

# Veritas System Recovery 16 Management Solution Readme

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## About this readme

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Carefully read this document before you install and use Veritas™ System Recovery 16 Management Solution. This document contains important information about the new features, system requirements, features no longer supported, existing features, known issues, and limitations.

## System requirements for software delivery policies of Veritas System Recovery 16

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Veritas System Recovery 16 is already included as a software delivery policy with Veritas System Recovery 16 Management Solution.

Refer to the Veritas System Recovery 16 or the Veritas System Recovery 16 Linux Edition product documentation for complete system requirements.

If you intend to define your own software delivery policies for Symantec System Recovery 2013 R2, Symantec System Recovery 2013 or 2011, the system requirements vary depending on the package contents.

Veritas System Recovery 16 Management Solution supports 10,000+ installations of Veritas System Recovery for each installation of the solution. However, network performance varies greatly among organizations. The total number of supported installations of Veritas System Recovery can be more or less for your network. Network performance should be monitored to ensure that installations of Veritas System Recovery are not extended beyond the capacity and capability of your network.

## System requirements for Veritas System Recovery 16 Management Solution

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The computer on which you install and use Veritas System Recovery 16 Management Solution must meet the following minimum system requirements.

**Table: Minimum system requirements for 64-bit operating systems**

Component	Requirements
Processor	Dual Processor Dual Core with 2.53 GHz or faster  <b>Note:</b> An Intel Itanium 2 processor is required for Windows Server 2008 R2 for Itanium-Based Systems.
RAM	4 GB
Available disk space	20 GB or more
Operating system	Microsoft Windows Server 2008 R2, Windows Server 2012 R2, Enterprise Edition, or Standard Edition
Database	Express, Standard, and Enterprise editions of the following SQL servers are supported: <ul style="list-style-type: none"> <li>▪ Microsoft SQL Server 2008 SP2 onwards</li> <li>▪ Microsoft SQL Server 2012</li> <li>▪ Microsoft SQL Server 2014</li> </ul> <b>Note:</b> Veritas recommends that you install Microsoft SQL Server and Veritas System Recovery 16 Management Solution on separate computers to avoid computer performance issues.
Software	The following must be installed on the computer on which you want to install Veritas System Recovery 16 Management Solution: <ul style="list-style-type: none"> <li>▪ Microsoft Silverlight 5.0</li> <li>▪ Symantec Installation Manager 8.0</li> <li>▪ Symantec Management Platform 8.0</li> </ul> <b>Note:</b> Installation of Veritas System Recovery 16 Management Solution is not supported on encrypted file systems.
Internet access	High-speed Internet access is recommended at the computer where you install Veritas System Recovery 16 Management Solution.

Veritas also recommends that you familiarize yourself with the Symantec Management Platform by reviewing the *Symantec Management Platform Installation Guide*.

The following links provides the *Symantec Management Platform Installation Guide* and *Symantec Management Platform Support Matrix*:

<http://www.symantec.com/docs/DOC8650><http://www.symantec.com/docs/HOWTO9965>

## **What's new in Veritas System Recovery 16 Management Solution**

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Veritas System Recovery 16 Management Solution includes the following enhancements and new features:

**Table: What's new in Veritas System Recovery 16 Management Solution**

<b>Feature</b>	<b>Description</b>
<b>Windows Server 2016 support</b>	Veritas System Recovery 16 Management Solution now supports Windows Server 2016 for managed clients. You can back up and recover the computers that run the Windows Server 2016 operating system.
<b>Linux RHEL platform support</b>	Veritas System Recovery 16 Linux Management Solution now supports the following versions: <ul style="list-style-type: none"><li>▪ RHEL 6.6</li><li>▪ RHEL 6.7</li><li>▪ RHEL 6.8</li></ul>
<b>Linux SUSE platform support</b>	Veritas System Recovery 16 Linux Management Solution now supports the SUSE Linux Enterprise Server 11 SP4 version.
<b>Symantec System Recovery Management Solution is now Veritas System Recovery Management Solution</b>	Symantec System Recovery Management Solution is now renamed to Veritas System Recovery Management Solution.
<b>Support for 64-bit Linux Management Solution</b>	Veritas System Recovery 16 Linux Management Solution now supports both x86 and x64 Linux Edition plug-in.

