

Product Update Bulletin

Carbonite® Server

New ransomware and backup management tools that make data more resilient against loss or compromise

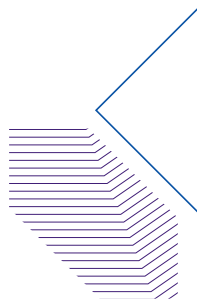
This release contains significant and frequently requested updates to Carbonite® Server. While backups were previously only daily, we now provide the option to schedule their frequency and retention settings to hourly. Hourly scheduling is also accompanied by new monitoring, alerting and reporting functions that measure the progress, status and success of and higher-frequency back-ups.

Ransomware is the current bane of every business. While there’s no substitute for configuring Carbonite Server securely (as we already have many data security safeguards and processes built-in), in this release we are introducing a new ransomware resilience module.

This “potential ransomware” alerting automatically flags potential threats, provides multi-level alerting tools like dashboard warnings, threat views and automatic email notifications. If a threat is identified and confirmed, uncompromised data can be quickly selected and recovered.

Other Carbonite Server enhancements include:

- Administrators may now delete backup safesets directly from the management Portal
- Administrators may now delete of offline agents
- Administrators may now use duplicate company naming
- Microsoft Hyper-V is now fully supported for Rapid VM Recovery (RMVR)
- A new datacenter facility in the Netherlands for local GDPR and EU data sovereignty requirements is now available
- We have ended support for Microsoft Internet Explorer browser, due to both security and operability issues



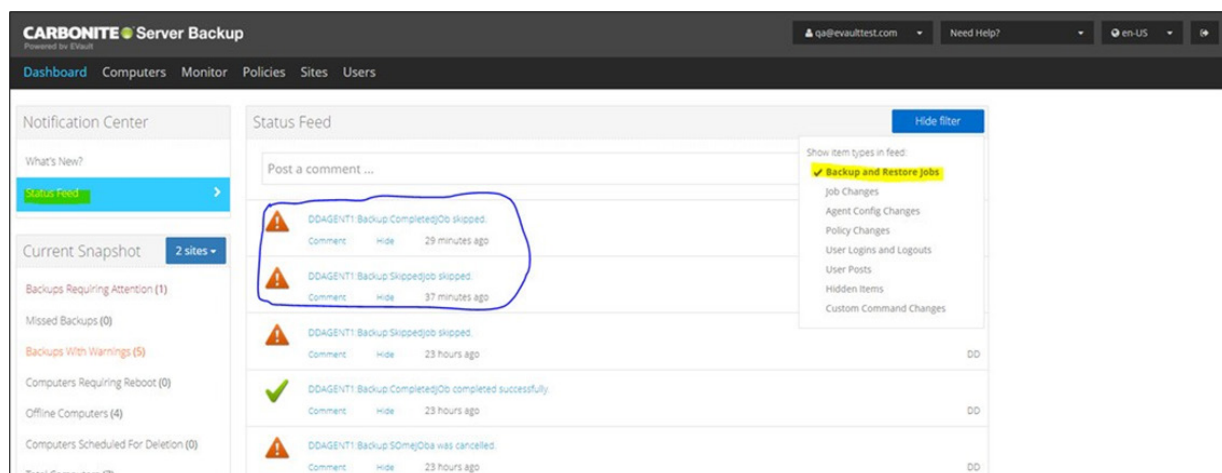
New features in this release

1. Hourly (Intra-Day) Scheduled Backups

Admins have been requesting hourly backup intervals to minimize data loss should a server restore be required, since this could avoid losing an entire day’s data and productivity.

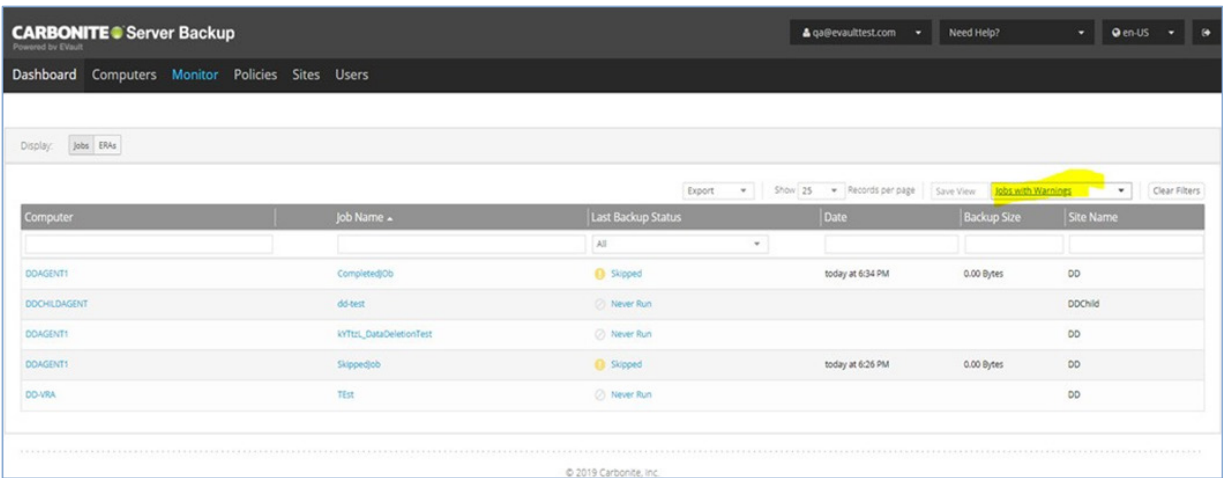
With this release, admins can now initiate shorter backup cycles to capture recent changes, especially for select jobs in Windows and with SaaS configurations.

