



# ImageManager User Guide

1. ShadowProtect MSP Licensing Guide .....	3
1.1 Introduction .....	4
1.2 The MSP Licensing Console .....	5
1.2.1 Organizing Product Keys .....	6
1.2.1.1 To Add an Account .....	7
1.2.1.2 To Add a Site .....	8
1.2.2 Generating Product Keys .....	9
1.2.2.1 To Generate a Product Key .....	10
1.2.3 Managing Product Keys .....	11
1.2.3.1 To Manage a Product Key .....	12
1.2.4 MSP Reports .....	13
1.2.4.1 Generating a Billing Detail Report .....	14
1.2.4.2 Generating an Activation Report .....	15
1.3 Installing ShadowProtect for Managed Services .....	16
1.3.1 Activating ShadowProtect for Managed Service Providers .....	17

# ShadowProtect MSP Licensing Guide

Welcome to the StorageCraft® ShadowProtect® for Managed Service Providers Licensing Guide. This Guide introduces ShadowProtect for Managed Service Providers (SP-MSP). It does not provide a complete description of ShadowProtect. For detailed information about using ShadowProtect, see the [ShadowProtect User Guide](#).

This Guide includes the following major sections:

- Introduction
- The MSP Licensing Console
- Installing ShadowProtect MSP

## Additional Information

For emerging issues and other resources, see the following:

- The `readme.txt` file included with the ShadowProtect product files.
- The StorageCraft technical support Web site at <http://www.storagecraft.com/support.html>.

## Documentation Conventions



Note or **Warning** text provides important information about the configuration and/or use of ShadowProtect MSP.

## Introduction

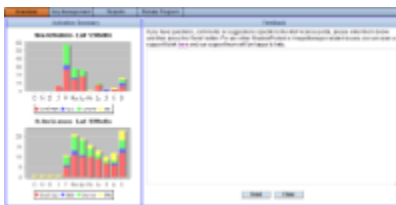
Welcome to the ShadowProtect for Managed Service Providers Licensing Guide. This Guide introduces StorageCraft® ShadowProtect® for Managed Service Providers (SP-MSP). It does not provide a complete description of ShadowProtect. For detailed information about using ShadowProtect, see the ShadowProtect User Guide.

SP-MSP is intended for the Managed Service Provider (MSP) that wants to provide disaster recovery services to their clients. It provides a unique licensing and installation model designed specifically to address the needs of MSPs. MSPs should be aware of the following features related to ShadowProtect for Managed Service Providers:

- SP-MSP provides a subscription-based licensing model appropriate for MSPs.
- Integrates with the StorageCraft MSP Licensing Console (<http://msp.storagecraft.com>), where MSPs can purchase and manage SP-MSP licenses online, including the ability to remotely deactivate SP-MSP licenses as needed.
- SP-MSP provides a unique installer that lets an MSP install any ShadowProtect edition (ShadowProtect Desktop, ShadowProtect Server, and ShadowProtect SBS) for its clients.
- SP-MSP supports push install (see [Installing the Backup Agent Remotely](#) in the ShadowProtect User Guide), but license activation must be handled separately.
- Once installed, SP-MSP licenses make a daily "call home" to StorageCraft servers to confirm that they are still active. Because of this, SP-MSP requires Internet connectivity.
- SP-MSP license activation is valid for 30 days. SP-MSP licenses automatically renew every 30 days unless one of the following occurs:
- SP-MSP does not support a free software trial period. An MSP must activate the ShadowProtect installation before it will function.
  - The MSP or StorageCraft explicitly deactivates the license.
  - The license stops calling home, in which case it automatically deactivates.

## The MSP Licensing Console

The StorageCraft MSP Licensing Console (<http://msp.storagecraft.com/>) lets MSP partners manage their SP-MSP licenses. MSP partners can access the Licensing Console using their standard StorageCraft partner credentials.



