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 (https://hybridcloud.intel.com).

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

Contents

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
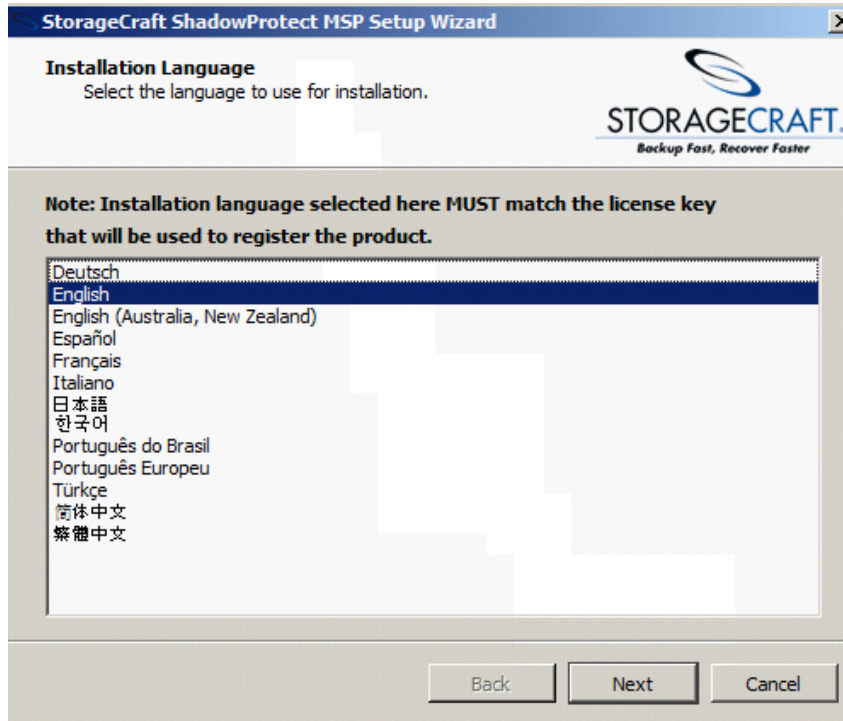
- ShadowStream is installed

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: http://downloadcenter.intel.com/Detail_Desc.aspx?agr=Y&DwnldID=22513

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

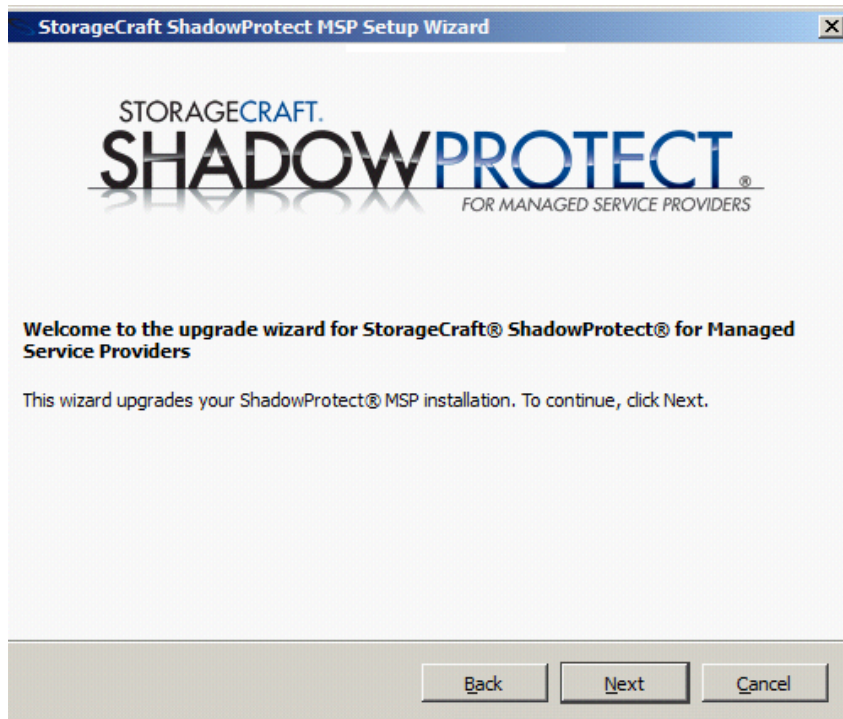   c. ShadowStreamSetup.exe

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

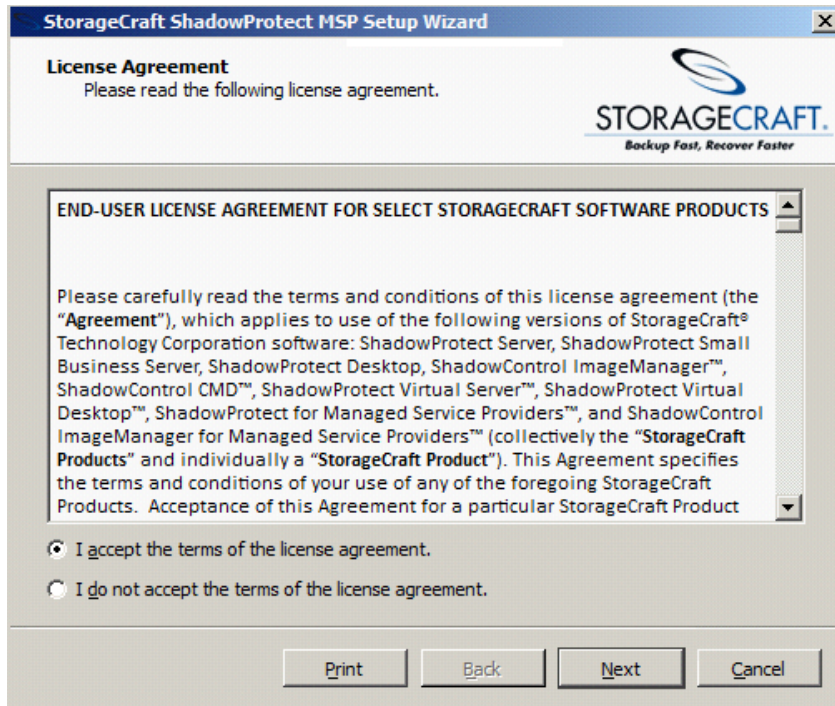9. Double click on setup file ShadowProtectSetup_MSP_5.0.0.exe

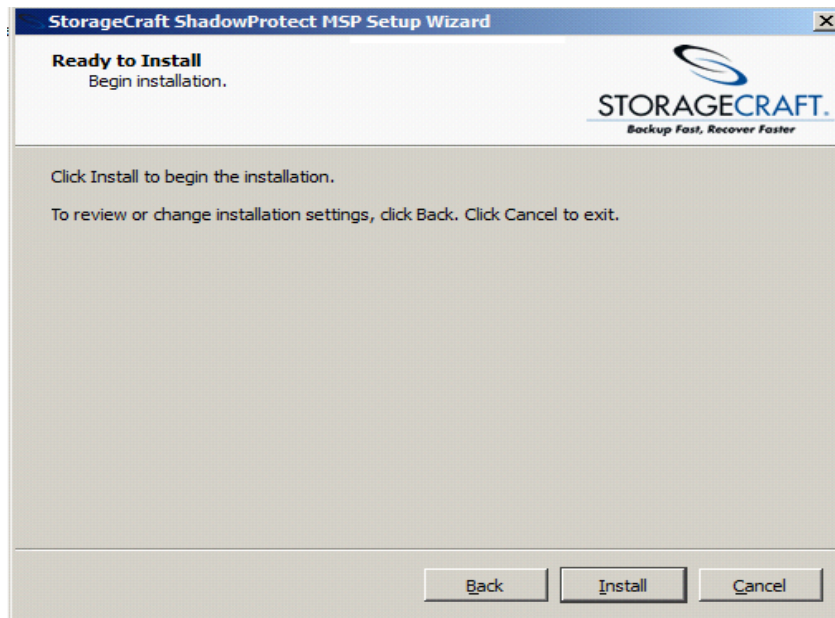10. Select the desired language and press **Next**.

