

# Release Notes (Software Change Notice)

## Arctera System Recovery 24.0 (24.0.0.0)

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This document describes new features and known defects fixed for Arctera System Recovery 24.0 (24.0.0.0)

### What's New

#### Features/Functionality removed from this version

##### End of Life (EOL)

Veritas System Recovery 21 and related Service Packs are EOL

##### Limitation with OneDrive as a Backup Destination

System Recovery backups are no longer supported on volumes having an existing OneDrive folder or has OneDrive configured in it.

For more information, refer [https://www.veritas.com/content/support/en\\_US/article.100074132](https://www.veritas.com/content/support/en_US/article.100074132)

#### Features/Functionality modified

Arctera System Recovery 24.0 has the below general updates:

- Proliferation Support
  - Windows Server 2025
  - Windows 11 24H2
  - VMware vSphere 8.0
  - Windows ADK Support for Windows 11, Windows Server 2022 and Windows Server 2025
- Security Updates
- General Bug Fixation

**Note:** There is no new Help file bundled for the Arctera System Recovery 24 build, the current Veritas System Recovery 23 version Help file holds good.

Documents not rebranded for the Arctera System Recovery 24 release include:

- Software Compatibility List (SCL)
- Help files (Build will reflect Veritas System Recovery 23 version localized documents)

Documents not localized for the Arctera System Recovery 24 release include:

- EULA, Readme and User Guide

#### Features/Functionality added to this version

None

#### Defect fixed in this release

4167609	During SRD restore drives like C, D, System show as Invalid
4187545	Unable to recover a file including %20 from recovery point browser.
4184072	DOCS: Change the incorrect requirement to use USB flash drive for SRD media in User's guide and README
4156919	DOC: Add explanation for "?" status in User's guide.

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4139225	SRD creation failure with Windows 11 ADK 22H2
4163356	During an SRD Restore, the drives show as invalid drives (C:, D:, System)
4188304	Failed to boot or Boot entries are duplicated after the recovery using System Recovery 23.3 SRD

### Known Issues

- Upgrade from Veritas System Recovery 22, 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.

- 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.