

Veritas System Recovery 18 Service Pack 3 Management Solution Readme

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About this readme

Carefully read this document before you install and use Veritas System Recovery 18 Service Pack 3 Management Solution. This document contains important information about the new features, system requirements, features no longer supported, existing features, known issues, and limitations.

System requirements for software delivery policies of Veritas System Recovery 18

Veritas System Recovery 18 is already included as a software delivery policy with Veritas System Recovery 18 Management Solution.

Refer to the Veritas System Recovery 18 or the Veritas System Recovery 18 Linux Edition product documentation for complete system requirements.

If you intend to define your own software delivery policies for Veritas System Recovery 16, Symantec System Recovery 2013 R2 the system requirements vary depending on the package contents.

Veritas System Recovery Management Solution supports 10,000+ installations of Veritas System Recovery for each installation of the solution. However, network performance varies greatly among organizations. The total number of supported installations of Veritas System Recovery can be more or less for your network. Network performance should be monitored to ensure that installations of Veritas System Recovery are not extended beyond the capacity and capability of your network.

System requirements

The computer on which you install and use Veritas System Recovery Management Solution must meet the following minimum system requirements.

Table: Minimum system requirements for 64-bit operating systems

COMPONENT	REQUIREMENTS
Processor	Dual Processor Dual Core with 2.53 GHz or faster
	Note: An Intel Itanium 2 processor is required for Windows Server 2008 R2 for Itanium-Based Systems.
RAM	4 GB
Available disk space	20 GB or more
Operating system	Microsoft Windows Server 2012 R2, Windows Server 2016, Enterprise Edition, or Standard Edition
Database	Express, Standard, and Enterprise editions of the following SQL servers are supported\:

COMPONENT	REQUIREMENTS
	- Microsoft SQL Server 2012
	- Microsoft SQL Server 2014
	- Microsoft SQL Server 2016
	Note: Veritas recommends that you install Microsoft SQL Server and Veritas System Recovery 18 Service Pack 3 Management Solution on separate computers to avoid computer performance issues.
Software	The following must be installed on the computer on which you want to install Veritas System Recovery 18 Management Solution\:
	- Symantec Installation Manager 8.5
	- Symantec Management Platform 8.5
	Note: Installation of Veritas System Recovery 18 Management Solution is not supported on encrypted file systems.
Internet access	High-speed Internet access is recommended at the computer where you install Veritas System Recovery 18 Management Solution.

Veritas also recommends that you familiarize yourself with the Symantec Management Platform by reviewing the *Symantec Management Platform Installation Guide*.

The following links provides the *Symantec Management Platform Installation Guide* and *Symantec Management Platform Support Matrix* :

<http://www.symantec.com/docs/DOC9500>

<http://www.symantec.com/docs/HOWTO9965>

What's new in Veritas System Recovery 18 Service Pack 3 Management Solution

Veritas System Recovery 18 Service Pack 3 Management Solution includes the following enhancements and new features:

Table: What's new in Veritas System Recovery 18 Service Pack 3 Management Solution

FEATURE	DESCRIPTION
Symantec Management Platform 8.5 supported	Veritas System Recovery 18 Management Solution now supports Symantec Management Platform 8.5.
Windows Server 2019 support	Veritas System Recovery 18 Management Solution now supports Windows Server 2019 for managed clients. You
	can back up and recover the computers that run the Windows Server 2019
	operating system.
Linux RHEL platform support	Veritas System Recovery 18 Linux Management Solution now supports the following versions\:
	- RHEL 7.4
	- RHEL 7.5
SMTP Authentication support	Veritas System Recovery 18 Management Solution supports SMTP with Anonymous, Basic, and NTLM (NT LAN Manager) Authentication.

