

Symantec™ Ghost Solution Suite 3.3 RU2 Release Notes



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Documentation version: 3.3 RU2

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<https://www.symantec.com>

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Ghost Solution Suite 3.3 RU2 Release Notes

This document includes the following topics:

- [About Ghost Solution Suite](#)
- [System requirements for installing Ghost Solution Suite](#)
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- [Upgrading to Ghost Solution Suite 3.3 RU2](#)
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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 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>

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

- For WinPE 5.1 and later, .NET 4.5 Framework should be installed before you import the Windows ADK.
For more information, refer to the following article:
[HOWTO124440](#)

Prerequisites for installing Ghost Solution Suite Web Console

Following are the prerequisites for installing Ghost Solution Suite Web Console:

- Ghost Solution Suite Server version 3.3 or higher must be installed on the computer on which you want to install the Web Console.
- Supported operating systems:

For the latest information, refer to the [Platform Support Ghost Solution Suite 3.0, 3.1, 3.2 and 3.3](#).

- The install user should be a local administrator on the Ghost Solution Suite Server.
- IIS Server version 7.5 or higher must be installed with the following components and should be in the enabled state:
 - ASP.NET Impersonation
 - Windows Authentication
 - SAPI and CGI Restriction installed and enabled for ASP.NET

To install IIS and enable components, refer to the following section of the online help: [Ghost Solution Suite Web Console Online help](#)
- .NET framework 4.5.1 must be installed.
- It is recommended to use Ghost Solution Suite Web Console with the latest version of the following browsers:
 - Google Chrome browser
 - Microsoft Internet Explorer
 - Safari
 - Mozilla Firefox

For more information related to installing Ghost Solution Suite Web Console, refer to the following article:

[Ghost Solution Suite Web Console Online Help](#)

Ports and Protocols used in Ghost Solution Suite 3.x

The following table lists the ports that are used in Ghost Solution Suite 3.x:

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
		1758 1759	UDP (Multicast)	PXE Client	Yes [Configure by editing PXE.ini file]
File Transfer	TFTP	1025 to 5000	UPD/TCP		Yes Note

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

Component	Service	Port(s)	Protocol	Where is this port connected?	Is this port configurable?
PXE Server	PXE Server	67	UDP	PXE Client	No
		68	UDP	PXE Client	No
		4011	UDP	PXE Client	No
iPXE	PXE Server	4433	TCP	PXE Server	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			

Note: To configure the file transfer port, in the Ghost Solution Suite console to use a specific port, navigate to **Tools > Options > Global tab**. Check the **Client/Server file transfer port** check-box and set the dedicated port that you want to use.

For more information, refer to the following article:

[Ports and Protocols](#)

What's new in this release

In Ghost Solution Suite 3.3 RU2, the following new features are introduced:

Table 1-2 List of new features

Feature	Description
OS and platform support	From this release onwards, following operating systems and platforms are supported: <ul style="list-style-type: none"> ■ Windows 10 Education edition is supported as a client.
Add New Computer option is added in the Ghost Solution Suite Web Console.	You can now add new computers and provision them using Ghost Solution Suite Web Console. For more information, refer to the following topic: Online Help

Upgrading to Ghost Solution Suite 3.3 RU2

You can install Ghost Solution Suite 3.3 RU2 over Ghost Solution Suite 3.3 and 3.3 RU1.

Note: Symantec recommends closing the Ghost Solution Suite Console and any other jobs or tasks that are scheduled before you start installing GSS 3.3 RU2.

The following upgrade paths are supported for Ghost Solution Suite Server:

Table 1-3 Supported upgrade paths

Upgrade from	Upgrade to
Ghost Solution Suite Server 3.3	Ghost Solution Suite Server 3.3 RU2 Note: If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.3 RU2: Troubleshooting
Ghost Solution Suite Server 3.3 RU1	Ghost Solution Suite Server 3.3 RU2 Note: If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.3 RU2: Troubleshooting

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 3.3 RU2. If UEFI computer fails to boot with older iPXE images then recreate the iPXE images and try again.

To upgrade to Ghost Solution Suite 3.3 RU2

- 1 Download and launch the Ghost Solution Suite 3.3 RU2 installer.

Note: You must run the Ghost Solution Suite 3.3 RU2 installer as an administrator.