To support this move to higher frequency, hourly backups we have also redesigned job scheduling, alerting for ‘skipped’ jobs (due to overly aggressive backup schedules vs. failures), increased visibility in the Portal dashboard and revised the Monitor page.



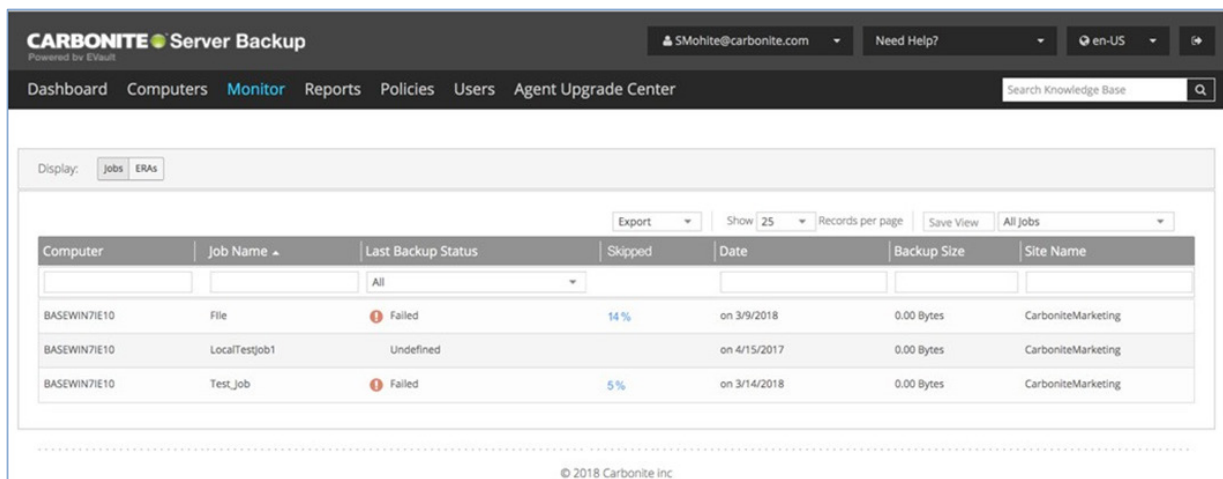
Revised Dashboard – Skipped jobs appear in the Status feed as a Warning

The Monitor page has been extensively updated:



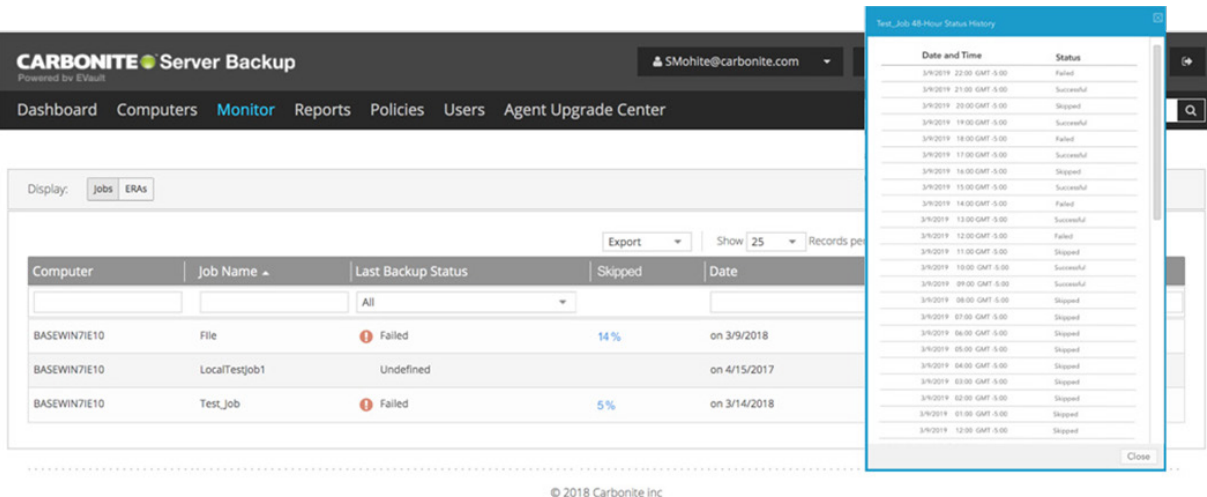
Skipped jobs appear in the Status feed as a Warning

