

Intel AppUpSM Small Business Service

Built on the Intel[®] Hybrid Cloud Platform

Installation Guide - StorageCraft ShadowProtect Server*

This document provides information on obtaining and activating license keys for the StorageCraft* ShadowProtect Server* application.

Obtaining the License Key

- Contact Intel Customer support to obtain the License Key. Customer Support contact information is listed here:

<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm>

- Provide the following information:
 1. MSP Name and company name
 2. E-mail address
 3. Asset Tag of the Intel[®] Hybrid Cloud server where StorageCraft* ShadowProtect Server* will be installed.

Note: User guide and other documentation for the StorageCraft ShadowProtect Server* application is available on the directory 'c:\StorageCraft_Builds' directory after the application has been installed.*

Applying the License Key on the StorageCraft ShadowProtect Server* App.

- Start StorageCraft ShadowProtect Server* from the Microsoft* Windows appliance by selecting **Start → All Programs → ShadowProtect Server* → ShadowProtect Server***
 1. From the Menu Bar select **Help → Product Activation**.
 2. In the Product Activation dialog box, provide the requested information, click **OK**.

- a. **Customer Name:** (Optional)
 - i. Specify the name of the product purchaser, either person or organization.
- b. **Serial Number:** Enter the serial or license number that you received from Intel.

Activation -- [localhost]

Customer Name: Corp1, Inc. Optional

Serial Number: 9999-E123-B456-F789 Required

Machine ID: 59D6-46C2

Automatic online activation

Manual activation

StorageCraft's activation system does not require User Name. You may choose to enter User Name to better assist StorageCraft in looking up activation records by User Name as an alternative to Serial Number. StorageCraft's activation system will not collect, transmit or use any personally identifying information (with the exception of User Name which is completely optional).

Deactivate Cancel

3. StorageCraft ShadowProtect Server* notifies you if the activation process was successful.
 - a. **If the activation is *successful***, click **Close**
 - b. **If the activation was *unsuccessful***, review the message to determine why the activation was unsuccessful.

Do one of the following to correct the issue:

- i. Review the information in the Activation dialog box for accuracy. Correct any errors, then click OK to resubmit the activation request.
- ii. If your computer cannot successfully communicate to the activation server or the Internet, wait for a while and try the activation process again.
- iii. 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
- iv. For all other activation issues, contact StorageCraft Support

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. You may experience a delay in answering, leave a voicemail and the next available Support Engineer will return your call.