

Arctera™ System Recovery 24 Manager Readme

This section includes the following topics:

- [About this readme](#)
- [Features No Longer Supported](#)
- [About Arctera System Recovery 24 Manager](#)
- [System requirements](#)
- [Prerequisites for the Host computer](#)
- [Prerequisites for the Windows Client computer](#)
- [Prerequisites for the Linux Client computer](#)
- [Installing Arctera System Recovery 24 Manager](#)
- [Upgrading Arctera System Recovery 24 Manager](#)
- [Uninstalling Arctera System Recovery 24 Manager](#)
- [Configuring Windows Firewall Exceptions](#)
- [Starting Arctera System Recovery 24 Manager](#)
- [Known Issues](#)
- [Legal Notice](#)

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 Arctera System Recovery 24 Manager application.

Features No Longer Supported

Features No Longer Supported

Arctera System Recovery 24 Manager no longer supports upgrade from Veritas System Recovery 21 Monitor.

“ ”

Note: The Arctera System Recovery 24 Manager will continue to monitor the backup protection status for the Veritas System Recovery Linux client versions 22.

“ ”

Arctera System Recovery 24 no longer supports 32-bit platforms.

“ ”

Note: The Arctera System Recovery 24 Manager will continue to monitor and manage the earlier supported versions of Veritas System Recovery 32-bit clients.

“ ”

About Arctera System Recovery 24 Manager

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

The Arctera 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 Arctera System Recovery Windows computers.
- Monitor the backup protection status of Veritas System Recovery Linux client versions 22 .

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
 - Microsoft Windows Server 2025
- The minimum system requirements to run the Arctera 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 Arctera 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 Arctera System Recovery version's User Interface features is installed on the host computer:

“ ”

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

“ ”

- Veritas System Recovery 22
- Veritas System Recovery 23
- To enable communication with remote computers, add the DCOM port and the Arctera 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 22
 - Veritas System Recovery 23
- Ensure that the Arctera System Recovery service, Arctera Anchor Host Service and Arctera WebAPI Service are operational. For more information about Arctera System Recovery service, see the *Arctera 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:

“ ”

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

“ ”

- 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 Arctera System Recovery 24 Manager

Before you install Arctera System Recovery 24 Manager, ensure that you have administrator's rights and the host has .NET Framework 4.7.2 installed.

To install Arctera System Recovery Manager

1. Click **Install Arctera System Recovery Manager** in Arctera System Recovery 24 Product Installation Media.
2. In the Arctera System Recovery Media Browser, select the language and click **OK**.
3. In the Home panel, click the Install Arctera System Recovery Manager link.
4. On the **Arctera System Recovery 24 Manager Setup Wizard** , follow the on-screen prompts.

“ ”

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

“ ”

Upgrading Arctera System Recovery 24 Manager

After you upgrade System Recovery 22 Monitor to Arctera System Recovery 24 Manager, remote computers added in the previous version of the System Recovery Monitor will not be migrated.

Uninstalling Arctera System Recovery 24 Manager

During uninstalling the Arctera System Recovery 24 Manager, if save user data is selected, Backup jobs and remote computer list will be retained.

Configuring Windows Firewall Exceptions

Before you start Arctera 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 Arctera System Recovery:

< |<Arctera 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 Arctera System Recovery 24 Manager

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

To start Arctera System Recovery 24 Manager

- On the Windows taskbar, click **Start > All Programs > Arctera System Recovery Manager > Arctera System Recovery 24 Manager**.

The Arctera System Recovery 24 Manager console appears. The Arctera System Recovery 24 Manager console helps you to monitor and manage backup protection status of the remote computers that you backed up using Arctera 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 Arctera System Recovery Manager application, see the *Arctera System Recovery Manager Help*.

Known Issues

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

- Arctera System Recovery 24 Manager can only be installed on X64 Windows Platforms. Users who have System Recovery versions installed on X32 platforms cannot upgrade to Arctera System Recovery 24 Manager.
- Supported System Recovery Monitor versions can be upgraded to Arctera System Recovery 24 Manager, after upgrading to Arctera System Recovery 24 Manager, users need to add clients individually or use Arctera System Recovery 24 Manager Import option.
- Arctera 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 Arctera System Recovery Installation folder of the Legacy Operating System.
- Arctera System Recovery 24 client's IP addresses should be added in the IE exception of the Arctera System Recovery 24 Manager machine.

- Arctera System Recovery 24 Manager fails to connect to a remote System Recovery Agent under certain cases. Refer to the following technote for additional information about this issue.

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

- Arctera System Recovery 24 Manager does not display the status of scheduled backup job(s) that were run on the backup computers.
- Arctera System Recovery 24 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 Arctera System Recovery 24 Manager console.
- Arctera System Recovery 24 Manager fails to connect to the Arctera System Recovery client computers that run Microsoft Windows 10 and later. This failure occurs if the following conditions are true:
 - The user account that you specified to connect to the Arctera System Recovery client computer does not have administrator rights.
 - User Access Control (UAC) is enabled on the Arctera System Recovery client computer.

Legal Notice

Copyright © 2025 Arctera US LLC

All rights reserved

Arctera and the Arctera Logo are trademarks or registered trademarks of Arctera US LLC or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The Licensed Software is commercial computer software in accordance with FAR 12.212 and DFARS 227.7202. Any use, modification, reproduction, release, performance, display or disclosure of the Licensed Software or Documentation shall be solely in accordance with the terms of this License Agreement. Any additional rights can only be granted to a U.S. Government entity through a mutually acceptable written addendum to this License Agreement.