What's new in Veritas System Recovery 18 Service Pack 1 Management Solution

Veritas System Recovery 18 Service Pack 1 Management Solution includes the following enhancements and new features:

Table: What's new in Veritas System Recovery 18 Service Pack 1 Management Solution

FEATURE	DESCRIPTION
Direct-to-Cloud support	Veritas System Recovery 18 Service Pack 1 Management Solution users benefit from Direct-to-Cloud options. The options enable the users to:
	- Backup drives directly to cloud.
	- Restore data drives directly from cloud.
	- Restore system drives directly from cloud using the LightsOut Restore option.
	The Direct-to-Cloud feature is supported only on a 64-bit operating system.
	Note: Direct to cloud feature is not supported by Veritas System Recovery Linux Management Solution.
Offsite copy to Amazon S3 and Microsoft Azure storage	Veritas System Recovery 18 Service Pack 1 Management Solution now supports Offsite copy to Amazon S3 and Microsoft Azure storage. You can configure a dedicated Offsite Copy task with Amazon S3 and Microsoft Azure storage as the destination.
	Offsite copy to Amazon S3 storage is only supported on a 64-bit operating system.

FEATURE	DESCRIPTION
	Note: Offsite copy feature is not supported by Veritas System Recovery Linux Management Solution.
SMTP Notification with TLS/SSL support	Veritas System Recovery 18 Service Pack 1 Management Solution now supports SMTP Notification with TLS (Transport Layer Security) and SSL (Secure Sockets Layer).
Linux RHEL platform support	Veritas System Recovery 18 Service Pack 1 Linux Management Solution now supports RHEL 7.4.
	Veritas System Recovery 18 Linux Management Solution now supports the following versions:
	- RHEL 7.0
	- RHEL 7.1
	- RHEL 7.2
	- RHEL 7.3
	Note: The Btrfs file system is not supported on Veritas System Recovery Linux Management Solution.
Linux SUSE platform support	Veritas System Recovery 18 Service Pack 1 Linux Management Solution now supports SUSE Linux Enterprise Server 12 SP3.
	Veritas System Recovery 18 Linux Management Solution now supports the following versions:
	- SUSE Linux Enterprise Server 12
	- SUSE Linux Enterprise Server 12 SP1
	- SUSE Linux Enterprise Server 12 SP2

FEATURE	DESCRIPTION
	Note: The Btrfs file system is not supported on Veritas System Recovery Linux Management Solution.
Symantec Management Platform 8.1 supported	Veritas System Recovery 18 Management Solution now supports Symantec Management Platform 8.1.

Features No Longer Supported in Veritas System Recovery 18 Management Solution

Features No Longer Supported in Veritas System Recovery 18 Management Solution

- Installation of Veritas System Recovery 18 Service Pack 3 Management Solution on a 64-bit operating system with Symantec Management Platform 8.1 and earlier versions is not longer supported.
- Installation of Veritas System Recovery 18 Management Solution on a 64-bit operating system with Symantec Management Platform 8.0 and earlier versions is no longer supported.
- Veritas System Recovery no longer supports the Symantec System Recovery 2013 and Symantec System Recovery 2011 as client versions.

Installing Symantec Installation Manager (as a part of installing Veritas System Recovery Management Solution)

To install Symantec Installation Manager

1. Go to <http://www.symantec.com/it-management-suite>.
2. Click FREE TRIAL.
3. On the Symantec IT Management Suite Trial page, enter the required fields to access the trial and click **Submit**.
4. On the Product Download page, download and run `Symantec_sim_x_x_xxx_win_en.exe`.
5. On the Symantec Installation Manager Setup page, depending on your operating system, you may need to download and install Microsoft SQL Server database.

The SQL Server database can be installed on the same computer as the Symantec Management Platform or on a remote computer. Veritas recommends that you install the SQL Server database on a remote computer to avoid computer performance issues.

The Symantec Installation Manager Setup Wizard Welcome page is displayed.

1. Click **Next**.
2. On the End-User License Agreement page, select the **I accept the terms and conditions in the license agreement** check box and then click **Next**.
3. Select the Destination folder to install the Symantec Installation Manager and then click **Next**.
4. On the Ready to install Symantec Installation Manager page, click **Install**.
5. After the installation is complete, click **Finish**.

