

Altiris™ Recovery Solution 6.2 SP4 Release Notes



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Altiris™ Recovery Solution 6.2 SP4 Release Notes

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About Altiris™ Recovery Solution 6.2 SP4

Recovery Solution protects operating systems, applications, and data that is stored on desktops and notebooks. It protects from unintentional changes, accidental deletions, and catastrophic loss from hardware failure, virus corruption, or theft. By taking daily snapshots automatically, the solution works seamlessly and unobtrusively to protect your systems and data without any negative affect on your productivity.

This product is an optional add-on to the following suites:

- Altiris™ Client Management Suite from Symantec™

For release notes, see [knowledge base article](#).

What's new in this version

The following are new features for this release.

Table 1-1 List of new features

Feature	Description
Additional information in the Manage lost agents page	Two new types of information have been added to the Manage lost agents page: Days Ago Communicated and Reason .
Improved Server Space Management job performance	Server Space Management job performance is improved, especially when you have a large number of PST files on the recovery server .
New report is added	WBFR-based recovery audit report. This report tracks the file recoveries that Web-based file recovery performs.
The Server jobs are better displayed in the Recovery Job Queue	The Recovery Job Queue has been enhanced to show the status of server jobs. You can see general and detailed information about individual jobs.
Recovery Solution supports new platform	Windows 7 is supported for the Recovery Agent.

The updates include the enhancements, changes, or deprecations in the features that existed in Altiris Recovery Solution 6.2 SP3.

General installation and upgrade information

Recovery Solution 6.2 SP4 must be installed on at the Altiris Notification Server™ 6.0 SP3 R13 or higher platform. For details, see article [50726](#), Notification Server 6.0 SP3 R13 Release Notes.

System requirements

Requirements and supported platforms for the components of Recovery Solution

Component	Requirements
Recovery Solution requirements	<ul style="list-style-type: none">■ Altiris Notification Server™ 6.0 SP3 R13■ Microsoft SQL Server 2005
Recovery server requirements	<ul style="list-style-type: none">■ Microsoft Windows Server 2003, 32 bit only■ IIS version 6 or later■ Altiris Agent■ Membership in a Windows domain is recommended
The Recovery Agent supports the following platforms:	<ul style="list-style-type: none">■ Windows 7, 32 and 64 bit■ Windows Vista SP2, 32 bit, and 64 bit■ Windows XP Professional SP3, 32 bit, and 64 bit■ Windows 2000 Professional SP4

The Recovery Agent no longer supports the following modes and platforms:

- Local mode or mixed mode is no longer supported. All snapshots must be made to a Recovery Server. You cannot use a local partition anymore.
- Windows 98 (including SE) and Windows NT.
- Windows Server operating systems and multi-boot configurations.

Installing

Recovery Solution 6.2 SP4 can be downloaded from <http://www.altiris.com/Download.aspx> to install for the first time or upgrade from previous versions.

Upgrade

You can upgrade to 6.2 SP4 only from 6.2 SP3. Before upgrading Recovery Solution, you must upgrade Microsoft SQL Server to version 2005.

Upgrading from a previous 6.2 SP version requires the following steps:

- Installing Recovery Solution 6.2 SP4 program files
- Upgrading Existing Recovery Solution Servers and Clusters

For specific instructions, see the [Recovery Solution Reference Guide](#).

Upgrade issues

- After you upgrade the Recovery Agent on a client computer, previous snapshots are not shown in the **Rollback** dialog (on the server UI) unless you select the **Show critical snapshots** and **Snapshots from previous RS Agent installations** check boxes. For more information, see the Perform a Rollback topic in the *Recovery Solution Reference Guide*.
- Some Recovery Solution events that appeared before upgrade can be unreadable after an upgrade of the Recovery Agent.
- After you upgrade the Recovery Agent from version 6.2 SP3 to 6.2 SP4, the **Explore** and **Snapshot now** right-click menu actions are not functional. To resolve this issue, restart the client computer.
- After you upgrade the Recovery Agent from version 6.2 SP3 to 6.2 SP4, the following errors can appear on an attempt to create a snapshot: "There was an error producing File Activity Log information for Full System Recovery" and "Snapshot FSR information collecting failed". It happens if the `WINFAL.LOG` file is absent on the client computer. To resolve this issue, restart the client computer.
- Upgrade from 6.2 SP4 to 7.0 SP1 is not supported.

Known issues

The following are known issues for this release. If additional information about an issue is available, the issue has a corresponding Article ID link.