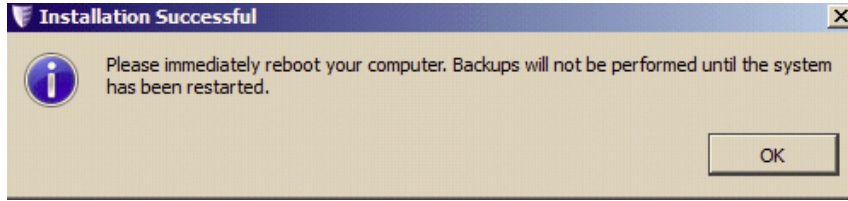11. "Welcome to the Upgrade…" screen appears. Press **Next**.

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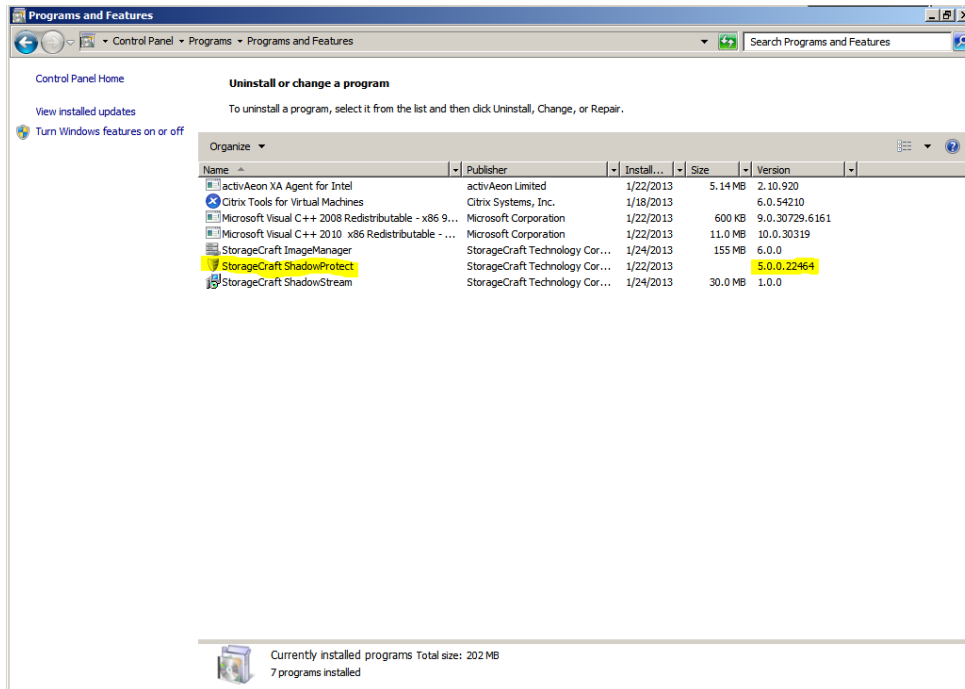

13. Click Install

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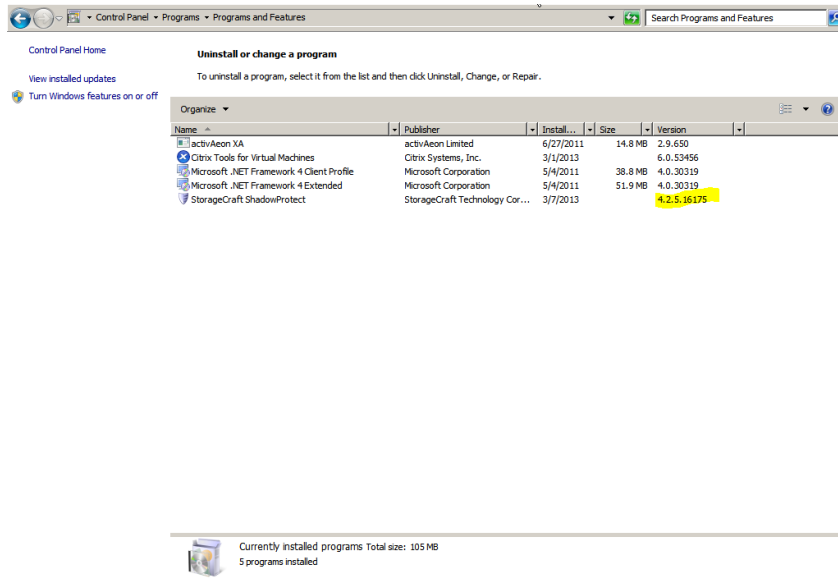

15. Once appliance comes up, ShadowProtect version 5.0.0.22464 will be displayed under Control Panel->Programs->Programs and Features.
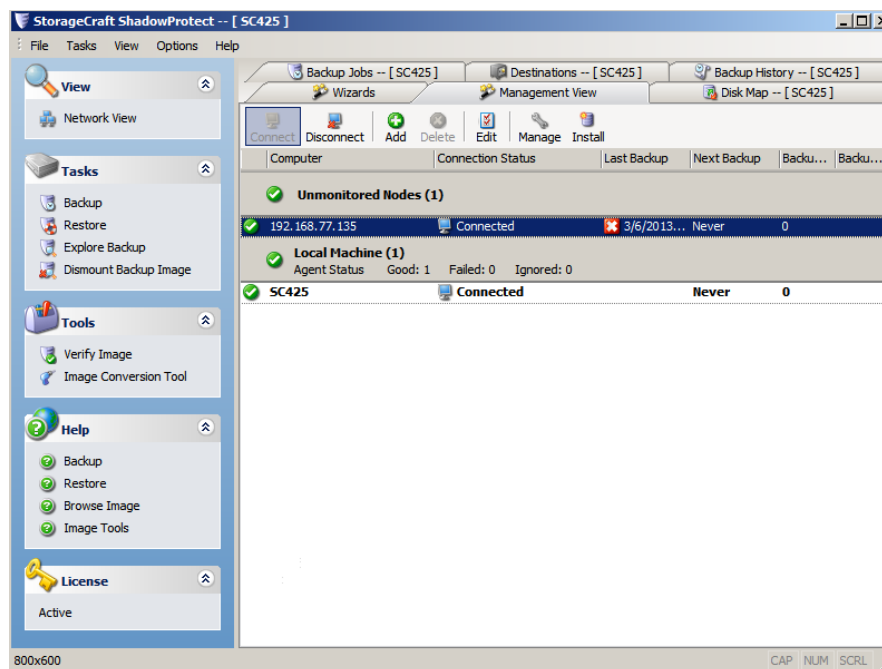
Push Install to Remote Backup Targets