You can download the GSS 3.3 RU2 from the following URL:

- <https://mysymantec.force.com/customer/s/my-products>

- 2 On the Symantec Ghost Solution Suite 3.3 RU2 window, check **I accept the terms in the Licence Agreement.**
- 3 Click **Install.**
- 4 Click **Finish.**

Note: If you face an issue as mentioned in the article [TECH234510](#), you must restart the Ghost Solution Suite Server after installing the GSS 3.3 RU2.

To upgrade to Ghost Solution Suite 3.3 RU2 using silent installation

Caution: If you have Symantec Endpoint Protection 14 installed on the Ghost Solution Suite Server and Database you may face the following issue:

Troubleshooting

- 1 Download the Ghost Solution Suite 3.3 RU2 installer.

You can download the GSS 3.3 RU2 from the following URL:

- <https://mysymantec.force.com/customer/s/my-products>

- 2 Open the command prompt as an administrator.

From the **Start** menu, navigate to **All Programs > Accessories**. Right-click **Command Prompt**, and then click **Run as administrator**.

- 3 In the command prompt window, launch the

`Symantec_Ghost_Solution_Suite_3.3_RU2.exe` with the `/silent` switch.

Note: After the installation is complete, restart the computer. If you want to delay the restart, then use the `/norestart` switch.

Symantec recommends that you restart the computer after the installation is complete.

The installation logs are generated at the following location:

- Installation at the default location

`C:\eXpress\Deployment`

`Server\Symantec_Ghost_Solution_Suite_3_3_RU2_Install.log`

- Installation is done at a non-default location

`<Install_dir>:\Symantec_Ghost_Solution_Suite_3_3_RU2_Install.log`

Note: If you click **Cancel**, the installer stops installing the Ghost Solution Suite 3.3 RU2 and reverts all the changes.

Installing and upgrading to Ghost Standard Tools 3.3 RU2

You can either install the Ghost Standard Tools 3.3 RU2 or upgrade to the Ghost Standard Tools 3.3 RU2 from any of upgrade paths.

Before you upgrade to Ghost Standard Tools 3.3 RU2, it is recommended that you first upgrade to the latest version of the respective (3.0) Hot Fix, (3.1) Maintenance Pack, (3.2) Release Update or the 3.3 version.

Installing or upgrading to Ghost Standard Tools 3.3 RU2

- 1 Download the Ghost Standard Tools 3.3 RU2 from the following URL:

<https://mysymantec.force.com/customer/s/my-products>

Use the Ghost Solution Suite Serial number.

- 2 Run the `Symantec_Ghost_Standard_Tools_3_3_RU2.msi`.

Note: Symantec recommends installing or upgrading to Ghost Standard Tools in the context of Administrator users only.

Warning: You must not access any folder or file where the Ghost Standard Tools is installed while the upgrade is in progress.

Installing and upgrading to Ghost Solution Suite Web Console 3.3 RU2

You can install Ghost Solution Suite Web Console 3.3 RU2 over Ghost Solution Suite 3.3 and higher versions. The following table lists the supported installation and upgrade scenarios:

Table 1-4 Supported installation and upgrade scenarios for Ghost Solution Suite Web Console 3.3 RU2

Scenario	Supported installation or upgrade
Ghost Solution Suite Server 3.3 (without Web Console installed).	Install Ghost Solution Suite Web Console 3.3 RU2. See "Installing or upgrading to Ghost Solution Suite Web Console 3.3 RU2" on page 12.
Ghost Solution Suite Server 3.3 (with Web Console installed).	Upgrade to Ghost Solution Suite Web Console 3.3 RU2. See "Installing or upgrading to Ghost Solution Suite Web Console 3.3 RU2" on page 12.
Ghost Solution Suite Server 3.3 RU2	Install Ghost Solution Suite Web Console 3.3 RU2.

Note: Ghost Solution Suite Web Console is supported for Ghost Solution Suite Server 3.3 and higher only.

Following are the ways in which you can install or upgrade Ghost Solution Suite Web Console 3.3 RU2.

- Manually install Ghost Solution Suite Web Console 3.3 RU2
See [“Installing or upgrading to Ghost Solution Suite Web Console 3.3 RU2”](#) on page 12.
- Silent installation of Ghost Solution Suite Web Console 3.3 RU2
See [“Installing or upgrading to Ghost Solution Suite Web Console 3.3 RU2”](#) on page 12.