Before you install Veritas System Recovery 18 Management Solution, you must install the Symantec Management Platform from the Global Product List of the Symantec Installation Manager and then select the `Veritas_SSR.pl.xml` file.

Refer to the Software Compatibility List (SCL) to see the Symantec Management Platform version that you need to install.

https://www.veritas.com/content/support/en_US/doc/VSR_18_SCL

For more information on Symantec Management Platform, refer to the Symantec Management Platform Support Matrix and the Veritas System Recovery 18 Management Solution support for Symantec Management Platform versions:

<http://www.symantec.com/docs/HOWTO9965>

Veritas System Recovery 18 Management Solution support for Symantec Management Platform.

<http://www.veritas.com/docs/000019796>

Known issues

This section addresses the known issues at the product release.

General issues

- Veritas System Recovery 18 Management Solution does not support running a backup policy as a task on Linux clients.

- Virtual conversion to an ESXi server on an x64 platform fails if the ESXi host password contains the '@' character. Veritas System Recovery uses VMware VDDK for the virtual conversion. VMware VDDK cannot parse the '@' character in the password. Refer to the following technote for additional information about this issue.

<http://www.veritas.com/docs/000025285>

“ ”

Note: This issue is not observed on an x86 platform.

“ ”

- Veritas System Recovery 18 Linux Edition does not support some of the advance backup options. If you assign a backup policy with advance options to Linux-based computers, Veritas System Recovery 18 Management Solution ignores the advance options. For information about the backup options that Veritas System Recovery 18 Linux Edition does not support, refer to the *Veritas System Recovery 18 Linux Edition User's Guide*.

The following link provides the *Veritas System Recovery 18 Linux Edition User's Guide*

https://www.veritas.com/content/support/en_US/doc/24892262-128957243-1

- If you have set up a Dedicated Offsite Copy task to work with password-protected recovery points, ensure that you enter the passwords into the recovery point password store.
- When a password-protected recovery point is copied using the Dedicated Offsite Copy task (and later used in other tasks, such as Convert to Virtual or Independent Recovery), the password that a user provides is not validated.
- When the recovery points are published back to Veritas System Recovery 18 Management Solution, the history of the recovery points is published in which the backup destination details are available without the credentials. Ensure that you manually update the credentials of the published backup destination so that the Veritas System Recovery tasks can use the recovery points and tasks can be performed successfully. For recovery points that are protected, update the password store with the credentials so that the Veritas System Recovery task, which uses the protected recovery points is performed successfully.
- To access Notification Server remotely (and the database is remotely configured), you must do the following:

- In Notification Server console, click Settings > Notification Server > Database settings.
- Click Use SQL Login.
- Specify the correct SQL login ID and password.

Compatibility issues

The following are the compatibility issues that you may encounter:

- Veritas System Recovery 18 Management Solution does not support Backup Exec System Recovery 8.0, 8.5, 2010, Symantec System Recovery 2011 and 2013 package deployment and client management. You must upgrade Backup Exec System Recovery 8.0, 8.5, 2010, 2011 and 2013 on client computers to Veritas System Recovery 18.
- Veritas System Recovery 18 Linux Management Solution does not support management of the client computers that run Backup Exec System Recovery 2010 Linux Edition.
- Veritas System Recovery 18 Service Pack 3 supports the VHDX disk type for Physical to Virtual conversion only on Windows 10, 8, 8.1, 2012, 2012 R2, 2016, and 2019 operating system. Veritas recommends that using Veritas System Recovery 18 Service Pack 3 Management Solution, in the Physical to Virtual conversion task, you only assign a VHDX disk type for managed clients with the Windows 10, 8, 8.1, 2012, 2012 R2, 2016, and 2019 operating system. If you assign a VHDX disk type in the virtual conversion task for managed clients with all other operating systems, the VHDX files may not work properly.

Updating distribution points for Veritas System Recovery 16, Symantec System Recovery 2013 R2, or LightsOut Restore 2013 R2, packages

If you used the respective product CD to install Veritas System Recovery 16, Symantec System Recovery 2013 R2, or LightsOut Restore 16 or 2013 R2, on Veritas System Recovery 18 Management Solution, you must update the distribution points of the packages.

