

RELEASE NOTES FOR MIRRA FOR WINDOWS 2.2

Mirra Sync and Share Personal Server for Windows

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Review this entire document before installing your Mirra Personal Server. It contains important information about installing, configuring, and troubleshooting your Mirra.

SYSTEM AND NETWORK REQUIREMENTS

System Requirements:

Pentium III 450 MHz processor or newer
256 MB of RAM/100 MB of disk space
Ethernet network support and CD-ROM drive
English language version of Windows 2000/XP/Vista or
Windows 2000/2003 Server w/ latest Service Packs and updates

Network Requirements:

High-speed Internet connection (always-on access)
Router, hub, or switch (10/100 Ethernet) with
available Ethernet port

INSTALLATION INSTRUCTIONS

WARNING: You cannot connect to a Mirra Personal Server running an older version of the firmware (version 2.0 or earlier) using the 2.2 release of the Mirra PC software.

MIRRA PC SOFTWARE RELEASE NOTES (KNOWN ISSUES)

For the most recent information, visit http://www.seagate.com/www/en-us/support/services/mirra_support

1. You must have Administrator privileges to install the Mirra PC software on your PC. However, Administrator privileges are not required to run the Mirra PC software.
2. Wireless routers that create a subnet for the wireless connections (different from the wired connections) will not allow your wireless PCs to connect to a Personal Server connected to the wired connection. Examples include SonicWall and Watchguard wireless routers.
3. If your PC is unable to discover your Personal Server, check your personal firewall. You must add the Mirra application as an exemption. The Mirra uses UDP port 19430.
4. If you're low on disk space, you may not be able to back up open files because the XP ShadowCopy service requires sufficient free disk space to copy the file. The Personal Server backs up these files when they're closed.
5. Changing the Time Zone on a PC can mistakenly indicate to the Mirra software that all backed up files have changed. If this occurs, Mirra automatically backs up all files again, resulting in duplicate versions but no loss of data.
6. In certain instances, a backed up folder that's been deleted from your computer is not properly marked as deleted on your Mirra, thus falsely indicating that the folder still resides on your computer. If you no longer need the folder, you can simply delete it from your Mirra. If you want to keep the deleted copy on your Mirra, you can re-create the backed up folder on your computer and then delete it again from your computer so the Mirra can properly mark it as deleted.
7. If you're backing up files that remain open continuously, Mirra reports file backups in progress during the period between a change in a file and the subsequent backup of that file.
8. In order to prevent the hogging of network resources, Mirra limits the frequency with which large, frequently-changing files are backed up. Therefore, the backup of such files may be delayed.
9. Backing up more than 250,000 files or 50,000 folders in total (regardless of size) is not currently supported and may fail. If you back up a large number of files from one PC, that PC will perform more slowly during the initial backup. In addition, if you turn off your PC or your Personal Server, performance will again slow down slightly when you turn it back on while your Personal Server syncs the backed up files from your PC.
10. Mirra does not back up system, hidden, temporary, or encrypted files and folders.
11. Mirra does not back up folders or files whose full pathname is greater than 256 characters.
12. You cannot back up your **My Documents** folder by right-clicking on it on your PC. On the **Backup and Restore** screen, click **Recommended backups** on the **Backup Tasks** menu. Then select **My Documents** in the **Folders Recommended for Backup** window.
13. On Windows XP, Windows 2003 Server, and Windows Vista systems, Mirra uses the Windows Volume Shadowcopy Service (VSS) for NTFS file systems to back up files which are held open by applications. Without VSS, such files are unavailable for backup until the application is closed and the file released. VSS is currently enabled by default only for Microsoft Outlook. If your system has a FAT32 format file system, the VSS feature is not available and you're notified of this limitation during installation.
14. Mirra can write and restore files only to network resources that don't require user authentication. If you must provide a username and password to access a network drive or log into a domain (such as ActiveDirectory), the Mirra software

lacks the necessary permission to complete the operation. Instead, you must save files to a local disk and then use Windows to copy the files manually to the network drive.

15. It's possible that Mirra will overwrite the latest version of a synchronized file with an earlier version if multiple computers are working simultaneously on the same file. Refer to the *Mirra Manual* for details.
16. The Internet Worm Protection feature of the Norton's Anti-virus and Internet Security software occasionally misidentifies the Mirra software as a threat and randomly locks various files. When your Mirra attempts to back up those locked files, your PC's performance can be severely impacted. We've requested that Symantec correct this. Until they do, users experiencing this problem should refer to the Norton manual and turn off Internet Worm Protection.
17. If your PC's primary network connection is wireless Ethernet, then Windows, when restarted from Standby or Hibernation mode, may not re-establish the wireless connection quickly enough for the Mirra software to successfully reconnect to your Personal Server. If this happens, restart the Mirra service or restart your computer.
18. Backing up a single folder containing more than 100,000 files may cause performance problems on some computers. To fix this problem, reduce the number of files in the folder by splitting them into multiple folders.
19. When restoring a large amount of data, the Mirra application sometimes shows a Restore in progress even though the files being restored already appear on the local computer. To prevent data loss, wait for the Mirra to finish the Restore before editing those files.
20. When detaching certain USB drives, you may get the error message **Problem Ejecting USB Mass Storage Device**. To avoid this, stop the Mirra service before detaching a USB drive. To stop the Mirra service, go to **Start>Run**, type **net stop mirra.service**, and click **Run**.
21. After upgrading from Windows XP to Windows Vista, the Mirra icon on a synchronized folder might disappear. The synchronized folder will continue to work without the icon. To once again display the icon, delete and then re-creates the synchronized folder.

MIRRA SYNC AND SHARE PERSONAL SERVER RELEASE NOTES

1. In its normal state, the amber light shines steadily. During file upload or download, it blinks rapidly.
2. To turn off your Personal Server, press the power button and release it. Wait for both lights to turn off (approximately 30 to 60 seconds). **DO NOT HOLD DOWN THE POWER BUTTON.**
3. The Mirra Personal Server is warranted only in the US and Canada, while the Mirra Sync and Share Personal Server is warranted in the US, Canada, Australia, and New Zealand.

MIRRA WEB SERVICES RELEASE NOTES

1. If you're unable to access your Personal Server via web access and your Internet connection is functioning properly, restart your Personal Server.
2. You cannot upload or download a file or folder larger than 2 GB via www.mirra.com.
3. Uploading large files may fail if your computer is idle for too long and you log out of Web Access before the upload is completed.

ADDITIONAL DOCUMENTATION

Mirra Setup Guide: Hard copy enclosed in packing box; electronic copy on the software CD and installed to your computer during installation.

Mirra Manual for Windows 2.2: Electronic copy on the software CD and installed to your computer during installation.

The most recent documentation is available at http://www.seagate.com/www/en-us/support/services/mirra_support.

HOW TO CONTACT US

For technical support, submit an **On-line Case Form** at http://www.seagate.com/www/en-us/support/services/mirra_support.

For help with initial installation problems, call **1-800-SEAGATE (1-800-732-4283)** and select options 1, then 3, then 4, then 1.

For technical support outside the United States, see the Seagate website for contact details in your region at <http://www.seagate.com/contact/support>.