From the Licensing Console, MSPs can do the following:

- Manage legacy ShadowProtect licenses, new SP-MSP licenses, and ShadowControl ImageManager jobs in the same place.
- View 12-month trends for ShadowProtect and IME licensing.
- Generate new serial numbers for activating SP-MSP installations.
- Organize licenses into Accounts and geographical Sites to easily keep track of how and where each MSP client uses ShadowProtect and ImageManager job licenses.
- View the status of any license (activated vs. deactivated), and if an SP-MSP license is in danger of deactivating because it has not "called home" recently.
- Generate Activation and Billing Detail reports that contain detailed license activity for a specified time period.
- (New SP-MSP licenses only) Deactivate licenses with a single click.

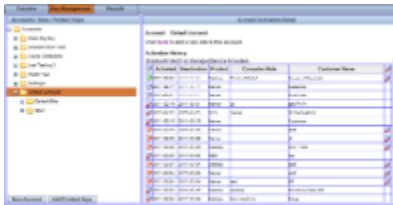
## Organizing Product Keys

From the Key Management tab in the Licensing Console, you can create containers to group SP-MSP product keys. Doing this makes it easier to identify keys assigned to a particular client's organization.

The Licensing Console lets you create the following types of product key containers:

**Account:** Identifies a specific client. By default, the Licensing Console includes one Account container (Default Account), but you can create others as needed.

**Site:** Identifies a specific geographic location in a client organization. You can create Site containers only in Account containers.



## To Add an Account

### To add an account

1. In the Licensing Console, select Key Management.
2. In the Accounts/Sites/Product Keys pane, click New Account.
3. In the New Account Detail pane, provide the account information, then click Save.

Account Name	The name of the client account, as you want it to appear in the Licensing Console.
Address	(Optional) The client address.
Notes	(Optional) Any descriptive information that you want to associate with this client account. For example, primary contact information, account number.

## To Add a Site

### To add a site

1. In the Licensing Console, select Key Management.
2. In the Accounts/Sites/Product Keys pane, select the Account where you want to add a new Site.
3. In the New Account Detail pane, click Add Site.

Site Name	The name of the client site, as you want it to appear in the Licensing Console.
Account	The Account container associated with this Site. By default, the Licensing Console populates this field with the name of the Account selected in Step 2.
Address	(Optional) The site address.
Notes	(Optional) Any descriptive information that you want to associate with this client site. For example, contact information, groups located at this site.

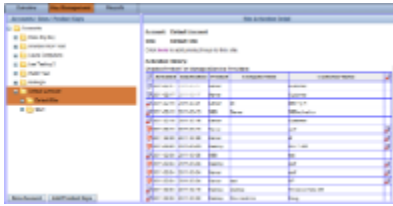


Note: Once created, you can select an existing Site to modify its current values. Change the Account value to move the Site object into a different Account.



## Generating Product Keys

Before installing ShadowProtect for Managed Service Providers (SP-MSP), generate the appropriate product key to activate the installation.



## To Generate a Product Key

### To generate a new product key

1. In the Licensing Console, select Key Management.
2. In the Accounts/Sites/Product Keys pane, select the Account or Site where you want to add a product key.
3. In the Detail pane, click the link to add a product key to this site.
4. In the Assign New Serial Numbers pane, provide the requested information, then click Assign Serials.

Product Type	<p>The type of product key to generate. Options include the following:</p> <p>ShadowProtect for Managed Service Providers: Generate a ShadowProtect product key. This product key can activate any ShadowProtect edition (Server, SBS, or Desktop). StorageCraft determines billing fees based on the installed version of Windows where the product key is used.</p> <p>ShadowControl ImageManager: Generate a product key that contains ImageManager job licenses. Each product key contains 50 licenses for each type of ImageManager job (intelligentFTP, ShadowStream, HeadStart Restore).</p>
Quantity	The number of product keys (up to 10) to generate.
Account/Site	The Account or Site container associated with these product keys. By default, the Licensing Console populates this field with the Account or site selected in Step 2.

## Managing Product Keys

After activating SP-MSP installations (see [Activating ShadowProtect for Managed Service Providers](#)), you can use the Licensing Console to manage those product keys over time.

The screenshot displays the Licensing Console interface with three product key management sections. Each section includes fields for Product Key, Product Name, License Type, License, and Activation Method. Below each section is an 'Activation History' table with columns for Activation ID, Description, Product, Connection, Activation Date, and Activation Status.

