Intel AppUp[®] SMB Service

Built on the Intel[®] Hybrid Cloud Platform

User Guide – StorageCraft Upgrade 4.2 – 5.0

Revised 3/14/2013

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 (<u>https://hybridcloud.intel.com</u>).

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

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Product Version

Dependencies / Requirements

This document describes the steps to upgrade StorageCraft ShadowProtect Version 4.2.5 to StorageCraft ShadowProtect Version 5.0

- StorageCraft ShadowProtect Version 4.2.5 is installed
- ImageManager 5 is installed
- ShadowStream is installed

Downloading the Files for the Upgrade to Version 5.0

- 1. The files needed for the upgrade can be obtained from the Intel download site at the following URL: <u>http://downloadcenter.intel.com/Detail_Desc.aspx?agr=Y&DwnldID=22513</u>
- 2. The downloaded file will be called SC_Upgrade_SP5_IM6_SS1.zip.
- 3. Save this file onto the StorageCraft VM that you would like to upgrade, and extract the files.
- 4. There should be three files:
 - a. ShadowProtectSetup_MSP_5.0.0.exe
 - b. ImageManagerSetup.exe
 - c. ShadowStreamSetup.exe

Upgrading to StorageCraft ShadowProtect to Version 5.0

- 1. Log in to the Intel[®] Hybrid Cloud Server Manager.
- 2. Click the **Appliances** button to open the Appliances page.
- 3. Select the **StorageCraft Server** appliance.
- 4. If the appliance is Stopped, click the **Start** button.
- 5. Select the **Console** tab to open the Console page.
- 6. Click the **Launch** button (next to VNC Console) to open the VNC window.
- 7. Enter credentials in the required fields and then log in to the appliance.
- 8. Go to the folder where the downloaded file ShadowProtectSetup_MSP_5.0.0.exe is located.
 - Copy this exe into C:\StorageCraft_builds\ShadowProtectSetup_MSP_4.2.5. It is
 recommended to use this exe while upgrading ShadowProtect, and while
 performing the push install to remote backup targets.
 - Rename file ShadowProtectSetup_MSP_4.2.5.iss to ShadowProtectSetup_MSP_5.0.0.iss in the dir C:\StorageCraft_builds\ShadowProtectSetup_MSP_4.2.5
- 9. Double click on setup file ShadowProtectSetup_MSP_5.0.0.exe

10. Select the desired language and press Next.

StorageCraft ShadowProtect MSP Setup Wizard	X
Installation Language Select the language to use for installation.	STORAGECRAFT. Backup Fast, Recover Faster
Note: Installation language selected here MUST ma	tch the license key
that will be used to register the product.	ten the needse key
Deutsch Endish	
English (Australia, New Zealand) Español	
Français	
Italiano 日本語	
한국 어 Português do Brasil	
Português Europeu Türkce	
简体中文 繁雜中文	
Back	Next Cancel

11. "Welcome to the Upgrade..." screen appears. Press Next.



12. Accept the terms of the agreement license and then click Next.



13. Click Install

StorageCraft ShadowProtect MSP Setup Wizard	
Ready to Install Begin installation.	S
	STORAGECRAFT Backup Fast, Recover Faster
Click Install to begin the installation.	
To review or change installation settings, click Back. Click Canc	el to exit.
<u>Back</u>	<u>I</u> nstall <u>C</u> ancel

14. Click OK and then click Finish when installation completes.



15. Once appliance comes up, ShadowProtect version 5.0.0.22464 will be displayed under Control Panel->Programs->Programs and Features.



