

# Symantec™ Ghost Solution Suite 3.0 HF1 Release Notes



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Symantec Corporation  
350 Ellis Street  
Mountain View, CA 94043

<http://www.symantec.com>

# Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

## Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan [customercare\\_apj@symantec.com](mailto:customercare_apj@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

# Ghost Solution Suite 3.0 HF1 Release Notes

This document includes the following topics:

- [About Ghost Solution Suite](#)
- [System requirements for installing Ghost Solution Suite](#)
- [Installing Ghost Solution Suite 3.0 HF1](#)
- [Fixed Issues of Ghost Solution Suite 3.0 HF1](#)
- [Known Issues of Ghost Solution Suite 3.0 HF1](#)
- [Where to get more information](#)

## About Ghost Solution Suite

Symantec Ghost Solution Suite offers hardware-independent imaging capabilities to significantly accelerate day-to-day imaging and deployment needs. This Windows migration software can also migrate client systems to the latest operating system, all from a single management console.

Symantec's Ghost Solution Suite brings the Deployment Solution 6.9 console and core capabilities to Symantec Ghost™ Solution Suite users while maintaining its best capabilities such as GhostCast Server, DeployAnywhere, Recovery Kit, and installation simplicity.

# System requirements for installing Ghost Solution Suite

The following list includes the minimum system requirements for installing Ghost Solution Suite:

System requirements for installing Ghost Solution Suite:

- Ghost Solution Suite (GSS) Agent  
GSS Agents require network connectivity and around 9 MB disk space. Other system requirements are the same as the host operating system.
- Ghost Solution Suite Server  
Symantec recommends running the GSS Server components on a modern, dedicated server with Pentium 4 processor and 2GB of RAM.
- Computers hosting additional PXE servers and file shares should meet the requirements of the operating system hosting these components.
- Automation Requirements  
Microsoft recommends 512 MB of memory for computers booting WinPE. At a minimum, you should have 384 MB to avoid boot errors.
- If the SQL Server 2014 Express database is installed from within the GSS 3.0 installer, then .NET framework 3.5 must be installed.  
For more information on system requirements for installing SQL Server 2014 Express, see the following URL:  
<https://msdn.microsoft.com/en-us/library/ms143506.aspx>

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**Note:** If you face an error while installing SQL Server Express, Symantec recommends checking if all the Windows updates are installed.

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- For WinPE 5.1, .NET 4.5 Framework should be installed before importing the Windows ADK 8.1.

## Ports and Protocols used in Ghost Solution Suite 3.0

The following table lists the ports that are used in Ghost Solution Suite 3.0:

Table 1-1 Ports used in Ghost Solution Suite

Component	Service	Port(s)	Protocol	Where is this port connected?	Is this port configurable?
PXE MTFTP	MTFTP	69	UDP	PXE Client	No

Table 1-1 Ports used in Ghost Solution Suite (continued)

Component	Service	Port(s)	Protocol	Where is this port connected?	Is this port configurable?
		1758 1759	UDP (Multicast)	PXE Client	Yes [Configure by editing PXE.ini file]
PXE Server	PXE Server	67	UDP	PXE Client	No
		68	UDP	PXE Client	No
		4011	UDP	PXE Client	No
PXE Manager	PXE Manager	405	TCP	PXEConfig	Yes [Configure by editing RPC.ini file]
		406	TCP	PXECfg Service	Yes [Configure by editing RPC.ini file]
PXECfg Service	PXECfg Service	407	TCP	PXE Server and PXE MTFTP	Yes [Configure by editing RPC.ini file]
DB Management (mm)	DB Management Service	505	TCP	Win32 console, axengine, pxemanager	Yes
Ghost Solution Suite Server	Axengine	402	TCP/UDP (multicast)	Agents, pxeserver, DataManager, PXEManager	Yes
Linux Agent	ADLagent	415			
AClient	AClient	402			
PCT Real-time Destination Agents		4949			
		3829			
		4950			
		4951			
		4952			

# Installing Ghost Solution Suite 3.0 HF1

You can install Ghost Solution Suite 3.0 HF1 (GSS 3.0 HF1) over Ghost Solution 3.0. After upgrading to the hot fix 1, the Ghost Solution Suite agent gets automatically upgraded on the client computer.

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**Note:** Symantec recommends closing the Ghost Solution Suite Console and any other jobs or tasks that are scheduled before starting the installation of GSS 3.0 HF1.

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The following upgrade paths are supported:

**Table 1-2** Supported upgrade paths

Upgrade from	Upgrade to
GSS 3.0 Build (1241)	GSS 3.0 HF1
GSS 3.0 Build (1246)	GSS 3.0 HF1

To get the latest binaries in the preboot images and automation folder environments, Symantec recommends recreating the automation folders and preboot environment images after you upgrade to GSS 3.0 HF1.

## To install Ghost Solution Suite 3.0 HF1

- 1 Download and launch the Ghost Solution Suite 3.0 HF1 installer.

You can download the hot fix using either of the following ways:

- <http://fileconnect.symantec.com/>  
Use the Ghost Solution Suite Serial number to download the hot fix 1.
- [https://www4.symantec.com/Vrt/offer?a\\_id=32763](https://www4.symantec.com/Vrt/offer?a_id=32763)  
Use your Symantec account to download the trialware version of the GSS3.0 HF1.

- 2 On the Symantec Ghost Solution Suite 3.0 HF1 window, check **I accept the terms in the Licence Agreement**.
- 3 Click **Install**.

