

Veritas™ System Recovery 23 Manager 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 23 Manager application.

Features No Longer Supported in Veritas System Recovery 23 Manager

Features No Longer Supported in Veritas System Recovery 23 Manager

Veritas System Recovery 23 Manager no longer supports upgrade from Veritas System Recovery 18 Monitor.

Veritas System Recovery 23 onwards, is the End of Sale for Veritas System Recovery Basic, Linux and Small Business Server versions.

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Note: The Veritas System Recovery 23 Manager will continue to monitor the backup protection status for the Veritas System Recovery Linux client versions 22 and 21.

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Veritas System Recovery 23 no longer supports 32-bit platforms.

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Note: The Veritas System Recovery 23 Manager will continue to monitor and manage the earlier supported versions of Veritas System Recovery 32-bit clients.

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About Veritas System Recovery 23 Manager

Veritas System Recovery Monitor is re-branded as Veritas System Recovery Manager. It is an extremely simple, standalone, lightweight and easy to manage and monitor the remote computers. Veritas System Recovery Manager helps you determine the backup protection status of the remote computers that you backed up using Veritas System Recovery Windows and Linux clients. It allows you to Create, Edit, Apply, View, Run, and Delete backup jobs to the remote Veritas System

Recovery Windows computers and only allows you to monitor the backup protection status of Veritas System Recovery Linux clients.

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

- Manage and Monitor the backup protection status for a maximum of 1000 remote computers at a time.
- Refresh any of the computers in the All computers to view the latest protection status. You can also configure an hourly refresh interval for the remote computers.
- Create, Edit, Apply, View, Run, and Delete backup jobs to the remote Veritas System Recovery Windows computers.
- Monitor the backup protection status of Veritas System Recovery Linux client versions 22 and 21.

System requirements

- The following Microsoft Windows 64-bit operating systems are supported:
 - Microsoft Windows 10
 - Microsoft Windows 11
 - Microsoft Windows Server 2016
 - Microsoft Windows Server 2019
 - Microsoft Windows Server 2022
- The minimum system requirements to run the Veritas System Recovery Manager application:
 - Microsoft .NET Framework 4.7.2

Prerequisites for the Host computer

- The following are the requirements to run this version of the Veritas System Recovery Manager:
 - 25-MB installation disk space.
 - Microsoft Windows display resolution that is set to 1024 x 768.
- To enable the View Console link, ensure that any of the following Veritas System Recovery version's User Interface features is installed on the host computer:

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Note: All the minor release versions of the below products are also supported.

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- Veritas System Recovery 21
- Veritas System Recovery 22
- Veritas System Recovery 23
- 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 Windows Client computer

- Ensure that one of the following software is installed on the windows client computer:
 - Veritas System Recovery 21.4
 - Veritas System Recovery 22
 - Veritas System Recovery 23
- Ensure that the Veritas System Recovery service, Veritas Anchor Host Service and Veritas WebAPI Service are operational. For more information about Veritas System Recovery service, see the *Veritas System Recovery User's Guide*.
- To enable communication from the host computers, add the DCOM port and https port 4443 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.

Prerequisites for the Linux Client computer

- Ensure that one of the following software is installed on the Linux client computer:

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Note: All the minor release versions of the below products are also supported.

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- Veritas System Recovery 21
- Veritas System Recovery 22
- Ensure that wsgi-vsrl-app.service is operational.
- To enable communication from the host computers, add the TCP port 4024 to the firewall exceptions list.
- The user must have root privileges to Add and Monitor a Remote Linux computer.

Installing Veritas System Recovery 23 Manager

Before you install Veritas System Recovery 23 Manager, ensure that you have administrator's rights and the host has .NET Framework 4.7.2 installed.

To install Veritas System Recovery Manager

1. Click **Install Veritas System Recovery Manager** in Veritas System Recovery 22 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 Manager link.
4. On the **Veritas System Recovery 23 Manager Setup Wizard**, follow the on-screen prompts.

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Note: SQL Server 2019 Express will also be installed along with Veritas System Recovery Manager.

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Upgrading Veritas System Recovery 23 Manager

After you upgrade Veritas System Recovery 21/22 Monitor to Veritas System Recovery 23 Manager, remote computers added in the previous version of the Veritas System Recovery Monitor will not be migrated.

When you upgrade from Veritas System Recovery 21.3 Monitor to Veritas System Recovery 23 Manager, if save user data is selected, the Computer.lst file will be retained.

Uninstalling Veritas System Recovery 23 Manager

During uninstalling the Veritas System Recovery 23 Manager, if save user data is selected, Backup jobs and remote computer list will be retained.

Configuring Windows Firewall Exceptions

Before you start Veritas System Recovery Manager, 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:

< \<Veritas System Recovery 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 23 Manager

Veritas System Recovery Manager 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 Manager. You can also open Veritas System Recovery Manager from the Microsoft Windows taskbar.

To start Veritas System Recovery 23 Manager

- On the Windows taskbar, click **Start > All Programs > Veritas System Recovery Manager > Veritas System Recovery 23 Manager**.

The Veritas System Recovery 23 Manager console appears. The Veritas System Recovery 23 Manager console helps you to monitor and manage backup protection status of the remote computers that you backed up using Veritas System Recovery. It also allows you to Create, Edit, Apply, View, Run, and Delete backup jobs to the Remote computers.

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

Known Issues

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

- Veritas System Recovery 23 Manager can only be installed on X64 Windows Platforms. Users who have Veritas System Recovery 21.3 Monitor or older versions installed on X32 platforms cannot upgrade to Veritas System Recovery 23 Manager.
- Veritas System Recovery 21.3 Monitor or older versions can be upgraded to Veritas System Recovery 23 Manager, after upgrading to Veritas System Recovery 23 Manager, users need to add clients individually or use Veritas System Recovery 23 Manager Import option.
- Veritas WebAPI Service will not start automatically on operating systems with no PowerShell or with PowerShell versions less than 3.0. The user needs to create a self-signed certificate/use a valid SSL certificate to manually bind the certificate using InstallWebPAI.exe in the Veritas System Recovery Installation folder of the Legacy Operating System.
- Veritas System Recovery 23 client's IP addresses should be added in the IE exception of the Veritas System Recovery 23 Manager machine.
- Veritas System Recovery 23 Manager 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 23 Manager does not display the status of scheduled backup job(s) that were run on the backup computers.
- Veritas System Recovery 23 Manager 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 23 Manager console.
- Veritas System Recovery 23 Manager fails to connect to the Veritas System Recovery client computers that run Microsoft Windows 8.1 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.

- The Build to Build upgrade for Veritas System Recovery Manager, from version 23 Beta build to RTM build fails. To resolve this, uninstall the Beta build and fresh install the RTM build.

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