



Certified Intronis Partner Engineer

Troubleshooting Installing the Software

I am having trouble installing the software what do I do first?

The first thing to check is that you're using the most up to date version of our installer. Go to the Portal and download a new copy of the software by going to Downloads >> Download Installer.

I am using the most current version but it's still failing

1. Open a command prompt and CD to the installer .EXE file.
2. Add the switches - /debug /log=C:\setup.log
3. Now run the installation once more

I have done this and it failed again

1. Go to C:\ and edit the setup.log file
2. Scroll through and see if there are any links "pending"

I found a few links that are "pending"

Copy and paste this URL into a browser

My Firewall / Webfilter is blocking it

Add the following exceptions to your Firewall / Webfilter

Port 443 (inbound / outbound)

Port 2347 (Internal)

Relay.intronis.com: 38.97.76.77

Relay02.intronis.com: 38.97.76.79

Relay03.intronis.com: 209.66.81.238

eSureIT.intronis.net: 209.66.81.228

bk1-ca.onlinebackupsolution.com: 38.103.154.100

bk1.onlinebackupsolution.com 209.66.81.228

38.97.76.69 (installer)

I have done this and none of the links are "pending"

Make sure you have C++ 2005, and 2008 Redistributables (x64) installed on the machine

Make sure that .Net 2.0 and 3.5 is on the machine and working correctly

Make sure that the Remote Differential Compression feature is installed



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Make sure that your Anti-Virus has exceptions added for the installation path

This still isn't working

[Has the software previously been installed on this machine?](#)

If so make sure the program is uninstalled and rename / delete the old installation folder

Ensure the BackupAgent, BackupUpdater, and BackupExtender services are removed from the machine