

# Veritas System Recovery 18 Service Pack 1 Readme

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## About this readme

Carefully read the issues in this section before installing and using Veritas™ System Recovery 18 Service Pack 1. This document contains important information about the new features, system requirements, features no longer supported, installation, uninstallation, existing features, known issues, and limitations.

## Getting help while using Veritas System Recovery

To learn more about Veritas System Recovery, visit the Help and Support page. Depending on the version and language of the product installed, the Help and Support page includes access to more information, the product Help, and the product User's Guide. The Help and Support page also includes access to the Veritas Knowledge Base where you can find troubleshooting information.

To access Help and Support

1. Start Veritas System Recovery.
2. On the Home page, click **Help > Help and Support**.

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

Veritas System Recovery 18 Service Pack 1 includes enhancements and new features. Refer to the following table for information about the latest features and enhancements.

“ ”

**Note:** Not all listed features are available in all versions of this product.

“ ”

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

| FEATURE                                                                   | DESCRIPTION                                                                                                                                                                           |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amazon Machine Images (AMI) creation from Veritas System Recovery backups | Veritas System Recovery 18 Service Pack 1 now supports creation of AMI from Veritas System Recovery backups using PowerShell scripts and lets you view the status of an existing AMI. |
| Manually validate recovery points                                         | Veritas System Recovery 18 Service Pack 1 now supports validation                                                                                                                     |
|                                                                           | of the recovery points using a PowerShell script. The script identifies if any of the recovery points are corrupted.                                                                  |

| FEATURE                             | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Generic S3 compatible cloud storage | Veritas System Recovery 18 Service Pack 1 now broadens cloud storage through the generic S3 provider enabling greater flexibility to users. You can now configure any S3 compatible cloud instance with Veritas System Recovery 18 Service Pack 1 using the Cloud Instance Creator Utility and use the cloud instance as the OpenStorage destination for backups and restores. |
|                                     | <b>Note:</b> The S3-compatible support is similar to the Direct-to-Cloud support from Veritas System Recovery.                                                                                                                                                                                                                                                                 |
| Veritas Access support              | Veritas System Recovery 18 Service Pack 1 now supports Veritas Access. You can now configure a Veritas Access cloud instance with Veritas System Recovery 18 Service Pack 1 using the Cloud Instance Creator Utility and use the cloud instance as the OpenStorage destination for backups and restores.                                                                       |
|                                     | <b>Note:</b> The Veritas Access support is similar to the Direct-to-Cloud support from Veritas System Recovery.                                                                                                                                                                                                                                                                |
| vSphere 6.7 support                 | The x64 version of Veritas System Recovery 18 Service Pack 1 supports vSphere 6.7.                                                                                                                                                                                                                                                                                             |
|                                     | <b>Note:</b> vSphere supports the P2V conversion feature in Veritas System Recovery.                                                                                                                                                                                                                                                                                           |
| Direct-to-Cloud support             | Veritas System Recovery 18 users benefit from Direct-to-Cloud options. The options enable the users to\:                                                                                                                                                                                                                                                                       |
|                                     | - Backup drives directly to cloud.                                                                                                                                                                                                                                                                                                                                             |
|                                     | - Backup data directly to cloud using Veritas System Recovery Disk.                                                                                                                                                                                                                                                                                                            |

| FEATURE                                   | DESCRIPTION                                                                                                      |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|                                           | - Restore data directly from cloud.                                                                              |
|                                           | - Restore data directly from cloud using Veritas System Recovery Disk.                                           |
|                                           | - Copy or move existing recovery points to the cloud by using the copy or move recovery point options.           |
|                                           | - Mount recovery points in the cloud as a drive using Recovery Point Browser.                                    |
|                                           | The Direct-to-Cloud feature is supported only on a 64-bit operating system.                                      |
| Symantec LiveUpdate is now Veritas Update | Veritas Update replaces Symantec LiveUpdate for providing updates to Veritas System Recovery 18.                 |
| SMTP with TLS/SSL support                 | Veritas System Recovery 18 now supports SMTP with TLS (Transport Layer Security) and SSL (Secure Sockets Layer). |

## Features No Longer Supported in Veritas System Recovery 18 Service Pack 1

## Features No Longer Supported in Veritas System Recovery 18 Service Pack 1

- Veritas System Recovery 18 no longer supports upgrade from Symantec System Recovery 2013 and Symantec System Recovery 2011.

