

Release Notes (Software Change Notice) Veritas System Recovery 22.0 (22.0.0.0)

This document describes new features and known defects fixed for Veritas System Recovery 22.0 (22.0.0.0)

What's New

Features/Functionality removed from this version.

- 32-bit OS with earlier version of System Recovery 22 Monitor cannot be upgraded to System Recovery 22 Manager.

Features/Functionality modified.

None

Features/Functionality added to this version.

- New System Recovery Manager instead of System Recovery Management Solutions and System Recovery Monitor
- "Divide into smaller files to simplify archiving" option is available by 999,999 MB.
- Support for Exchange Server 2016 CU19 and 2019 CU8
- Support for Windows Server 2022
- Support for Red Hat Enterprise Linux 7.9 and 8.3
- Support for CentOS 8.2
- Linux host service rpm to monitor System Recovery 18.x or 21.x for Linux on System Recovery 22 Manager
- System Recovery 18 SP5 and 21.4 patches for Windows to manage System Recovery 18.x or 21.x on System Recovery 22 Manager
- Veritas System Recovery 22 for Windows Edition is now (FIPS 140) - Federal Information Processing Standard (FIPS) Publication 140 Validated product for cryptographic functionality
- Veritas System Recovery 22 for Windows Edition and Veritas System Recovery 22 for Linux Edition are now IPv6-Internet Protocol, Version 6 Specification Compliant

Defect fixed in this release

4007817	NetApp CIFS: Backups to NetApp CIFS always fails with "Multiple connections to a server or shared resource by the same user, using more than one user name, are not allowed"
4008759	DOC: The description "Command files folder" is incorrect
4011490	DOC: Many missing links are found in User's guide
4017577	DOC: The modification is needed in [Manually installing the Veritas System Recovery Agent] section
4029137	VProTray.exe often gets crashed
4042055	VProSvc.exe and SymTrackService64.exe get crashed every time backing up a data volume in a VM on EC2 to S3 storage

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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.000076764

- 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."

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- 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.
- 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.