Symantec™ Ghost Solution Suite 3.3 RU3 Release Notes

Symantec

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Documentation version: 3.3 RU3

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Ghost Solution Suite 3.3 RU3 Release Notes

This document includes the following topics:

- About Ghost Solution Suite
- System requirements for installing Ghost Solution Suite
- What's new in this release
- Installing and Upgrading to Ghost Solution Suite 3.3 RU3
- Fixed Issues of Ghost Solution Suite 3.3 RU3
- Known Issues of Ghost Solution Suite 3.3 RU3
- Troubleshooting
- 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 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:

Prerequisites and IIS settings to support Web Console in Ghost Solution Suite 3.3

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 RU3, the following new features are introduced:

Table 1-2 List of new features

Feature	Description
Installer improvements	From this release onwards, the Ghost Solution Suite installer has been improved to include the following options: ■ Upgrade of Web Console as well as iPXE components for GSS and PXE servers. ■ Installation of Web Console component using **Simple Install** and **Custom Install**. **Note:** As a result of improved installer, you can now install Ghost Solution Suite 3.3 RU3 as a fresh installation even if you have not installed Ghost Solution Suite 3.3 previously.
OS and platform support	From this release onwards, following operating systems and platforms are supported: ■ Windows (10 Redstone 6) Build 1903 ■ WinPE 10 1903 (Redstone 6) For the latest information on the supported OS, refer to the following article: HOWTO111528

Installing and Upgrading to Ghost Solution Suite 3.3 RU3

You can install Ghost Solution Suite 3.3 RU3 over Ghost Solution Suite 3.3, 3.3 RU1, and GSS 3.3 RU2.

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 RU3.

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 RU3 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.3 RU3: Troubleshooting
Ghost Solution Suite Server 3.3 RU1	Ghost Solution Suite Server 3.3 RU3 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.3 RU3: Troubleshooting
Ghost Solution Suite Server 3.3 RU2	Ghost Solution Suite Server 3.3 RU3 **Note:** If the environment is updated to SEP14, read the following section before you upgrade to GSS 3.3 RU3: 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 RU3. 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 RU3

1 Download and launch the Ghost Solution Suite 3.3 RU3 installer.

Note: You must run the Ghost Solution Suite 3.3 RU3 installer as an administrator.

You can download the GSS 3.3 RU3 from the following URL:

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

2 Launch the appropriate Symantec Ghost Solution Suite Server installation file and follow the setup steps.

The Symantec Packager Self-Extracting Executable Options dialog appears.

3. Click the **Use current temp folder** option to use the current temporary folder to download installation files or the **Extract to a specific folder** option to set a path to an existing folder to download the installation files.
4. Click **Extract and Execute App** to extract and execute the application immediately.

   The default extraction directory is C:\DSSetup.

   You may have to wait for some time while Symantec Packager extracts files from this archive.
5. Select the appropriate installation option from the installation types listed in the Ghost Solution Suite Server Install Configuration dialog.
6. Click **Install**. Click **Yes** on the Software License Agreement page.
7. On the **Ghost Solution Suite Share Information** page, select the **File server path**.
8. Browse and select a **License File** and click **Next**.

   Note: This is optional if you upgrade from the supported upgrade paths.
9. On the **Ghost Solution Suite Server Information** page, enter the **IP address** and the installation path of the Ghost Solution Suite Server.
10. Enter the credentials to connect to the Ghost Solution Suite Server. Click **Next**.
11. On the **Ghost Solution Suite Database** page select the Database server that you want to connect to and click **Next**.
12. On the **Ghost Solution Suite Web Console** page, click **Check Prerequisites** if you plan to install the Web Console component.

    Note: If you are installing the Web Console component for the first time, you can also install it later using the **Component Install** option.
13. Select **Install Ghost Solution Suite Web Console** option and enter the credentials to set up access from IIS to the Database Server.
14. Click **Next**.

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 RU3.

To upgrade to Ghost Solution Suite 3.3 RU3 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 3.3 RU3 installer.

   You can download the GSS 3.3 RU3 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. Run the command axinstall.exe –i in the command window.

