Backup & Disaster Recovery Appliance

From the Intel AppUp® SMB Service

Powered by StorageCraft*

License Guide

Thank you for subscribing to the Intel® Hybrid Cloud. This guide tells you how to obtain and activate the StorageCraft* ShadowProtect* Server license for the Backup & Disaster Recovery (BDR) appliance from the Intel AppUp® SMB Service.

> Important! The instructions presented here are for post-installation license activation. For instructions on how to register during product installation, please refer to the Backup & Disaster Recovery Appliance User Guide.

Number of Licenses

One license key can be applied to up to 10 ShadowProtect agents—either Windows-based clients, Windows* Server, Windows* Small Business Server, or any combination of these. The price to protect one Windows Server is included in the BDR appliance monthly rate. Protecting 2-10 additional devices is done with the same license key, but those will be billed additionally every month according to the prices published in the Intel AppUp SMB Service store. To protect more than 10 devices, please request additional license keys from Intel Customer Support (see contact information in Step 1 below). Additional protected devices will be billed according to the prices published in the Intel AppUp SMB Service store.

Step 1: Obtain the License Key

> NOTE: If you do not enter a license key when ShadowProtect is pushed to a client, the application automatically enters trial mode. The default trial period is for one week, after which you will not be able to connect to the agent unless you apply a license key.

1. Contact Intel Customer Support to obtain the License Key.

   Phone: 1-800-404-2284[1] Hours: 4:00 am to 8:00 pm PST (7 am to 11 pm EST), Monday-Friday

   Additional Customer Support contact information is located at:
   http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm

2. Provide the following information:
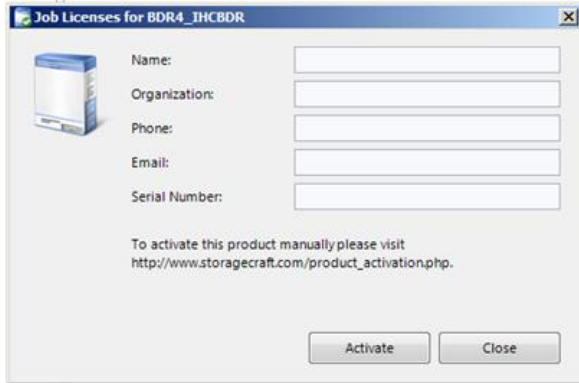
   - MSP name and company name
   - E-mail address

Step 2: Apply the License Key to ShadowControl* ImageManager*

In this step, you apply the license key in the StorageCraft ShadowControl* ImageManager* application. You need to do this before you apply the license to the ShadowProtect Server.

1. To start the BDR appliance ShadowControl ImageManager from Microsoft* Windows, select **Start** > **All Programs** > **ShadowCraft** > **ShadowControl ImageManager**.

2. In the left pane, select the **Licensing** link.

3. In the Activation dialog box, enter the following:

   a. For Customer Name, enter the name of the product purchaser, either person or organization

   b. Organization name

   c. Phone number (optional)

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[1]Available for Intel˚ Technology Provider Program partners or managed service providers (MSP). For end-user support, contact your local channel or MSP.

d. Email address (optional)

e. For Serial Number, enter the serial number that you received from Intel Customer Support

4. Click **Activate**.

5. Do one of the following:

- If the activation was successful, click **OK** in the following message box:

- If the activation was not successful, try the following:

   o Review the information you entered in the Activation dialog box for accuracy. Make sure you have entered information into the required fields. Correct any errors and then click **Activate** to resubmit the activation request.

   o If your computer cannot successfully communicate with the activation server or the Internet, wait for a while and try the activation process again.

   o If the number of allowed activations for the serial number has been exceeded, you must purchase additional licenses. If you feel you received this message in error, contact Intel Customer Support.

   o For all other activations issues, contact Intel Customer Support.

6. At the Job Licenses for EBDR screen, keep all Assigned to Agent values at zero and then click **Update**. Your MSP can assist you with adjusting the values if the added functionality is needed in your environment.
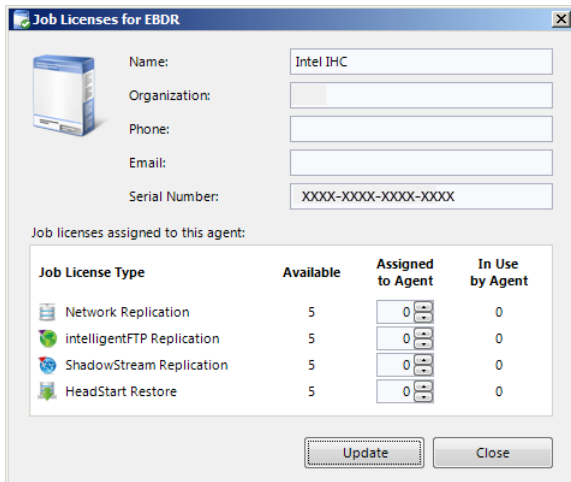
# Step 3: Apply License Key to StorageCraft* ShadowProtect* Server

In this step, you apply the license key in the StorageCraft ShadowProtect Server application.

> Important! After initial activation, ShadowProtect needs to establish a connection to the StorageCraft license manager at least once every 30 days. If not, the license will be deactivated. You can verify the license status from inside the ShadowProtect console. If the license status is deactivated, check network settings. As soon as the ShadowProtect software is able to re-establish a connection to the StorageCraft license server, the license will be re-activated. If you are still having license issues, please contact Intel Customer Support.

1. To start the BDR appliance ShadowProtect Server from Microsoft Windows, select **Start** > **All Programs** > **StorageCraft** > **ShadowProtect**.

2. From the application Menu bar, select **Help** > **Product Activation**.

3. In the Activation dialog box, enter the following:

   a. For Serial Number, enter the serial number that you received from Intel Customer Support.

   b. Enter the MSP name.

   c. For Customer Name, enter the name of the product purchaser, either person or organization.

4. Click **Activate**.

5. Do one of the following:

   - If the activation was successful, click **OK** in the following message box:
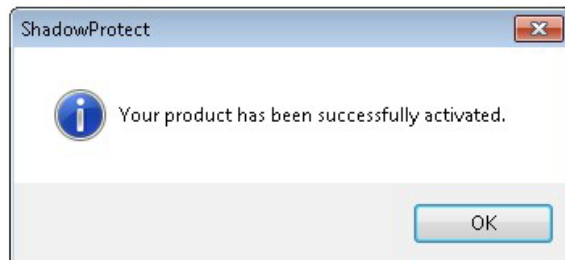
   - If the activation was not successful, try the following:

     o Review the information you entered in the Activation dialog box for accuracy. Make sure you have entered information into the required fields. Correct any errors and then click **Activate** to resubmit the activation request.

- If your computer cannot successfully communicate with the activation server or the Internet, wait for a while and try the activation process again.

- If the number of allowed activations for the serial number has been exceeded, you must purchase additional licenses. If you feel you received this message in error, contact Intel Customer Support.

- For all other activations issues, contact Intel Customer Support.