

# Arctera™ System Recovery 24 Readme

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## About this readme

Carefully read the issues in this section before installing and using Arctera System Recovery 24. 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 Arctera System Recovery

To learn more about Arctera 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 Arctera Knowledge Base where you can find troubleshooting information.

To access Help and Support

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

## What's new in Arctera System Recovery 24

Refer to the following table for information about the features and enhancements in Arctera System Recovery 24.

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

“ ”

### Table: What's new in Arctera System Recovery24

| FEATURE | DESCRIPTION |
|---------|-------------|
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |
| -       | -           |

| FEATURE                                                                         | DESCRIPTION                                                                                                                  |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| -                                                                               | -                                                                                                                            |
| Windows Server 2025 Support                                                     | Arctera System Recovery 24 now supports Windows Server 2025.                                                                 |
| Windows 11 24H2 Support                                                         | Arctera System Recovery 24 now supports Windows 11 24H2.                                                                     |
| VMware vSphere 8.0 Support                                                      | Arctera System Recovery 24 now supports VMware vSphere 8.0.                                                                  |
| Windows ADK Support for Windows 11, Windows Server 2022 and Windows Server 2025 | All latest ADKs for Windows 11, Windows Server 2022 and Windows Server 2025 are now supported in Arctera System Recovery 24. |

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**Note:** There is no new Help file for this release, the existing Veritas System Recovery 23 version Help file holds good.

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## Features No Longer Supported in Arctera System Recovery

### Features No Longer Supported in Arctera System Recovery

Arctera System Recovery 24 no longer supports upgrade from Arctera System Recovery 21 versions.

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

“ ”

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

“ ”

**Note:** The Arctera System Recovery 24 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 Arctera 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/content/support/en_US">https://www.veritas.com/content/support/en_US</a>                                                                       |
| RAM                       | The minimum memory required for Arctera System Recovery is 4 GB.                                                                                                                |
| Available hard disk space | The following list indicates the hard disk space requirements for Arctera 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 |

| 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 Arctera System Recovery\:                  |
|                  | - Microsoft .NET Framework 4.7 or later:<br>Required to run and use Arctera System Recovery.                                     |
|                  | - Microsoft Visual C++ 2012 Redistributable                                                                                      |
|                  | - Microsoft Visual C++ 2013 Redistributable                                                                                      |
|                  | - Microsoft Visual C++ 2015-2019 Redistributable                                                                                 |
|                  | - By default, 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 Arctera System Recovery 24 on Windows 2012, Windows 2012 R2 operating system, ensure that the latest Windows updates are installed.

- With Arctera System Recovery 24, when you install Arctera System Recovery, the Arctera 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 Arctera System Recovery 24. You should avoid sharing RAM if your computer only meets the minimum amount of RAM required by Arctera System Recovery 24.

For example, the minimum RAM requirement for Arctera System Recovery Disk is 512 MB. The entire RAM amount must be unshared and dedicated exclusively to Arctera 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 Arctera System Recovery Disk.

Refer to the *System Requirements for Arctera System Recovery* section in *Arctera 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 Arctera System Recovery 24. You can then restore it using the Arctera System Recovery Disk (or a customized version of Arctera 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 Arctera System Recovery 24, 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 Arctera System Recovery 24, 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 Arctera System Recovery 24.

- After installing Arctera System Recovery 24, 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.

## 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. Arctera System Recovery 24 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 Arctera System Recovery 24 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.

## Arctera System Recovery Disk

- You can now boot a UEFI-based computer using a Arctera System Recovery Disk on a USB device.
- When creating a Arctera 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 Arctera System Recovery Disk .iso file (approximately 400 MB to 600 MB, depending on the language being used). Then re-create a Arctera System Recovery Disk.

- Arctera 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.

“ ”

**Note:** To convert the GPT based USB disk to MBR layout, refer to the following link:[https://www.veritas.com/support/en\\_US/article.100073749](https://www.veritas.com/support/en_US/article.100073749)

“ ”

- U3 USB devices.
- Native 4K disk greater than 2TB.
- You cannot perform a delayed restore using a Arctera System Recovery Disk on USB drive if the recovery points are stored on a network location.
- When a Arctera 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). Arctera 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 Arctera Recovery Environment directly to the file system on the system partition (you cannot change this location), and places a Arctera 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 Arctera 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 Arctera System Recovery 24 Agent to remote machines if Use simple file sharing and File and Printer Sharing are disabled on them. Refer to the *Arctera System Recovery 24 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, Arctera 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](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](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).
- Arctera System Recovery 24 does not support backups or restores that take more than 72 hours using the Arctera System Recovery Disk, because of the WinPE limitation.

Arctera 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, Arctera recommends that you restore the system volumes only using the Arctera System Recovery Disk and then proceed with volumes more than 16 TB in Arctera System Recovery 24.

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

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

- Arctera System Recovery 24 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.

- Virtual conversion to an ESXi server on an x64 platform fails if the ESXi host password contains the '@' character. Arctera 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 Arctera 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 Arctera System Recovery

You cannot use previous versions of Veritas System Recovery to manage newer versions. For example, you cannot manage Arctera System Recovery 24 using Veritas System Recovery 23.

- Arctera System Recovery 24 Backup Performance

Arctera System Recovery 24 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.

- Arctera System Recovery 24 does not support creation of multiple Arctera 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.
- Arctera System Recovery 24 does not support dynamic volumes created on 4K native disks.
- If you cannot run Arctera System Recovery 24 on a server that you have "hardened" using Microsoft's guidelines, do the following:
  - If the Arctera System Recovery 24 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 Arctera System Recovery 24 install (the default is C:\Program Files\Arctera\Arctera 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 Arctera System Recovery 24 service from the Services Control Panel or by using a command prompt and typing the following command:

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

- Arctera System Recovery 24 does not support restoring encrypted volumes (for example, HP encrypted volumes). You must un-encrypt the volumes before backing them up.
- Arctera System Recovery 24 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 Arctera 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.
- Arctera System Recovery 24 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.
- Sometimes when system restore is attempted from live OS in Windows 11 and Windows 2022, the restore does not start automatically on booting into Arctera LightsOut Restore (LOR) environment.

Ensure that the machine boots into Arctera LightsOut Restore (LOR), and locate the recovery point manually using 'Arctera System Recovery Disk Wizard' and then try a restore.

- Upgrade from Veritas System Recovery 22, 23.1, 23.2 version to Arctera System Recovery 24 may hang during registration of Vproobj.dll.

Refer [https://www.veritas.com/support/en\\_US/article.100046027](https://www.veritas.com/support/en_US/article.100046027).

This issue is resolved in Veritas System Recovery 23.3 version

- During SRD restore of system drive of Windows Server 2022 using sv2i, EC950006 appears stating 'destination is not valid' warning message could be seen, if C: drive partition is not the last partition of the recovery partition order.

If such issue is seen, then open command prompt and using diskpart command to shrink C: partition by some 500MB and then try restoring using sv2i file.

## Granular Restore Option

Granular Restore Option is included with Arctera System Recovery 24.

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, Arctera 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, Arctera System Recovery 24 offers limited support for GRO when Outlook 2013 is installed. Arctera System Recovery 24 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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