Installing or upgrading to Ghost Solution Suite Web Console 3.3 RU2

- 1 Download the Ghost Solution Suite Web Console 3.3 RU2 from the following URL:
<https://mysymantec.force.com/customer/s/my-products>
Use the Ghost Solution Suite Serial number.
- 2 Launch the command prompt as an administrator and navigate to the location of the `Symantec_Ghost_Solution_Suite_Web_Console_3_3_RU2.msi`.
- 3 Run the msi.
- 4 On the Symantec Ghost Solution Suite Web Console Setup page, select **I accept the terms in the Licence Agreement**.
- 5 Click **Next**.
- 6 On the **Symantec Ghost Solution Suite Web Console Setup** page, enter the following details:

User Name Enter the user name of a Windows account user with access to the database.

Password Enter the password for the user name.

Note: If the password for AppID expires due to policies, use the AppID Password Reset Utility to reset the password.

See [“To reset an AppID password in plain text on Ghost Solution Suite Server”](#) on page 17.

Confirm Password Enter the password again.

- 7 Click **Next**.
- 8 Click **Finish**.

Silent install or upgrade of Ghost Solution Suite 3.3 RU2 Web Console

- 1 Download the Web Console components for Ghost Solution Suite 3.3 RU2 from the following URL:

<https://mysymantec.force.com/customer/s/my-products>

Use the Ghost Solution Suite Serial number.

- 2 Open the command prompt as an administrator.
From the **Start** menu, navigate to **All Programs > Accessories**. Right-click **Command Prompt**, and then click **Run as administrator**.
- 3 In the command prompt window, navigate to the `Symantec_Ghost_Solution_Suite_Web_Console_3_3_RU2.msi` location on the Ghost Solution Suite Server and launch the following command:

```
msiexec /i Symantec_Ghost_Solution_Suite_Web_Console_3_3_RU2.msi  
APPIDUSER=<domain\username> APPIDPWD=<password> /qn.
```

You can view the installation logs at the following location:

- Installed at the default location

```
C:\eXpress\Deployment Server\GSSWebConsole_Install_success_{Date_Time}.log  
C:\eXpress\Deployment Server\GSSWebConsole_Install_fail_{Date_Time}.log
```

- Installed at a non-default location

```
<Install_Dir>\GSSWebConsole_Install_success_{Date_Time}.log  
<Install_Dir>\GSSWebConsole_Install_fail_{Date_Time}.log
```

AppID Password Reset Utility

The AppID Password Reset Utility is a tool that lets you reset passwords for AppID users. You can use this utility after you have installed the Web Console. To launch the tool, navigate the following location:

```
<Installed Directory>\GSSWebConsoleChangeAppIdentity.exe
```

You can reset the AppID password in any of the following ways:

- Reset password in plain text.
See [“To reset an AppID password in plain text on Ghost Solution Suite Server”](#) on page 17.
- Reset encrypted password.
Encrypted password is useful when you want to reset the AppID password on the Ghost Solution Suite Servers remotely.
See [“To reset an AppID encrypted password”](#) on page 17.

To reset an AppID password in plain text on Ghost Solution Suite Server

- 1 In the command prompt window, launch the GSSWebConsoleChangeAppIdentity.exe.
- 2 Enter the following command:

```
GSSWebConsoleChangeAppIdentity.exe /set /u:<username> /p:<plaintext_pwd>
```

You can reset AppID password for remote Ghost Solution Suite Server remotely by running a Run Script task on the GSS Servers remotely.

To reset an AppID encrypted password

- 1 In the command prompt window, launch the GSSWebConsoleChangeAppIdentity.exe.
- 2 Enter the following command:

```
GSSWebConsoleChangeAppIdentity.exe /encrypt /p:<plaintext_pwd>
```

- 3 The encrypted password is displayed.

For example:

```
A6294E98C322622844976CDECA487094
```

```
Successful!
```

- 4 Now, run the following command and set the encrypted password as follows:

```
GSSWebConsoleChangeAppIdentity.exe /set /u:Administrator /e:<encrypted_pwd>
```

Installing and upgrading to iPXE components for Ghost Solution Suite 3.3 RU2

Before you install or upgrade to the iPXE components for Ghost Solution Suite 3.3 RU2, ensure that the Ghost Solution Suite Server is upgraded to 3.3 RU2 and the PXE Server is installed.

