

Change Log

ShadowProtect version 4.2.0 (December 2011)

Installing and Upgrading ShadowProtect

In versions of ShadowProtect prior to version 4.2.0, there were separate installer files for each of the five editions of ShadowProtect (Desktop Edition/Server Edition/SBS Edition/VM Edition/MSP Edition). For each edition there were also separate installers for each supported language. This unwieldy situation no longer exists. Starting with ShadowProtect 4.2.0, there are now a grand total of two installers. They are:

- **ShadowProtectSetup_4.2.0.exe** (aka "Standard install") - Use this installer if you have purchased a ShadowProtect Desktop Edition, ShadowProtect Server Edition, ShadowProtect SBS Edition, or ShadowProtect Virtual Edition product serial number/key, for any supported language.
- **ShadowProtectSetup_MSP_4.2.0.exe** (aka "MSP install")- Use this installer if you are a Managed Service Provider (MSP) and intend to activate ShadowProtect using an MSP product serial number/key, for any supported language.

If a version of ShadowProtect older than 4.0.1 is already installed, then you will need to de-activate and then fully uninstall it (including the post-uninstall reboot) before you can install and activate ShadowProtect 4.2.0.

You can install ShadowProtect 4.2.0 over an existing 4.0.1 through 4.1.5 installation, in which case you do not need to uninstall the older ShadowProtect install before installing 4.2.0. When upgrading to 4.2.0, your 4.0.1 - 4.1.5 job settings will be preserved. If your existing installation is an MSP installation, then when upgrading to 4.2.0 you must use the ShadowProtectSetup_MSP_4.2.0.exe installation file. If your existing installation is a Desktop/Server/SBS/Virtual Edition installation, then when upgrading to 4.2.0 you must use the ShadowProtectSetup_4.2.0.exe installation file.

After upgrading from an activated 4.0.1 - 4.1.5 installation to 4.2.0, you will need to re-activate your 4.2.0 installation. To do this, from the ShadowProtect user interface's Help menu choose the "Product Activation" menu item and fill in any remaining fields (your product key will usually be automatically entered) and press OK to re-activate.

The language of your product serial number/key must match the language you chose, in the 4.2.0 install wizard, at the time you install ShadowProtect, otherwise the ShadowProtect agent will fail to activate. For silent installs, the 4.2.0 silent install answer file provides a way to specify the language of the install.

When activating ShadowProtect standard install, your product key type (Desktop/Server/SBS/VM) must match your platform. Desktop Edition product keys can only be used to activate ShadowProtect on non-Server platforms. SBS Edition keys can only be used to activate ShadowProtect on SBS or Foundation Servers. Virtual Edition keys can only be used to activate ShadowProtect on virtual machines. Server Edition keys can be used to activate ShadowProtect on any supported server platform (Server, SBS, Foundation, etc). ShadowProtect MSP keys can activate ShadowProtect on any supported platform

(all supported workstation and server platforms).

Before you install ShadowProtect, make sure you have reviewed the system requirements for installing ShadowProtect.

Features/Enhancements

- It's critical that all users who are upgrading to ShadowProtect 4.2.0 carefully read the material in section 2 of the readme, titled "Installing and Upgrading ShadowProtect."
- The following languages are now supported: English, German, Spanish, French, Italian, Japanese, Korean, Portuguese (Portugal), Turkish, and Chinese (Traditional and Simplified).
- There are now only two installers for ShadowProtect. See the "Installing and Upgrading ShadowProtect" section (2) of the ReadMe.RTF document for more information.
- The Recommended Recovery Environment, based on 32-bit x86 Win7/2008R2, now comes on its own .ISO (independent from the Legacy Environment) and this .ISO supports all supported languages. Note that the Recommended Recovery Environment now requires 768MB physical RAM to function properly. The Legacy Environment .ISO is available for download, but is typically not needed. Text in the Legacy Environment is only displayed in English. Note that both of these environments are 32-bit environments, and so if you provide additional storage/network drivers to these environments, you'll need to use the 32-bit (x86) Win7 or 2008R2 drivers for the Recommended Recovery Environment, and 32-bit (x86) 2003 or XP drivers for the Legacy Recovery Environment.
- ShadowProtect's VirtualBoot feature now supports VirtualBox versions from VirtualBox 3.1.0 up to and including VirtualBox 4.1.6.
- The Recommended Recovery Environment now has experimental support for iSCSI. Select iSCSI from the Tools menu.

Issues Resolved

- It's critical that all users who are upgrading to ShadowProtect 4.2.0 carefully read the material in section 2 of the readme, titled "Installing and Upgrading ShadowProtect."
- Three bugs have been fixed in the stcvsm.sys snapshot driver. 1) A rare NTFS parsing bug, which resulted in a BSOD, has been resolved. 2) A bug which would cause the very first snapshot to fail after an initial install (a successful retry would then occur) has been fixed. 3) An intermittent bug which would result in "-2 file not found" errors accessing the snapshot, after the snapshot was successfully created, has been fixed.
- A bug has been fixed which prevented keyboard-only navigation of backup and restore wizards within the Recovery Environment interface.
- A bug has been fixed where backups to an LBD disk (LBD disks have 4096 bytes-per-sector, and report this to the OS, whereas Advanced Format disks have 4096 bytes-per-sector but report 512 to the OS - there was no issue with Advanced Format disks) were being divided into multiple split files.