Total Backup Recovery Suite for Storage

User's Guide

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C. You may use the Software as a boot disk to re-apply the hard drive image that was created for disaster recovery purposes to the hard drive on the Device from which the disaster recovery image was made or on a replacement Device provided that the software has been removed from the original Device.

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Chapter 1: Introduction

1.1 Product Overview

Total Backup Recovery is a powerful, all-in-one, centrally managed data backup and hard disk imaging application that provides local and network features for the user.

The user can independently manage every computer on the network with Total Backup Recovery. It can create a complete disk image of a hard drive and a single hard drive partition and store it on a local computer, network share and even on an FTP server. The image can be used for backup and recovery and to quickly transfer all information from a server's hard drive to a new hard drive. The image file can also be compressed and distributed across multiple hard drives or partitions.

Total Backup Recovery's compressed image file contains all of the hard drive data files, partition information, and security settings by copying only the used data sectors – this keeps the size of the image to a minimum. The complete disk image can be updated quickly with incremental backups; theses incremental backups contain only the hard drive changes that occurred since execution of the complete backup, or since the last incremental backup.

This offers the administrator an easy and reliable way to keep the system backup data current, by storing the images on an external USB hard drive, CD or DVD set, or on a network share. The administrator is then able to quickly recover from any type of data disaster, including data corruption or a hard drive failure.

With a special recovery environment (Recovery Manager), you can run Total Backup Recovery to back up and restore damaged partitions even if Windows does not start. Some other features of Total Backup Recovery, such as creating bootable rescue disc, are also available in this recovery environment.

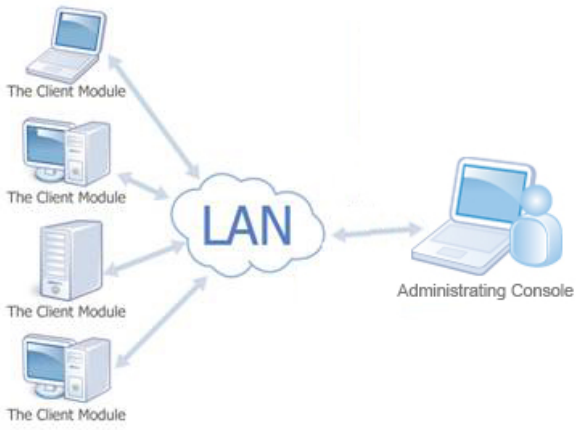
For advanced users, a network administrator can remotely deploy Total Backup Recovery Client Module. It also has the capability to remotely back up selected files, folders, Windows application settings, and even entire disks or partitions to an external location for a single client, one group or domain. Users can also remotely restore the client module from any existing image file, or even remotely monitor the whole process by viewing the real time status.

Advanced Server has optimized the control and management of network, which no longer requires 24-hour online server to manage it. Meanwhile, it enables users to set bandwidth with backup tasks and ensures that the routine work is free of communication interference. In addition, it can control the network connections and make the network support concurrent connections by more Clients.

Total Backup Recovery offers the administrator flexible ways to protect all involved computers. System administrators will appreciate FarStone Total Backup Recovery's ability to dramatically reduce the time spent configuring multiple systems, installing software, or restoring multiple systems to an original image.

1.2 Software Structure

The software includes two components: the Administrating Console and the Client Module.



The Administrating Console – This centralized console enables users to manage all of the clients in the network.

The Client Module– This module is installed on the client systems to allow management via the Administrating Console; this can also operate all powerful features locally.

1.3 Powerful Backup Features

TreasureStone's Suite of backup features includes:

- **Unique Software & Hardware Network solution:** TreasureStone backs up your computer and protects everything important to you in the high performance storage server. Its plug and play design makes setup and configuration extremely easy. The powerful Network Manager allows the administrator to deploy, back up, restore and configure a single computer or a group of computers from a central console.

- **Powerful Universal Restore:** Restores files or your entire hard drive across different PCs, regardless of hard drive format, size, brand, or operating system, including 64-bit systems. You can even recover to the latest system and new hardware by loading new drivers manually.

1.4 Other Features and Benefits

- **Pre-Windows Recovery:** Recovers a disk image in Pre-OS environment to get up and run after a system crash.

- **Network Management:** Executes the backup, restoration or schedule the settings for all computers in the network simultaneously.

- **Virtual Machine Support:** Converts the backup image into a VMware file format to run on the virtual machine.

- **Remote Control:** Network Administrator controls all computers in the network both locally and remotely, enables/disables the interfaces of the remote client, browses partitions, files and folders on the remote computer.

