

Intel AppUp® SMB Service

Built on the Intel® Hybrid Cloud Platform

License Guide – StorageCraft* ShadowProtect* Server

Revised 11/7/2012

This guide is intended to identify the steps required to install this software on the Intel® Hybrid Cloud platform, and does not replace the manufacturer’s instructions for third-party products. Before completing the instructions below, you will need to install the respective software on the server using the Store feature in the Intel® Hybrid Cloud Management Portal (<https://hybridcloud.intel.com>).

LICENSE ALERT: Purchased keys may not be used on this product.

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Product Version

StorageCraft® ShadowProtect®4 Server

Appliance Default Passwords

To download the current "Appliance Default Password List" (Login required):

1. Use a Web browser to go to: www.intelhybridcloud.com/.
2. Click the **Login** link and enter your login information.
3. At the top of the page, select **Menu** and then click the **Support** link.
4. On the Support page, click the **Server Setup & Activation** section to expand it and then click the **Additional Setup Documents** link.
5. Click the Additional Setup Documents zip file version that you want to download and then select to save the zip file.
6. Extract the Appliance Default Password List from the zip file.

NOTE: The default, out-of-the-box experience allows you to specify the passwords for the Microsoft® Windows®-based appliances during configuration. For Linux® appliances, type "passwd" in the shell.

Licenses Configuration

Important! 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.

Step 1: Obtain the License Key

1. Contact Intel Customer support to obtain the License Key. Customer Support contact information is listed at the following link:

<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
 - Asset Tag of the Intel® Hybrid Cloud server where StorageCraft ShadowProtect Server will be installed.
3. If this is a new installation of the StorageCraft application, a manual reboot of the StorageCraft server is required before proceeding to Step 2.

NOTE: The user guide and other documentation for the StorageCraft ShadowProtect Server application are available on the directory "C:\StorageCraft_Builds" after the application has been installed.

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

You apply the license key in the StorageCraft® ShadowControl® ImageManager® application before applying it to the ShadowProtect Server.

1. To start the ShadowControl ImageManager from Microsoft Windows, select **Start > All Programs > StorageCraft > ShadowControl ImageManager**.
2. From the left pane, click the **Licensing** link.
3. In the Activation dialog box, enter the following:



- a. For Name, enter the name of the product purchaser, either person or organization.
 - b. Organization name
 - c. Phone number (optional)
 - d. Email address (optional)
 - e. For Serial Number, enter the serial number that you received from Intel Customer Support.
4. Click **Activate**.
 5. If the activation was successful, click **OK** in the following message box:



6. If the activation was not successful, try the following:
 - Review the information you entered in the Activation dialog box for accuracy. Make sure you have entered information in 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.

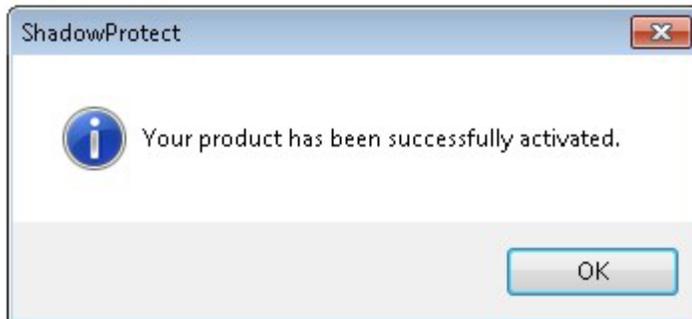
Step 3: Apply the License Key to StorageCraft ShadowProtect

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

1. To start the 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. MSP name
 - c. In Customer Name, enter the name of the product purchaser, either person or organization.



4. Click **Activate**.
StorageCraft ShadowProtect Server notifies you if the activation process was successful.
5. If the activation is successful, click **OK** in the following message box:



6. If the activation was not successful, do one of the following to correct the issue:
 - Review the information in the Activation dialog box for accuracy. Correct any errors, then click **OK** 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 StorageCraft Support
- For all other activation issues, contact StorageCraft Support.

Troubleshooting

Technical Support

- For questions pertaining to this guide, contact Intel Customer Support:
<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm>
- In the event that you (the Managed Service Provider) are unable to resolve a technical support issue by providing first level support for the Software, you may obtain second level support from the help desk of the Software manufacturer, pursuant to the terms and conditions accompanying the Software. Technical Support contact information is provided at the following location:
<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm#Software>
- Intel® Hybrid Cloud Platform User Guide
<http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm>
- Appliance and Application Initial Setup Guides
<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm>

StorageCraft ShadowProtect Server Product Support

As a ShadowProtect Server* customer you receive complimentary Technical Support. You may access support using any of the following:

- **StorageCraft® Community Forum:**
<http://forum.storagecraft.com/Community/>
- **E-Mail:**
Email Support hours: 8:00 am to 5:00 pm MST, Monday through Friday
Access e-mail form at: <http://forum.storagecraft.com/Community/>
- **Telephone Support:**
Available Monday through Friday 9:00 A.M. to 5:30 P.M. (MST) – (801)545-4710
Telephone support is available to all customers with a current maintenance plan or customers who have purchased product maintenance from the StorageCraft Web store. If you experience a delay in answering, leave a voicemail and the next available Support Engineer will return your call.
- **StorageCraft User Guides:**
ShadowProtect 4 user guide:
<http://www.storagecraft.com/documents/ShadowProtect-4.0-User-Guides/ShadowProtect%204.0%20User%20Guide.pdf>
ShadowControl ImageManager User Guide:
<http://www.storagecraft.com/support/book/shadowcontrol-imagemanager-user-guide>