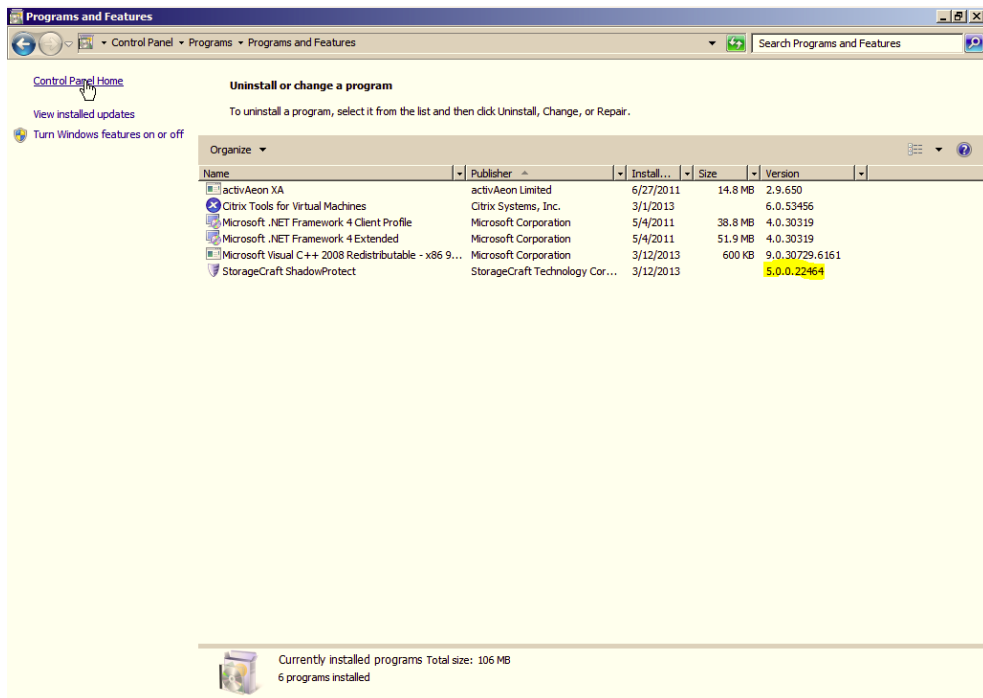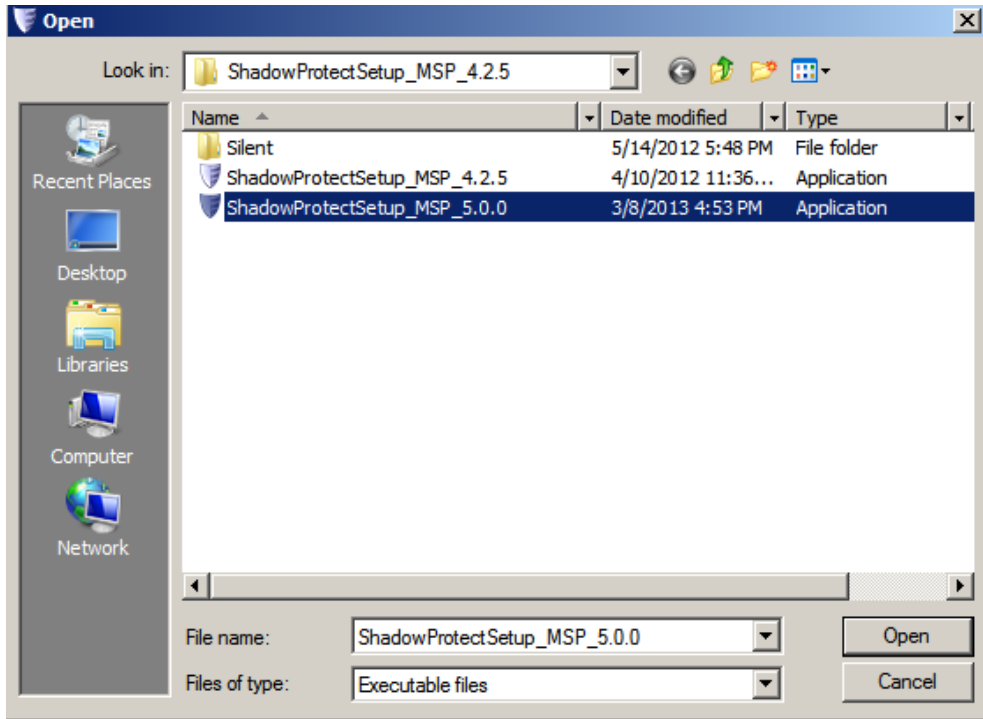Follow these steps to push the upgrade to remote backup targets:

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

2. Open the ShadowProtect Console, select the desired remote target, and press **Install**.

3. In the Install Wizard, browse to C:\StorageCraft_builds\ShadowProtectSetup_MSP_4.2.5\ShadowProtectSetup_MSP_5.0.0. exe.
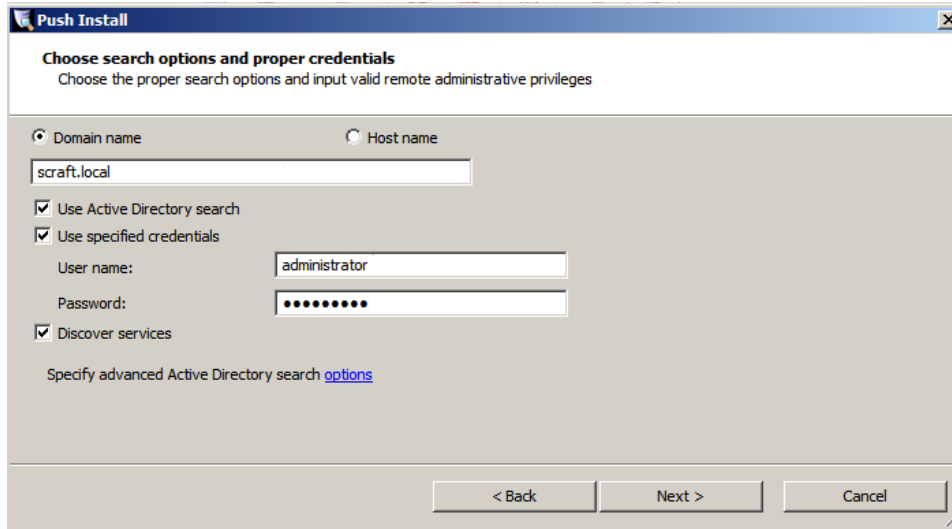
4. Complete the installation wizard. The version of ShadowProtect in the control panel of the target machine will now show the new version.
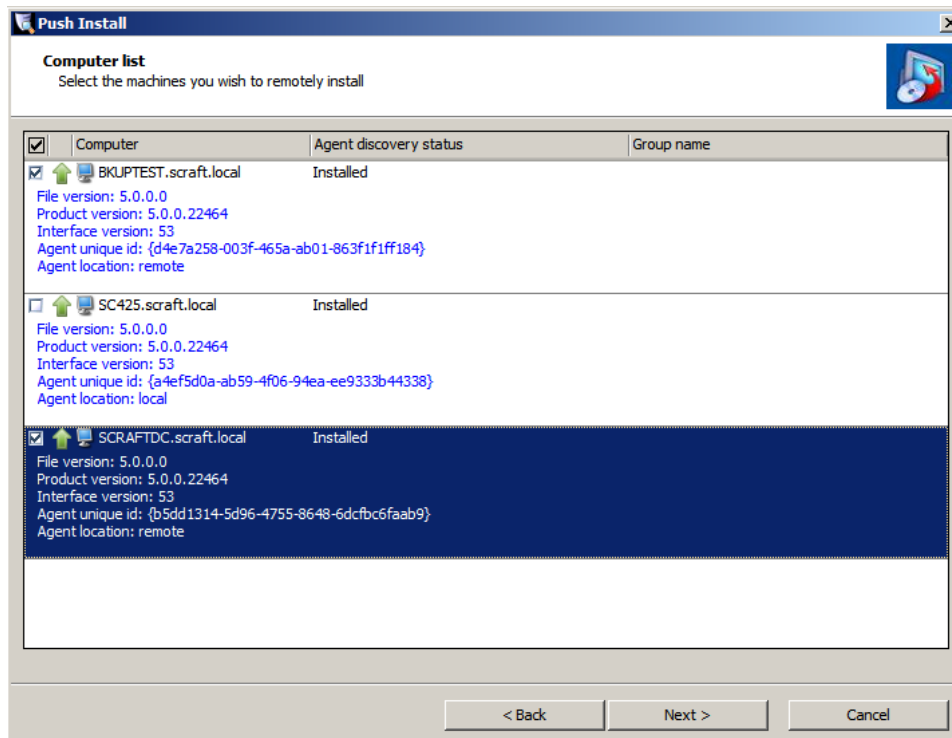
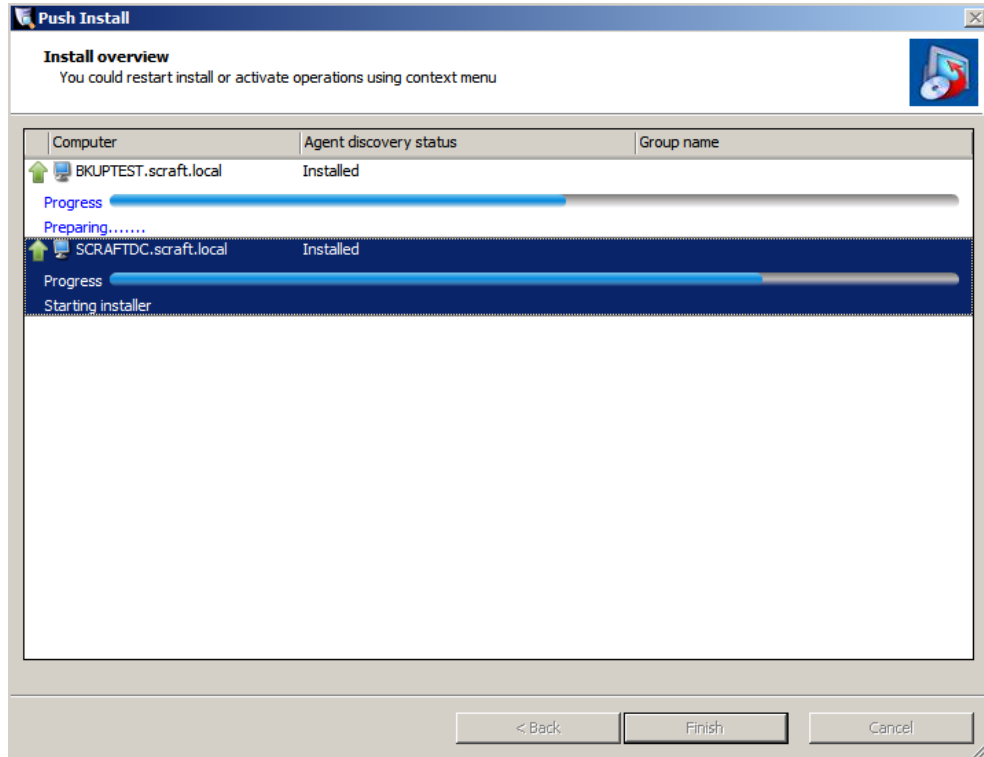# Push Install to Multiple Remote Backup Targets