Push Install to Remote Backup Targets

Follow these steps to push the upgrade to remote backup targets:

1. Before push upgrade, the Control Panel of the target machine will show the old version of ShadowProtect.

🗸 🖂 🔹 Control Panel 🔹 P	rograms - Programs and Features			- 🐼	Search Programs and Featur	es	
Control Panel Home	Uninstall or change a program						
View installed updates	To uninstall a program, select it from the list and	I then dick Uninstall, Change, or Rep	oair.				
Turn Windows features on or off							
	Organize 💌					800 -	(
	Name *	Publisher	• Install •	šize 🗸 🗸	Version -		
	etivAeon XA	activAeon Limited	6/27/2011	14.8 MB	2.9.650		
	Citrix Tools for Virtual Machines	Citrix Systems, Inc.	3/1/2013		6.0.53456		
	Microsoft NET Framework 4 Extended	Microsoft Corporation	5/4/2011	51.0 MB	4.0.30319		
	StorageCraft ShadowProtect	StorageCraft Technology Cor.	. 3/7/2013	51.5140	4.2.5.16175		
	Currently installed programs Tabl	105 MD					
	Corrently Installed programs Total	SIZE: 100 MD					
	o programs installed						

- 2. Open the ShadowProtect Console, select the desired remote target, and press Install.
- In the Install Wizard, browse to C:\StorageCraft_builds\ShadowProtectSetup_MSP_4.2.5\ShadowProtectSetup_MSP_5.0.0. exe.



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4. Complete the installation wizard. The version of ShadowProtect in the control panel of the target machine will now show the new version.

💗 Open			×
Look in:	BhadowProtectSetup_MSP_4.2.5	🔻 🚱 🌶 📂 🛄 -	
Recent Places Desktop Libraries Computer	Name Silent Silent ShadowProtectSetup_MSP_4.2.5 ShadowProtectSetup_MSP_5.0.0	• Date modified • Type 5/14/2012 5:48 PM File folder 4/10/2012 11:36 Application 3/8/2013 4:53 PM Application	
	•		▶
	File name: ShadowProtectSet	up_MSP_5.0.0 Open	
	Files of type: Executable files	▼ Cance	



Push Install to Multiple Remote Backup Targets

1. To push the agent to multiple backup targets at the same time, use the "Active Directory search" feature of the installation wizard. Note that the Active Directory search will perform an LDAP query of Active Directory. By default, the query will search the Computers container of Active Directory. If the target machines are located in a different container (in Small Business Server, the computers will be located in the SBSComputers container), then the target machines will need to be moved to the Computers container before they will appear in the Active Directory search. Also, the advanced Active Directory search options can be used to specify the LDAP path to a different container.

🙀 Push Install				×
Choose search options and pr Choose the proper search option	oper credentials ns and input valid remote admi	nistrative privilege:	S	
Omain name	C Host name			
scraft.local]		
Use Active Directory search				
Use specified credentials				
User name:	administrator			
Password:	•••••			
Discover services				
Specify advanced Active Directory	/ search options			
				,
		< Back	Next >	Cancel
				//

2. Once the target servers appear in the Active Directory search, select the servers where the agent is to be installed, and click **Next**.

🏹 Push Install				×
Computer list Select the machines you wish to remo	ely install			
Computer	Agent discovery status		Group name	
☑ 會 및 BKUPTEST.scraft.local File version: 5.0.0.0 Product version: 5.0.0.22464 Interface version: 53 Agent unique id: {d4e7a258-003f-465a-a Agent location: remote	Installed 001-863f1f1ff184}			
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Installed lea-ee9333b44338}			
☑ ↑ ₱ SCRAFTDC.scraft.local File version: 5.0.0.0 Product version: 5.0.0.22464 Interface version: 53 Agent unique id: (b5dd1314-5d96-4755-€ Agent location: remote	Installed 648-6dcfbc6faab9}			
	< 8a	dk	Next >	Cancel

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3. Complete the wizard; press **Finish** to install the agent on all target machines.

Computer	Agent discovery status	Group name	
💂 BKUPTEST.scraft.local	Installed		
rogress			
reparing			
SCRAFTDC.scraft.local	Installed		
rogress			
tarting installer			

Upgrading Image Manager Version 5.0 to Version 6.0

- 1. Double click on setup file ImageManagerSetup.exe.
- 2. Select language "English" and press **OK**.