# Fixed Issues of Ghost Solution Suite 3.0 HF1

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

Table 1-3 Fixed issues in Ghost Solution Suite 3.0 HF1

Issue	Description	Article Link
<b>Deploy Image</b> task is not supported for deploying an image across firmware.	<b>Deploy Image</b> task is not supported for deploying an image across firmware.  For example:  Deploying UEFI image on BIOS-based computer and vice versa.  <b>Note:</b> To deploy images across firmware, recreate the Ghost images after upgrading to GSS 3.0 HF1.	<a href="#">TECH213460</a>
A new computer does not boot into automation environment.	If a new computer is added with UUID and MAC address, then the computer does not boot into automation environment. The DAgent does not recognize the new computer.	<a href="#">TECH231475.htm</a>
Automation partition installation fails and displays error.	When you install the automation partition on a Windows XP 32-bit computer, the error code 193 is displayed.  <b>Note:</b> After installing the automation partition restart the client computer to display the correct status of <b>Automation Partition Installed</b> in the <b>Computer Properties</b> dialog.	N/A
Few drivers are not included in the driver database	Surface Pro 2, Surface Pro 3, Modern Intel, Broadcom, and Realtech drivers are not included in the driver database.	N/A
After remote DAgent installation only the <b>Cancel</b> button is enabled.	After the successful remote installation of DAgent, the <b>OK</b> option is not enabled.	N/A
The <code>setupcomplete.cmd</code> is not copied from the source folder.	After executing the <b>Copy File To...</b> task using the <b>Copy subdirectories</b> option, all files from the source folder are copied except the <code>setupcomplete.cmd</code> file.	N/A
While executing an Imaging task, error code 99 is displayed.	While executing an imaging task, error code 99 is displayed.  The default drive is now mapped to drive letter M.	<a href="#">TECH231478</a>
PXE variables do not work in WinPE 4.0 preboot environment	A client computer fails to map network drive and displays error number 67, if the PXE variables are used in WinPE 4.0 PXE Boot image.	N/A
Drag and drop a computer on <b>Dynamic Machine Group</b> is allowed	The drag and drop of a computer on <b>Dynamic Machine Group</b> , is no longer allowed.	N/A

**Table 1-3** Fixed issues in Ghost Solution Suite 3.0 HF1 (continued)

Issue	Description	Article Link
Cannot use the tools that are available under the <Install_Dir> \Program Files (x86)\Altiris\express\Deployment Server\TechSup\Windows\x64\ folder.	Cannot use the following tools that are available under the <Install_Dir> \Program Files (x86)\Altiris\express\Deployment Server\TechSup\Windows\x64\ folder: <ul style="list-style-type: none"><li>■ apmapp.exe</li><li>■ fscc.exe</li><li>■ makeimx.exe</li><li>■ partgen.exe</li><li>■ showdisk.exe</li><li>■ wipe.exe</li></ul>	<a href="#">TECH231519</a>
Unable to create 64-bit WinPE image.	Unable to create 64-bit WinPE image with boot disk creator if x86 ADK is not installed.	<a href="#">TECH231136</a>
The Product Licensing Utility is removed from the Start menu.	The Product Licensing Utility is removed from the Start menu.	N/A

## Known Issues of Ghost Solution Suite 3.0 HF1

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

**Table 1-4** Known Issues of Ghost Solution Suite 3.0 HF1

Issue	Description	Article Link
Unable to boot the Surface Pro 3 tablet into production.	The Surface Pro 3 tablet does not boot into production after the imaging task is completed.  Workaround:  Use the <code>-ntexact</code> switch while creating and restoring the back-up image.	<a href="#">TECH224342</a>
The Ghost Solution Suite 3.0 HF1 installer fails to close the Ghost Solution Suite 3.0 console and proceeds with the installation.	The Ghost Solution Suite 3.0 HF1 installer fails to close the Ghost Solution Suite 3.0 console window after the warning message is displayed.	N/A

**Table 1-4** Known Issues of Ghost Solution Suite 3.0 HF1 (*continued*)

Issue	Description	Article Link
A UEFI-based computer fails to boot into production after deploying a BIOS based image.	A UEFI-based computer fails to boot into production environment on deploying a BIOS-based image which does not have the System Reserved Partition.	<a href="#">TECH213460</a>

## Where to get more information

Use the following documentation resources to learn about and use this product.

**Table 1-5** Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	<p>The <b>Supported Products A-Z</b> page, which is available at the following URL:</p> <p><a href="http://www.symantec.com/business/support/index?page=products">http://www.symantec.com/business/support/index?page=products</a></p> <p>Open your product's support page, and then under <b>Common Topics</b>, click <b>Release Notes</b>.</p>
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	<ul style="list-style-type: none"> <li>■ The Documentation Library, which is available in the Symantec Management Console on the <b>Help</b> menu.</li> <li>■ The <b>Supported Products A-Z</b> page, which is available at the following URL:</li> </ul> <p><a href="http://www.symantec.com/business/support/index?page=products">http://www.symantec.com/business/support/index?page=products</a></p> <p>Open your product's support page, and then under <b>Common Topics</b>, click <b>Documentation</b>.</p>

In addition to the product documentation, you can use the following resources to learn about Symantec products.

**Table 1-6** Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	<a href="http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase">http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase</a>

**Table 1-6** Symantec product information resources (*continued*)

Resource	Description	Location
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	<a href="https://www.secure.symantec.com/connected/endpointmanagement/forums/ghostsolutionsuite">https://www.secure.symantec.com/connected/endpointmanagement/forums/ghostsolutionsuite</a>