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.

2. Once the target servers appear in the Active Directory search, select the servers where the agent is to be installed, and click **Next**.
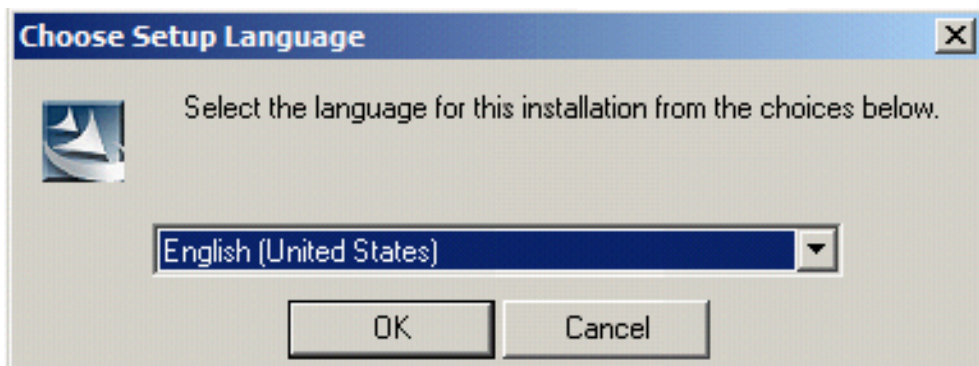
3. Complete the wizard; press **Finish** to install the agent on all target machines.
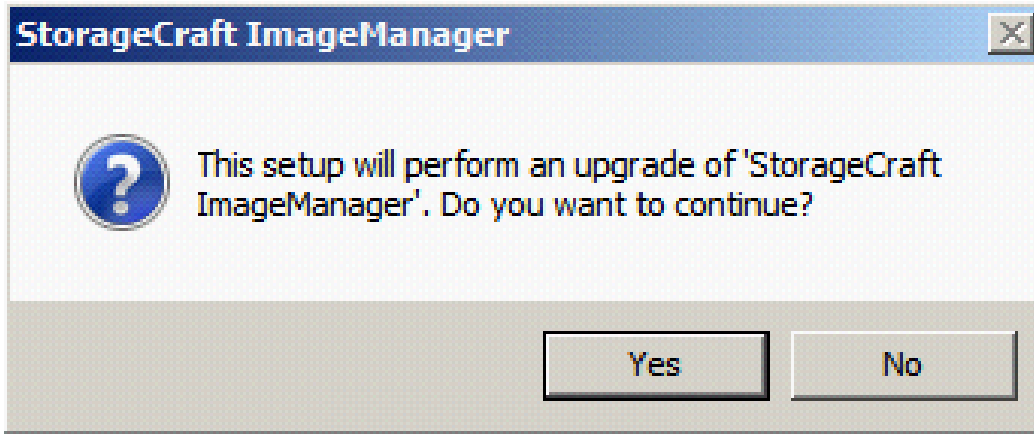

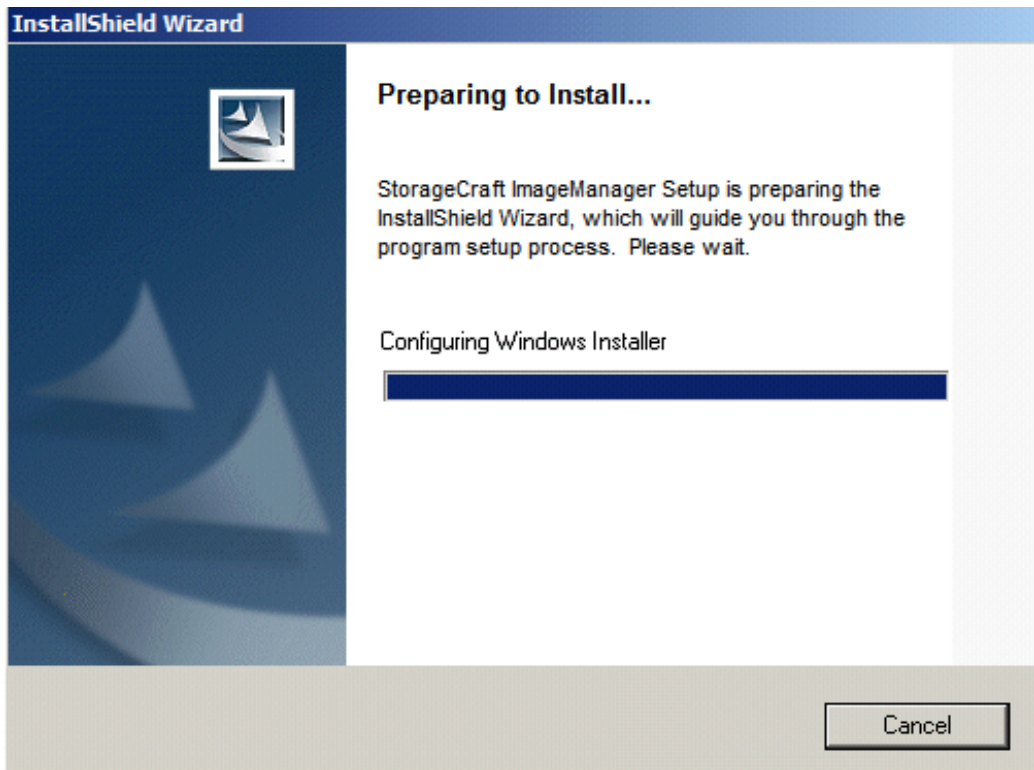# Upgrading Image Manager Version 5.0 to Version 6.0

