

Veritas™ System Recovery 21 Monitor Readme

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About this readme

This document contains important information, such as system requirements, prerequisites, known issues and limitations, that you should review before you install, configure, and use the Veritas System Recovery 21 Monitor application.

Features No Longer Supported in Veritas System Recovery Monitor

Features No Longer Supported in Veritas System Recovery Monitor

Veritas System Recovery 21 Monitor no longer supports upgrade from Symantec System Recovery 2013 R2.

About Veritas System Recovery Monitor

Veritas System Recovery Monitor is an extremely simple, standalone, lightweight, and easy to use monitoring application. Veritas System Recovery Monitor helps you determine the backup protection status of the remote computers that you backed up using Veritas System Recovery. Monitoring the remote computers ensures that you can recover lost data.

The Veritas System Recovery Monitor application lets you do the following:

- Monitor the backup protection status for a maximum of 100 remote computers at a time.
- Select the view for the remote computers that you want to monitor.
- Refresh any of the computers in the Computer List to view the latest protection status. You can also configure an hourly refresh interval for the remote computers.

System requirements

- The following Microsoft Windows 32-bit or 64-bit operating systems are supported:
 - Microsoft Windows Server 2008 or R2
 - Microsoft Windows 7 (All Editions)
 - Microsoft Windows 8 (Desktop Edition)
 - Microsoft Windows 8.1
 - Microsoft Windows 10 (Desktop Edition)
 - Microsoft Windows Server 2012
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
 - Microsoft Windows Server 2019
- The minimum system requirements to run the Veritas System Recovery Monitor application:
 - Microsoft .NET Framework 4.5.2

Prerequisites for the Host computer

- The following are the requirements to run this version of the Veritas System Recovery Monitor:
 - 25-MB installation disk space.
 - Microsoft Windows display resolution that is set to 1024 x 768.

- To enable the View Console link, ensure that one of the following versions is installed on the client computer:
 - Veritas System Recovery 16 (supported release versions)
 - Veritas System Recovery 18 (supported release versions)
 - Veritas System Recovery 21
- To enable communication with remote computers, add the DCOM port and the Veritas System Recovery service to the firewall exceptions list.

See [Configuring Windows Firewall Exceptions](#).

Prerequisites for the Client computer

- Ensure that one of the following software is installed on the client computer:
 - Veritas System Recovery 16 (supported release versions)
 - Veritas System Recovery 18 (supported release versions)
 - Veritas System Recovery 21
- Ensure that the Veritas System Recovery service is operational. For more information about Veritas System Recovery service, see the *Veritas System Recovery User's Guide*.

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

- To enable communication from the host computers, add the DCOM port and the Veritas System Recovery service to the firewall exceptions list.

See [Configuring Windows Firewall Exceptions](#).

- If you use a standard user account with administrator privileges to add and monitor a remote computer, you must turn off the User Account Control (UAC) setting on the remote computer. You are not required to turn off the UAC setting, if you use a default administrator account.

Installing Veritas System Recovery Monitor

Before you install Veritas System Recovery Monitor, ensure that you have administrator's rights.

To install Veritas System Recovery Monitor

1. Double-click the Veritas System Recovery 21 Monitor product installation media.
2. In the Veritas System Recovery Media Browser, select the language and click **OK**.

3. In the Home panel, click the Install Veritas System Recovery Monitor link.
4. On the **Veritas System Recovery 21 Monitor Setup Wizard**, follow the on-screen prompts.

Configuring Windows Firewall Exceptions

Before you start Veritas System Recovery Monitor, ensure that you have configured Windows firewall settings for program and port exceptions.

To configure Windows firewall port exceptions

1. Click **Start** > Run and type firewall.cpl.
2. From the left-pane, click **Advanced Settings**.
3. Select the **Inbound Rules** option.
4. On the left-pane, click **New Rule**.
5. Under the Rule Type, select the Port option.
6. Click **Next**.
7. Select the **TCP** option.
8. Select the **Specific local ports** option.
9. In the Specific local ports field, enter 135 as the default port number.
10. Click **Next**.
11. Select the **Allow the connection** option.
12. Click **Next**. Do not modify the default settings.
13. Click **Next**.
14. In the Name field, specify a name for this rule.
15. Click **Finish**.

To configure Windows firewall program exceptions

1. Click **Start** > Run and type firewall.cpl.
2. From the left-pane, click **Advanced Settings**.
3. Select the **Inbound Rules** option.
4. On the left-pane, click **New rule**.
5. Under the Rule Type, select the **Program** option.
6. Click **Next**.

7. Select the **This program path** option.
8. Browse for the following default Vprosvc location for Veritas System Recovery:

< |<VSR installation path\>>\Veritas\Veritas System Recovery\Agent\Vprosvc.exe

1. Select the **Allow the connection** option.
2. Click **Next**. Do not modify the default settings.
3. Click **Next**.
4. In the Name field, specify a name for this rule.
5. Click **Finish**.

Starting Veritas System Recovery Monitor

Veritas System Recovery Monitor is installed in the Microsoft Windows All Programs menu. During installation, a program icon is installed in the notification area from which you can open Veritas System Recovery Monitor. You can also open Veritas System Recovery Monitor from the Microsoft Windows taskbar.

To start Veritas System Recovery Monitor

- On the Windows taskbar, click **Start > All Programs > Veritas System Recovery Monitor > Veritas System Recovery 21 Monitor**.

The Veritas System Recovery 21 Monitor console appears. The Veritas System Recovery 21 Monitor console provides the backup protections status of the remote computers.

For more information about the Veritas System Recovery Monitor application, see the *Veritas System Recovery Monitor Help*.

Known Issues

The following are the known issues and limitations of the Veritas System Recovery Monitor application:

- Veritas System Recovery 21 Monitor fails to connect to a remote System Recovery Agent. Refer to the following technote for additional information about this issue.

https://www.veritas.com/support/en_US/article.100044590

- Veritas System Recovery 21 Monitor does not display the status of scheduled backup job or jobs that were run on the backup computers.

- Veritas System Recovery 21 Monitor does not let you add all the computers in a workgroup to the monitoring list at a time. However, you can create a text file that contains IP addresses of all the remote computers in the workgroup. You can import the text file on the Veritas System Recovery 21 Monitor console.
- Veritas System Recovery 21 Monitor fails to connect to the Veritas System Recovery client computers that run Microsoft Windows 7 and later. This failure occurs if the following conditions are true:
 - The user account that you specified to connect to the Veritas System Recovery client computer does not have administrator rights.
 - User Access Control (UAC) is enabled on the Veritas System Recovery client computer.

For more information about configuring the User Account Control, see the following URL:

<http://windows.microsoft.com/en-us/windows/turn-user-account-control-on-off#1TC=windows-7>

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