled with TLS/SSL/None when selecting "Encryption".
3958942	Patch: Startup type for "Veritas System Recovery" service is changed from Automatic to Manual after applying VSR18SP1.
3954755	Patch: VSR service does not start after applying a patch on VSR18 that is installed in the different path from default install path.
3970333	VSR-MS: upgrading from VSR-MS 16 SP1 to 18 SP1 gets stuck for more than 72 hours.

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.

- 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.