Table 1-2 Known issues for Recovery Solution 6.2 SP4

Issue	Description	Article Link
Desktop theme on Vista x64 is not correctly restored after you run a Full System Recovery .	Sometimes after you run a Full System Recovery , the windows background image, and theme can change. Sometimes pictures (bmp, jpeg, png etc.) are not visible in Windows explorer and it is not possible to open them with Windows photo gallery. This issue only affects computers running Windows Vista x64.	

Table 1-2 Known issues for Recovery Solution 6.2 SP4 (continued)

Issue	Description	Article Link
<p>Duplicated Web Based File Recovery entries in the File Recovery History report</p>	<p>When you use Internet Explorer 7.0 or higher to restore any backed up file using Web Based File Recovery, it creates duplicate recovery entries. The Download file pop-up message appears because of Internet Explorers security settings, and the first event is logged into server log. The second event is logged when user allows the file to download. Both events are shown in the File Recovery History report.</p> <p>Workaround:</p> <p>Recovery Solution server address should be added to list of trusted sites in Internet Explorers security settings.</p>	
<p>Recovery server Setup does not create a backup device for the database, and does not schedule regular backups of the database</p>	<p>The installed version of the Altiris Recovery Solution™ from Symantec Implementation Guide does not describe correctly the functionality of the Recovery server Setup. In the Settings Information > Microsoft SQL Server Settings, the following text is not valid: "database backups Setup creates a backup device for the database. It also schedules regular backups of the database."</p>	
<p>Backup limitations</p>	<ul style="list-style-type: none"> ■ You should avoid backing up more than 4 millions files from a single client computer. ■ GUID partition table partitions are not supported. A Full System Recovery collection fails. 	
<p>Fragmented Recovery Database</p>	<p>Over time, the Altiris Recovery Database can become very fragmented (more than 95% for some tables).</p>	<p>45841</p>
<p>Web-based file recovery cannot handle large number of files</p>	<p>Currently, the Web-based file recovery page is unable to display folders with large (~100.000) number of files.</p>	
<p>Known Issues with Full HDD Encryption</p>	<p>Drives are no longer encrypted after you have performed a Full System Recovery on computers with full HDD encryption. This issue exists on computers running full disk encryption applications such as Vista BitLocker, SafeBoot Device Encryption, Pointsec for PC, and SafeGuard Easy.</p>	
<p>Downgrade to an older version is not supported</p>	<p>Installation of an older version of Recovery Solution onto a Notification Server computer that has or had a newer version of the Recovery Solution installed, is not supported.</p>	

Table 1-2 Known issues for Recovery Solution 6.2 SP4 (*continued*)

Issue	Description	Article Link
Full System Recovery over WAN	The Network Full System Recovery cannot be performed for a protected computer that is outside of the company's local area network . When client computers reside on the WAN, their Full System Recovery can be performed only by using a CD-ROM or a DVD set that includes all user data.	
Full System Recovery limitations	Full System Recovery cannot be performed on a Windows 2000/XP/2003 protected computer that uses disk volume sets, stripe sets, dynamic disks, software RAIDs, and unsupported RAID hardware.	
Cannot use mapped drives for storage locations on Windows 2003	You cant use mapped drives for storage locations if your recovery server is installed on a Windows 2003 Server. The workaround is to use a UNC path (\\server\share) instead.	
Some NAS Devices are not supported as Raw storage locations	The following NAS devices, which are Linux based, do not fully support Windows APIs and cannot be used as raw storage locations for Recovery Solution: HP Net App and EMC Celerra.	
"Files in Use" error when you upgrade or repair Recovery Solution Agent on Microsoft Vista	<p>On a client computer running Vista, if you upgrade, repair, or install over an existing client in interactive mode, you get an error that states:</p> <p>"Files in Use—Some files that need to be updated are currently in use."</p> <p>You can click Ignore and the installation successfully completes. This message is not displayed during a new agent installation or if the agent upgrade is performed using Silent Mode (using /silent command-line parameter).</p>	
Locked client computers do not automatically reboot after remote agent rollout	When the Recovery Solution Agent is installed on a client computer, the computer must be restarted in order for the agent to be functional. When using the Recovery Solution Agent Rollout policy to deploy the agent remotely, the client computer does not automatically reboot after the agent is installed. It happens if the computer is in a locked state from either a Ctrl-Alt-Delete lock or a locked password screen saver. The agent is not functional until the client computer is restarted.	