## Features No Longer Supported in Veritas System Recovery 16 Management Solution

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- Veritas System Recovery 16 no longer supports the Windows Mini-Setup option.
- Installation of Veritas System Recovery 16 Management Solution on a 64-bit operating system with Symantec Management Platform 7.6 and earlier versions is no longer supported.
- Veritas System Recovery 16 Management Solution no longer supports Windows 2003, Windows 2003 R2, and Windows Vista platforms.

## Installing Symantec Installation Manager (as a part of installing Veritas System Recovery 16 Management Solution)

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### To install Symantec Installation Manager

1. Go to <http://www.symantec.com/it-management-suite>.
2. Click **FREE TRIAL**.
3. On the **Symantec IT Management Suite Trial** page, enter the required fields to access the trial and click **Submit**.

4. On the **Product Download** page, download and run Symantec\_sim\_x\_x\_xxx\_win\_en.exe.
5. On the **Symantec Installation Manager Setup** page, depending on your operating system, you may need to download and install Microsoft SQL Server database.  
  
The SQL Server database can be installed on the same computer as the Symantec Management Platform or on a remote computer. Veritas recommends that you install the SQL Server database on a remote computer to avoid computer performance issues.  
  
The **Symantec Installation Manager Setup Wizard Welcome** page is displayed.
6. Click **Next**.
7. On the **End-User License Agreement** page, select the **I accept the terms and conditions in the license agreement** check box and then click **Next**.
8. Select the **Destination folder** to install the Symantec Installation Manager and then click **Next**.
9. On the **Ready to install Symantec Installation Manager** page, click **Install**.
10. After the installation is complete, click **Finish**.

Before you install Veritas System Recovery 16 Management Solution, you must install the Symantec Management Platform from the Global Product List of the Symantec Installation Manager and then select the Veritas\_SSR.p1.xml file.

Refer to the Software Compatibility List (SCL) to see the Symantec Management Platform version that you need to install.

<http://www.veritas.com/docs/000114479>

For more information on Symantec Management Platform, refer to the Symantec Management Platform Support Matrix and the Veritas System Recovery 16 Management Solution support for Symantec Management Platform versions:

<http://www.symantec.com/docs/HOWTO9965>

Veritas System Recovery 16 Management Solution support for Symantec Management Platform.

<http://www.veritas.com/docs/000019796>

## Known issues

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This section addresses the known issues at the product release.

### General issues

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- Veritas System Recovery 16 Management Solution does not support running a backup policy as a task on Linux clients.
- 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.

- Veritas System Recovery 16 Linux Edition does not support some of the advance backup options. If you assign a backup policy with advance options to Linux-based computers, Veritas System Recovery 16 Management Solution ignores the advance options. For information about the backup options that Veritas

System Recovery 16 Linux Edition does not support, refer to the *Veritas System Recovery 16 Linux Edition User's Guide*.

The following link provides the *Veritas System Recovery 16 Linux Edition User's Guide*  
<http://www.veritas.com/docs/000114475>

- If you have set up a Dedicated Offsite Copy task to work with password-protected recovery points, ensure that you enter the passwords into the recovery point password store.
- When a password-protected recovery point is copied using the Dedicated Offsite Copy task (and later used in other tasks, such as Convert to Virtual or Independent Recovery), the password that a user provides is not validated.
- When the recovery points are published back to Veritas System Recovery 16 Management Solution, the history of the recovery points is published in which the backup destination details are available without the credentials. Ensure that you manually update the credentials of the published backup destination so that the Veritas System Recovery tasks can use the recovery points and tasks can be performed successfully. For recovery points that are protected, update the password store with the credentials so that the Veritas System Recovery task, which uses the protected recovery points is performed successfully.
- To access Notification Server remotely (and the database is remotely configured), you must do the following:
  - In Notification Server console, click **Settings > Notification Server > Database settings**.
  - Click **Use SQL Login**.
  - Specify the correct SQL login ID and password.

## Compatibility issues

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The following are the compatibility issues that you may encounter:

- Veritas System Recovery 16 Management Solution does not support Backup Exec System Recovery 8.0, 8.5, and 2010 package deployment and client management. You must upgrade Backup Exec System Recovery 8.0, 8.5, and 2010 on client computers to Veritas System Recovery 16.
- Veritas System Recovery 16 Linux Management Solution does not support management of the client computers that run Backup Exec System Recovery 2010 Linux Edition.
- Veritas System Recovery 16 supports the VHDX disk type for Physical to Virtual conversion only on Windows 10, 8, 8.1, 2012, 2012 R2 operating system. Veritas recommends that using Veritas System Recovery 16 Management Solution, in the Physical to Virtual conversion task, you only assign a VHDX disk type for managed clients with the Windows 10, 8, 8.1, 2012, 2012 R2 operating system. If you assign a VHDX disk type in the virtual conversion task for managed clients with all other operating systems, the VHDX files may not work properly.