## System requirements

The following table lists the system requirements for Veritas System Recovery to function properly.

## Table: Minimum system requirements

| COMPONENT                 | MINIMUM REQUIREMENTS                                                                                                                                                                                                                          |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating system          | You can find a list of compatible operating systems, platforms, and                                                                                                                                                                           |
|                           | applications at the following URL:                                                                                                                                                                                                            |
|                           | <a href="https://www.veritas.com/support/en_US/search-results.html?keyword=V-306-17*">https://www.veritas.com/support/en_US/search-results.html?keyword=V-306-17*</a>                                                                         |
| RAM                       | The following list indicates the memory requirements for each component of Veritas System Recovery\:                                                                                                                                          |
|                           | - Veritas System Recovery Agent: 512 MB                                                                                                                                                                                                       |
|                           | - Veritas System Recovery user interface and Recovery Point Browser: 512 MB                                                                                                                                                                   |
|                           | - Veritas System Recovery Disk: 1.5 GB (dedicated)                                                                                                                                                                                            |
|                           | - LightsOut Restore: 1.5 GB                                                                                                                                                                                                                   |
| Available hard disk space | The following list indicates the hard disk space requirements for Veritas System Recovery and other items\:                                                                                                                                   |
|                           | - When you install the entire product:<br>Approximately 1 GB is required for a full install, depending on the language of the product you select.                                                                                             |
|                           | - Recovery points: Sufficient hard disk space on a local hard disk or network server for storing recovery points. The size of recovery points depends on the amount of data you have backed up and the type of recovery point that is stored. |
|                           | - LightsOut Restore: 2 GB                                                                                                                                                                                                                     |

| COMPONENT        | MINIMUM REQUIREMENTS                                                                                                                                                                                                                                                                                                                   |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DVD-ROM drive or | The drive must be capable of being used as the startup drive from                                                                                                                                                                                                                                                                      |
| USB drive        | Unified Extensible Firmware Interface (UEFI) and BIOS-based                                                                                                                                                                                                                                                                            |
|                  | computers.                                                                                                                                                                                                                                                                                                                             |
| Software         | The following Microsoft .Net Framework versions are required for installing and using Veritas System Recovery\:                                                                                                                                                                                                                        |
|                  | - Microsoft .NET Framework 4.5.2 or later: Required to run and use Veritas System Recovery. <b>Note:</b> If the required .NET Framework versions are not already installed, the Veritas System Recovery installation program automatically installs them on your computer.                                                             |
|                  | - Microsoft Visual C++ 2008 Redistributable                                                                                                                                                                                                                                                                                            |
|                  | - Microsoft Visual C++ 2010 x64 Redistributable                                                                                                                                                                                                                                                                                        |
|                  | - Microsoft Visual C++ 2012 Redistributable                                                                                                                                                                                                                                                                                            |
|                  | - Veritas System Recovery installer installs .NET 4.5.2 on the following platforms: Windows 7 SP1 (x86 and x64) and above Windows Server 2008 R2 SP1 (x64) and above Windows Server 2008 SP2 (x86 and x64) and above <b>Note:</b> By default, Windows 10/ Windows Server 2016 operating systems are installed with .Net Framework 4.6. |

## Install

- Starting with Veritas System Recovery 18, when you install Veritas System Recovery, the Veritas System Recovery Disk creation package is deployed by default.

- If your computer shares RAM with another device, such as your graphics card, then your computer may not meet the minimum RAM requirements for using the features of Veritas System Recovery 18. You should avoid sharing RAM if your computer only meets the minimum amount of RAM required by Veritas System Recovery 18.