1. Double click on setup file ImageManagerSetup.exe.

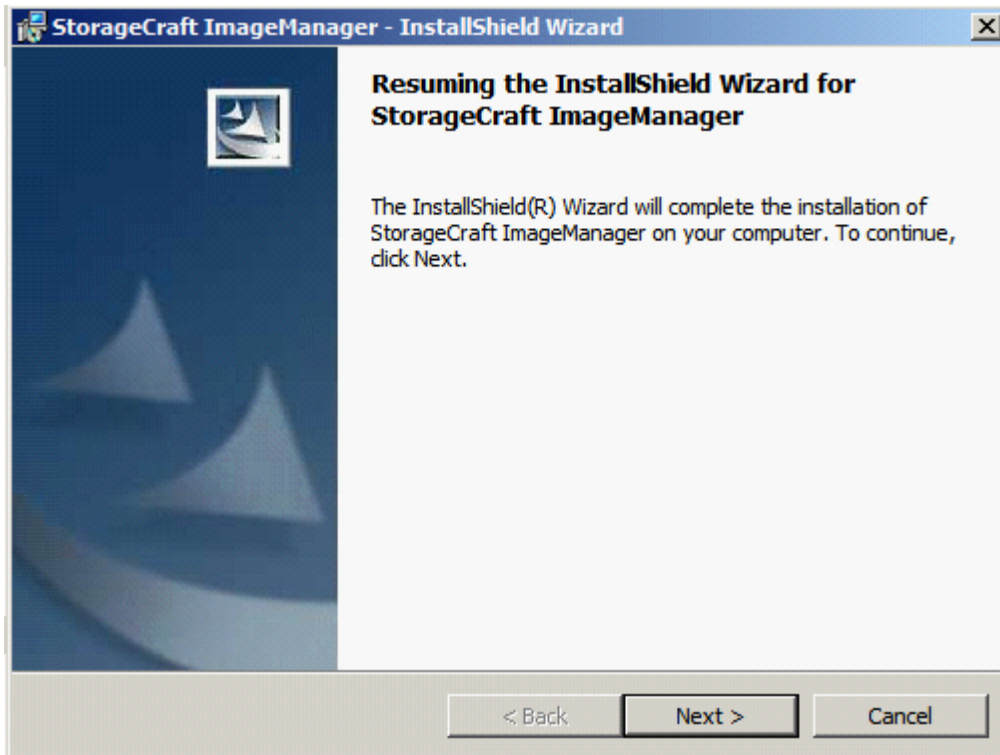2. Select language "English" and press **OK**.
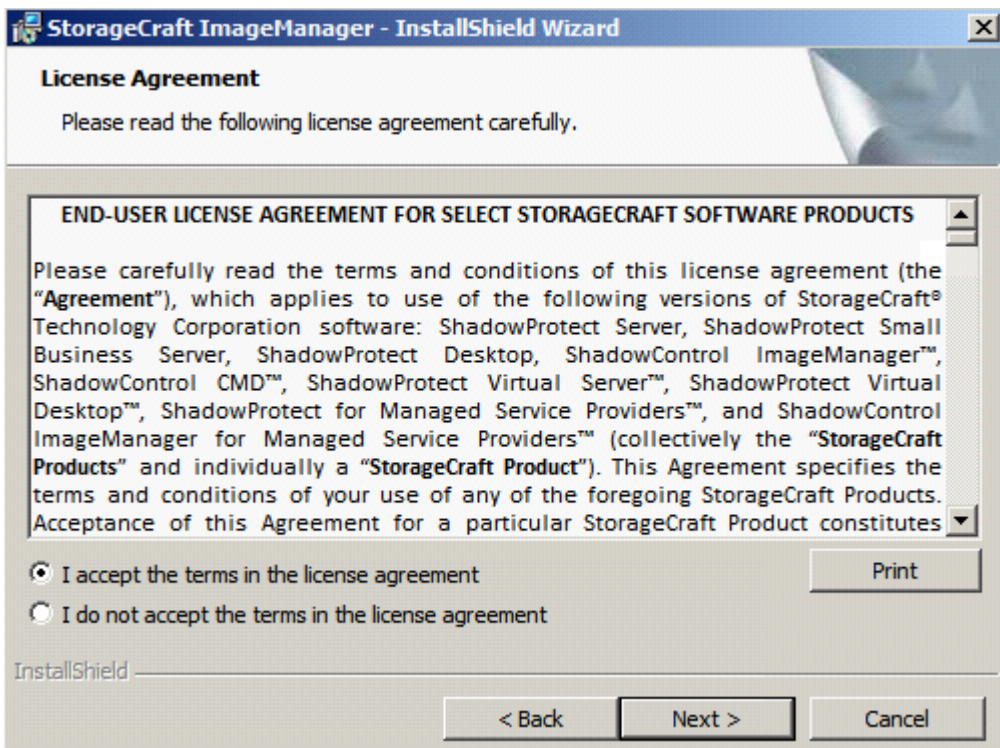
3. Press **Yes** to continue.
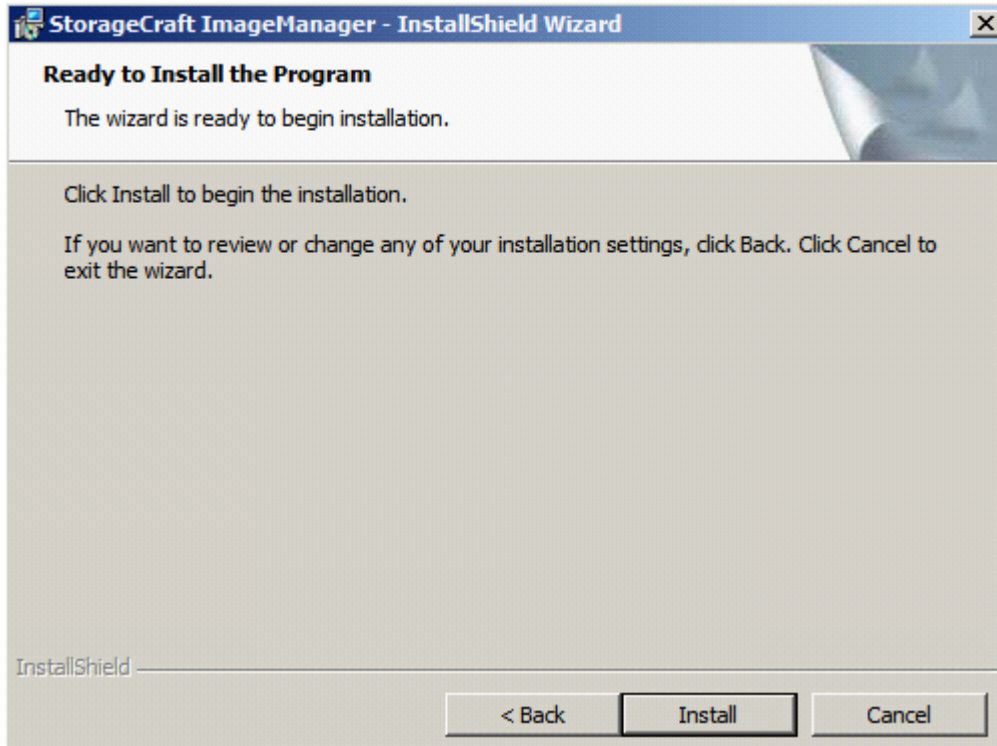

