

Barracuda MSP ECHO and IBU Release Notes

October 2020
Backend-2020.12
Agent-2020.6



Document Control Version Release

Status	Changes	Date
Backend-2020.12 Agent-2020.6	Updated to latest Backend and Agent versions	October 2020
Backend-2020.11	Updated to latest Backend	September 2020
Backend-2020.10 Agent-2020.5	Updated to latest Backend and Agent versions	August 2020
Backend-2020.9	Updated to latest Backend	July, 2020
Backend-2020.8	Updated to latest Backend	July, 2020
Backend-2020.7 Agent-2020.4	Updated to latest Backend and Agent versions	June, 2020
Backend-2020.5 Agent-2020.3	Updated to latest Backend and Agent versions	May, 2020
Backend-2020.4	Updated to latest Backend	April, 2020
Backend-2020.3 Agent-2020.2	Updated to latest Backend and Agent versions	March, 2020
Backend-2020.2 Agent-2020.1	Updated to latest Backend and Agent versions	February, 2020
Backend-2020.1	Updated to latest Backend	January, 2020
Backend-2019.17 Agent-2019.6	Updated to latest Backend and Agent versions	December, 2019
Backend-2019.16	Updated to latest Backend	November, 2019
Backend-2019.15 Agent-2019.5	Updated to latest Backend and Agent versions	October, 2019
Backend-2019.14	Updated to latest Backend	October, 2019
Backend-2019.13	Updated to latest Backend	September, 2019
Backend-2019.12 Agent-2019.4	Updated to latest Backend and Agent versions	August, 2019
Backend-2019.11	Updated to latest Backend	August, 2019
Backend-2019.9 Backend-2019.10 Agent-2019.3	Updated to latest Backend and Agent versions	July, 2019
Backend-2019.8	Updated to latest Backend	June, 2019
Backend-2019.7	Updated to latest Backend	May, 2019
Backend-2019.6	N/A	April, 2019

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Table of Contents

Table of Contents	Error! Bookmark not defined.
Chapter 1. Introduction	Error! Bookmark not defined.
Audience	Error! Bookmark not defined.
About This Document	Error! Bookmark not defined.
Related Documentation	Error! Bookmark not defined.
Upgrading to the October 2020 Release	1
Backup Agent Supported Platforms	2
Operating Systems	2
SQL Server	2
Exchange	2
Virtual Machine Support	2
Imaging and BMR Support	3
BMR Support	3
Browser Support	3
Chapter 2. What's New	4
Chapter 3. Fixes in Current Release	5
Security Fixes	5
ECHOplatform Fixes	5
Intronis Backup Fixes	5
Chapter 4. Fixes in Previous Release	6
Security Fixes	6
ECHOplatform Fixes	6
Intronis Backup Fixes	6
Chapter 5. Contacting Partner Support	7
How and When to Contact Partner Support	7
Common Issues You Can Check	7
Preparing for Support	7

Chapter 1. Introduction

This chapter includes the following topics:

- Audience
- About This Document
- Related Documentation
- Upgrading to the October 2020 Release

Audience

This document is intended for IT professionals who leverage Intronis Backup for data protection as well as the wider Barracuda MSP ECHOpatform.

About This Document

This document contains information regarding the Backend-2020.12 and Agent-2020.6 release. This document provides important product information that may not be covered in the product manuals, such as new features, upgrades, and problems fixed.

Related Documentation

The following documentation is available:

- *ECHOpatform Backup and Restore Reference Guide* – provides details on how to create backups and restores for each backup type
- *ECHOpatform Best Practices Partner Guide* - provides details on best practices for creating backups and restores
- *ECHOpatform Quick Start Partner Guide* - provides information about setting your preferences, creating templates, and installing the software
- *ECHOpatform - Autotask Integration Guide* - provides information about setting up Autotask integration with the Backup Agent
- *ECHOpatform - ConnectWise Integration Guide* - provides information about setting up ConnectWise integration with the Backup Agent

Upgrading to the October 2020 Release

The upgrade process for this release is completely automated. There is no action required on your part to upgrade to the latest release.

Backup Agent Supported Platforms

The following platforms for the Backup Agent software are supported:

Operating Systems

- Microsoft Windows 8.1 (8 is not supported)
- Microsoft Windows 10 (Anniversary Update or newer)
- Microsoft Windows Server 2012 Server (Standard Edition)
- Microsoft Windows Server 2012 R2 (Standard Edition)
- Microsoft Windows Server 2012 R2 Essentials
- Microsoft Windows Server 2016 (Standard Edition)
- Microsoft Windows Server 2019 (Standard Edition)

SQL Server

- Microsoft SQL Server 2012 Standard
- Microsoft SQL Server 2014 Standard
- Microsoft SQL Server 2016 Standard
- Microsoft SQL Server 2017 Standard
- Microsoft SQL Server 2019 Standard