To upgrade to iPXE feature, you must upgrade both the iPXE component for GSS Server as well as for all the PXE servers in the network.

Note: Symantec recommends recreating iPXE images after you upgrade the iPXE component.

You can view the installation logs for GSS and iPXE at the following location where iPXE is configured:

- Installation is done at the default location

```
C:\eXpress\Deployment Server\iGSSPXEServer_install_Success_{Date_Time}.log
```

```
C:\eXpress\Deployment Server\iGSSPXEServer_install_fail_{Date_Time}.log
```

```
C:\eXpress\Deployment Server\iPXEPXEServer_install_success_{Date_Time}.log
```

```
C:\eXpress\Deployment Server\iPXEPXEServer_install_fail_{Date_Time}.log
```

- Installation is done at a non-default location

```
<Install_Dir>\iGSSPXEServer_install_Success_{Date_Time}.log  
<Install_Dir>\iGSSPXEServer_install_fail_{Date_Time}.log  
<Install_Dir>\iPXEPXEServer_install_success_{Date_Time}.log  
<Install_Dir>\iPXEPXEServer_install_fail_{Date_Time}.log
```

Following are the installation and the upgrade scenarios of iPXE components 3.3 RU2.

Note: Symantec recommends to restart IIS service after installing or upgrading iPXE components.

- Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 (iPXE feature was installed in GSS 3.3)
See “[Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2\(iPXE feature was installed in GSS 3.3\)](#)” on page 15.
- Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 using silent install
See “[Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 using silent install](#)” on page 16.
- Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2(iPXE feature was not installed in GSS 3.3)
See “[Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 \(iPXE feature was not installed in GSS 3.3\)](#)” on page 16.

Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2(iPXE feature was installed in GSS 3.3)

- 1 Download the iPXE components for Ghost Solution Suite 3.3 RU2 from the following URL:
<https://mysymantec.force.com/customer/s/my-products>
Use the Ghost Solution Suite Serial number.
- 2 Launch the command prompt as an administrator.
- 3 In the command prompt, navigate to the location of the `GSSServeriPXEAddon_3.3_RU2.msi` and run the msi.
- 4 In the command prompt, navigate to the location of the `PXEServeriPXEAddon_3.3_RU2.msi` and run the msi.

The following procedure lists the steps for silent installation of iPXE components for Ghost Solution Suite 3.3 RU2:

Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 using silent install

- 1 Download the iPXE components for Ghost Solution Suite 3.3 RU2 from the following URL:

<https://mysymantec.force.com/customer/s/my-products>

Use the Ghost Solution Suite Serial number.

- 2 Open the command prompt as an administrator.
 From the **Start** menu, navigate to **All Programs > Accessories**. Right-click **Command Prompt**, and then click **Run as administrator**.
- 3 On the Ghost Solution Suite Server, command prompt window, navigate to the msi location and launch the `msiexec /i GSSServeriPXEAddon_3.3_RU2.msi APPPOOLUSER=<Username> APPPOOLPASSWORD=<password> /qn`.
- 4 On the PXE Server command prompt window, navigate to the msi location and launch the `msiexec /i PXEServeriPXEAddon_3.3_RU2.msi /qn`.

The following procedure describes the steps that you can follow if you have not installed iPXE feature in Ghost Solution Suite 3.3:

Installing or upgrading to iPXE components for Ghost Solution Suite 3.3 RU2 (iPXE feature was not installed in GSS 3.3)

- 1 Download the iPXE components for Ghost Solution Suite 3.3 RU2 from the following URL:

<https://mysymantec.force.com/customer/s/my-products>

Use the Ghost Solution Suite Serial number.

- 2 Copy the `GSSServeriPXEAddon_3.3_RU2.msi` and the `PXEServeriPXEAddon_3.3_RU2.msi` to `<Install_drive>:\DSSetups\`
- 3 Rename the files as follows:
 - `GSSServeriPXEAddon_3.3_RU2.msi` to `GSSServeriPXEAddon.msi`
 - `PXEServeriPXEAddon_3.3_RU2.msi` to `PXEServeriPXEAddon.msi`
- 4 Launch the `axInstall.exe`.
- 5 In the Ghost Solution Suite installer, select **Component Install**.
- 6 Select **Configure GSS Server and PXE Server(s) for iPXE**.
- 7 Click **Next**.
- 8 Configure and complete the other settings.