4. This command launches the installer and captures all the values from the different windows and creates a silent.ini file

   If you want to launch the simple install, run the command `axinstall.exe -i-S`.

   If you want to launch custom install, run the command `axinstall.exe -i-C`

5. Run the `axinstall.exe -t silent.ini` command in the command window to complete the silent installation.

The installation logs are located at the following locations:

Deployment Folder: A set of logs are created under the <Install_Path>\Program Files (x86)\Altiris\eXpress\Deployment Server.

- dbinstaller.log
- dbmanager.log
- PXE.log
  If the PXE server is remotely installed, the PXE.log is created on the <Install_dir> of the remote computer
- PXEMgr.log
- dataStor.log
- logserver.log
- Console.log
  If the console is installed on a remote computer the console logs are created on the remote computer.

Installing and upgrading to Ghost Standard Tools 3.3 RU3

You can either install the Ghost Standard Tools 3.3 RU3 or upgrade to the Ghost Standard Tools 3.3 RU3 from any of upgrade paths.

Before you upgrade to Ghost Standard Tools 3.3 RU3, 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 RU3

1 Download the Ghost Standard Tools 3.3 RU3 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_RU3.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 RU3

You can install Ghost Solution Suite Web Console 3.3 RU3 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 RU3

Scenario	Supported installation or upgrade
Ghost Solution Suite Server 3.3 and higher (without Web Console installed).	Install Ghost Solution Suite Web Console 3.3 RU3. See "Installing Ghost Solution Suite Web Console 3.3 RU3" on page 13.
Ghost Solution Suite Server 3.3 and higher (with Web Console installed).	Upgrade to Ghost Solution Suite Web Console 3.3 RU3. See "Upgrading Ghost Solution Suite Web Console 3.3 RU3" on page 14.

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

Installing Ghost Solution Suite Web Console 3.3 RU3

1. Download the Ghost Solution Suite 3.3 RU3 from the following URL:

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

   Use the Ghost Solution Suite Serial number.
2. Right-click on the `Symantec_Ghost_Solution_Suite_3_3_RU3.exe` and select **Run as administrator**.
3. In the **Symantec Packager Self-Extracting Executable Options**, by default, the **Extract to a specific folder** option is selected.
4. Click **Extract and Execute App**.
5. In the **Ghost Solution Suite Install Configuration** wizard, select the type of installation that you want to carry out.
6. Click **Install**.
7. On the **Software License Agreement** page, click **Yes**.
8. On the **Ghost Solution Suite Share Information** page, select the **File server path**.
9. Browse and select the **License File** and click **Next**.
10. On the **Ghost Solution Suite Server Information** page, enter the **IP address** and the installation path of the Ghost Solution Suite Server.
11. Enter the credentials to connect to the Ghost Solution Suite Server and click **Next**.
12. In the **Ghost Solution Suite Database** page, select the **Database server** that you want to connect to and click **Next**.
13. On the **Ghost Solution Suite Web Console** page, click **Check Prerequisites** before you proceed with installing the Web Console component.

    Note: You can also install the Web Console component later using the **Component Install** option.

14 After all the prerequisites are met, select **Install Ghost Solution Suite Web Console** option and enter the credentials to set up access from IIS to the Database Server.

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 16.
Confirm Password	Enter the password again.

15 Click **Next**.

16 Click **Finish**.

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`

Upgrading Ghost Solution Suite Web Console 3.3 RU3

1 Download the Ghost Solution Suite 3.3 RU3 from the following URL:

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

Use the Ghost Solution Suite Serial number.

2 Right-click on the `Symantec_Ghost_Solution_Suite_3_3_RU3.exe` and select **Run as administrator**.

3 In the **Symantec Packager Self-Extracting Executable Options**, by default, the **Extract to a specific folder** option is selected.

4 Click **Extract and Execute App**.

5 In the **Ghost Solution Suite Install Configuration** wizard, select the component install that you want to carry out.

6 Click **Install**.

7 On the **Software License Agreement** page, click **Yes**.

8 On the **Ghost Solution Suite Share Information** page, select the **File server path**.

9 Click **Next** if a valid license exists.

10 On the **Ghost Solution Suite Server Information** page, enter the **IP address** and the installation path of the Ghost Solution Suite Server.