For example, the minimum RAM requirement for Veritas System Recovery Disk is 512 MB. The entire RAM amount must be unshared and dedicated exclusively to Veritas System Recovery Disk. If it is not dedicated and unshared, you may run out of memory when you restore recovery points or perform other tasks using Veritas System Recovery Disk.

Refer to the *Veritas System Recovery User's Guide* for minimum system requirements.

- If you use Microsoft BitLocker to secure the data on a drive, consider the following points:
  - You can unlock a BitLocked drive and then back it up using Veritas System Recovery 18. You can then restore it using the Veritas System Recovery Disk (or a customized version of Veritas System Recovery Disk).

After restoring a BitLocked drive, you must set up BitLocking again because the drive is no longer BitLocked after it is recovered.

- If you are concerned about securing the data on a drive (common reason for using BitLocker), you can encrypt your recovery points to secure the data.
- If you restore a recovery point that contains data from a previously BitLocked drive; to a new drive, you must have a recovery point of both the boot partition and the system partition.

You must restore the boot partition first, and then restore the system partition second. The Boot Configuration Data (BCD) is updated so that your computer starts correctly.

- Veritas System Recovery 18 does not support the computers that use the GRUB boot loader.
- Veritas System Recovery 18 does not support the computers that use Fedora Core3 Ext2/Ext3 or Grub 2 boot managers.
- Approximately 1 GB is required for a full install of Veritas System Recovery 18, depending on the language of the product you select. If your system drive (typically, C) is low on disk space and you select an alternate drive to install Veritas System Recovery 18, approximately 30 MB of disk space is still required on your system drive. If your system drive is dangerously low on disk space (less than 100 MB), you should first free up more space before installing Veritas System Recovery 18.

- After installing Veritas System Recovery 18, you are prompted to restart your computer. Restarting your computer is necessary to install and activate the system drivers, vtrack.sys, SSRFsF.sys, and genericmount.sys.

## Upgrade

After you upgrade to Veritas System Recovery 18, the first backup at the next scheduled execution time is a full backup.

When you upgrade to Veritas System Recovery 18 and later, Veritas Update is used. The Symantec LiveUpdate does not get uninstalled from your computer. If you have multiple Veritas products on your computer, that use the Symantec LiveUpdate server, you need to retain Symantec LiveUpdate. If you are certain that only Veritas System Recovery 18 and later is installed on your computer, you can uninstall Symantec LiveUpdate.

## Uninstall

- When you uninstall Veritas System Recovery 18, LiveUpdate remains installed on your computer. If you want to uninstall LiveUpdate, refer to your operating system's documentation for information about how to remove applications.
- If you uninstall Veritas System Recovery 18, the capicom.dll file might still appear in the system directory. Capicom is a shared .dll file that is used to perform LiveUpdate for all Veritas products. If you have multiple Veritas products on your computer, or if it is unclear whether the file is needed, you can leave it there. Or if you are certain that the file is no longer needed, you can delete it.
- If you uninstall any earlier version of this product, you might encounter a problem with the virtual volume driver. Uninstall and reinstall Veritas System Recovery 18. If uninstalling and reinstalling Veritas System Recovery 18 does not correct the issue, you may need to call Veritas Technical Support for assistance in correcting the product's registry entries.

## Backup destinations and Offsite Copy

- If you use a network location as your backup destination, make sure that you have provided a valid network user name and password. Veritas System Recovery 18 frequently accesses the backup destination to verify that you have valid recovery points. If your network account is in a domain, common security procedures lock your account after a certain number of failed logon attempts. If your logon credentials are invalid, you could be locked out of your network account after multiple, failed attempts by Veritas System Recovery 18 to access the backup destination.

- Sometimes Windows incorrectly reports insufficient hard disk space when a recovery point is saved to a Linux Samba share. To solve this issue, verify that Windows identifies the correct amount of space.

