

Release Notes (Software Change Notice) Veritas System Recovery 18 Service Pack 2(18.0.2)

This document describes new features and known defects fixed for Veritas System Recovery 18 Service Pack 2 (18.0.2).

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

- Windows Server 2019, Windows 10 RS5 support
- Exchange server 2019 support (Not GRO support)
- vSphere 6.5 Update 1 and Update 2, and 6.7 Update 1 support
- Backup to Microsoft OneDrive for Business as primary destination (Not offsite copy)
- SMTP Authentication (Anonymous/Basic/NTLM) support
- Change of the default option on System Recovery Disk from 'Filename' to 'SYSTEM'.
- USB 3.0 drivers support for Restore Anyware
- Warning message on System Recovery Disk creation wizard that cross platform restore between BIOS and uEFI is not supported

Defect fixed in this release

Incident# Abstract

3955049	Message of Attention Needed: A backup has been defined for C:\ but has not been run for more than 30 days after a copy of backup that is more than 30 days old has been completed.
3955050	Status reporting for hidden drives is reset from "Full" to "Error only" when the Veritas System Recovery service is restarted.
3955059	Progress and Performance window in VSR shows 1 minute remaining when it should say 61 minutes remaining
3943823	Anonymous setting on SMTP with VSR 18
3649772	SMTP settings of authentication in VSR 16 SP2 are retained in VSR 18 SP2 instead of encryption in VSR 18 SP1.
3954916	VProSvc.exe 18.0.1 crashes in module VProObj.dll

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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."
- 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.