- **Industry Standard AES Encryption Support**: File backup supports AES 128/192/256 bit encryption to enhance data security.

- **Set Backup Schedules:** Sets flexible backup schedules by groups while simultaneously running backup jobs.

- **Support Major Database & Open File Backup**: Provides Open File Backup features. It backs up Oracle, SQL Server, Exchange Server, and Share Point Server in real time.

- **Print Server**: Connects to printers to make them available for all computers on the network.

- **FTP Server**: Users in a LAN or on the Internet can visit TreasureStone,

1.5 Newly-added Features

Set Password: Enable users to set a password to prevent other unauthorized users from changing program settings.

Web Brower：Users can go through the website in PE by clicking **Launch Web Brower**.

Explorer Window：Files and folders on your computer will be displayed by clicking **Open Explorer Window**.

Chapter 2: Installing and Uninstalling Total Backup Recovery

2.1 System Requirements

- **Desktop or notebook computer running**

Windows® XP (32-bit & x64)

Windows® Vista (32-bit & 64-bit)

Windows® 7 (32-bit & 64-bit)

- **Server computer running**

Window® Server 2000

Windows® Server 2003 Standard or Enterprise or Data Center (32-bit & x64)SP2

Windows® Server 2003 R2 SP2

Windows® Server 2008

- **Administrating Console**

Intel® Pentium processor at 133 MHz or faster

512 MB of RAM (Suggested 1 GB of RAM or more)

550 MB or more disk space

Internet Explorer® 6.0 or higher

- **Client Module**

Intel® Pentium processor at 133 MHz or faster

512 MB of RAM (Suggested 1 GB of RAM or more)

1450 MB or more disk space

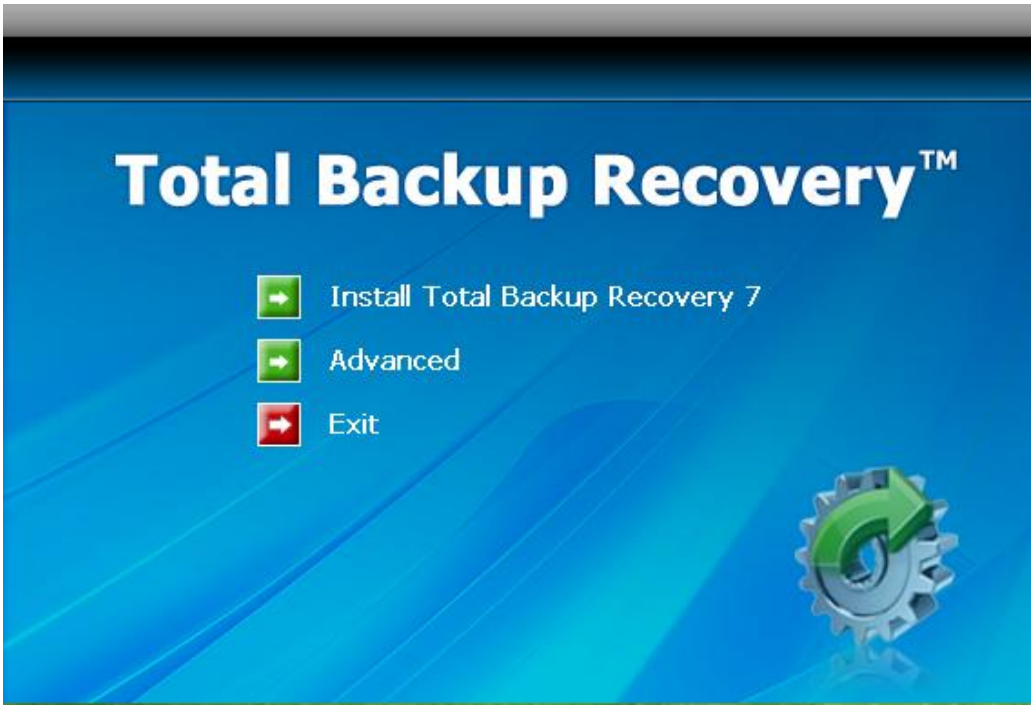
Internet Explorer® 6.0 or higher

- **Optional**

USB 2.0 Device

CD/DVD ROM

2.2 Start Total Backup Recovery Installation



If you purchased a CD:

Insert the CD into your CD-ROM drive. The setup program should start automatically. If it doesn't, browse the CD and double-click on the AutoRun.exe. Follow the prompts displayed to finish your installation.

If you purchased an electronic download:

Save the executable file to your hard drive. Double-click on the file to launch the Total Backup Recovery installer. Follow the prompts displayed to finish your installation.