AppID Password Reset Utility for iPXE

The AppID Password Reset Utility is a tool that lets you reset passwords for AppID users. You can use this utility after you have installed the iPXE feature. To launch the tool, navigate the following location:

```
<Installed Directory>\iPXEGSSServerChangeAppIdentity.exe
```

You can reset the AppID password in any of the following ways:

- Reset password in plain text.
See [“To reset an AppID password in plain text on Ghost Solution Suite Server”](#) on page 17.
- Reset encrypted password.
Encrypted password is useful when you want to reset the AppID password on the Ghost Solution Suite Servers remotely.
See [“To reset an AppID encrypted password”](#) on page 17.

To reset an AppID password in plain text on Ghost Solution Suite Server

- 1 In the command prompt window, launch the iPXEGSSServerChangeAppIdentity.exe.
- 2 Enter the following command:

```
iPXEGSSServerChangeAppIdentity.exe /set /u:<username> /p:<plaintext_pwd>
```

You can reset AppID password for remote Ghost Solution Suite Server remotely by running a Run Script task on the GSS Servers remotely.

To reset an AppID encrypted password

- 1 In the command prompt window, launch the iPXEGSSServerChangeAppIdentity.exe.
- 2 Enter the following command:

```
iPXEGSSServerChangeAppIdentity.exe /encrypt /p:<plaintext_pwd>
```

- 3 The encrypted password is displayed.

For example:

```
A6294E98C322622844976CDECA487094
```

```
Successful!
```

- 4 Now, run the following command and set the encrypted password as follows:

```
iPXEGSSServerChangeAppIdentity.exe /set /u:Administrator /e:<encrypted_pwd>
```

Fixed Issues of Ghost Solution Suite 3.3 RU2

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 1-5 Fixed issues in Ghost Solution Suite 3.3 RU2

Issue	Article Link
You cannot PXE Boot a VMware client using the Ghost Solution Suite.	TECH252035
Prepare PXE packages to support iPXE option is available even when iPXE is not installed.	TECH252732
The Ghost Solution Suite Remote Agent Installer stops working if the password is more than 20 characters long.	TECH253136
Client computers boot with a PXE configuration even when the default is set as iPXE configuration.	N/A
The Remote Agent Installer stops working when you select the Add/Export option.	TECH252423
Unable to PXE Boot a VMware client computer with Ghost Solution Suite.	TECH252035
The Ghost Solution Suite console does not display correct Operating System for a few Windows Embedded versions.	TECH253322
If you right-click and select Install Automation Folder , the automation folder is not installed on the client computer.	TECH252941
In Ghost Solution Suite Web Console, you can view all the computers and jobs even if you do not have sufficient rights.	TECH253204
DeployAnywhere displays an error when you deploy a Windows 32-bit image using a 32-bit WinPE.	N/A
When you open the Ghost Solution Suite Web Console, the following error is displayed: HTTP Error 500.19	TECH252726
GSSServeriPXEAddon.msi installer fails to install.	N/A
When you PXE Boot a UEFI client computer with multiple NICs following error is displayed: pxe-e16 no offer received	TECH250856
After you install or repair Ghost Solution Suite 3.3 RU1 installer, old version of Ghost Solution Suite is displayed in the console.	TECH253528

Known Issues of Ghost Solution Suite 3.3 RU2

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 1-6 Known Issues of Ghost Solution Suite 3.3 RU2

