



Release Notes: Steelgate v14.5

Professional Data Protection. Simple, Fast, and Reliable.

What's new in Steelgate 14.5?

- Exchange 2013 support.
- UEFI boot support for Disaster Recovery.
- Easy NAS device support option.
- CMC NAS device support option.
- Easier and faster to create Disaster Recovery boot media.
- Ability to mount Disaster Recovery backups as drives.
- Speed improvements in user interface.
- Faster FTP backup.
- Credential option for network media import.
- Ability to show the device free space in CMC.

INSTALLATION NOTES

System Requirements:

Core 2 Duo or better, 2GB of RAM minimum, 3 GB free hard drive available space on OS drive, Internet Explorer 7.0 or higher. Full installation size is approximately 300MB.

Supported Operating Systems:

Windows XP SP3 (32/64 Bit), Windows Vista SP2 (32/64 Bit), Windows 7 SP1 (32/64 Bit), Windows 8 (32/64 Bit), Windows Server 2003 SP2 (32/64 Bit), Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows SBS 2011, Windows Server 2012, Windows Server 2012 Essentials

Supported Applications:

Microsoft SQL 2003 SP2a, Microsoft SQL 2005 SP4, Microsoft SQL 2008 SP2, Microsoft SQL 2008 R2, Microsoft SQL 2012, Microsoft Exchange 2003 SP2, Microsoft Exchange 2007 SP3, Microsoft Exchange 2010 SP1, Microsoft Exchange 2013

Supported Backup Devices and Media:

CD-R/W, DVD-R/W, DVD+R/W, External hard drives, USB, Blu-Ray/Dual Layer, Network Storage (SAN, NAS, Mapped Network Drive, UNC path, etc.), FireWire, Tape, Amazon S3, FTP (FTP, SFTP, FTPS), and Supported Steelgate xSP Storage Providers.

VMware backup requirements:

Vmware ESX(i) 4.1+ servers and vSphere licensed with the vStorage APIs

The machine that has Steelgate installed on it also has to have enough local disk space to temporarily hold all the Virtual Machines that you want to backup in one backup job.

Detailed

You will need Steelgate installed on a supported operating system. The machine that you install Steelgate on to needs to have connectivity to either the vSphere server or the ESX(i) server. Steelgate can be installed on the vSphere server itself if you want. Steelgate can be installed on a Virtual Machine also. Version 4.1 and 5.0 of ESX(i) and vSphere licensed with the vStorage APIs are the currently supported versions of software that the VMware plug-in for Steelgate will communicate with. In order to do incremental or differential backups the communication must go through vSphere. The machine that has Steelgate installed on it also has to have enough local disk space to temporarily hold all the Virtual Machines that you want to backup in one backup job.

Note: You cannot install the program under Limited User Account

Steelgate Central Management Console:

System Requirements:

Core 2 Duo or better, 2GB of RAM minimum, 3 GB free hard drive available space on OS drive, Internet Explorer 7.0 or higher, TCP/IP network, .NET 3.5 SP1, .NET 4, Windows PowerShell 1.0.

Supported Operating Systems:

Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows Server 2012

Note: You cannot Install Program under Limited User Account

IMPORTANT TECHNICAL INFORMATION

Notable resolved issues and usability enhancements:

- Backup client should send crash report to Steelgate if nsService crashes
- Long secret encryption key will be truncated and become unknown for the user
- Have ability to add a network location that is persistent and listed in the Devices tab. If you reorder your devices, clicking the C drive opens a configure device screen
- Client bottom status bar retains quota info even after an xSP device using quota has been deleted.
- CMC client sync needs to handle 'smart' selections
- "Account is currently active" on the client when the storage server cannot access the assigned storage location
- Display more detailed error messages if the automatic backup client upgrade fails
- Steelgate GUI reports "an operation is currently running" if nsService is dead
- Remove the randomly generated bucket name when backing up to Amazon S3.
- Nsservice does not handle Daylight savings time correctly for scheduling.
- NsService logs "optical device not found" error when system is restarted
- Client must obtain named network device credentials to successfully run CMC and local Disaster Recovery scheduled backups
- Local backup was set to 2TB media chunks when it was set to 'NO CHUNKS'.
- Named network device -improved user experience points
- Remove Antivirus update button on Home tab and replace it with a button to configure a new Network Device.
- Backup client should send crash report to Steelgate if GUI crashes
- Change text for managing the devices on the client via CMC.
- Backup fails all the time with the following error: "Error e0010010: Client file is busy, retry"
- To be able to provide user credentials for a successful media import from a network.
- AutoPlay dialog keeps popping up when there's an optical disc on the cd-rom drive.
- Client license is disabled 90 days after off-line activation
- Status tab does not always show current status
- Remove the 'error = 0x800704C3' on any Network Device configuration messages.
- Remove "Media Chunk" from backup settings
- Insert text "Network Credentials Optional" to Network Device UI.
- Disaster Recovery - Built in boot media is not showing installed disks after booting
- NsService crash trying to add a Network Device with a 128-character long device name: The operation failed (Error=800706be)
- Right-clicking to a non-online device launches the Cloud backup setup page.
- Plugins are available in custom selection for Copy.