With hourly backups, it's also essential users can quickly identify skipped jobs:



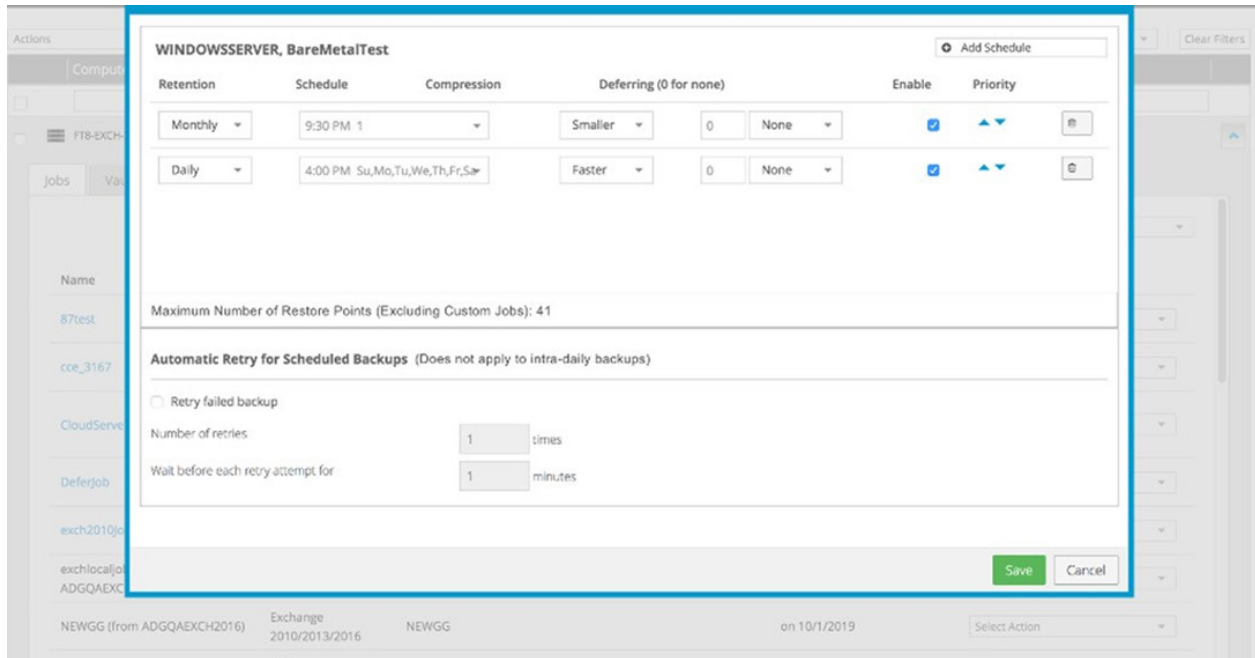
A Skipped column has been added to show 48-hour results from the last event

We've also made it easier to drill down and investigate Skipped history:



Clicking on a Skipped percentage pops-up the exportable 48-hour history

All of this is now supported through an intuitive, easy-to-use job scheduler combining backup frequency and retention settings:



Simplifies prioritization of frequency & retentions, plus shows total number of safesets that will be generated

2. Rapid VM Recovery for Microsoft Hyper-V

In addition to offering support for VM Rapid Recovery for VMware, Carbonite® Server now supports Microsoft Hyper-V. Full server support now includes:

Platform Features	Windows	VMware	Hyper-V	Linux	IBM AIX	IBM iSeries
Secure local (with optional integrated hardware) and cloud backups at up to hourly frequency	✓	✓	✓	✓	✓	✓
Optional cloud failover with push-button fallback for critical systems	✓	✓	✓	✓	✓	✓
Forever-incremental backups	✓	✓	✓	✓	✓	✓
Transmitted data is compressed and encrypted (AES 256-bit encryption over TLS 1.2)	✓	✓	✓	✓	✓	✓
Advanced compression and flexible bandwidth throttling	✓	✓	✓	✓	✓	✓
Seeding — data importing and exporting via physical device	✓	✓	✓	✓	✓	✓
Granular recovery (files, folders, Exchange, SharePoint, SQL, Active Directory)	✓	✓	✓	✓	✓	✓
Application-consistent backups (for SQL Server, Exchange and SharePoint)	✓	✓	✓	✗	N/A	N/A
Bare metal restores	✓	N/A	N/A	✓	N/A	N/A
Rapid VM recovery	N/A	✓	✓	N/A	N/A	N/A
Image backup	✓	N/A	N/A	✗	✗	✗