## Veritas System Recovery Disk

- You can now boot a UEFI-based computer using a Veritas System Recovery Disk on a USB device.
- When creating a Veritas System Recovery Disk, you might receive the following error:

```
file:\\windows\\system32\\winload.exe status: 0xc0000001 The selected entry could not be loaded because the application is missing or corrupted.
```

This error is known to occur if your operating system resides on a drive that is formatted to FAT32.

To resolve this issue, reset %TEMP% to point to a secondary drive that is formatted to NTFS and that has enough disk space to host temporary program files that are included in the Veritas System Recovery Disk .iso file (approximately 400 MB to 600 MB, depending on the language being used). Then re-create a Veritas System Recovery Disk.

- Veritas System Recovery Disk on a USB is not supported for the following disks or drives:
  - FAT (FAT16), exFAT, and REFS formatted drives.
  - Dynamic disk.
  - Hidden volumes (no drive letter is assigned to the USB volume).
  - USB is write-protected.
  - USB is protected using an encryption software (such as, BitLocker, TrueCrypt, SEP) at the disk or the volume level.
  - USB drives that are on extended partitions.
  - USB disk is formatted to GPT layout.
  - U3 USB devices.
  - Native 4K disk greater than 2TB.
- You cannot perform a delayed restore using a Veritas System Recovery Disk on USB drive if the recovery points are stored on a network location.
- When a Veritas System Recovery Disk creation fails or is stopped, the recovery disk creation process is stopped. In some cases some files are left mounted in a temporary (folder name, SymSrdTemp) location and the files cannot be deleted. The WimCleaner.exe utility unmounts

any such mounted system files and deletes the temporary folder (SymSrdTemp). Veritas System Recovery provides the 32-bit version of the WimCleaner.exe utility. The location of utility: `<VSRInstallPath>\Utility\WimCleaner.exe`. You can double-click the exe file to run the utility or use the command prompt to run the utility.

## LightsOut Restore

- When LightsOut Restore is set up, it installs the Veritas Recovery Environment directly to the file system on the system partition (you cannot change this location), and places a Veritas Recovery Environment boot option within the Windows boot menu.
- LightsOut Restore does not work on BitLocked drives. Therefore, if you BitLock your system drive, you cannot recover the drive using LightsOut Restore.
- If you cannot boot your computer using LightsOut Restore, it could be because your operating system resides on a drive that is formatted to FAT32.

To resolve this issue, reset %TEMP% to point to a secondary drive that is formatted to NTFS. Then re-create a custom Veritas System Recovery Disk.

## Active Directory support

- The software adds 46 bytes of data as a Service Principal Name to the Computer Object of the base schema. This attribute is added for every computer in the domain on which the agent is installed.
- The application does not have any special requirements for the network traffic to replicate the updates to full or partial replicas.
- The software uses the Computer Object from the base schema and adds the Service Principal Name as an attribute to the object. This is the attribute that the software reads from the directory.

## Remote Management

- You cannot deploy the Veritas System Recovery 18 Agent to remote machines if Use simple file sharing and File and Printer Sharing are disabled on them. Refer to the *Veritas System Recovery 18 User's Guide* for information on how to enable Use simple file sharing and File and Printer Sharing.
- You might receive a reconnect error when trying to manage a second computer.

To resolve this issue, use Windows Firewall to open TCP port 135 on both the source and the target computers, and then try the connection again.

- You might receive a reconnect error when trying to manage a second computer. This error message appears in the status bar of the product user interface:

Connecting to agent on <remote computer name/IP address>. You do not have sufficient privileges to perform this operation.

This error might occur because Distributed COM (DCOM) is disabled on the computer.

To enable DCOM:

1. From the Windows Start menu, click **Run**.
2. Enter `dcomcnfg.exe`, and then press Enter.
3. In the tree on the left, double-click **Component Services**, and then double-click **Computers**.
4. Right-click **My Computer**, and then select **Properties**.
5. Click the Default Properties tab, and then select the **Enable Distributed COM on this Computer** check box.
6. Click **OK** to save the settings.

## Restore Anyware

In a recovery environment, when you restore a recovery point of a computer, the Restore Anyware option is selected by default. If you restore a recovery point of the same computer on which the recovery environment is running, you must manually deselect the Restore Anyware option.