- File Selection Type screen not showing check for active selection (all files / my docs / manual selection category)
- Quick/Full Erase Media for re-writable disc is not working.
- Add script migration for new script location (follows bug 4964)
- Improve delays loading the Express Wizard UI.
- The meaning of "Documents library" in the Express Wizard is not clear
- Retention will not work correctly on imported backups.
- Using Express Wizard backup 'All files' will backup all drives, including the external HD destination.
- S3 backup performance on lots of small files is extremely slow.
- Client can't run the wizard job for customers with re-directed My Documents folder to a network location.
- Many Client Japanese settings screens look wrong
- Deleting a specific network device will sometimes delete another network device configured.
- Long file path network location will fail: Error e001000b: The specified media could not be found. - Job processing failure
- Deleting a Network Device from client will not allow the user to restore file(s) backed up to this location.
- Cannot re-add a Network device with different password.
- Can't import from a Network device.
- Vssnbk.exe - Entry Point Not Found on XP machine with SQL Server installed.
- Incorrect % calculations on Preparing file for backup when it comes to a batch of zero (0) KB files.
- Status tab is blank when scheduled backup started while the NBK GUI was closed.
- Get rid of misleading event viewer entries by vssnbk
- Stop button on a scheduled Disaster Recovery job will not stop the Disaster Recovery backup job.
- Disaster Recovery - Tools truncated text on 'Process completed successfully'.
- Next button is always disabled by default for Basic Boot Media creation on Windows 8 x86.
- Can't backup SQL plugin on SQL Express 2012.
- Filtering files by time and date is not working as expected, it is backing up more files than it should.
- Editing a wizard backup job with custom selection does not show checkmarks in files until you refresh.
- Crash on trying to delete a wizard job that doesn't exist.
- Scheduled DR jobs through the wizard with incremental backup enabled is not working as expected.
- Asian languages in the boot media for DR is not showing up as expected.
- On initial load of Steelgate on a clean machine the UI is not opening centered on the screen.
- Fix and complete "Buy button" issues
- Extensive Japanese string rework
- Specific cases of unable to restore local encrypted backups
- Express Wizard - Schedule screen in copy mode needs additional field hidden
- To disable the [Mount] button after you successfully mounted a Volume to a specific drive letter.
- Refresh the 'Driver letter available' drop down whenever you have successfully unmounted a volume.
- Clicking the red X to close the dialog asking how you want to stop the current backup job crashes the UI.
- Change order of checking in network device naming validation
- Incremental backup is allowed even when a base file is not selected in Disaster Recovery.
- Status tab: Activity progress bar disappears when you close and re-open NBK GUI in the middle of running backup/restore.
- Error: Function: CreateFile, error = 0x80070020, The process cannot access the file because it is being used by another process.
- Internationalize the crash reporting dialog
- Agent needs ability to check credentials for adding network devices in the CMC
- Support for -adding- network devices in CMC agent
- CMC - Fix failing backups when user selects a named network device for the backup target
- Catch client reporting 0 size to treat as a non value (like -1)
- Steelgate upgrade hangs trying to stop the nsService.
- FTP/SFTP/FTPS backups/restores to Linux based FTP servers are not working correctly.

- Windows 8: "C:\ProgramData\Steelgate\Steelgate Steelgate\Logs\log10.dbx was not found."
- Disaster Recovery Imaging is polluting the Windows event log
- Disaster Recovery - Add ability to mount a backup image volume to a drive letter
- Disaster Recovery - Size down the app so it's usable if screen res doesn't adjust on booting recovery media
- Disaster Recovery - Virtual Disk Driver installation - prerequisite to offer image mount capability
- Disaster Recovery - Come up with a managed system to enhance scheduled differential backups
- Disaster Recovery - Add option to convert Disaster Recovery image to a VHD in the Tool section of the Disaster Recovery application.
- Disaster Recovery - Add PE4 (via ADK) support in DR

Steelgate Central Management Console

- CMC install may fail on database servers that don't use the general Latin collating sequence
- Wizard Installer should default to "I have a license key" radio button during upgrade from a full version
- Display the size and free space on devices in the properties of an agent.
- Backup agent needs to send the CMC the free space, size and file system for devices
- Display the device used and free space in the details of the Device tab for agents in the CMC
- Keep the groups you have expanded after refreshing Groups and Agents view goes through.
- Can't double-click to open the logs from the CMC Dashboard.
- Remove Media Chunk option in the backup settings option in the UI of the CMC
- Implement a tooltip for each color code legend on the CMC's "Agents and Groups" tab for "Connected" and "Last Backup Status" column.
- Support for -adding- network devices in the CMC
- Fix all device name length to match the backup client's accepted limit
- Agents and Groups view loads the agents and groups tree as expanded nodes, but the UI only shows the root nodes until the grid is repainted
- Improve Agent and Group tree refreshing of UI experience
- Editing a device which has status "AddDevicePending" returns with an error message "The type 16 device <device name> is not found" when you click OK to push the update on the connected agent
- Edit network device appears not to send new values to agent

Known Issues:

- Can't install DR drivers on Windows XP x64bit OS.
- When backing up from a vSphere server VM's contained in a Vapp container will not be able to be selected.
- Spanning of Tapes and CD/DVD/BD media is not supported from a scheduled backup.
- Silent installation of the client software will only install as an evaluation.

For an up to date listing of known issues, please visit the support section of our website at www.Steelgate.com

Technical Information:

Steelgate default installation: C:\Program Files\Steelgate\Steelgate Steelgate

Location for Profiles and Logs on Windows Vista, Windows 7, Windows 8, Windows Server 2012, and Windows 2008: C:\ProgramData\Steelgate\Steelgate Steelgate

Location for Profiles and Logs on Windows XP, Windows 2003: C:\Documents and Settings\All Users\Application Data\Steelgate\Steelgate Steelgate

Should you have any questions about installing or using our portal, CMC or software, please do not hesitate to contact representative [Albert Metais] at ametais@steelgate.com or (617) 502-5546!

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