4. Preparing to install…
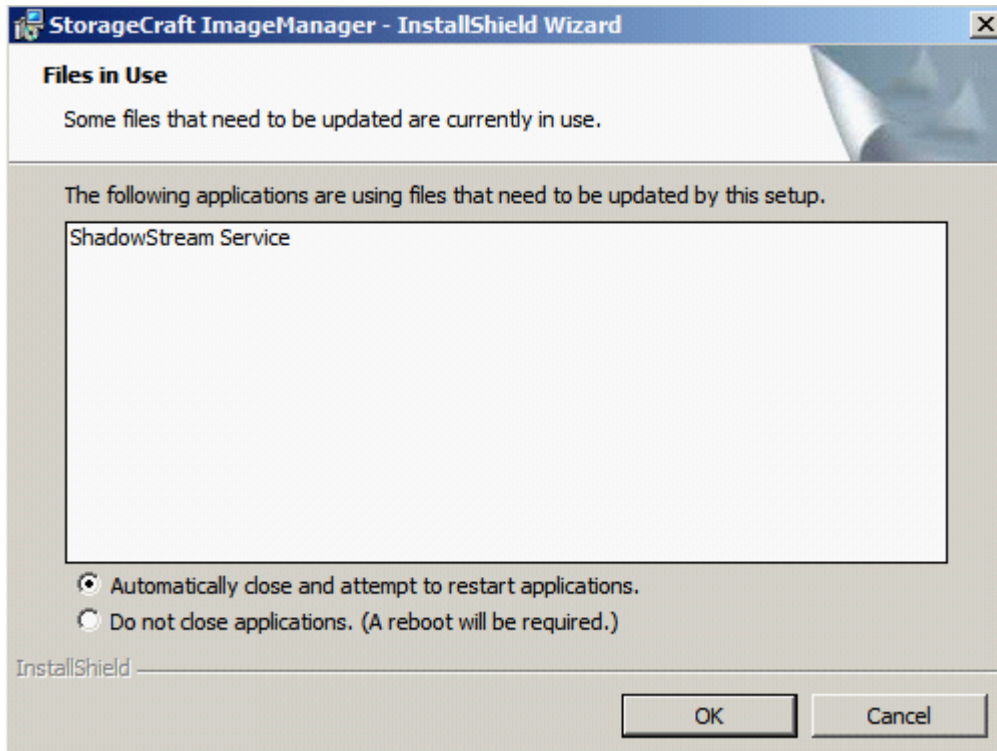
5. Press **Next**.

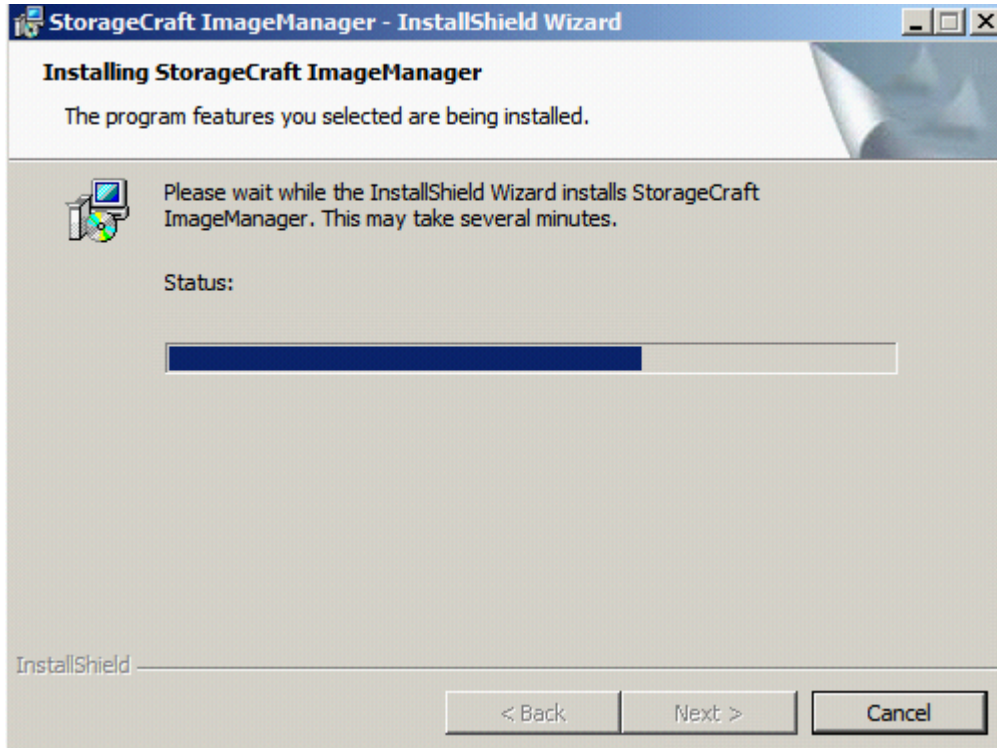6. Select "I accept the terms in the license agreement" and press **Next**.

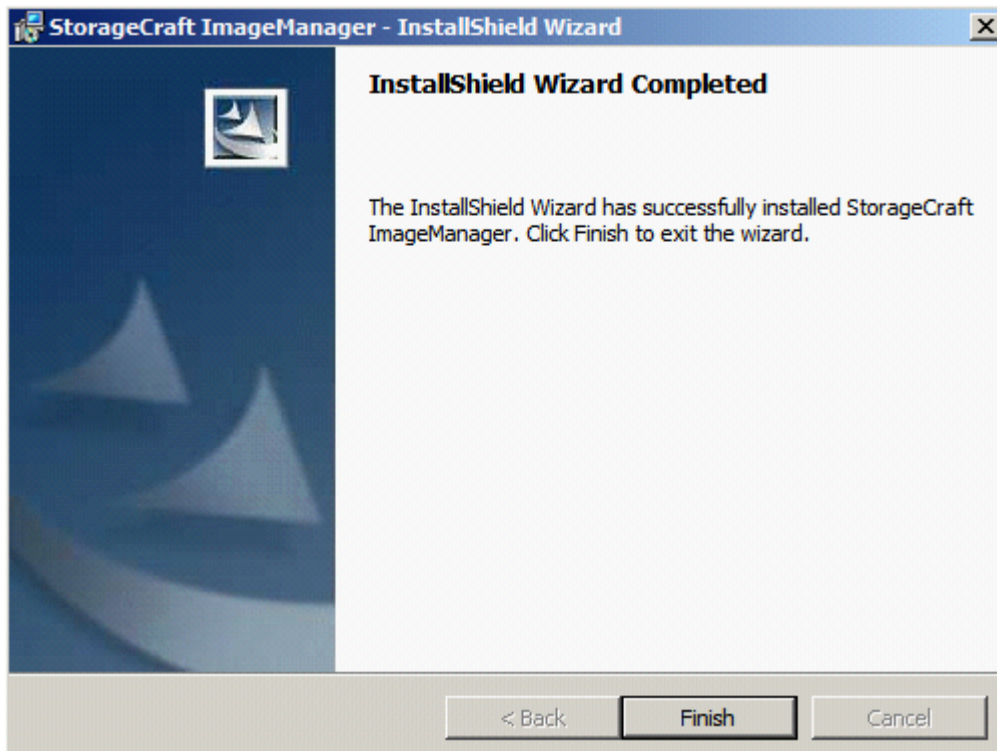7. Press **Install** to start program installation.
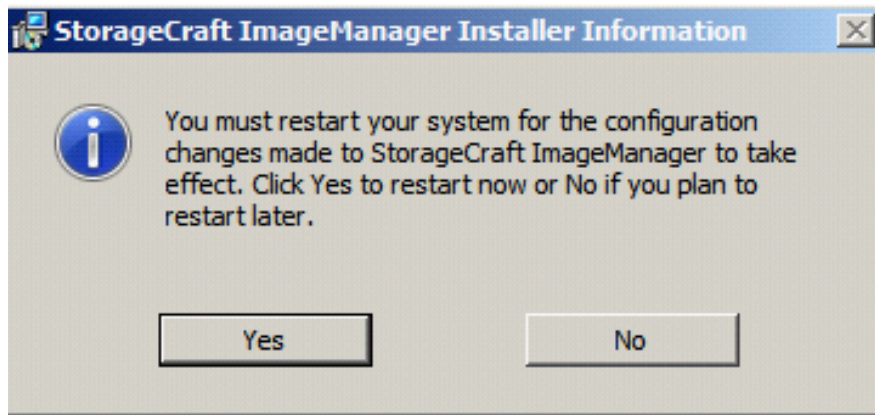

8. Press **OK**.

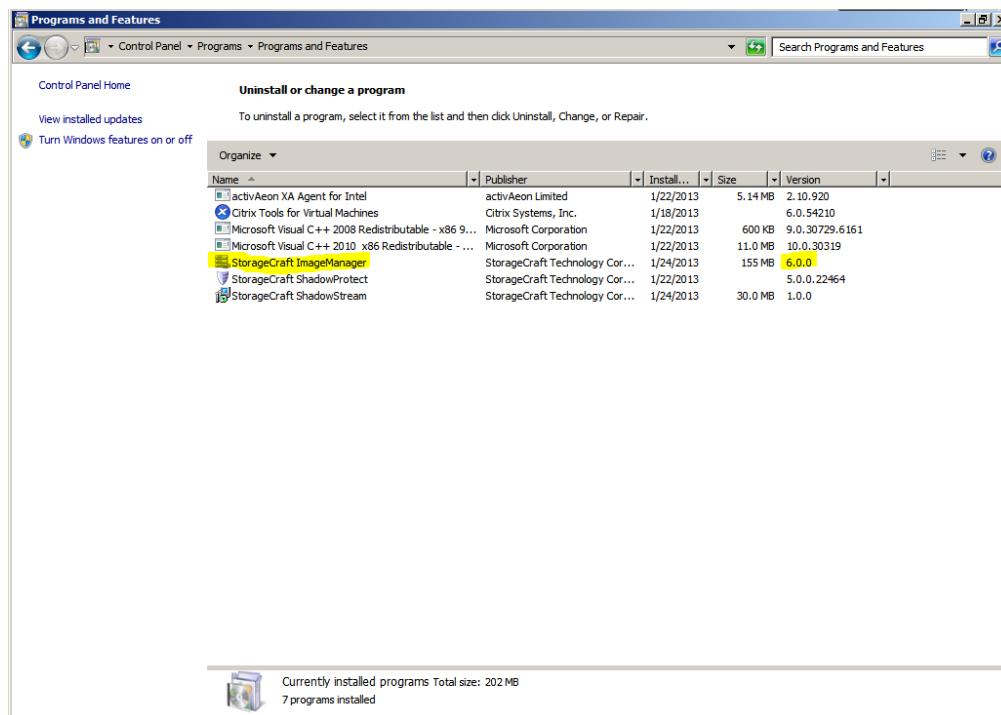9. StorageCraft ImageManager will install.