**Product Key 1:**

- Product Key: 1234-5678-9101
- Product Name: ShadowProtect for Managed Service Providers
- License Type: MSP
- License: 1
- Activation Method: [Default]

Activation ID	Description	Product	Connection	Activation Date	Activation Status
12345678	12345678	ShadowProtect	Remote	1/1/2012	Success

**Product Key 2:**

- Product Key: 9876-5432-1098
- Product Name: ShadowProtect
- License Type: Legals, Retail, Retail, Retail
- License: 1
- Activation Method: [Default]

Activation ID	Description	Product	Connection	Activation Date	Activation Status
98765432	98765432	ShadowProtect	Remote	1/1/2012	Success

**Product Key 3:**

- Product Key: 1111-2222-3333
- Product Name: ShadowProtect
- License Type: MSP
- License: 1
- Activation Method: [Default]







Activation ID	Description	Product	Connection	Activation Date	Activation Status
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success
11112222	11112222	ShadowProtect	Remote	1/1/2012	Success

## To Manage a Product Key

### To Manage a Product Key



1. In the Licensing Console, select Key Management.
2. In the Accounts/Sites/Product Keys pane, select a product key to manage.

The Product Key Detail pane displays the following information about the selected product key:

Product Key	The 16-digit product key.
Product Type	The type of product key. Possible values include: ShadowProtect for Managed Service Providers IME Server SBS Desktop
License Type	The type of product key. Possible values include: MSP, Legacy, and ImageManager.
Licenses	Specifies the number of licenses associated with this product key. For all licenses generated in the Licensing Console, this value is 1. However, under rare circumstances StorageCraft can create custom product keys that contain more than one license.
Account/Site	The Account and Site associated with this license.
Activation History	<p>Displays license information for the selected product key. Depending on the product key type, the Activation History provides different information and functionality:</p> <p>Legacy Keys (ShadowProtect or ImageManager): Displays static information about the license, including license status (Active or Deactivated).</p> <p>SP-MSP Keys (ShadowProtect or ImageManager): Displays dynamically updated information based on the product key's "call home" status. The left-side icon indicates the status of the product key:</p> <ul style="list-style-type: none"> <li> License is active and has successfully called home in the last 7 days.</li> <li> License is active but has not successfully called home. License will terminate on the specified date.</li> <li> License failed to call home for more than 14 days so product functionality has been disabled.</li> <li> License has been marked for deactivation, pending the next call-home.</li> <li> License has been explicitly deactivated.</li> </ul> <div style="background-color: #ffffcc; padding: 5px; margin-top: 10px;">  <b>Note:</b> Roll-over the left-side icon to see detailed information about that license.         </div>

3. Modify the product key status as needed.

The Licensing Console makes the changes instantly. Depending on the product key type, you can do the following:

- Change the Account/Site association: (Available for any license type) You can associate the product key with a different Account or Site by selecting it from the drop-down list.
- Deactivate an SP-MSP key: Click Deactivate  to disable an SP-MSP product key and remove it from SP-MSP billing. SP-MSP finalizes the deactivation on the next call home. Once deactivated, StorageCraft no longer bills for the product key.
- Reactivate a Deactivated SP-MSP key: Click Reactivate  on a previously deactivated SP-MSP product key to bring it back on-line. StorageCraft resumes billing for the product key once reactivated.

## MSP Reports

The Licensing Console provides the following reports to help you monitor license usage:

**Billing Detail Report:** Displays information about all product keys assigned to an MSP. It provides a separate table for product keys of each type recognized by the Licensing Console: SP-MSP keys (both ShadowProtect and ImageManager), and Legacy keys (both ShadowProtect and ImageManager). Most importantly, the Billing Detail report displays a count of billable licenses for the specified month.

The screenshot shows a report titled "STC TEST - Billing Detail Report - February 2011". It contains several tables. The top table lists product keys with columns for Product Key, Product, License Type, License ID, License Key, License Date, License Expiry, License Status, License Count, and License Type. Below this are summary tables for "Product Key Summary" and "License Summary".

**Activation Report:** Displays information about product key activation activities during the specified time period. It provides a separate table for product keys of each type recognized by the Licensing Console: SP-MSP keys (both ShadowProtect and ImageManager), and Legacy keys (both ShadowProtect and ImageManager). The Activation report lets you view a history of product key usage (activations and deactivations) across your organization.