11 Enter the credentials to connect to the Ghost Solution Suite Server and click **Next**.

12 In the **Ghost Solution Suite Database** page, select the **Database server** that you want to connect to and click **Next**.

13 On the **Ghost Solution Suite Web Console** page, click **Check Prerequisites** before you proceed with upgrading the Web Console component.

14 Select **Install Ghost Solution Suite Web Console** option and enter the credentials to set up access from IIS to the Database Server.

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 16.
Confirm Password	Enter the password again.

15 Click **Next**.

16 Click **Finish**.

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 16.
- 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 16.

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 RU3

Following are the installation and the upgrade scenarios of iPXE components 3.3 RU3.

Note: Symantec recommends restarting IIS service after you install or upgrade the iPXE components.

- Upgrading to iPXE components for Ghost Solution Suite 3.3 RU3 (iPXE feature was installed in GSS 3.3)

  If you have already installed iPXE in GSS 3.3 or higher versions, iPXE will be automatically upgraded to GSS 3.3 RU3 version.
- Installing iPXE components for Ghost Solution Suite 3.3 RU3(iPXE feature was not installed in GSS 3.3)

Installing iPXE components for Ghost Solution Suite 3.3 RU3

1. Download Ghost Solution Suite 3.3 RU3 from the following URL:

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

   Use the Ghost Solution Suite Serial number.
2. Right-click and run as an administrator
3. Select the **Component Install** option.
4. Click **Install**.
5. On the **Software License Agreement** page, click **Yes**
6. On the **Ghost Solution Suite Share Information**, specify the **File server path** where Ghost Solution Suite Share is installed and click **Next**.
7. On the **Installing Components**, select **Configure GSS Server and PXE Server(s) for iPXE**.
8. Click Next.
9. On the **Ghost Solution Suite, iPXE component** page, click **Check Prerequisites** for the GSS server.
10. Enter the credentials to set up access from IIS to the Database server.
11. For remote PXE Servers, you must manually verify the prerequisites on every PXE Server individually.
12. Select the **PXE Server** from the drop-down list and enter the credentials to connect to the PXE Server.
13. Click **Next** and click **Install**.