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

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

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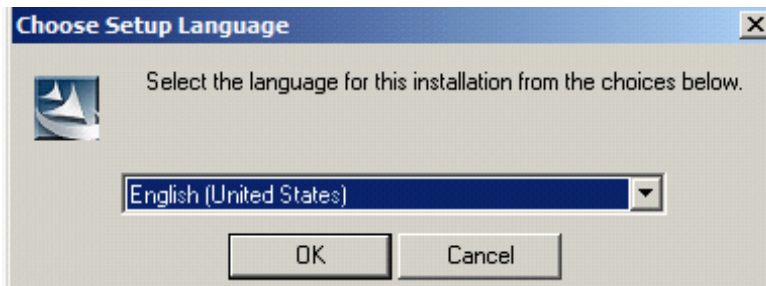

13. You must re-apply the license for Image Manager after the upgrade. To do this, click on the licensing link in Image Manager, and confirm the licensing information that is listed there.
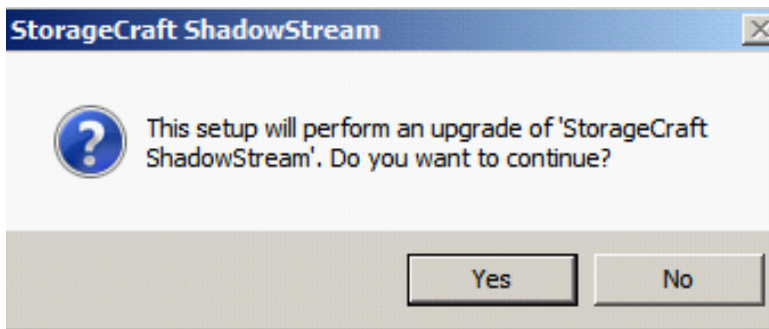
Refreshing the ShadowStream Running Instance

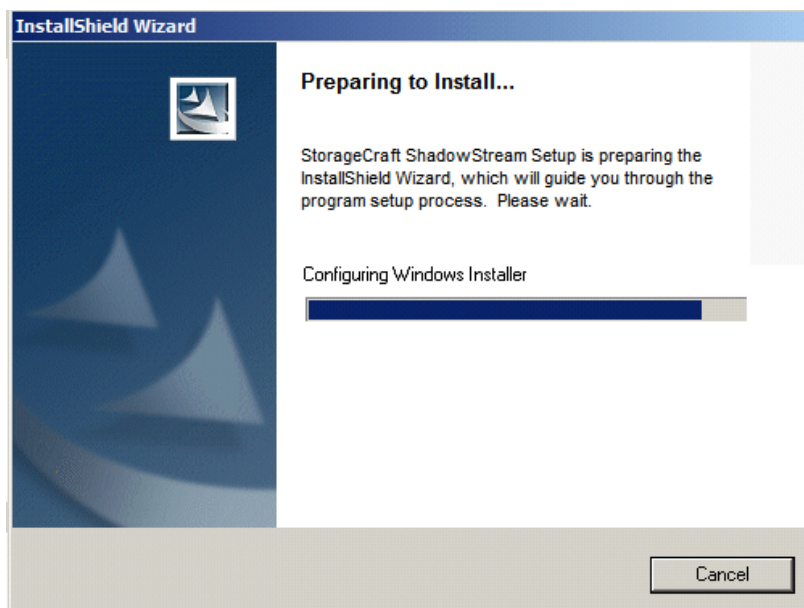The version will remain the same from 1.0 to 1.0. It is just a refresh.