The screenshot shows a report titled "STC TEST - Activation Report". It contains several tables. The top table lists activation activities with columns for Product Key, Product, License Type, License ID, License Key, License Date, License Expiry, License Status, License Count, and License Type. Below this are summary tables for "Product Key Summary" and "License Summary".

## Generating a Billing Detail Report

To generate a billing detail report

1. In the Licensing Console, select Reports.
2. In the Reports pane, select Billing Detail Report.
3. In the Billing Detail Report pane, select the month that you want to view in the report, then click View Report.



Note: To view the report in your browser, you must enable pop-ups for the Licensing Console URL ([msp.storagecraft.com](https://msp.storagecraft.com)).

## Generating an Activation Report

To generate an activation report

1. In the Licensing Console, select Reports.
2. In the Reports pane, select Activation Report.
3. In the Activation Report pane, configure the report as needed, then click View Report.

Start Date	The start date of the date range to include in the report.
End Date	The end date of the date range to include in the report.
Products to include	Select the types of product keys to include in the report.
Sort	Specify how you want to sort the report output. The Licensing Console sorts the report data in three ways. By default, it sorts first by Product Type, then by Activation Date, then by Serial Number.



Note: To view the report in your browser, you must enable pop-ups for the Licensing Console URL ([msp.storagecraft.com](https://msp.storagecraft.com)).

## Installing ShadowProtect for Managed Services

### To install ShadowProtect for Managed Service Providers

1. Download the ShadowProtect for Managed Service Providers (SP-MSP) installer (For example, `MSP_Setup_4.1.5.exe`).
2. Deactivate any existing ShadowProtect licenses that you want to upgrade to SP-MSP.  
Doing this prevents double-billing of both the old and new licenses.
3. Launch `MSP_Setup_4.1.5.exe`.
4. On the Choose Setup Language page, select the language for the installation, then click Next.
5. On the Welcome page, click Next.
6. On the License Agreement page, select I accept the terms of the license agreement, then click Next.  
You must accept the license agreement to install ShadowProtect. Click Print to print out the License Agreement.
7. On the Setup Type page, select the type of installation you want to perform, then click Next.

Complete	Installs all ShadowProtect components at the default installation path ( <code>C:\Program Files\StorageCraft\ShadowProtect</code> ). The installation path varies slightly depending on the Windows version where you are installing ShadowProtect.
Custom	Displays two other Wizard pages that let you select the installation path, and the specific ShadowProtect components to install.
Management Console	Installs the ShadowProtect Management View, which lets you manage ShadowProtect operations for the system, and remote systems if desired.
Backup Agent	Installs the ShadowProtect Backup agent, which lets you remotely manage ShadowProtect operations on this system.
Mount Tools	Installs the ShadowProtect mount driver and VirtualBoot.

8. In the Ready to Install the Program page, click Install.
9. In the Complete page, select Yes, I want to restart my computer now, then click Finish.  
If you cannot restart the computer immediately, select No, I will restart my computer later. However, you must restart the computer before attempting to use ShadowProtect.



Note: SP-MSP does not provide a free trial period. Before using an SP-MSP installation, you must activate it (see [Activating ShadowProtect for Managed Service Providers](#)).



## Activating ShadowProtect for Managed Service Providers

Before using SP-MSP, you must first activate the installation with a valid product key.

### To activate ShadowProtect for Managed Service Providers

1. Launch SP-MSP.
2. From the menu bar, select Help > Product Activation.
3. In the MSP Activation dialog box, provide the requested information, then click Activate.

Serial Number	The product key that you generated on the Licensing Console (see <a href="#">Generating New Licenses</a> ).
MSP Name	The name of the MSP installing the product key. This value should be identical for every SP-MSP product key that you install.
Customer Name	The name of the client using this SP-MSP product key. This value should be identical for every SP-MSP product key installed for a particular client.
Computer Role	(Optional) A machine name or brief description that lets you easily identify the system associated with this SP-MSP product key. Although not specifically required, StorageCraft highly recommends specifying a computer role. Doing so makes it much easier to keep track of product key assignments and manage product key deactivation over time.