Choose 9	Setup Language		×
2	Select the language for thi	s installation fr	om the choices below.
	English (United States)		
	OK	Cancel	

3. Press Yes to continue.



4. Preparing to install...

InstallShield Wizard		
	Preparing to Install	
	StorageCraft ImageManager Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.	
	Configuring Windows Installer	
	Cancel	

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5. Press Next.



6. Select "I accept the terms in the license agreement" and press **Next**.

🕞 StorageCraft ImageManager - Inst	allShield Wizaro	i	×
License Agreement Please read the following license agreem	nent carefully.		44
END-USER LICENSE AGREEMENT FOR S Please carefully read the terms and "Agreement"), which applies to use Technology Corporation software: S Business Server, ShadowProtect ShadowControl CMD™, ShadowProtect Desktop™, ShadowProtect for Manage ImageManager for Managed Servic Products" and individually a "Storage terms and conditions of your use o Acceptance of this Agreement for a	SELECT STORAGE of the follow ShadowProtect Desktop, Shad ect Virtual Ser ged Service Pro ce Providers™ Craft Product"). f any of the for a particular Sto	CRAFT SOFTWARE this license agr ing versions of S Server, ShadowPr dowControl Imag ver™, ShadowPrc bviders™, and Sh (collectively the This Agreement s regoing StorageCr prageCraft Product	PRODUCTS ▲ eement (the StorageCraft® rotect Small geManager™, otect Virtual adowControl "StorageCraft specifies the aft Products. t constitutes ▼
I accept the terms in the license agreem I do not accept the terms in the license InstallShield	agreement		Print
	< Back	Next >	Cancel

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7. Press **Install** to start program installation.



8. Press OK.



9. StorageCraft ImageManager will install.

🙀 Storage(Fraft ImageManager - Inst	allShield Wizard		
Installing The prog	StorageCraft ImageMana ram features you selected are	ger being installed.		44
1 6	Please wait while the InstallS ImageManager. This may tak	hield Wizard installs e several minutes.	StorageCraft	
	Status:			
InstallShield				
113G813111C10 -		< Back	Next >	Cancel

10. When the installation completes, press **Finish** to exit.



11. Press **Yes** to restart appliance.

🕞 Storag	eCraft ImageManager Inst	aller Information	×		
i	You must restart your system changes made to StorageCraf effect. Click Yes to restart nov restart later.	Ir system for the configuration orageCraft ImageManager to take estart now or No if you plan to			
	Yes	No			

12. Once appliance comes up, the ImageManager version 6.0.0 will be displayed under Control Panel->Programs->Programs and Features.

Programs and Features					_ 8 ×
😋 🕞 🗢 🖾 🔹 Control Panel 🔹 P	rograms - Programs and Features		- 🛃	Search Programs and Features	2
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list an	d then click Uninstall, Change, or Repa	ir.		
🛞 Turn Windows features on or off	Organize 🔻				🕡
	Name 🔺	↓ Publisher	Install	✓ Version	
	activAeon XA Agent for Intel	activAeon Limited	1/22/2013 5.14 ME	3 2.10.920	
	S Citrix Tools for Virtual Machines	Citrix Systems, Inc.	1/18/2013	6.0.54210	
	Microsoft Visual C++ 2008 Redistributable - x86	9 Microsoft Corporation	1/22/2013 600 KE	9.0.30729.6161	
	Microsoft Visual C++ 2010 x86 Redistributable -	Microsoft Corporation	1/22/2013 11.0 ME	3 10.0.30319	
	StorageCraft ImageManager	StorageCraft Technology Cor	1/24/2013 155 ME	3 6.0.0	
	StorageCraft ShadowProtect	StorageCraft Technology Cor	1/22/2013 1/24/2012 20.0 MR	5.0.0.22464	
	19 storagecraft shadowstream	storagecrart recinology cor	1/24/2013 30.0 Mb	5 1.0.0	
	Currently installed programs Total 7 programs installed	size: 202 MB			

13. You must re-apply the license for Image Manager after the upgrade. To do this, click on the licensing link in Image Manager, and confirm the licensing information that is listed there.