## Known issues

- When you upgrade from Symantec System Recovery 2013 R2 or Veritas System Recovery 16, the existing SMTP configuration does not work because of the support for the TLS/SSL protocol. You must re-configure the SMTP settings.
- Physical to virtual conversion to an ESXi Server 6.5 fails if the destination contains a '.' (period).
- Veritas System Recovery 18 does not support backups or restores that take more than 72 hours using the Veritas System Recovery Disk, because of the WinPE limitation.

Veritas recommends that the system volumes for backup and restore should be less than 16 TB. If the backup or restore takes more than 72 hours, Veritas recommends that you restore the system

volumes only using the Veritas System Recovery Disk and then proceed with volumes more than 16 TB in Veritas System Recovery 18.

- Physical to Virtual (P2V) conversion to VMware ESXi (P2V to VMDK) is not supported for more than 2 TB volumes from Veritas System Recovery. Refer to the following technote for additional information about this issue.

<http://www.veritas.com/docs/000109454>

- Veritas System Recovery 18 does not support VHDX of more than 2 TB size for the Physical to Virtual (P2V) conversion using the SV2i file where the system volumes are a combination of GPT and MBR disks. Refer to the following technote for additional information about this issue.

<http://www.veritas.com/docs/000125453>

- Upload to Amazon S3 offsite copy fails if the recovery point file name has special or localized characters. Refer to the following technote for additional information about this issue.

<http://www.veritas.com/docs/000107943>

- If you have a computer with multiple operating systems, LightsOut Restore created on one operating system is detected by the other operating system and may result in compatibility issues. Refer to the following technote for additional information about this issue.

<http://www.veritas.com/docs/000107706>

- The Ignore recovery point corruption option excludes the corrupted portion of the backup during restore. The ignored portion may include drive metadata information and system files. In this scenario, if your drive metadata is corrupted, it becomes inaccessible and if the system files are corrupted your computer does not restart after restore.

If a recovery point is compressed with high compression techniques and it is corrupted, the chances of successful restore with the Ignore Image corruption option are low because of the v2i file structure limitation.

- You cannot upgrade from a Windows 7 to a Windows 10 operating system unless you uninstall Veritas System Recovery by selecting the Remove only installation files option. After the upgrade to Windows 10 is complete, install Veritas System Recovery again.
- After you install Veritas System Recovery 18, you cannot boot into Windows 10 UEFI computers hosted in Hyper-V (Boot failure).

“ ”

**Note:** Ensure that you install all Windows updates to avoid this issue.

“ ”

- After you upgrade from a Windows 7 to a Windows 10 operating system, if you try to repair Veritas System Recovery 18, the operating system boots into a recovery mode.
- 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.

“ ”

- In the Veritas Recovery Environment, you must reconnect to the iSCSI target to view the iSCSI volumes. To reconnect to the iSCSI target, open a command prompt, and run the following commands in the order listed:
  - `net start msiscsi`
  - `iscsicli QAddTargetPortal <portal IP address>`
  - `iscsicli ListTargets`
  - `iscsicli QloginTarget <target iqn>`

Replace `< target iqn>` with the iqn of the iSCSI target.

- You can convert recovery points of a UEFI-based computer to the VHDX format; and ESXi 5.0 and later. You cannot convert recovery points of a UEFI-based computer to a VMware Workstation Disk or a VHD format. These virtual formats do not support the UEFI technology.
- Managing Newer Versions of Veritas System Recovery

You cannot use previous versions of Veritas System Recovery to manage newer versions. For example, you cannot manage Veritas System Recovery 18 using Symantec System Recovery 2013 R2.

- Veritas System Recovery 18 Backup Performance

Veritas System Recovery 18 is configured to provide optimal performance for most users. The default performance settings are recommended except in certain situations that require the backup window to be highly optimized. To facilitate performance tuning in these limited situations, go to the following tech note that provides information about the performance registry keys.

