Symantec™ Ghost Solution Suite 3.2 RU7 Release Notes

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Ghost Solution Suite 3.2 RU7 Release Notes

This document includes the following topics:

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.

What's new in this release

In Ghost Solution Suite 3.2 RU7, the following new features are introduced:

Table 1-1　　　　List of new features

Feature	Description
Added support for Operating Systems	From this release onwards, following Operating systems are supported: ■ Windows 10 Redstone 4 ■ WinPE 1803
Added sample job to facilitate In-place OS upgrade to Windows 10 (version) and higher.	From this release onwards, you can use the In-place upgrade sample job to upgrade from Windows 7, Windows 8.1 and Windows 10 to Windows 10 Redstone1 and higher. For more information, refer to the following article: DOC11060
Deprecated features	From this release onwards, the following features are deprecated. ■ Chat feature

Upgrading to Ghost Solution Suite 3.2 RU7

You can install Ghost Solution Suite 3.2 RU7 over Ghost Solution Suite 3.2, 3.2 RU1, 3.2 RU2, 3.2 RU3, 3.2 RU4, 3.2 RU5, and 3.2 RU6.

Note: Symantec recommends closing the Ghost Solution Suite Console and any other jobs or tasks that are scheduled before you start installing GSS 3.2 RU7.

You can install the latest version of Ghost Standard Tools (version: 3.2 RU7) by downloading the Ghost Standard Tools from the following URL:

■ http://fileconnect.symantec.com/
   Use the Ghost Solution Suite Serial number.

If a previous version of the Ghost Standard Tools is detected on the computer, the Ghost Standard Tools will upgrade to the latest Ghost Standard Tool version.

Warning: The Symantec Ghost Standard Tools installer does not restrict you to upgrade from any previous versions. However, no support will be provided in such cases. Symantec recommends using only the supported upgrade path.

The following upgrade paths are supported:

Table 1-2   Supported upgrade paths

Upgrade from	Upgrade to
GSS 3.2	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS3.2 RU1	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS 3.2 RU2	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS 3.2 RU3	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS 3.2 RU4	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS 3.2 RU5	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: Troubleshooting
GSS 3.2 RU6	GSS 3.2 RU7 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.2 RU7: 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 3.2 RU7.

To upgrade to Ghost Solution Suite 3.2 RU7

1   Download and launch the Ghost Solution Suite 3.2 RU7 installer.

Note: You must run the Ghost Solution Suite 3.2 RU7 installer as an administrator.

You can download the GSS 3.2 RU7 using either of the following ways:

- http://fileconnect.symantec.com/
  Use the Ghost Solution Suite Serial number to download the GSS 3.2 RU7.

- https://www4.symantec.com/Vrt/offer?a_id=32763
  Use your Symantec account to download the trialware version of the GSS 3.2 RU7.

2   On the Symantec Ghost Solution Suite 3.2 RU7 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 3.2 RU7.

To upgrade to Ghost Solution Suite 3.2 RU7 using silent installation

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

Troubleshooting

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1   Download the Ghost Solution Suite 3.2 RU7 installer.

You can download the GSS 3.2 RU7 using either of the following ways:

- http://fileconnect.symantec.com/
  Use the Ghost Solution Suite Serial number to download the GSS 3.2 RU7.

- https://www4.symantec.com/Vrt/offer?a_id=32763

Use your Symantec account to download the trialware version of the GSS 3.2 RU7.

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_3.2_RU7.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 restarting the computer after the installation is complete.

The installation logs are generated at `<InstallDir>\eXpress\Deployment Server\Symantec_Ghost_Solution_Suite_3_2_RU7_Install.log`.
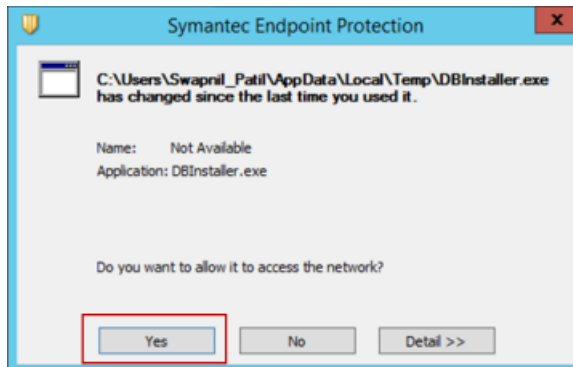
Troubleshooting

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.
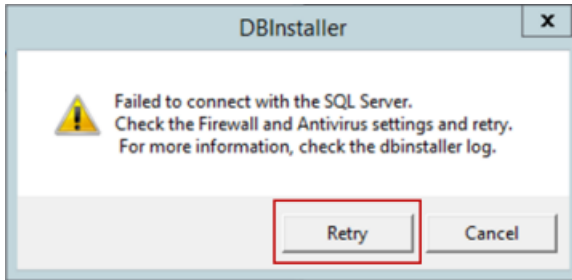
Issue:

While installing Ghost Solution Suite 3.2 RU7, 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.

