



RELEASE NOTES

CTERA Drive Share/Protect (Agent) for Windows Version 7.7.3333.7

May 2025

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CONTENTS

CTERA Drive Share/Protect (Agent) 7.7.3333.7	4
Installing or Upgrading CTERA Agent	4
What's New	4
Known Issues	5
CTERA Drive Share/Protect (Agent) 7.7.3333.5 (April 2025).....	6
CTERA Drive Share/Protect (Agent) 7.7.3333.4 (January 2025)	7
CTERA Drive Share/Protect (Agent) 7.7.3333.2 (November 2024).....	8
CTERA Drive (Agent) 7.7.3332.8 (October 2024)	9
CTERA Drive (Agent) 7.7.3332.6 (July 2024)	10
CTERA Drive (Agent) 7.7.3332.4 (May 2024)	11
CTERA Drive (Agent) 7.7.3332.3 (January 2024)	12
CTERA Drive (Agent) 7.7.3332.2 December 2023)	13

CTERA DRIVE SHARE/PROTECT (AGENT)

7.7.3333.7

CTERA Drive Share/Protect (Agent) is a software application you can use to sync and back up files to the cloud.

This chapter contains the following topics:

- [Installing or Upgrading CTERA Agent](#)
- [What's New](#)
- [Known Issues](#)

These release notes apply to the CTERA Agent running on a Windows platform.

INSTALLING OR UPGRADING CTERA AGENT

Note: The minimum CTERA Portal version when backup folders to the portal are defined with a fixed block size, is 8.1.1417.17.

Installing an agent is described in <https://kb.ctera.com/>.

If the CTERA Agent for Windows was installed in single user mode and you want to install it in multi-user mode:

- 1 Uninstall the agent.
- 2 Remove the C:\ProgramData\CTERA\ folder and its subfolders.
- 3 Install the agent in multi-user mode.

Upgrading an agent can be performed automatically when the agent is connected to a CTERA Portal and the agent firmware files are uploaded to the portal.

WHAT'S NEW

Resolved Issues

ID Number	Description
APP-26890	The Cloud Drive navigation option in the CTERA Agent Settings window can be hidden, preventing users from managing the cloud drive. For details, contact CTERA support.

KNOWN ISSUES

ID Number	Description
APP-12591	<p>Deleting synced cloud folders locally has different results on Windows and Mac machines:</p> <p>Windows – The deleted folder is recreated on the Windows machine.</p> <p>Mac – The deleted folder is deleted from both the portal and the Mac machine.</p>
APP-14444	After viewing a picture in Windows Photo Viewer, you cannot use the arrow keys to scroll through other pictures in the folder if these pictures are stub files.
APP-14710	If the portal status changes to read-only mode, the agent status does not reflect the changed status until the backup and sync is suspended and then unsuspended.

CTERA DRIVE SHARE/PROTECT (AGENT)

7.7.3333.5 (APRIL 2025)

WHAT'S NEW

Resolved Issues

ID Number	Description
APP-26640,	Improved security.
APP-26641	

CTERA DRIVE SHARE/PROTECT (AGENT)

7.7.3333.4 (JANUARY 2025)

WHAT'S NEW

New Features

ID Number	Description
APP-26270	The End User License Agreement (EULA) displayed when installing CTERA Drive Share/Protect has been updated.

Resolved Issues

ID Number	Description
APP-26210, APP-26271	Connecting to a portal from an agent running on Windows 10 using SSO failed.
APP-26301	Increased security to prevent DLL hijacking.

CTERA DRIVE SHARE/PROTECT (AGENT) 7.7.3333.2 (NOVEMBER 2024)

WHAT'S NEW

Resolved Issues

ID Number	Description
APP-25917,	The Microsoft Outlook add-in did not work.
APP-25920,	To use the Microsoft Outlook add-in you must use classic Outlook and not new Outlook.
APP-25921,	
APP-25922,	
APP-25923,	
SP-25303	Known issue: When using the Microsoft Outlook add-in for the first time, connected to a portal version 8.2.1500.8.6 or earlier, creating the folder, Sent Attachments, on the portal to save the content to takes a few minutes.

CTERA DRIVE (AGENT) 7.7.3332.8 (OCTOBER 2024)

WHAT'S NEW

Resolved Issues

ID Number	Description
APP-25517, APP-25726	OpenSSL was upgraded to 1.02zk to resolve CVE-2024-5535 which was assessed with a low severity by the National Institute of Standards and Technology, described here .
APP-25523, APP-25731	The 7.7.3332.6 version of CTERA Drive Share/Protect was not signed.

CTERA DRIVE (AGENT) 7.7.3332.6 (JULY 2024)

WHAT'S NEW

New Features

ID Number	Description
APP-25315	OpenSSL was upgraded from 1.02zd to 1.02zj.
APP-25322	Folders that are no longer required by CTERA Drive Share/Protect have been removed.

Resolved Issues

ID Number	Description
APP-25323	The add-in for Microsoft Outlook that enables you to send email attachments as public links to files on your portal Cloud Drive did not work.

CTERA DRIVE (AGENT) 7.7.3332.4 (MAY 2024)

WHAT'S NEW

New Features

ID Number	Description
APP-24972	Infrastructure improvements

CTERA DRIVE (AGENT) 7.7.3332.3 (JANUARY 2024)

WHAT'S NEW

Resolved Issues

ID Number	Description
APP-24132, APP-24248	Trying to install CTERA Drive Share/Protect (Agent) on a Windows 2012 Server failed with an error. Now the installation is blocked with a clear message.
APP-24168	Uploading a file to a read-only folder failed.
APP-24171	Attempting to cancel a download failed and after the cancel, only small files could then be downloaded.
APP-24247	After signing out of CTERA Drive Share/Protect (Agent) running on Windows Server 16, 19 or 22 you could not sign in again without killing the agent service.

CTERA DRIVE (AGENT) 7.7.3332.2 DECEMBER 2023

WHAT'S NEW

New Features

ID Number	Description
—	The infrastructure has been changed to improve performance.
—	CTERA Drive Share/Protect can no longer connect to a CTERA Edge Filer. As a consequence, local backup to a CTERA Edge Filer is no longer supported.
APP-23249	The text providing the option to log on to a cloud gateway has been removed.
APP-24040	VDI mode is no longer supported.

Resolved Issues

ID Number	Description
APP-20124	When syncing was stalled, the tray icon did not change to an error status.
APP-23042, APP-23167	Button labels in French did not display correctly.
APP-23061, APP-23166	The operating system displayed in the About window was not the correct operating system.
APP-23184	When German was chosen as the language some English was still displayed.
APP-23224	Collaborated folders were saved as read only and could not be edited.
APP-23252, APP-23892	When using Windows 11, the Cloud Drive shortcut was not created.