<http://www.veritas.com/docs/000014242>

In some cases the alternate settings may improve performance. Alternate performance settings generally have the most effect when the recovery point (V2i file) is saved to a network share. When the recovery point is saved to a second internal hard drive or to an external USB or FireWire hard drive, the default settings generally provide the best results.

- Veritas System Recovery 18 does not support creation of multiple Veritas System Recovery Disks on a single USB disk. For example, you cannot create a 32-bit and 64-bit recovery disk on the same USB drive.
- Veritas System Recovery 18 does not support Windows 8.1 Update with wimboot partition for UEFI (Unified Extensible Firmware Interface)-based computers having a solid-state drive (SSD).
- Veritas System Recovery 18 does not support dynamic volumes created on 4K native disks.
- If you cannot run Veritas System Recovery 18 on a server that you have "hardened" using Microsoft's guidelines, do the following:
  - If the Veritas System Recovery 18 service is running, stop it by using either the Services Control Panel or by using a command prompt and typing the following command:

```
' net stop "Veritas System Recovery"
```

- Open a command prompt, and change to the root of your Veritas System Recovery 18 install (the default is C:\Program Files\Veritas\Veritas System Recovery).
- Run the batch file, fixinstall.bat by typing the name of the batch file from the command prompt in the installation folder.
- Start the Veritas System Recovery 18 service from the Services Control Panel or by using a command prompt and typing the following command:

```
' net start "Veritas System Recovery"
```

- Veritas System Recovery 18 does not support restoring encrypted volumes (for example, HP encrypted volumes). You must un-encrypt the volumes before backing them up.
- Veritas System Recovery 18 does not support dual boot or boot-strapping environments. If you want to manually edit your partition's boot.ini file, do the following:
  - Do not select the option to restart after a recovery point is restored.
  - Restore the recovery point.
  - From within Veritas System Recovery Disk, choose Utilities > Edit boot.ini.
  - Make the needed changes, and then restart your computer.
- If a hard drive having Domain Controller setup is copied to a new disk using the Copy My HardDrive option, the users are not able to log in to the domain. This issue occurs as the Domain Controller detects a new hard disk signature and puts itself in isolation state.
- If you restore a file or folder that is shared, the sharing permissions are not restored. You must manually reconfigure the sharing permissions.
- If you restore a volume that is configured for ReadyBoost, the ReadyBoost settings are not restored. After you restore the volume, you must manually reconfigure the ReadyBoost settings.
- Backup of a volume that is dedicated to ReadyBoost fails. To back up the volume ensure that it is not dedicated to ReadyBoost.
- If you are running Japanese and English computers on the same network, Japanese computer names may appear garbled in the console.
- When you configure a backup job to start a new recovery point set, ensure that the new set is not scheduled to start when the backup job is scheduled to create an incremental recovery point. If you do, the backup job that is scheduled to create the new recovery point set might not run as expected.
- Veritas System Recovery 18 uses the Microsoft DISKPART utility to create and delete dynamic volumes.

## Granular Restore Option

Granular Restore Option is included with Veritas System Recovery 18.

Granular Restore Option supports the user archive mailboxes that are available in Outlook 2010.

When you backup the Exchange server, ensure that the drive or drives containing the Exchange installation and the Exchange Database are part of backup job.

## General issues

- For Granular Restore Option to have full functionality, Veritas recommends that you install Microsoft Outlook 2007 or 2010 on the server that is running the Granular Restore Option console. If you want to use Outlook 2013, Veritas System Recovery 18 offers limited support for GRO when Outlook 2013 is installed. Veritas System Recovery 18 supports Exchange 2013 (full support for Granular Restore Option). For Granular Restore Option, when Outlook 2013 is installed, you can only restore email messages.
- Opening a recovery point set (.sv2i) that is stored on the network may not display all email messages if a network outage occurs while loading the file. A workaround for this issue is to reload the file.
- When you try to forward a recovered message when Outlook is not running, if you close the message, you are prompted to save it. If you choose to save the message, it is saved to your Inbox rather than the Drafts folder.

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