

# Veritas System Recovery 21 Management Solution README

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## About this readme

Carefully read this document before you install and use Veritas System Recovery 21 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 21

Veritas System Recovery 21 is already included as a software delivery policy with Veritas System Recovery 21 Management Solution.

Refer to the Veritas System Recovery 21 or the Veritas System Recovery 21 Linux Edition product documentation for complete system requirements.

If you intend to define your own software delivery policies for Veritas System Recovery 18 and Veritas System Recovery 16, 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                                                            |
|                      | <b>Note:</b> 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\:                     |
|                      | - Microsoft SQL Server 2012                                                                                 |
|                      | - Microsoft SQL Server 2014                                                                                 |

| COMPONENT       | REQUIREMENTS                                                                                                                                                                         |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | - Microsoft SQL Server 2016                                                                                                                                                          |
|                 | <b>Note:</b> Veritas recommends that you install Microsoft SQL Server and Veritas System Recovery 21 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 21 Management Solution:                                                         |
|                 | - Symantec Installation Manager 8.5                                                                                                                                                  |
|                 | - Symantec Management Platform 8.5                                                                                                                                                   |
|                 | <b>Note:</b> Installation of Veritas System Recovery 21 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 21 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 21 Management Solution

Veritas System Recovery 21 Management Solution includes the following enhancements and new features:

## Table: What's new in Veritas System Recovery 21 Management Solution

| FEATURE                                                   | DESCRIPTION                                                                                                                                                        |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Windows 10, version 1903 and Windows Server, version 1903 | Veritas System Recovery 21 Management Solution now protects Windows 10, version 1903 and Windows Server, version 1903.                                             |
|                                                           | <b>Note:</b> Windows Server, version 1903 is a Server Core. Veritas System Recovery Management Solution supports only Agent installation in a Server Core machine. |
| Windows 10, version 1909 and Windows Server, version 1909 | Veritas System Recovery 21 Management Solution now protects Windows 10, version 1909 and Windows Server, version 1909.                                             |
|                                                           | <b>Note:</b> Windows Server, version 1909 is a Server Core. Veritas System Recovery Management Solution supports only Agent installation in a Server Core machine. |

## Features No Longer Supported in Veritas System Recovery 21 Management Solution

## Features No Longer Supported in Veritas System Recovery 21 Management Solution

- Veritas System Recovery Management Solution no longer supports Symantec System Recovery 2013 R2 as a client version.

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

To install Symantec Installation Manager

1. Go to <https://www.symantec.com/products/server-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 21 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\\_21\\_SCL](https://www.veritas.com/content/support/en_US/doc/VSR_21_SCL)

For more information on Symantec Management Platform, refer to the Symantec Management Platform Support Matrix and the Veritas System Recovery 21 Management Solution support for Symantec Management Platform versions:

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

Veritas System Recovery 21 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 21 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 21 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 21 Management Solution ignores the advance options. For information about the backup options that Veritas System Recovery 21 Linux Edition does not support, refer to the *Veritas System Recovery 21 Linux Edition User's Guide*.
- 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 21 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 21 Management Solution does not support Symantec System Recovery 2013 R2 package deployment and client management. You must upgrade Symantec System Recovery 2013 R2 on client computers to Veritas System Recovery 16 or later.
- Veritas System Recovery 21 Linux Management Solution does not support management of the client computers that run Symantec System Recovery 2013 R2 Linux Edition.
- Veritas System Recovery 21 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 21 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 18, Veritas System Recovery 16, or LightsOut Restore 18, LightsOut Restore 16 packages

If you used the respective product CD to install Veritas System Recovery 18, Veritas System Recovery 16, or LightsOut Restore 18 and 16 on Veritas System Recovery 21 Management Solution, you must update the distribution points of the packages.

To update distribution points for Veritas System Recovery 18, Veritas System Recovery 16, or LightsOut Restore 18 and 16 packages

1. In the Veritas System Recovery 21 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<br>VERITAS SYSTEM RECOVERY 18     | PERFORM THE FOLLOWING STEPS\:                                                                                                                         |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                     | - UNDER VERITAS SYSTEM RECOVERY > 18 , 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:<br>\\PROGRAM FILES\\ALTIRIS\\VERITAS<br>SYSTEM RECOVERY MANAGEMENT<br>SOLUTION\\WEB\\SOFTWAREDELIVERY\\VSR\\18.0\\. |
| To update distribution points for Veritas<br>System Recovery 16     | Perform the following steps\:                                                                                                                         |
|                                                                     | - Under Veritas System Recovery > 16 , click<br>Install With User Interface Package or Install<br>Without User Interface Package .                    |
|                                                                     | - In the right pane, click the Package tab,<br>and then click Browse .                                                                                |
|                                                                     | - Navigate to the following path: \\Program<br>Files\\Altiris\\Veritas System Recovery<br>Management<br>Solution\\Web\\SoftwareDelivery\\VSR\\16.0\\. |
| To update the distribution points for<br>LightsOut Restore 18 or 16 | Perform the following steps\:                                                                                                                         |
|                                                                     | - Under LightsOut Restore > 18 or 16 , click<br>Install Without User Interface Package .                                                              |
|                                                                     | - In the right pane, click the Package tab,<br>and then click Browse .                                                                                |

| TO UPDATE DISTRIBUTION POINTS FOR VERITAS SYSTEM RECOVERY 18 | PERFORM THE FOLLOWING STEPS:                                                                                                                                           |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                              | - UNDER VERITAS SYSTEM RECOVERY > 18 , 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:<br>\\PROGRAM FILES\\ALTIRIS\\VERITAS SYSTEM RECOVERY MANAGEMENT SOLUTION\\WEB\\SOFTWAREDELIVERY\\VSR\\18.0\\.                        |
|                                                              | - For LightsOut Restore 18, navigate to the following path: \\Program Files\\Altiris\\Veritas System Recovery Management Solution\\Web\\SoftwareDelivery\\LOR\\16.0\\. |
|                                                              | - For LightsOut Restore 16, navigate to the following path: \\Program Files\\Altiris\\Veritas System Recovery Management Solution\\Web\\SoftwareDelivery\\LOR\\16.0\\. |

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 21 Management Solution Administrator's Guide*.

## About manually uninstalling packages of Veritas System Recovery 18, Veritas System Recovery 16, or LightsOut Restore 18, LightsOut Restore 16

If you uninstall Veritas System Recovery 21 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 18, Veritas System Recovery 16, or

LightsOut Restore 18 or 16, from their respective product CD. When you uninstall Veritas System Recovery 21 Management Solution from Symantec Installation Manager, the installation packages of Veritas 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 21 Management Solution.

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