Table 1-2 Known issues for Recovery Solution 6.2 SP4 (continued)

Issue	Description	Article Link
Issues using Recovery Solution with Altiris Software Virtualization Solution (SVS)	<p>The program and the data files that are in SVS layers are not backed up in the regular file system. This is due to the way that SVS redirects files in Virtual Software Packages. As a result, they are not available for view in the Recovery utilities. However, the redirect files in layers are backed up as part of the SVS files under the C:\fslrdr folder.</p> <p>For example, if you have Microsoft Office in an SVS layer with the layer active in Windows explorer, you see a folder called C:\Program Files\Microsoft Office. These are the files that are redirected to C:\fslrdr. When you do a snapshot or recovery, the C:\Program Files\Microsoft Office folder is not recognized.</p>	
Encrypted files cannot use RFE on the same but non-encrypted files	<p>Due to encryption keys being user-specific, it is not possible to gain the benefits of redundant file elimination (RFE). It happens if there are two identical files and one is encrypted and the other is not. The issue appears only once a file is decrypted or encrypted. Note that redundant block elimination (RBE) works fine with both encrypted and decrypted files.</p>	
Rollback from Windows XP SP1 or SP2 to Clean Windows XP	<p>Do not perform rollbacks from Windows XP with Service Pack 1 or Service Pack 2 to a “clean” Windows XP. It may cause your computer to become unusable. Use Windows Add/Remove Programs to remove the Service Pack instead, then run the rollback if needed. Rollback from Win XP SP2 to SP1 is possible and supported.</p>	
Snapshot excludes with wildcards may not work	<p>If you use wildcards to specify an excluded folder (Example: C:\Folder*) and add exceptions to it, a folder with a matching name and its files are backed up nevertheless. To work around the problem do not use wildcards to specify excludes with exceptions or do not add exceptions to excludes with wildcards.</p>	
Full System Recovery from native mode SATA CD or DVD Drives is not supported	<p>Full System Recovery is supported only for CD or DVD drives connected to the native IDE controllers or the SATA controllers that is set to work in IDE compatibility mode. Serial ATA controllers without IDE compatibility mode are not supported.</p>	

Table 1-2 Known issues for Recovery Solution 6.2 SP4 (*continued*)

Issue	Description	Article Link
Reclaimed disk space	Due to restrictions in windows sparsing API the reclaimed space value that is reported after the SSM in the RS event log, can be inaccurate. This value is more precisely counted after the next compaction job.	
Some users cannot register accounts on the recovery server from Windows NT 4.0 domains	Windows Vista x86 and x64 users cannot register their account on the recovery server if their user accounts are on a Windows NT 4.0 domain. It is because Vista does not by default support NTLM responses. In the "Network security: LAN Manager authentication level Properties > Local Security Settings", you must set "Send LM & NTLM - use NTLMv2 session security if negotiated".	

Fixed issues

The following are the previous issues that were fixed in this release. For additional information about an issue, click the Article ID link.

Table 1-3 Fixed issues for Recovery Solution 6.2 SP4

Issue	Article Link
Notification Server application identity change causes Recovery Solution Agent installation errors and can lockout Notification Server app.identity user account	44931
Unsigned ActiveX control for Full System Recovery (FSR) Wizard	45677
Recovery Solution Server Job Report	45825
Progress Monitor for Server Space Management Job of Recovery Solution Server	45826
Revision corruption causes SSM to hang	47276
Recovery Solution Agent 6.2 SP3 package with updated OFM driver	47752
Recovery Solution Agent 6.2 SP3 packages with FSR info collection crash fix	48152
DTF gets recreated after each SSM	48492
Synchronous storage groups cause deadlock. Vault stops any activities.	48955
Parts of scheduled snapshots are not initiated. Vault crash.	52365

Documentation that is installed

Table 1-4 The product installation includes the following documentation:

Document	Description	Location
Help	<p>Information about how to use this product.</p> <p>Help is available at the solution level and at the suite level.</p> <p>This information is available in HTML help format.</p>	<p>The Documentation Library, which is available in the Symantec Management Console on the Help menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> ■ The F1 key when the page is active. ■ The Context command, which is available in the Symantec Management Console on the Help menu.
Symantec Management Platform Help	Information about how to use the Symantec Management Platform	Same as above.

Other information

Table 1-5 For more information, you can use the following resources:

Document	Description	Location
Altiris Notification Server User Guide	Information about using the Altiris Notification Server.	Altiris Notification Server Documentation page
Altiris Notification Server Release Notes	Information about new features and important issues in the Altiris Notification Server.	Altiris Notification Server Documentation page
Knowledge base	Articles, incidents, and issues about this product.	SymWISE support page
Symantec Connect (formerly the Altiris Juice)	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page

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