Note - SQL Databases running in Full recovery mode will not have their transaction logs truncated

Exchange

- Microsoft Exchange 2010 (when installed on Windows Server 2012, does not support DAG or clustered environments)
- Microsoft Exchange 2013 (when installed on Windows Server 2012, does not support DAG or clustered environments)
- Microsoft Exchange 2016
- Microsoft Exchange 2019

Virtual Machine Support

- VMware ESXi/vCenter 5.5, 6.0, 6.5, 6.7, 7.0 (with TLS 1.0 or TLS 1.2)
 - All supported versions require a VMware Essentials license or higher
 - Includes support for clustered VMware environments
- Hyper-V 2012, 2012 R2, 2016, 2019
 - Clustered Hyper-V environments are not supported

Imaging and BMR Support

- Microsoft Windows 8.1
- Microsoft Windows 10
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012 R2 Essentials
- Microsoft Windows Server 2016 (Standard Edition)
- Microsoft Windows Server 2019 (Standard Edition)

BMR Support

- Hard disk controllers
 - SCSI
 - IDE
 - SATA
- Boot types/disk partition styles
 - MBR
 - GPT
- Supported File Systems (for backup source)
 - NTFS (unless it is a System volume that is part of the Boot Volumes group)
- Supported Backup Destinations
 - 512 byte sector disks
 - 4k native sector disks

Browser Support

- We support the most recent version of the following browsers:
 - Chrome
 - Edge
 - Firefox
 - Internet Explorer

Chapter 2. What's New

- PSA duplicate error handling
 - Reduce repetitive notifications by consolidating repeated notifications into a single ticket rather than opening a new ticket for each issue
- Physical Imaging Standard performance improvements
 - Allows our agent to better take advantage of high performant systems to improve backup times
- VMware VDDK 7.0 support
 - While vCenter 7.0 was already supported, this release adds support for VDDK 7.0 as well
- Restore Only SMB portal access option
 - Allows SMB users the ability to manage restore jobs on their own without the risk that they may impact existing backup sets or data

Chapter 3. Fixes in Current Release

This chapter includes the following topics:

- Security Fixes
- ECHOpatform Fixes
- Intronis Backup Fixes

Security Fixes

The following tables provide the Security issues fixed for the current release:

Issue	Ref. #	Comments
No new bug fixes		

ECHOpatform Fixes

The following tables provide the ECHOpatform issues fixed for the current release:

Issue	Ref. #	Comments
Fixed an issue where Accounts were showing Unlinked on our ConnectWise integration page when they were Linked	PB-60146	Fixed
Fixed an issue where trying to add an "+" to a phone number caused an error message	PB-59766	Fixed

Intronis Backup Fixes

The following tables provide the Intronis Backup issues fixed for the current release:

Issue	Ref. #	Comments
Fixed an issue where the catalog was not copied over in the proper format during the initial seed process	PB-58778	Fixed

Chapter 4. Fixes in Previous Release

This chapter includes the following topics:

- Security Fixes
- ECHOplatform Fixes
- Intronis Backup Fixes

Security Fixes

The following table contains the Security issues fixed by the current release:

Issue	Ref. #	Comments
No new bug fixes		

ECHOplatform Fixes

The following table contains the ECHOplatform issues fixed by the current release:

Issue	Ref. #	Comments
Fixed an issue where certain Virtual Barracuda Backup Appliances were not appearing in the ECHOportal	PB-59835	Fixed

Intronis Backup Fixes

The following table contains the Intronis Backup issues fixed by the current release:

Issue	Ref. #	Comments
No new bug fixes		

Chapter 5. Contacting Partner Support

This chapter includes the following topics:

- How and When to Contact Partner Support
- Common Issues You Can Check
- Preparing for Support

How and When to Contact Partner Support

Partner Support hours are Monday – Friday 8 am – 9 pm EST. Contact Partner Support by:

- Phone at 1-800-569-0155, option 1
- Live chat from the website or management portal
- Emailing support@barracudamsp.com

During weekends and holidays, full coverage during business hours is provided via email only.

Before contacting the Partner Support Team, attempt level-one troubleshooting of the issue.

Common Issues You Can Check

Here are some common issues you can check before seeking support:

- Access the logs for flagged issues through the management portal or on the local software
- When a failed Backup notice is received, try to reproduce the issue or manually run a backup
- Check the network and environmental variables that could cause a backup to fail
 - Check Event Viewer for corresponding errors
 - VSS writers
 - Permissions
 - Connection/Firewall/Anti-Virus
- Check the Knowledge Base for relevant articles

Preparing for Support

When you contact the Partner Support Team, be ready to provide the following:

- The username of the client with the issue and the computer
- Any warnings, exceptions, or error messages
- If an existing case, have that case number available so Support can access it to find all relevant information
- Depending on the backup solution, a remote connection to the machine may be necessary