

Release Notes (Software Change Notice) Veritas System Recovery 21.3 (21.0.3.0)

This document describes new features and known defects fixed for Veritas System Recovery 21.3 (21.0.3.0)

What's New

Features/Functionality removed from this version.

Veritas System Recovery Management Solution is End Of Life. Veritas System Recovery Management Solution version 16, 18 & 21 (including service packs) will no longer be supported and be replaced by Veritas System Recovery Monitor (See "Features/Functionality added to this version" section).

Features/Functionality modified.

None

Features/Functionality added to this version.

- Enhanced Veritas System Recovery Monitor with a new dashboard which shows graphical representation of all the connected Veritas System Recovery Servers' status based on different category.
- Support up to 1000 remote computers on Veritas System Recovery Monitor
- Toggle Password Visibility support to masking and unmasking of password in the password fields of VSR UI screens.
- Qualification of Microsoft Windows 10, version 2009 (20H2) and Windows Server, version 2009 (20H2) from Veritas System Recovery 21.3
- Microsoft Exchange 2019 CU 5 support on Veritas System Recovery
- Microsoft Exchange 2013 CU 23 support on Veritas System Recovery
- Linux Operating Systems (RHEL 8.2, RHEL 7.8, CentOS 8.1, CentOS 8.0, SLES 12 SP4) support on Veritas System Recovery Linux Edition

Defect fixed in this release

3996048	SRD: unable to manually specify IPv6 address.
3985645	System backup to cloud storage: Size shows up weird in backup history.
3989648	SRD: Sysprep starts after RAO completes on the dissimilar hardware.
4005504	Email is not being sent to multiple email addresses and is only being sent to the last email address listed.
4011013	SMTP: An email subject is garbled when sending a notification on VSR21/21.1 Japanese.
4012508	VSR 21.1 SRD: "Could not enable DNS" error appears when configuring DNS server addresses on System Recovery Disk that is created by Windows 10 (version 2004) or ADK 10 (version 2004).

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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."

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- 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.

Performance

This section will detail performance and compatibility issues. This may be done in the form of charts, tables, etc.

None.