Refreshing the ShadowStream Running Instance

The version will remain the same from 1.0 to 1.0. It is just a refresh.

- 1. Double click on setup file ShadowStreamSetup.exe.
- 2. Select "English" language and press OK.

Choose S	ietup Language		×
2	Select the language for th	iis installation fror	n the choices below.
	English (United States)		
	ОК	Cancel	

3. Press Yes.

StorageCraft ShadowStream Image: This setup will perform an upgrade of 'StorageCraft ShadowStream'. Do you want to continue? Yes No	×	
?	This setup will perform an upgrade of 'StorageCraft ShadowStream'. Do you want to continue?	
	Yes No	

4. Preparing to install...

InstallShield Wizard	
	Preparing to Install
	StorageCraft ShadowStream Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
	Configuring Windows Installer
	Cancel

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5. Press Next.



6. Press OK.



7. In progress...

👘 Storage(raft ShadowStream - Inst	allShield Wizard		_ 🗆 🗙
Installing The prog	StorageCraft ShadowStre ram features you selected are	a m being installed.		44
1	Please wait while the InstallS ShadowStream. This may tak	hield Wizard installs ! e several minutes.	StorageCraft	
	Status:			
TestellChield				
Instalishield –		< Back	Next >	Cancel

8. Press Finish.

🕞 StorageCraft ShadowStree	am - InstallShield Wizard 🔀
	InstallShield Wizard Completed
	The InstallShield Wizard has successfully installed StorageCraft ShadowStream. Click Finish to exit the wizard.
	< <u>B</u> ack Finish Cancel

9. Control Panel->Programs->Programs and Features will still show version 1.0 but the date will have been changed.

Control Parler + P	Programs			- 🔯	Search Programs and Featu	res	
Control Panel Home	Uninstall or change a program						
View installed undates	To uninstall a program, select it from the list and the	en dick Uninstall. Change, or Repa	air.				
view installed updates	To an install a program paretter in on the installa an	en eller en lindeling en langer en ritepe					
rum windows reatures on or on	Organize 👻					800	,
	Name 🔶 🗸	Publisher	• Install •	Size 🗸	Version 👻		
	activAeon XA Agent for Intel	activAeon Limited	1/22/2013	5.14 MB	2.10.920		
	Citrix Tools for Virtual Machines	Citrix Systems, Inc.	1/18/2013		6.0.54210		
	Microsoft Visual C++ 2008 Redistributable - x86 9	Microsoft Corporation	1/22/2013	600 KB	9.0.30729.6161		
	Microsoft Visual C++ 2010 x86 Redistributable	Microsoft Corporation	1/22/2013	11.0 MB	10.0.30319		
	StorageCraft ImageManager	StorageCraft Technology Cor	1/24/2013	155 MB	6.0.0		
	StorageCraft ShadowProtect	StorageCraft Technology Cor	1/22/2013		5.0.0.22464		
	StorageCraft ShadowStream	StorageCraft Technology Cor	1/24/2013	30.0 MB	1.0.0		
	Ourranthy installed programs Total size	202 MB					_

Troubleshooting

Troubleshoot the Download

If the application does not begin downloading within 24 hours, initiate the download by synching the server with its work queue at the portal.

- 1. Log in to the IHC server manager.
- 2. Go to the Controls/Maintenance tab and click on **Sync** to initiate the download.

Technical Support

- For questions pertaining to this guide, contact Intel Customer Support: <u>http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm</u>
- 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 <u>http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm</u>
- Appliance and Application Initial Setup Guides <u>http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm</u>