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
```

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 16.
- 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 16.

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 RU3

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 RU3

Issue	Article Link
Ghost executable fails when enumerating volumes and displays the following error: `Internal error 36000`	TECH254981
Unable to Open an Image Using the Ghost Explorer Tool	TECH252336
Driver manager fails to import all files needed to successfully install Intel video drivers.	N/A
Uninstall option for automation folder isn't working for customer.	TECH255164
Ghost cannot run **Image verification/check** on dynamic disks.	N/A
When you try to launch the Ghost Solution Suite Web Console 3.3, following error is displayed: `HTTP Error 500.19`	TECH252726
For Ghost Solution Suite 3.3, following variables for WinPE are not populated when you boot any client computer into WinPE: %ALTIRIS_PXE_IP% %ALTIRIS_PXE_SERVER%	N/A
After you upgrade Ghost solution Suite, the eXpress share and NTFS permissions are restored to default settings.	N/A

Known Issues of Ghost Solution Suite 3.3 RU3

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 RU3

Description	Article Link
Upgrade of remote PXE server fails. Workaround: Manually restart Altiris PXE Config Helper service on all the remote PXE servers.	N/A

Table 1-6 Known Issues of Ghost Solution Suite 3.3 RU3 *(continued)*

Description	Article Link
Sometimes, the App Identity credentials are not set when you install the iPXE component for Ghost Solution Suite 3.3 RU3 for the first time using the axInstall. Workaround: Use the iPXEGSSServerChangeAppIdentity.exe tool and set the App ID password.	N/A
The ADLagent does not start automatically on SUSE Linux Enterprise Server 15 GA client after you restart the computer.	N/A
For a Linux image with a partition that uses GRUB2, an image that is captured with Ghost 12 (10561) version fails to boot.	TECH248972
Hot imaging task fails for Ghost and displays errors.	TECH250278
For Ghost Standard Tools you cannot restore a Ghost image file from a DVD.	TECH251634
WinPE5.x Bootwiz configurations are not retained when you upgrade from Ghost Standard Tools 3.1 MP6 to Ghost Standard Tools 3.3.	N/A
A client computer fails to boot with a WinPE10 x64(ADK-1703,1709) PXE image that is created on a Windows 2016 PXE Server.	N/A
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. Workaround: Install SMB 1.0/CIFS File Sharing Support feature on the Windows 2016 Server computer.	N/A
A UEFI-based computer fails to boot to production if you deploy a Windows 10 Redstone BIOS-based Sysprep image on the computer.	N/A
Sometimes, Ghost Solution Suite Console fails to launch in a distributed scenario and displays following error when SQL Authentication is enabled: `Could not connect to Altiris Database DB Management service.`	N/A
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: `The directory is empty` Workaround: Recreate ISO and PXE image with WAIK 1607 version for creating images successfully.	N/A

Table 1-6 Known Issues of Ghost Solution Suite 3.3 RU3 *(continued)*

Description	Article Link
Linux client computer fails to boot into preboot environment with a 64-bit Linux preboot configuration. Workaround: Create and use 32-bit Linux preboot configuration to boot the client computer.	N/A
The **Create Disk Image...** tasks fails to run from a remote console. Workaround: In the **Image Location Options**, specify the complete path in the **Specify the Image path: (Path\Filename.Extenstion)** option. For example: `M:\Images\Windows\Image.gho.`	N/A
The driver count in the Driver Manager does not match after upgrade from Deployment Solution 6.9. Workaround: Import the missing drivers again.	N/A
A UEFI computer does not boot using the Ghost Solution Suite 3.x Linux automation environment. The PXE server cannot deliver the LinPE package to a UEFI computer and displays the following error: PXE-E23: Client received TFTP error from server.	TECH233942
The Surface Pro 3 tablet does not boot into production after the imaging task is completed. Workaround: Use the `-ntexact` switch while creating and restoring the backup image.	TECH224342
A UEFI-based computer fails to boot into production environment on deploying a BIOS-based image which does not have the System Reserved Partition.	TECH213460
For Japanese language, you cannot install an Automation Folder. Workaround: Save the automation folder configuration name in English. Install the automation folder on the client computer.	N/A
The **Deploy and Configure** task of the Ghost Solution Suite Web Console supports only Windows computer imaging.	N/A

Troubleshooting

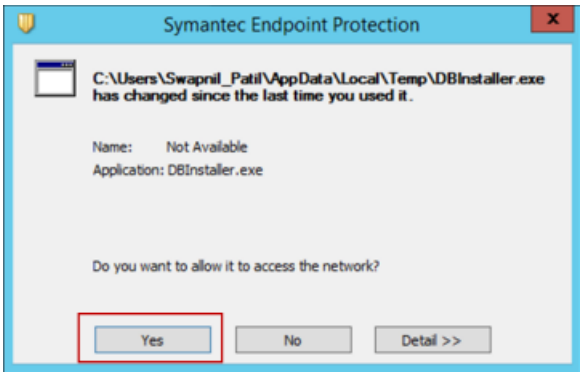
Troubleshooting

Environment:

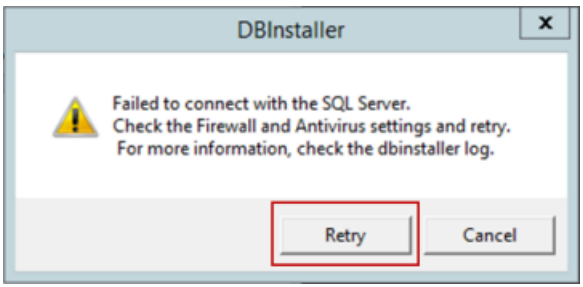
- Ghost Solution Suite Server and Database Server are installed on two different computers.
- Ghost Solution Suite Server and Database have Symantec Endpoint Protection 14 installed.

Issue:

While installing Ghost Solution Suite 3.3 RU3, 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**.
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	■ 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