1. Double click on setup file ShadowStreamSetup.exe.

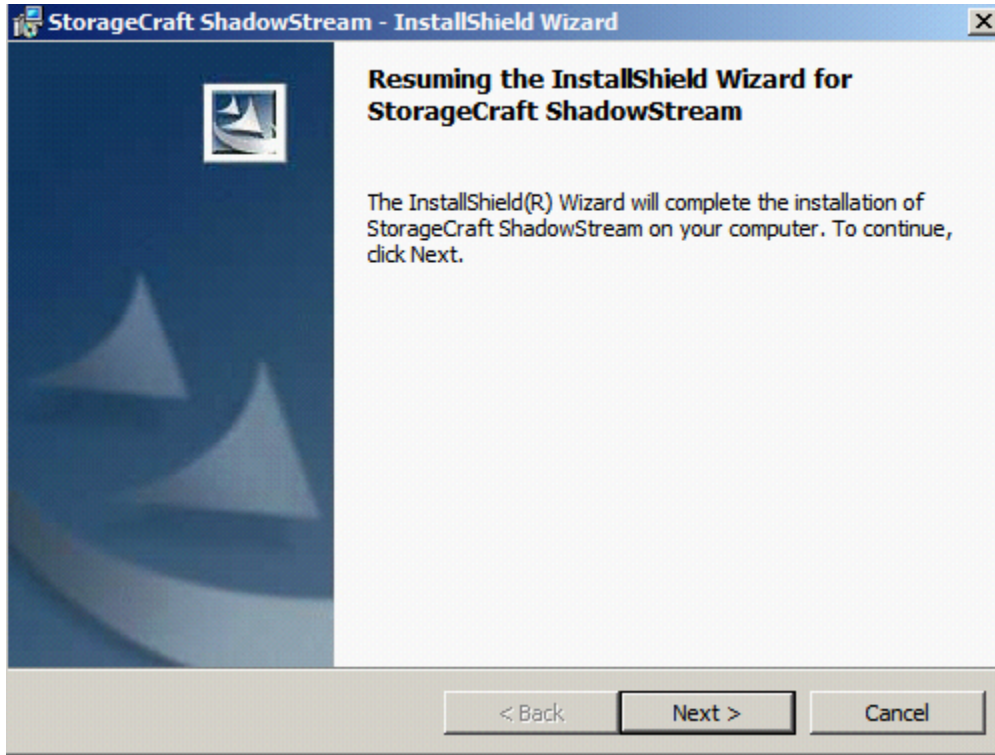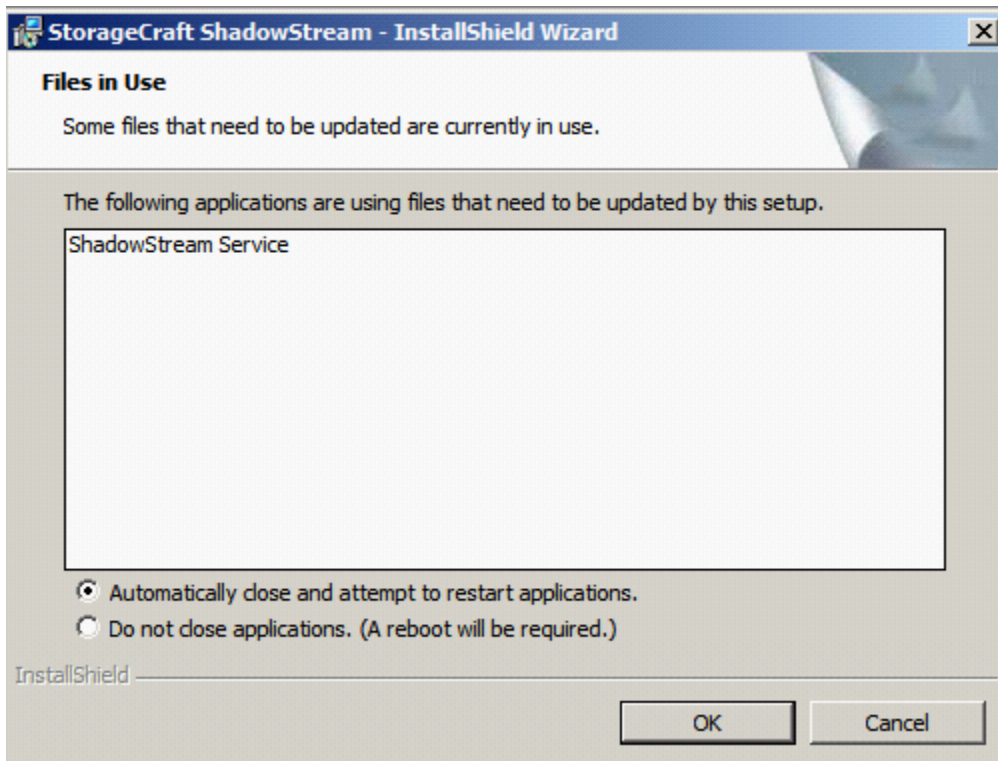2. Select "English" language and press **OK**.
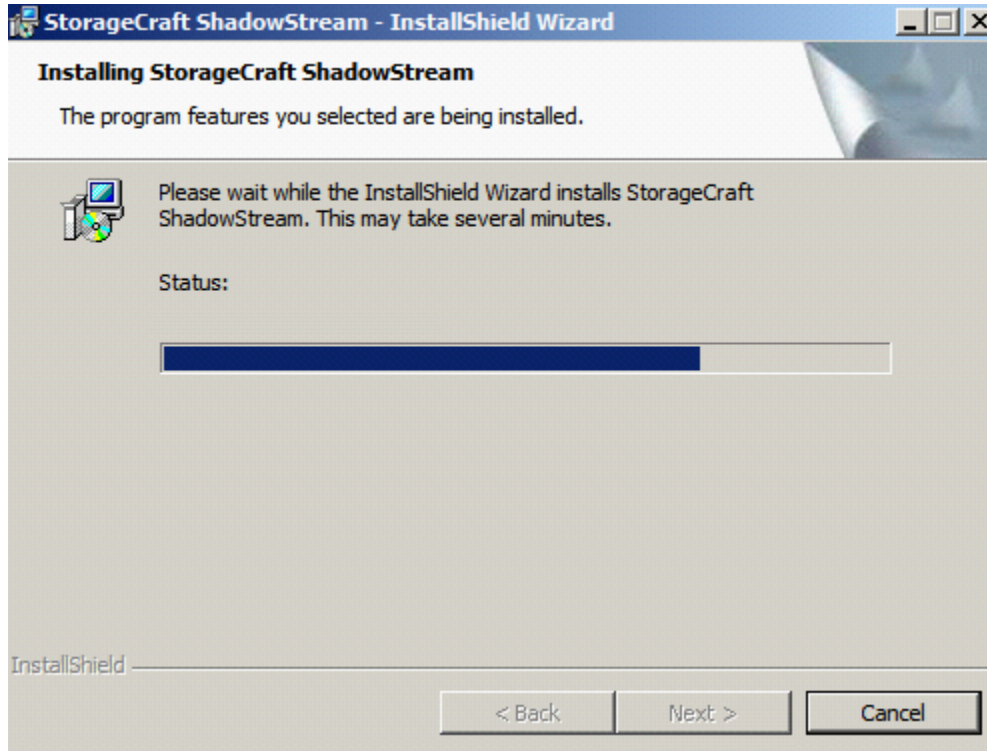
3. Press **Yes**.
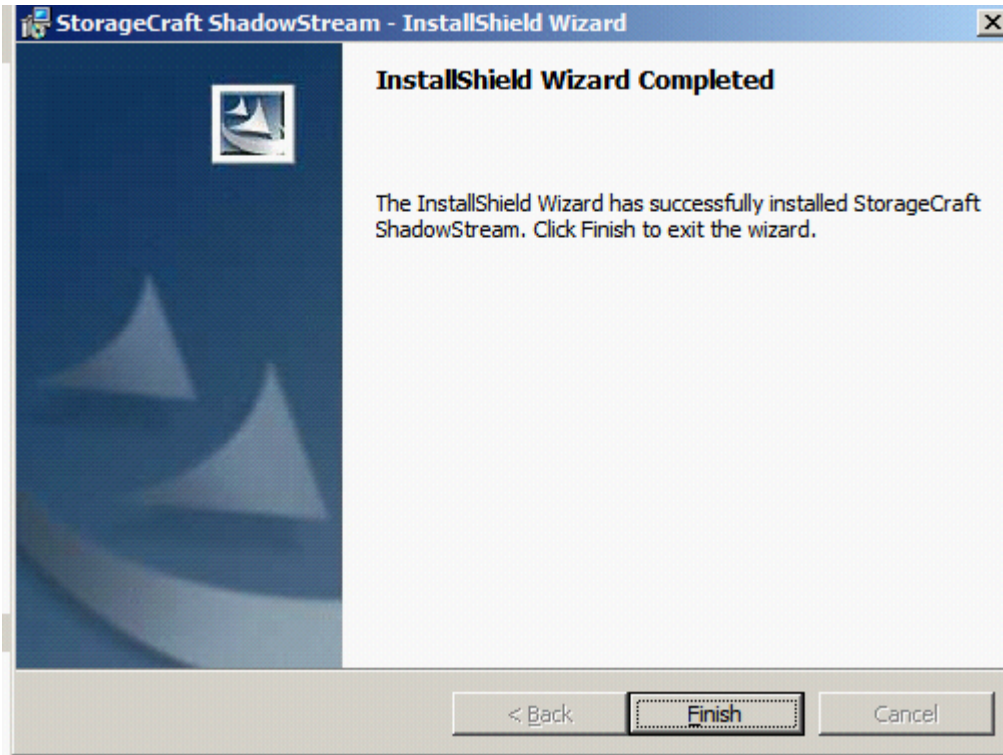
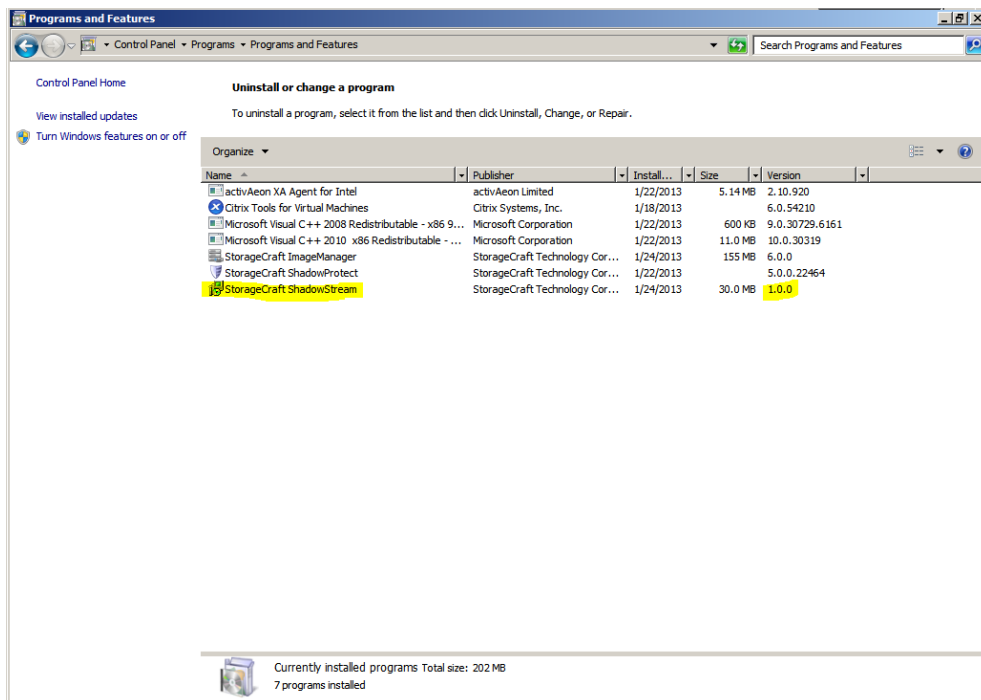4. Preparing to install…

5. Press **Next**.

6. Press **OK**.

7. In progress…

8. Press **Finish**.

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

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:
  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