Description	Article Link
<p>Sometimes, the App Identity credentials are not set when you install the iPXE component for Ghost Solution Suite 3.3 RU2 for the first time using the axInstall.</p> <p>Workaround:</p> <p>Use the iPXEGSSServerChangeAppIdentity.exe tool and set the App ID password.</p>	N/A
<p>The ADLagent does not start automatically on SUSE Linux Enterprise Server 15 GA client after you restart the computer.</p>	N/A
<p>For a Linux image with a partition that uses GRUB2, an image that is captured with Ghost 12 (10561) version fails to boot.</p>	TECH248972
<p>Hot imaging task fails for Ghost and displays errors.</p>	TECH250278
<p>Ghost fails and displays error 19944 after you run a Deploy Image task using GhostCast Server.</p>	N/A
<p>Ghost cannot run Image verification/check on dynamic disks.</p>	N/A
<p>For Ghost Standard Tools you cannot restore a Ghost image file from a DVD.</p>	TECH251634
<p>When you try to launch the Ghost Solution Suite Web Console 3.3, following error is displayed:</p> <p>HTTP Error 500.19</p>	TECH252726
<p>For Ghost Solution Suite 3.3, following variables for WinPE are not populated when you boot any client computer into WinPE:</p> <p>%ALTIRIS_PXE_IP%</p> <p>%ALTIRIS_PXE_SERVER%</p>	N/A
<p>WinPE5.x Bootwiz configurations are not retained when you upgrade from Ghost Standard Tools 3.1 MP6 to Ghost Standard Tools 3.3.</p>	N/A
<p>A client computer fails to boot with a WinPE10 x64(ADK-1703,1709) PXE image that is created on a Windows 2016 PXE Server.</p>	N/A
<p>For Windows 2016 Server, Linux imaging does not work as the mount command fails when the computer boots into automation using the ISO created or the PXE image.</p> <p>Workaround:</p> <p>Install SMB 1.0/CIFS File Sharing Support feature on the Windows 2016 Server computer.</p>	N/A
<p>A UEFI-based computer fails to boot to production if you deploy a Windows 10 Redstone BIOS-based Sysprep image on the computer.</p>	N/A

Table 1-6 Known Issues of Ghost Solution Suite 3.3 RU2 (*continued*)

Description	Article Link
<p>Sometimes, Ghost Solution Suite Console fails to launch in a distributed scenario and displays following error when SQL Authentication is enabled:</p> <pre>Could not connect to Altiris Database DB Management service.</pre>	N/A
<p>After you upgrade from GSS 3.0 MP5 to GSS 3.3 in a distributed scenario, the Boot Disk Creator fails to create an ISO and the PXE image for WinPE 10 x64. The following error is displayed:</p> <pre>The directory is empty</pre> <p>Workaround:</p> <p>Recreate ISO and PXE image with WAIK 1607 version for creating images successfully.</p>	N/A
<p>After upgrading from Deployment Solution 6.9 SP6, following issues are observed when you create an image of a Windows XP computer using Sysprep:</p> <ul style="list-style-type: none"> ■ Client computer shuts down after the Sysprep task is run instead of booting into automation environment. ■ When the Sysprep task is run, the product keys of 32-bit and 64-bit computers are exchanged in the <code>sysprep.ini</code> file. 	N/A
<p>The Sysprep task fails for Windows XP and displays the following error:</p> <pre>Sysprep file is missing from data store path</pre> <p>Workaround:</p> <p>Copy the Windows XP 64-bit and Windows XP 32-bit <code>Deploy.cab</code> files to <code>Deployment Server\Sysprep\DotNet\x86</code> and <code>Deployment Server\Sysprep\DotNet\x64</code> from Microsoft site.</p> <p>https://www.microsoft.com/en-us/</p>	N/A
<p>Linux client computer fails to boot into preboot environment with a 64-bit Linux preboot configuration.</p> <p>Workaround:</p> <p>Create and use 32-bit Linux preboot configuration to boot the client computer.</p>	N/A
<p>The Create Disk Image... tasks fails to run from a remote console.</p> <p>Workaround:</p> <p>In the Image Location Options, specify the complete path in the Specify the Image path: (Path\Filename.Extension) option.</p> <p>For example:</p> <pre>M:\Images\Windows\Image.gho.</pre>	N/A

Table 1-6 Known Issues of Ghost Solution Suite 3.3 RU2 (*continued*)