To update distribution points for Veritas System Recovery 16, Symantec System Recovery 2013 R2, or LightsOut Restore 16 or 2013 R2, packages

1. In the Veritas System Recovery 18 Management Solution Packages and Policies tab, in the left pane, expand the **Update Packages** list.
2. Do one of the following:

TO UPDATE DISTRIBUTION POINTS FOR VERITAS SYSTEM RECOVERY 16	PERFORM THE FOLLOWING STEPS:
	- UNDER VERITAS SYSTEM RECOVERY > 16 , CLICK INSTALL WITH USER INTERFACE PACKAGE OR INSTALL WITHOUT USER INTERFACE PACKAGE .
	- IN THE RIGHT PANE, CLICK THE PACKAGE TAB, AND THEN CLICK BROWSE .
	- NAVIGATE TO THE FOLLOWING PATH: \PROGRAM FILES\ALTIRIS\VERITAS SYSTEM RECOVERY MANAGEMENT SOLUTION\WEB\SOFTWAREDELIVERY\VSR\16.0\.
To update distribution points for Symantec System Recovery 2013 R2	Perform the following steps:
	- Under Symantec System Recovery > 2013 R2 , click Install With User Interface Package or Install Without User Interface Package .
	- In the right pane, click the Package tab, and then click Browse .
	- Navigate to the following path: \Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\SSR\11.1\.
To update the distribution points for LightsOut Restore 16 or 2013 R2	Perform the following steps:
	- Under LightsOut Restore > 16 or 2013 R2 , click Install Without User Interface Package .
	- In the right pane, click the Package tab, and then click Browse .
	- For LightsOut Restore 16, navigate to the following path: \Program Files\Altiris\Veritas

TO UPDATE DISTRIBUTION POINTS FOR VERITAS SYSTEM RECOVERY 16	PERFORM THE FOLLOWING STEPS:
	- UNDER VERITAS SYSTEM RECOVERY > 16 , CLICK INSTALL WITH USER INTERFACE PACKAGE OR INSTALL WITHOUT USER INTERFACE PACKAGE .
	- IN THE RIGHT PANE, CLICK THE PACKAGE TAB, AND THEN CLICK BROWSE .
	- NAVIGATE TO THE FOLLOWING PATH: \\PROGRAM FILES\\ALTIRIS\\VERITAS SYSTEM RECOVERY MANAGEMENT SOLUTION\\WEB\\SOFTWAREDELIVERY\\VSR\\16.0\\.
	System Recovery Management Solution\\Web\\SoftwareDelivery\\LOR\\16.0\\.
	- For LightsOut Restore 2013 R2, navigate to the following path: \\Program Files\\Altiris\\Veritas System Recovery Management Solution\\Web\\SoftwareDelivery\\LOR\\11.1\\.

3. In the bottom of the right pane, click **Update Distribution Points** to make Notification Server aware of the package location that you added. You may need to scroll to the bottom of the right pane to see the **Update Distribution Points** option.
4. Click **Save changes**.
5. Deploy the package as usual using the install instructions as found in the *Veritas System Recovery 18 Management Solution Administrator's Guide*.

About manually uninstalling packages of Veritas System Recovery 16, Symantec System Recovery 2013 R2, or LightsOut Restore 16 or 2013 R2

If you uninstall Veritas System Recovery 18 Management Solution from Symantec Installation Manager, you may need to manually uninstall additional products. For example, you may have configured installation packages of Veritas System Recovery 16, Symantec System Recovery 2013 R2, or LightsOut Restore 16 or 2013 R2, from their respective product CD. When you uninstall

Veritas System Recovery 18 Management Solution from Symantec Installation Manager, the installation packages of Symantec System Recovery, and LightsOut Restore remain on the system. In such cases, you can manually delete the entire folder where the package resides. Or, you can leave the folder intact for each product if you intend to reinstall Veritas System Recovery 18 Management Solution.

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