

Veritas™ System Recovery 23 Readme

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About this readme

Carefully read the issues in this section before installing and using Veritas™ System Recovery 23. 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 23

Refer to the following table for information about the features and enhancements in Veritas System Recovery 23.

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

“ ”

Table: What's new in Veritas System Recovery 23

FEATURE	DESCRIPTION
Support for Subscription License	Veritas System Recovery 23 now supports file-based Subscription license, in addition to the perpetual license.
Exchange Server 2019 CU 11	Veritas System Recovery 23 now supports Exchange Server 2019 CU 11. You can back up and recover the computers that have Exchange Server 2019 CU 11.
	Note: Granular Restore Option does not support Exchange Server 2019.

FEATURE	DESCRIPTION
Exchange Server 2016 CU 22	Veritas System Recovery 23 now supports Exchange Server 2016 CU 22. You can back up and recover the computers that have Exchange Server 2016 CU 22.
	Note: Granular Restore Option does not support Exchange Server 2016.
Microsoft SQL Server 2019 Support	Veritas System Recovery 23 now supports the Microsoft SQL Server 2019.
Support for ESX 7.0 U3	Veritas System Recovery 23 now supports ESX 7.0 U3.
	You can back up and recover the computers that have ESX 7.0 U3.

Features No Longer Supported in Veritas System Recovery 23

Features No Longer Supported in Veritas System Recovery 23

Veritas System Recovery 23 no longer supports upgrade from Veritas System Recovery 18 versions.

Veritas System Recovery 23 onwards, is the End of sale for the 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 of the Veritas System Recovery Linux client versions 22 and 21.

“ ”

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

“ ”

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

“ ”

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:
	https://www.veritas.com/content/support/en_US
RAM	The minimum memory required for Veritas System Recovery is 4 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: 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

COMPONENT	MINIMUM REQUIREMENTS
	have backed up and the type of recovery point that is stored.
	- LightsOut Restore: 2 GB
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 4.7 or later: Required to run and use Veritas System Recovery.
	- Microsoft Visual C++ 2012 Redistributable
	- Microsoft Visual C++ 2013 Redistributable
	- Microsoft Visual C++ 2015-2019 Redistributable
	- By default, Windows 8.1/Windows Server 2012 R2 operating systems are installed with .Net version 4.7 or later.
	If you want to restore emails using the Granular Restore Option , you must have Microsoft Outlook 2007, 2010, or 2013 installed.

Install

- Before you install Veritas System Recovery 23 on Windows 2012, Windows 2012 R2 or Windows 8.1 operating system, ensure that the latest Windows updates are installed.

- With Veritas System Recovery 23, 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 23. You should avoid sharing RAM if your computer only meets the minimum amount of RAM required by Veritas System Recovery 23.

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 *System Requirements for Veritas System Recovery* section in *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 23. 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.

- Approximately 1 GB is required for a full install of Veritas System Recovery 23, 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 23, 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 23.

- After installing Veritas System Recovery 23, 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 23, the first backup at the next scheduled execution time is a full backup.
- Before you upgrade to Veritas System Recovery 23 on Windows 2012, Windows 2012 R2 or Windows 8.1 operating system, ensure that the latest Windows updates are installed.

Uninstall

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 23. If uninstalling and reinstalling Veritas System Recovery 23 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 23 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 23 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 23 Agent to remote machines if Use simple file sharing and File and Printer Sharing are disabled on them. Refer to the *Veritas System Recovery 23 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



Note: The drive(s) may not appear in System Recovery even if they appear in Microsoft Windows Disk Management. System Recovery is a sector-based backup software that relies on the accurate partition information. This ensures a reliable and accurate backup. If errors are detected on any partition, that volume may not be displayed in System Recovery user interface as it is not viable for backup. Restoring an inaccurate volume could result in data loss or corruption. This is working as designed to protect your data. The errors need to be recovered when the volume is not displayed in System Recovery user interface.



- When you define a backup job for C:\ drive on Windows 10, version 2004 BIOS machine, Veritas System Recovery does not include the newly created Windows recovery partition by default. Ensure that you select the recovery partition manually.

Refer to the following technote for additional information about this issue.

https://www.veritas.com/support/en_US/article.100044533

- On a BIOS machine, when you upgrade the operating system to Windows 10, version 1809 or later, you must edit the existing backup job and manually add the newly created Windows recovery partition to the backup definition.

Refer to the following technote for additional information about this issue.

https://www.veritas.com/support/en_US/article.100044533

- Physical to virtual conversion to an ESXi Server 6.5 and later fails if the destination contains a '.' (period).
- Veritas System Recovery 23 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 23.

- 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 23 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.

- After you install Veritas System Recovery 23, you cannot boot into Windows 10 UEFI computers hosted in Hyper-V (Boot failure).

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

“ ”

- 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 iqname>`

Replace `< target iqname>` with the iqname 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 23 using Veritas System Recovery 18.

- Veritas System Recovery 23 Backup Performance

Veritas System Recovery 23 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 23 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 23 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 23 does not support dynamic volumes created on 4K native disks.
- If you cannot run Veritas System Recovery 23 on a server that you have "hardened" using Microsoft's guidelines, do the following:
 - If the Veritas System Recovery 23 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 23 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 23 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 23 does not support restoring encrypted volumes (for example, HP encrypted volumes). You must un-encrypt the volumes before backing them up.
- Veritas System Recovery 23 supports 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 23 uses the Microsoft DISKPART utility to create and delete dynamic volumes.

- With One-to-one management, if the server in EFI mode deploys the agent on a Windows Server Core Computer, the Push Agent fails with the error E0D3EBC0.
- In the Veritas System Recovery 23 version, unable to boot from the typical SRD ISO on the Windows 11 Education and Pro N editions.

Granular Restore Option

Granular Restore Option is included with Veritas System Recovery 23.

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 23 offers limited support for GRO when Outlook 2013 is installed. Veritas System Recovery 23 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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