## Updating distribution points for Symantec System Recovery 2013 R2, 2013, or 2011, or LightsOut Restore 2013 R2, 2013, or 2011 packages

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If you used Symantec Installation Manager to install Symantec System Recovery 2013 R2, 2013, or 2011, or LightsOut Restore 2013 R2, 2013, or 2011 on Veritas System Recovery 16 Management Solution, you must update the distribution points of the packages.

### To update distribution points for Symantec System Recovery 2013 R2, 2013, or 2011, or LightsOut Restore 2013 R2, 2013, or 2011 packages

1. In the Veritas System Recovery 16 Management Solution **Packages and Policies** tab, in the left pane, expand the **Update Packages** list.

2. Do one of the following:

<p>To update distribution points for Symantec System Recovery 2013 R2</p>	<p>Perform the following steps:</p> <ul style="list-style-type: none"> <li>▪ Under <b>Symantec System Recovery &gt; 2013 R2</b>, click <b>Install With User Interface Package</b> or <b>Install Without User Interface Package</b>.</li> <li>▪ In the right pane, click the <b>Package</b> tab, and then click <b>Browse</b>.</li> <li>▪ Navigate to the following path:            \Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\SSR\11.1\.</li> </ul>
<p>To update distribution points for Symantec System Recovery 2013</p>	<p>Perform the following steps:</p> <ul style="list-style-type: none"> <li>▪ Under <b>Symantec System Recovery &gt; 2013</b>, click <b>Install With User Interface Package</b> or <b>Install Without User Interface Package</b>.</li> <li>▪ In the right pane, click the <b>Package</b> tab, and then click <b>Browse</b>.</li> <li>▪ Navigate to the following path:            \Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\SSR\11.0\.</li> </ul>
<p>To update distribution points for Symantec System Recovery 2011</p>	<p>Perform the following steps:</p> <ul style="list-style-type: none"> <li>▪ Under <b>Symantec System Recovery &gt; 2011</b>, click <b>Install With User Interface Package</b> or <b>Install Without User Interface Package</b>.</li> <li>▪ In the right pane, click the <b>Package</b> tab, and then click <b>Browse</b>.</li> <li>▪ Navigate to the following path:            \Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\SSR\10.0\.</li> </ul>
<p>To update the distribution points for LightsOut Restore 2013 R2, 2013, or 2011</p>	<p>Perform the following steps:</p> <ul style="list-style-type: none"> <li>▪ Under <b>LightsOut Restore &gt; 2013 R2, 2013, or 2011</b>, click <b>Install Without User Interface Package</b>.</li> <li>▪ In the right pane, click the <b>Package</b> tab, and then click <b>Browse</b>.</li> <li>▪ For LightsOut Restore 2013 R2, navigate to the following path:            \Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\LOR\11.1\.</li> <li>▪ For LightsOut Restore 2013, navigate to the following path:</li> </ul>

\Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\LOR\11.0\.

- For LightsOut Restore 2011, navigate to the following path:

\Program Files\Altiris\Veritas System Recovery Management Solution\Web\SoftwareDelivery\LOR\10.0\.

3. In the bottom of the right pane, click **Update Distribution Points** to make Notification Server aware of the package location that you added. You may need to scroll to the bottom of the right pane to see the **Update Distribution Points** option.
4. Click **Save changes**.
5. Deploy the package as usual using the install instructions as found in the *Veritas System Recovery 16 Management Solution Administrator's Guide*.

## About manually uninstalling packages of Symantec System Recovery 2013 R2, 2013, or 2011, or LightsOut Restore 2013 R2, 2013, or 2011

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If you uninstall Veritas System Recovery 16 Management Solution from Symantec Installation Manager, you may need to manually uninstall additional products. For example, you may have configured installation packages of Symantec System Recovery 2013 R2, 2013, or 2011, or LightsOut Restore 2013 R2, 2013, or 2011 from their respective product CD. When you uninstall Veritas System Recovery 16 Management Solution from Symantec Installation Manager, the installation packages of Symantec System Recovery, and LightsOut Restore remain on the system. In such cases, you can manually delete the entire folder where the package resides. Or, you can leave the folder intact for each product if you intend to reinstall Veritas System Recovery 16 Management Solution.

## Legal Notice

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