

Frequently Asked Questions: ShadowSnap™ Software

General

What is ShadowSnap?

ShadowSnap is a new backup agent co-developed with StorageCraft that is available exclusively to Datto partners.

Is ShadowSnap the same thing as ShadowProtect?

No, ShadowSnap is a completely new agent that uses Datto's inverse chain technology, which translates into instant on- and off-site virtualization. ShadowSnap combines the best features of Snap2VM with the reliability of the ShadowProtect backup engine.

Will Snap2VM still be available?

No, Snap2VM has been discontinued and is no longer available. All current Snap2VM licenses will be upgraded to ShadowSnap by October 31.

Why the change? Why partner with StorageCraft on a new agent?

Datto is always looking to push technology and continuously improve our product to give the largest and best feature set to our partners. Working with StorageCraft is a natural fit since both StorageCraft and Datto place technology first.

What product lines are compatible with ShadowSnap?

ShadowSnap is available on SIRIS and G Series devices.

Will pricing increase?

No, all prices are staying the same, including hardware and license fees.

When will ShadowSnap be released?

Monday, October 3.

Transitioning to ShadowSnap

Who needs to upgrade to ShadowSnap?

Anyone who is currently using Snap2VM will need to upgrade to ShadowSnap.

Can I upgrade to ShadowSnap from other agents?

Absolutely! Contact your Datto Account Executive or sales@dattobackup.com to discuss switching to ShadowSnap.

Do I need to erase my current data?

No, ShadowSnap can still protect and virtualize the .VMDKs already on the device.

Do I need to order a Roundtrip to sync the initial full off-site?

Depending on your bandwidth and the size of your device, you may need to request a Roundtrip to sync your data off-site.

Can I send my own synced hard drive instead of ordering a Roundtrip?

Yes, if you would rather send in a synced hard drive to us, we can sync it off-site for you. We ask that you send the bare hard drive without any enclosures. Recommended drives are Western Digital Caviar Black and Blue. Contact Tech Support for full guidelines.

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What should I do with the Roundtrip drive I currently have?

For all Roundtrips currently deployed at client sites, please wait to sync the drive until upgrading to ShadowSnap. Once running ShadowSnap, sync your Datto device to the Roundtrip drive and return it to Datto to sync off-site.

Can I still recover my backups taken with Snap2VM?

Yes, like Snap2VM, ShadowSnap uses .VMDK files to store backups. All of your backups are still readable and bootable with ShadowSnap.

Is my off-site data still recoverable?

Yes, all of your off-site data is still readable and bootable with ShadowSnap.

Will my backups be interrupted during the transition?

No, the ShadowSnap installation will not interrupt any scheduled backups. Your backups will continue on the old software until the Datto device and servers are rebooted. Once rebooted, ShadowSnap will take over the backups.

Features

What Snap2VM features will I lose when I upgrade to ShadowSnap?

None, all of the Snap2VM features are included with ShadowSnap, along with several more new features and improvements.

How are backups verified? How do I know the backup worked?

ShadowSnap uses screenshot verification. After a backup has finished, ShadowSnap will boot that VM, take a screenshot of the virtualized server and email it to you, showing you not only that the backup is complete, but that it is bootable as well.

Can ShadowSnap protect volumes larger than 2TB?

Yes, ShadowSnap can handle large volumes.

Can software RAID and dynamic volumes be protected?

Yes, ShadowSnap can back up software RAID and dynamic volumes.

Can Windows 2000 servers be protected?

Yes, ShadowSnap can back up Windows 2000.

How large are the incrementals being stored?

With ShadowSnap, all incrementals are 70% smaller in size compared to Snap2VM.

Can I run simultaneous file mounts and restores?

Yes, file mounts and restores from different agents can run on a single SIRIS device simultaneously with ShadowSnap.

Are my backups deduped?

Yes, all backup files are deduplicated with ShadowSnap. In fact, ShadowSnap is able to deduplicate backups in-line while backing up which requires no additional space, unlike post-processing deduplication which requires enough space for a full.

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Is there a secondary backup system if the VSS writers fail during a backup?

Yes, if the application aware VSS method fails, StorageCraft's backup service finishes writing the backup.

Does ShadowSnap support Bare Metal Restore?

Yes, BMRs can be done with a USB or network-based image restore.

Installation

How do I install ShadowSnap on my SIRIS device(s)?

All SIRIS devices will automatically be updated on October 3 with a push install. The new software will start running after your next scheduled reboot.

How do I install ShadowSnap on all the servers and devices I'm backing up?

The installation is a one-click process directly from your SIRIS interface. For each SIRIS device, the single click will update every server being protected by that SIRIS at once.

Do I need to reboot all the servers being protected?

Yes, the servers will need to be rebooted for ShadowSnap to begin running, but this can wait until your next scheduled reboot. Your backups will not be interrupted.

Can I get a step-by-step guide for the installation process?

Datto's Tech Support team will reach out to you with complete instructions during the month of October.