

# Release Notes (Software Change Notice) Veritas System Recovery 18 Service Pack 4(18.0.4)

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This document describes new features and known defects fixed for Veritas System Recovery (VSR) 18 Service Pack 4 (18.0.4).

## What's New

### Features/Functionality removed from this version.

None

### Features/Functionality modified.

None

### Features/Functionality added to this version.

- Red Hat 7.6 and CentOS 7.6 support on System Recovery for Linux
- Windows Server 2019, Windows 10 RS6 support
- Symantec Management Platform (SMP) 8.5 RU2 support on VSR 18 SP3 Management Solution  
*NOTE: There is no VSR 18 SP4 Management Solution. VSR 18 SP3 Management Solution is the latest version.*

### Defect fixed in this release

#### Incident#   Abstract

3979390	CORE: Optimize Storage option miscalculating space, reducing Recovery Point sets retained
3980420	CORE: Backup of Native 4k Disk on to Native 4k Disk is failing.
3980688	Cloud: Buckets not visible when using SSL=2 for S3 Compatible Storage.

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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.
- Send all of the resulting files from the output location to Veritas.

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**From Linux:**

- Run gatherLogs.
- Send all of the resulting files from the output location to Veritas.