Note: If you click **Cancel**, the installer stops installing the Ghost Solution Suite 3.2 RU7 and reverts all the changes.

Fixed Issues of Ghost Solution Suite 3.2 RU7

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 3.2 RU7

Issue	Article Link
Sometimes, after the GSS services start, a Windows Application Event Log - Warning message is displayed: `SNMP Service is not installed.`	INFO5007
After a client computer shuts down the computer status is not updated on the Ghost Solution Suite Server.	N/A
For 32-bit computers, failed to deploy a BIOS- based image to UEFI -based computers.	N/A
The option **Discover Ghost Solution Suite Server using TCP/IP multicast** does not work.	TECH250033
For German, French, Japanese, and Korean languages some icons are missing from the Ghost Solution Suite Console Tools View.	N/A
After you upgrade to Ghost Solution Suite 3.2 RU6, some client computers that are active appear offline in Ghost Solution Suite 3.2 console.	TECH250187
After you upgrade to Ghost Solution Suite 3.2 RU6, changing a computer name from the console does not work.	TECH250185

Table 1-3   Fixed issues in Ghost Solution Suite 3.2 RU7 *(continued)*

Issue	Article Link
When you use Ghost Standard Tools to burn an image on a DVD, some unused space is left on the DVD for writing additional files.	N/A
Disk inventory is not displayed for macOS 10.13 High Sierra version client computers that are formatted with APFS.	N/A
Ghost Solution Suite Console displays the status of the **Create Image** job as successful even if the job fails on the client computer.	N/A
When you click **File type advanced options** tab of the Add additional exclusion page, the template.exe crashes and becomes unresponsive.	TECH250591
Microsoft Outlook settings are not migrated properly for disconnected users.	N/A
Mac agent on client computers does not start for macOS 10.13 High Sierra version.	TECH249764

Known Issues of Ghost Solution Suite 3.2 RU7

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

For the Known Issues of previous release, refer to the following URL:

Symantec™ Ghost Solution Suite Documentation

Table 1-4   Known Issues of Ghost Solution Suite 3.2 RU7

Description	Article Link
While installing Ghost Solution Suite 3.2 RU7 in silent mode, DBInstaller messages are displayed as the connection to SQL server is blocked because of Antivirus/Firewall connection. Workaround For details, refer to the Troubleshooting section.	N/A
The **Create Image** task for Linux displays incorrect status as failed even when the task is completed successfully on the client computer. Following error is displayed: `Autocp: The operation was cancelled`	N/A
After you deploy an image of either SUSE Linux Enterprise Server 12 SP3 or SUSE Linux Enterprise Desktop 12 SP3, the computer restarts continuously.	N/A
Distribute Disk Image task with partition deploys fails on a 4K-enabled disk.	N/A

Table 1-4   Known Issues of Ghost Solution Suite 3.2 RU7 *(continued)*

Description	Article Link
Client computers cannot boot into 32-bit PXE package that is created with windows 10 1607 and 1703 ADK when GSS server is installed on a Windows 2008 R2 computer. Workaround: 1 Copy the "%SystemRoot%\System32\bcdedit.exe into the \Deployment Server\waik_winpe10\Tools\PETools\x86 folder. 2 Create a new PXE image of x86. 3 Boot the client computer using the image.	N/A
Client computers cannot connect to a Windows 2008 R2 Ghost Solution Suite server in automation environment using WinPE 1703 x86 package.	N/A
A UEFI-based computer fails to boot to production if you deploy a Windows 10 Redstone1 or a Windows 10 Redstone2 BIOS-based Sysprep image on the computer.	N/A
Clear text information of sensitive data is vulnerable to disclosure on wire when Ghost Solution Suite runs remote operations. Workaround: You can enable encryption settings for the Ghost Solution Suite Server and the client. To enable the encryption settings on the Ghost Solution Suite Server: ■ Navigate to **Start > Altiris > Deployment Server > Configuration**. ■ In the Symantec Ghost Solution Suite Configuration window, select **Options**. ■ In the Symantec Ghost Solution Suite Options, select **Transport** tab. ■ In the Transport tab, select **Allow encryption sessions**. To enable encryption settings for clients: ■ Open the **Symantec DAgent Services** from the taskbar. ■ In the **Symantec DAgent Service** window, click **Properties**. ■ In the **Client Settings** window, open the **Security** tab. ■ In the Security tab, select the **Encrypt session communication with Ghost Solution Suite Server** and **Require encrypted session with any server**.	N/A
When you change a computer configuration using Ghost Solution Suite job or by using the configuration change option, the job fails with the following error: `An invalid syntax has been specified.`	TECH234829
The ghost user account does not allow access to the program components that the user has rights to.	N/A