Description	Article Link
<p>The driver count in the Driver Manager does not match after upgrade from Deployment Solution 6.9.</p> <p>Workaround:</p> <p>Import the missing drivers again.</p>	<p>N/A</p>
<p>A UEFI computer does not boot using the Ghost Solution Suite 3.x Linux automation environment.</p> <p>The PXE server cannot deliver the LinPE package to a UEFI computer and displays the following error:</p> <p>PXE-E23: Client received TFTP error from server.</p>	<p>TECH233942</p>
<p>The Surface Pro 3 tablet does not boot into production after the imaging task is completed.</p> <p>Workaround:</p> <p>Use the <code>-ntexact</code> switch while creating and restoring the backup image.</p>	<p>TECH224342</p>
<p>A UEFI-based computer fails to boot into production environment on deploying a BIOS-based image which does not have the System Reserved Partition.</p>	<p>TECH213460</p>
<p>For Japanese language, you cannot install an Automation Folder.</p> <p>Workaround:</p> <p>Save the automation folder configuration name in English. Install the automation folder on the client computer.</p>	<p>N/A</p>

Table 1-6 Known Issues of Ghost Solution Suite 3.3 RU2 (*continued*)

Description	Article Link
<p>Automation folder is not installed on a Windows XP client computer.</p> <p>Workaround:</p> <p>Use the old bootsect.exe(Ver 6.0.60000) and create a new Automation Folder Package.</p> <p>Follow the steps to create an Automation Folder package for Windows XP:</p> <p>Copy X64 version of BootSect.exe at eXpress\Deployment Server\WAIK\Tools\PETools\amd64.</p> <p>Copy X86 version of BootSect.exe at eXpress\Deployment Server\WAIK\Tools\PETools\x86.</p> <p>Make sure that the name of the binary is identical (BootSect).</p> <p>Right click on XP computer and select Advanced > Install Automation Folder option.</p> <p>Select the configuration and click OK. Ensure that the package is not already created and is available on the eXpress share for the selected configuration and the OS Architecture. Check the following path:</p> <p>eXpress\Deployment Server\AutoFolderPkgs\CONFIG_NAME\ARCH\AF_CONFIG_NAME.exe.</p> <p>In the path mentioned above, CONFIG_NAME is the BDC configuration and the ARCH is the architecture of the selected client computer. If the package already exists, delete or rename the configuration before you select the Install Automation Folder job.</p>	N/A
<p>The Deploy and Configure task of the Ghost Solution Suite Web Console supports only Windows computer imaging.</p>	N/A

Troubleshooting

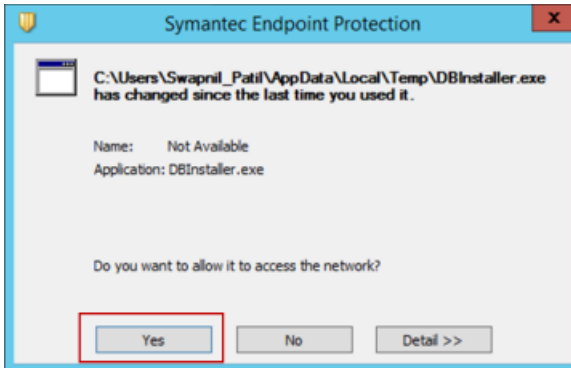
Troubleshooting

Environment:

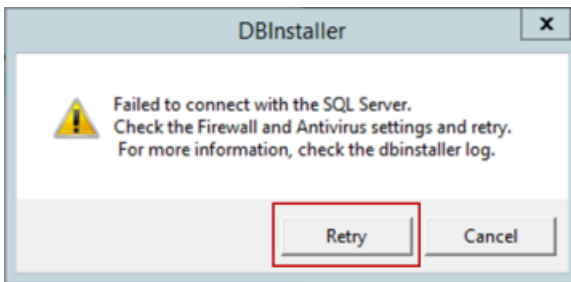
- Ghost Solution Suite Server and Database Server are installed on two different computers.
- Ghost Solution Suite Server and Database have Symantec Endpoint Protection 14 installed.

Issue:

While installing Ghost Solution Suite 3.3 RU2, if you receive following message:



Click **Yes** and then click **Retry** in the following message:



If the DBInstaller message reappears after an interval, check the firewall and the antivirus settings. You must click **Retry** till the connection with the Database installer is established successfully.

Where to get more information

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

Table 1-7 Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	The Supported Products A-Z page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under Common Topics , click Release Notes .

Table 1-7 Documentation resources (*continued*)

Document	Description	Location
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"> The Supported Products A-Z page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under Common Topics, click Documentation.

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

Table 1-8 Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	https://www.secure.symantec.com/connect/endpoint-management/forums/ghost-solution-suite