Tip
Depending on the size and the number of computers a company maintains, Total Backup Recovery provides the following three installation scenarios:

If it is *necessary* to manage all the computers under a network administrator, you can install Administrating Console to manage them centrally by clicking **Advanced**.

If it is *unnecessary* to manage all the computers under a network administrator, you can install Total Backup Recovery on each computer to

manage them independently by clicking **Install Total Backup Recovery**.

For the most efficient backup, one Administrating Console should manage one group of computers, with a maximum of 50 Clients. If there are more computer groups, then users will need other administrating consoles that back up to different locations for optimum security.

Be sure to install the Total Backup Recovery components according to the order shown below: Please install the Client Module first followed by the installation of the Administrating Console.

2.2.1 Installing Total Backup Recovery Suite for Storage Client

1. Select **Install Total Backup Recovery**, you will enter InstallShield Wizard. Wait a moment for the Wizard to prepare installation. Click **Next** to continue.

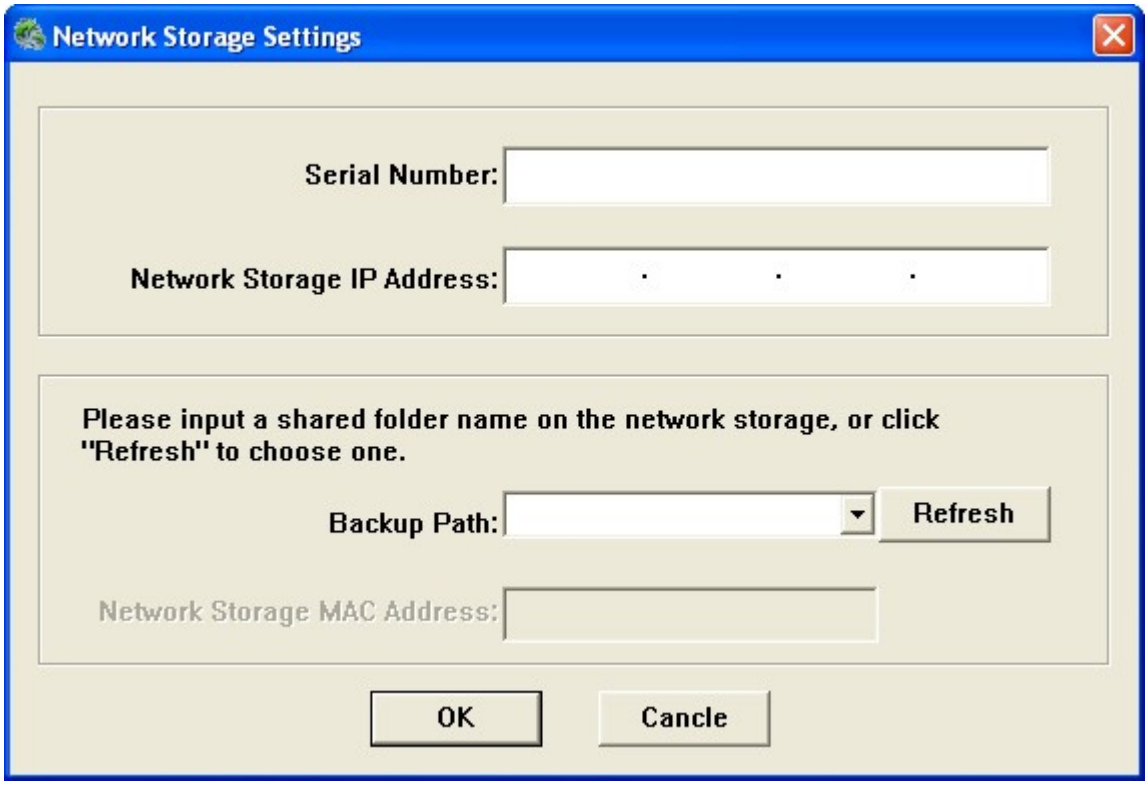
2. Select the language preference of the application, and click **Next.**

3. Carefully read the software license agreement. If you accept the terms of the agreement, select **I accept the terms in the license agreement**, and click **Next**.

4. If the Client Module needs to perform local operations later, check to **Enable the interface for local operation**. Otherwise, do not check it. The program have checked it by default.

5. Click **Next** to install to the default folder, or click **Change** to select another location.

6. You will see the following UI to enter your serial number and IP address. Input a shared folder name on the network storage, or click **Refresh** to choose backup path in left box.



