

KNOWN HARDWARE INCOMPATIBILITIES WITH QBR-S AND SHADOWSNAP

SCOPE

This article discusses known hardware Incompatibilities with the QBR-S product as well as the ShadowSnap software.

HARDWARE LEVEL: BARE METAL RESTORES

- RAIDs are not explicitly supported for the network BMR. They need to be configured ahead of time.
 - From the Network BMR Partitioning page:
This partition editor supports only MBR partitioning schemes.
If you wish, you may SSH into the machine to set up an advanced partition scheme, such as one involving LVM, software RAID, GPT, or disk encryption.
On a later page, you will be given the option to map source volumes in the backup to destination partitions
- A known conflict with the current network BMR process is restoring to a machine utilizing a BroadCom NetExtreme II adapter.
 - A small glitch in the NIC firmware causes connections to time out when established from the QBR device to the destination.
 - The BMR establishes itself over a TFTP connection. Any interruption in a TFTP connection will cause the connection to be severed.
 - Updates of the NIC drivers do not seem to have an effect, however that can be attempted on the physical machines.
 - It is recommended that clients that are running BMR's to machines that have these network adapters perform a ShadowProtect backup separate of the ShadowSnap backup chains to a NAS share on the QBR
- The [USB BMR](#) may provide a workaround for this issue.

HARDWARE LEVEL: LAPTOPS

- QBR does not officially endorse the backing up of laptops with the ShadowSnap software, due to the mobile nature of the backups and troubleshooting necessary due to their mobility.
- To do so is at your own discretion.
- There is a known issue with the Synaptics Touchpad Driver and the VirtualBox Guest Additions software
 - Should the version of the driver be an older version, it can cause a BSOD of the laptop itself
 - A known version that is compatible is Synaptics Touchpad Driver Version 15.3.25.0 - 9/15/11

QBR *Knowledge base*

- Subsequent versions should also be able to accept the ShadowSnap installer.

HARDWARE LEVEL: GPT OS PARTITIONS

- ShadowSnap supports GPT partitions as long as they are not OS volumes. Data OS partitions of the GPT format can be backed up and restored from.
- The OS volumes that are supported by the ShadowSnap agent must be of an MBR format.