

# Release Notes (Software Change Notice)

## Arctera System Recovery 24.1 (24.1.0.0)

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This document describes new features and known defects fixed for Arctera System Recovery 24.1 (24.1.0.0)

### What's New

#### Features/Functionality removed from this version

NA

#### Features/Functionality modified

- **Unique Destination Subfolders for Backup jobs**
  - Administrators can now configure unique subfolders in the backup destination path when creating or editing backup jobs, enabling improved data organization for client computers managed by System Recovery Manager.  
**Note:** This feature is applicable for System Recovery 24.1 onwards. The Unique subfolder option in the destination path, will be internally skipped for the releases prior to 24.1
- VMware ESX 9.0 Support
- Platform Proliferation Windows 11 25H2
- General Bug Fixation
- Rest API updates

#### Features/Functionality added to this version

##### System Recovery Manager enhancements

- **Centralized License Management**

System Recovery Manager now offers a centralized capability to manage all licenses and seamlessly apply them to managed System Recovery computers based on license entitlement.

**Note:** License administration from System Recovery Manager is supported from System Recovery 24.1 onwards. Pushing license file from System Recovery Manager to System Recovery version older than 24.1 is not supported.

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### Defect fixed in this release

ET4182026: Request to change the System Recovery version format
ET 4126218: EFI recovery points in an Offsite copy location are not being deleted
ET4187545: Unable to recover a file including %20 from Recovery point browser
ET4190776: Unable to backup files with %20 character
ET4105813: System Recovery FTP Offsite Copy fails when using a path containing spaces

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### Known Issues

1. P2V conversion to ESXi 9.0 from Windows 2025 fails.

**Workaround:** Create a VM and perform a bare metal restore (BMR) onto the VM by recovering from the .v2i image through SRD

**OR**

Perform a P2V conversion using the Virtual Conversion wizard. Select "Microsoft Virtual disk (vhd/vhdx)" and use this virtual disk to create Hyper V VM.

2. Upgrade from Veritas System Recovery 22, 23, 23.1, 23.2 version to Arctera System Recovery 24 may hang during registration of Vproobj.dll.

**Workaround:** Refer [https://www.veritas.com/support/en\\_US/article.100046027](https://www.veritas.com/support/en_US/article.100046027)

This issue is resolved in Veritas System Recovery 23.3 version. For upgrades from System Recovery 23.3 and higher versions, this issue is not observed.

3. During SRD restore of system drive of Windows Server 2022 using sv2i, EC950006 appears stating 'destination is not valid' warning message could be seen, if C: drive partition is not the last partition of the recovery partition order.

**Workaround:** If such issue is seen, then open command prompt and using diskpart command to shrink C: partition by some 500MB and then try restoring using sv2i file.

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### Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Arctera when reporting problems with Arctera 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 Arctera.

**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 Arctera. 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 Arctera.

From Linux: -

- Run gatherLogs.

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

## Performance

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

None. Microsoft Teams