

Release Notes (Software Change Notice) Veritas System Recovery 16 (16.0.2)

This document describes new features and known defects fixed for Veritas System Recovery 16 (16.0.2).

What's New

Features/Functionality removed from this version.

- Removal of P2V to ESXi 5.0 and 5.1
- Disablement of P2V option for ESXi in 32-bit system

Features/Functionality modified.

None

Features/Functionality added to this version.

- Offsite copy to Microsoft Azure storage
- vSphere 6.5 support
- Red Hat Enterprise Linux 7.0/7.1/7.2/7.3 support
- SUSE Linux Enterprise Server 12/12 SP1 (12.1)/12 SP2 (12.2) support
Note: Btrfs is not supported.
- CentOS 7.0/7.1/7.2/7.3 support

Defect fixed in this release

Incident# Abstract

3915862	CORE: "Last Run" and "Next Run" do not display correctly at leap year-end and new-year.
3915863	CORE: 'Illegal characters in Path' error is thrown during opening of Recovery Point in GRO-Exchange Mail Tab when all the 26 letters are used in Client OS.
3921810	CORE: After upgrade to VSR 16, logs report that Veritas.SpnRegistration is not installed correctly.
3914858	CORE: 'Destination not valid' when restoring to smaller disk.
3915859	SERVICE: Intermittent crash in VProSvc.exe/VProObj.dll
3869609	SRD: SRD wizard incorrectly states that Windows ADK is not installed.
3915860	SRD: A disk signature of Disk 0 is not restored, and C drive is doubly displayed after restoring.
3920340	SRD: During SRD creation, Adding debug more logs while copying boot files copy operation.
3914340	DRIVER: BSOD 0xf7 on Vtrack
3863670	DRIVER: BSOD 0x3B occurs when backups are not running.
3917450	DRIVER: On a Veritas InfoScale 7.0 and VSR 16 set up , VCS failover from Node 1 to Node 2 causes BSOD 0x3B on Node 1

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Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Veritas when reporting problems with Veritas System Recovery.

Troubleshooting Information

Gather all log files:

When reporting an issue, please run the Veritas Quick Assist (VQA) diagnostic tool and send all logs to Veritas.

From Windows:

The latest VQA can be downloaded from:

https://www.veritas.com/support/en_US/article.100038455

- Run VeritasQuickAssist.exe and select the first option, "I accept the EULA".
- Select "Collect Data for Support".
- Check "Installed products" and "System Recovery".
- Select "Next"
- Select "All data".
- Specify an output location in File Information, and then click "Save".
- Send all of the resulting files from the output location to Veritas.

Or

The support utilities are found in:

<drive>:\Program Files (x86)\Veritas\Veritas System Recovery\Utility or
<drive>:\Program Files\Veritas\Veritas System Recovery\Utility

- From this folder run SEAST.EXE and select the first option, "Gather Technical Support Information"
- Specify an output location and a case number, and then click "Gather."
- Send all of the resulting files from the output location to Symantec.

From the System Recovery Disk (SRD):

- Select the Utilities tab on the main SRD screen.
- Select Run Support Tool and select the first option, "Gather Technical Support Information."
- Specify a case number and an output path. The default output path is X:\Windows\Temp. You will need to specify a different location as the X:\Windows\Temp location will not be available after reboot. Select a local drive or network destination.
- Click OK.

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- Send all of the resulting files from the output location to Veritas.

From Linux:

- Run gatherLogs.

- Send all of the resulting files from the output location to Veritas.

Performance

This section will detail performance and compatibility issues. This may be done in the form of charts, tables, etc.

None