If you create a shared folder named TSInstall in NAS, and put sn.txt and installer in it, you only need to input NAS IP. Then, the program will access the serial number in **\\NAS IP\TSinstall\sn.txt** automatically. If this serial number is really exist, the dialog box of entering serial number will not popup.

The content of SN.txt is defined as follows:

SerialNumber =XXX //Please write your Serial number of Total Backup Recovery Suite for Storage here

StorageIP=XXX // Please write your Storage IP address of your NAS storage here

SharedFolder =XXX //Please write a default backup shared folder of your NAS storage here

UserName = XXX //User Name to access the above shared folder, if any.

Password = XXX //Password to access the above shared folder, if any.

You also can create SN.txt by tool, refer to *8.1 Create SN.txt with "CreateSnFile" Tool* for more details.

7. Click **Install** to launch the installation process.

8. Click **Finish** to complete the installation. You are required to restart your computer to launch Total Backup Recovery.

2.2.2 Installing the Administrating Console

1. Select **Advanced** and then click **Install Total Backup Recovery Administrating Console**.

2. Click **Next** to continue.

3. Select your language preference for the application, and click **Next**.

4. Carefully read the software license agreement. If you accept the terms of the agreement, select **I accept the terms in the license agreement**, and click **Next**.

5. Enter your personal information, and click **Next**.

6. Click **Next** to install to the default folder, or click **Change** to select another location for your installation.

7. Click **Install** to launch the installation process.

8. Click **Finish**, and then click **Yes** to restart your computer to complete the installation.

Note
An administrator will have to log into a domain to install the Administrating Console on any computer within that domain. After the installation, restart the computer to complete the deployment.

2.3 Uninstalling Total Backup Recovery

1. From the Windows Start menu, select **Start → Settings → Control Panel**.

2. Double-click **Add/Remove Programs**, and select **Change** or **Remove Programs**.

3. Select the Administrating Console or the Client Module, and click **Remove** to begin uninstalling the associated component. A deactivation dialog box will pop up,click **Yes** to

uninstall the product.

Chapter 3: Total Backup Recovery Specific Terminology

3.1 File Backup

Total Backup Recovery File Backup monitors file changes. When a change is detected, Total Backup Recovery will record it and back it up according to your schedule. File backups can be stored locally or externally.

3.2 Hard Drive Imaging

Hard Drive Imaging can be used for bare-metal disaster recovery when hard drive failure occurs.

3.3 Full and Incremental Backups

Full and incremental backup solutions aim to make storing several copies of the source data more feasible. To accomplish this, a complete backup is taken initially and then incremental backups can be scheduled or run manually (Incremental backup only stores the files or sectors that have changed since the previous full or incremental backup). Restoring a system to a certain point involves locating the complete backup and the incremental backups executed between the time of the complete backup and the time of the restore.

3.4 Total Backup Recovery Universal Restore

With Total Backup Recovery Universal Restore, there is no need to reinstall the operating system, applications, configuration files, individual files, and folders into the new system with different hardware configuration, or to a virtual machine. With Universal Restore, you can restore your system onto a similar or a different (than original) hardware configuration with a few mouse-clicks.

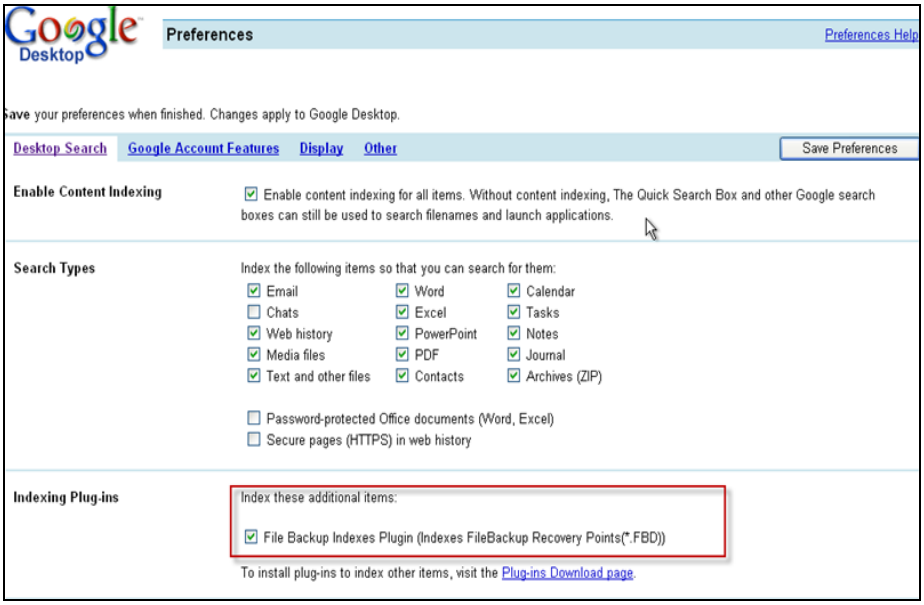
Chapter 4: Start using Total Backup Recovery

To launch Total Backup Recovery, double-click the **FarStone Total Backup Recovery** icon on your desktop, or select **Start → All Programs → FarStone →FarStone Total Backup Recovery**.

