

# Release Notes (Software Change Notice) Veritas System Recovery 21 (21.0.0.0)

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This document describes new features and known defects fixed for Veritas System Recovery 21 (21.0.0.0).

## What's New

### Features/Functionality removed from this version.

- End of support for upgrade from Symantec System Recovery 2013 R2 or earlier

### Features/Functionality modified.

None

### Features/Functionality added to this version.

- Qualification of Microsoft Windows 10, version 1909 and Windows Server, version 1909 from Veritas System Recovery 21
- Qualification of Microsoft Windows 10, version 1903 and Windows 10, version 1909 from Veritas System Recovery 21 management Solution
- Qualification of ESXi 7.0 (vSphere 7.0) from Veritas System Recovery 21
- RESTful Application Programming Interfaces (APIs) support to perform few Veritas System Recovery operations on a Remote Machine using any API application or interface.
- Symantec Management Platform 8.5 RU3 support for Management Solution
- Linux Operating Systems (RHEL 8.0) support with Veritas System Recovery Linux Edition

### Defect fixed in this release

#### Incident#   Abstract

3984470	VSR Windows: Distributed Transaction Coordinator service must be enabled when installing / updating / uninstalling VSR.
3982421	VSR Windows:SMTP notification when sent with encryption does not translate the Cyrillic letter in subject line with non Microsoft email server.
3983292	VSR Windows: Powershell script for backups does not complete.
3975609	VSR Linux: Red Hat sometimes freezes during backups of “/”.

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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/vqa](https://www.veritas.com/support/en_US/vqa)

- 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.