Server Backup and Recovery Options

3. New Netherlands Datacenter

We have opened a Carbonite® Server datacenter site in the Netherlands. So if data sovereignty, GDPR compliance or other EU regulatory needs necessitate Carbonite Server backups reside in an EU data center, this new facility allows administrators to specify data to be hosted in the Netherlands to regulatory issues.

4. EOL for Microsoft™ Internet Explorer access to the Carbonite Server Portal

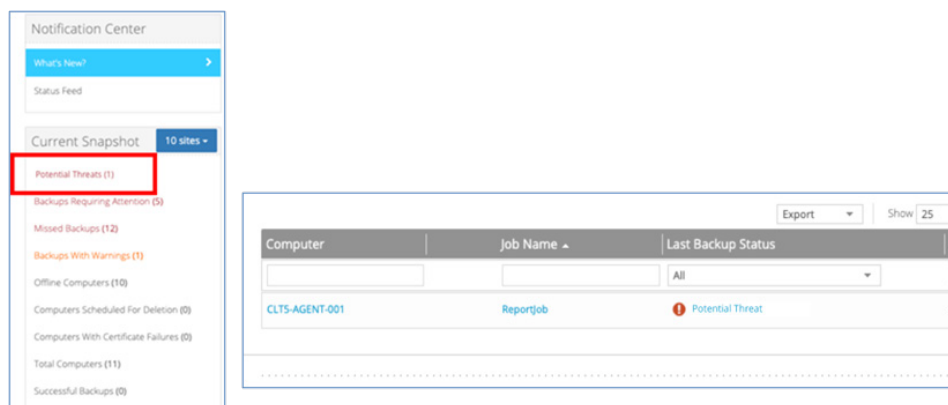
With Microsoft ending support for its applications using Internet Explorer, and for the browser itself next year, we are following suit and ending support for Internet Explorer from September 2021.

This means that any new Portal features and functions will not be supported for any version of Internet Explorer and changes in our next Portal release will cause Internet Explorer to cease to work with Carbonite® Server entirely.

5. Ransomware Resilience Management

Due to its prevalence and the potential damage it can cause, we are also providing a new set of capabilities enhancing resilience against ransomware attacks. We now automatically identify potential ransomware threats and flag them in the Portal, as well as through email alerts. We then provide the ability to restore and recover affected data quickly and safely.

In the Portal, Administrators can now choose to clear the ransomware status from a safeset and all its incremental backups or restore from a previously saved safeset. Our ransomware resilience management also includes the enabling or disabling of ransomware threat detection for a specific backup; see the status of an affected safeset backup; and in the restore dialogue and even delete the safeset from the Portal UI:



Dashboard displays a warning message for potential impacted backup(s) and clicking on threat immediately gives more details

6. Delete backup safesets and offline agents from the Portal

An often-requested feature is the ability to delete backup safesets from the Portal rather than having to request this via Support, as well as the ability to delete offline agents.

We've found many admins need to delete backups after decommissioning a server before removing its backup data from vaults. This poses a logistical challenge, since they have no means to delete the already de-provisioned server via the Portal and need to log a ticket with support.

Enabling offline agent data deletion helps users self-serve, making the process more efficient by avoiding the need to interact with Support to confirm data deletion requests and associated manual deletion by internal teams.

Name	Job Type	Description	Last Backup Status	Date	Skipped Rate	Action
	Local System	DO NOT DELETE	Completed	today at 9:47 AM		Select Action
	Local System	DO NOT DELETE	Completed	today at 11:22 AM		Select Action
	Local System	DO NOT DELETE	Completed	yesterday at 10:37 PM		Select Action
	Local System	DO NOT DELETE	Completed	yesterday at 10:24 PM		Select Action
	Local System	DO NOT DELETE	Completed	yesterday at 10:20 PM		Select Action

Safesets can now be deleted without from Support staff.more details

7. Duplicate company naming

To date, the Carbonite® Portal has only supported unique site names within any single management portal instance.

This feature allows

- A Parent site name to be duplicated by one of its own child sites
- Child site names can be duplicated in different parent site
- Parent site names continue to be unique in a Portal instance