Release Notes

Local Recovery for HP 6.1

September 23, 2004

Contents

Notice

Section 1 – Overview

1.1 – Document Purpose

This document provides the *What's New* and *Known Issues* information for the *6.1* release of *Local Recovery for HP (Local Recovery).*

1.2 – Background

Local Recovery protects operating systems, applications, and data stored on desktops, workstations and notebooks from unintentional changes, accidental deletions, and catastrophic loss from OS failure and virus corruption. By taking daily snapshots automatically, the solution works seamlessly and unobtrusively to protect your systems and data without impacting user productivity.

1.3 – Documentation

Product documentation is available in the *Altiris Local Recovery User's Guide* (CRSAgent.pdf and CRSAgent.chm located in the c:\Program Files\Altiris\Notification Server\NSCAP\Help folder). To view product documentation in .PDF format, use Adobe Acrobat Reader (available at: http://www.adobe.com).

1.4 – Installation and Licensing

Local Recovery will only work on systems running Microsoft Windows 2000 Professional SP3, Windows XP Home, and Windows XP Professional.   The local recovery products support all IDE hard drive controllers, Serial ATA controllers and standard Adaptec and LSI Logic series SCSI controllers currently shipping from HP. Other supported SCSI controllers are listed in the last chapter of the Local Recovery User's Guide. Requests to support controllers not currently supported in this version can be made through Altiris Customer Services. During the installation of Local Recovery if an unsupported device driver is detected the user will receive an installation error indicating that unsupported drivers have been detected. If these drivers have been loaded as part of an existing factory image and there is not a dependent device in the system, removal of the driver from the Device Manager in Windows should correct the problem and allow installation to occur normally.

Section 2 – What's New in Local Recovery for HP 6.1

2.1 – Support for Microsoft Windows XP SP2

Several issues with Windows XP SP2 were identified during testing with the service pack and those issues have been addressed. There are currently no known issues related to running Local Recovery on a system loaded with Windows XP SP2.

2.2 – Support for HP TC1100 Tablet PC

Support for Microsoft Windows XP Tablet PC Edition running on an HP TC1100 Tablet PC has been added.

2.3 – Support for Additional SCSI Controllers

A list of supported devices is available in the last chapter of the Local Recovery User's Guide. The following SCSI controllers are also supported:

1. StorageWorks Fibre Channel Host Bus Adapter /P
2. Smart Array 5i
3. LSI 21320
4. PERC 3/DCP
5. PERC 320/DC

Section 3 – Known Issues

3.1 – Local Recovery Drive Controller Support

Local Recovery products support all IDE hard drive controllers, Serial ATA controllers and standard SCSI controllers. A list of supported devices is available in the last chapter of the Local Recovery User's Guide. Requests to support controllers not currently supported in this version can be made through Altiris Customer Services. During the installation of local recovery if an unsupported device driver is detected the user will receive an installation error indicating that unsupported drivers have been detected. If these drivers have been loaded as part of an existing factory image and there is not a dependent device in the system, removal of the driver from the Device Manager in Windows should correct the problem and allow installation to occur normally.

3.2 – Altiris Embedded BootWorks Partition

Local Recovery places the contents of snapshots into the hidden Altiris partition. Currently, it is not possible for an Embedded Bootworks partition and the Altiris partition to reside simultaneously on the same physical drive. If you have an EBW partition and you attempt to install and/or create an Altiris partition the installation will fail with an error message instructing you remove the EBW partition prior to creating the Altiris partition. If you wish to keep an EBW partition and have computer backup and recovery capabilities you must upgrade and use Altiris Recovery Solution in network mode only.

3.3 – Using third party imaging tools on a computer containing an Altiris Partition

If you need to image a computer that has an Altiris partition on its drive, you will need to use Altiris RapiDeploy. Please contact Altiris Customer Services for details on which version of RapiDeploy to use. It is not possible to successfully image and preserve an Altiris partition using some older versions of RapiDeploy or by using the products of another company.

3.4 – Encrypted files cannot be RFE'ed to same but non-encrypted files

Due to encryption keys being user specific, it is not possible to gain the benefits of redundant file elimination when comparing two identical files if one is encrypted and the other is not.

3.5 – User logon screen changed to classic Windows style while installing Altiris Local Recovery

When a Windows XP computer is rebooted during the installation of Local Recovery, the classic Windows logon screen is displayed even if the Use Welcome Screen (icons) and Use Fast User Switching options are selected. The selected logon screen will be correctly displayed after the installation and first snapshot is completed.

3.6 – Different wallpaper screen appears during system rollback

During a system rollback, a different wallpaper screen, such as the default HP wallpaper screen, may be displayed. This is normal and all settings will be restored after the rollback is completed.

3.7 – Firewall settings not restored on Windows XP SP2

After performing a network settings rollback on Windows XP SP2 computers, firewall settings may not be restored. In these cases, firewall settings must be restored manually.