Tip

If Google Desktop is installed, when you start up Treasure Stone, it will confirm if you want to install "The Third Party Plug-in". Click "OK" to begin installation.

When entering the following interface, please select your wanted file types and options and "**File Backup Index Plugin" (Indexes FileBackup Recovery Points(*.FDB)),** then Google Desktop will establish related indexes. You can open the .FDB files with the Google Desktop Search.



4.1 Main Console

*Total Backup Recovery Main Console

4.1.1 Quick Start

This displays a shortcut menu for One-Click Backup, File Backup and Back up Computer.

One-Click Backup – Protect your PC with one click.

4.1.1.1 One-click backup

1. Click **one-click backup**.

2. A box pops up for you to choose the location where the backup files can save and in which you can edit the schedule.

A : Total Backup Recovery Software will save the image and archive to defaulted location.

B : Click **edit schedule.** You can set anytime to backup files based on your demand.

3. Click proceed to backup.

File Backup – Click here to back up the selected files and folders.

Back Up Computer(s) – Click here to back up the entire hard drive or partition(s) to an external location.

4.1.2 Jobs

View existing Complete Backup, and File Backup jobs.

Back Up Computers – Total Backup Recovery® shows all file backup jobs related to this computer. There are four functions you can perform on the each backup computer job.

a. Detail – View detailed information about the backup jobs you've created, including the job name, source, destination, scheduled settings, description and FTP address for the selected backup.

b. Edit Schedule – Schedule incremental updates for the backup job you've created; change other scheduled settings.

c. Offsite Copy – Change FTP settings or click **Restore Defaults** to restore the FTP settings to be the same as it in **Settings**.

d. Advanced – Receive the backup reports from Total Backup Recovery® to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or **if the command's execution fails,** you can select to perform the operations after the command's execution is complete**.**

e. Back Up Now – Create an Incremental Backup immediately.

f. Delete – Delete the selected job.

Scheduling Complete Backups
1.Complete backups and incremental updates can be created according to the pre-set schedule.

2. If the system is busy, Total Backup Recovery will not be able to perform the scheduled backup job, and will automatically try again later.

File Backup – Total Backup Recovery displays all of the file backup jobs related to this computer; you'll see the following options under each job:

a. Detail - View detailed information about a backup job you've created, including the job name, job location, scheduled settings and FTP address.

b. Edit Schedule – Change scheduled settings for the backup job you've created.

c. Offsite Copy – Change FTP settings or click **Restore Defaults** to restore the FTP settings to be the same as it in **Settings**.

d. Advanced – Receive the backup reports from Total Backup Recovery to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or **if the command's execution fails,** you can select to perform the operations after the command's execution is complete.

e. Add Files - Add files to your File Backup list.

f. Back Up Now - Run the selected incremental File Backup job immediately.

g. Delete - Delete the selected job.

Scheduling File Backups
1. If your system is busy, Total Backup Recovery will not be able to initiate the backup process. Total Backup Recovery will attempt to perform the backup after 5 minutes.

2. The following files are not backed up:

(1)Files in the Recycle Bin

(2)Files in the System Volume Information directory, pagefile.sys, and the _$temp directory

(3)Hiberfil.sys

(4)Files with ".rit" and ".tmp" extensions

(5)Microsoft Office temporary files

(6)Files in Total Backup Recovery's installation folder

(7)Files in the Backup Destination directory of the backup job currently running

(8)Files in the Temp directory

4.1.3 View Logs

This feature records all events of Total Backup Recovery, including warnings, errors and operations.

Save - Export the logs and save the event record as an excel file.

Delete - Delete the selected event(s).

Delete All - Delete all the saved events.

4.1.4 Settings

Click "Tools" on the interface, then click "Settings" to set the following functions in the popped up dialogue box.

Offsite Copy - By setting the following options, users can save another image copy on an FTP server to ensure the data protection. It is the default one for your file backup and complete

backup.

(1) FTP information – Enter the address and port.

(2) FTP account – Enter the username and password of the FTP. You can select Anonymous if the FTP server is shared to all users in the network.

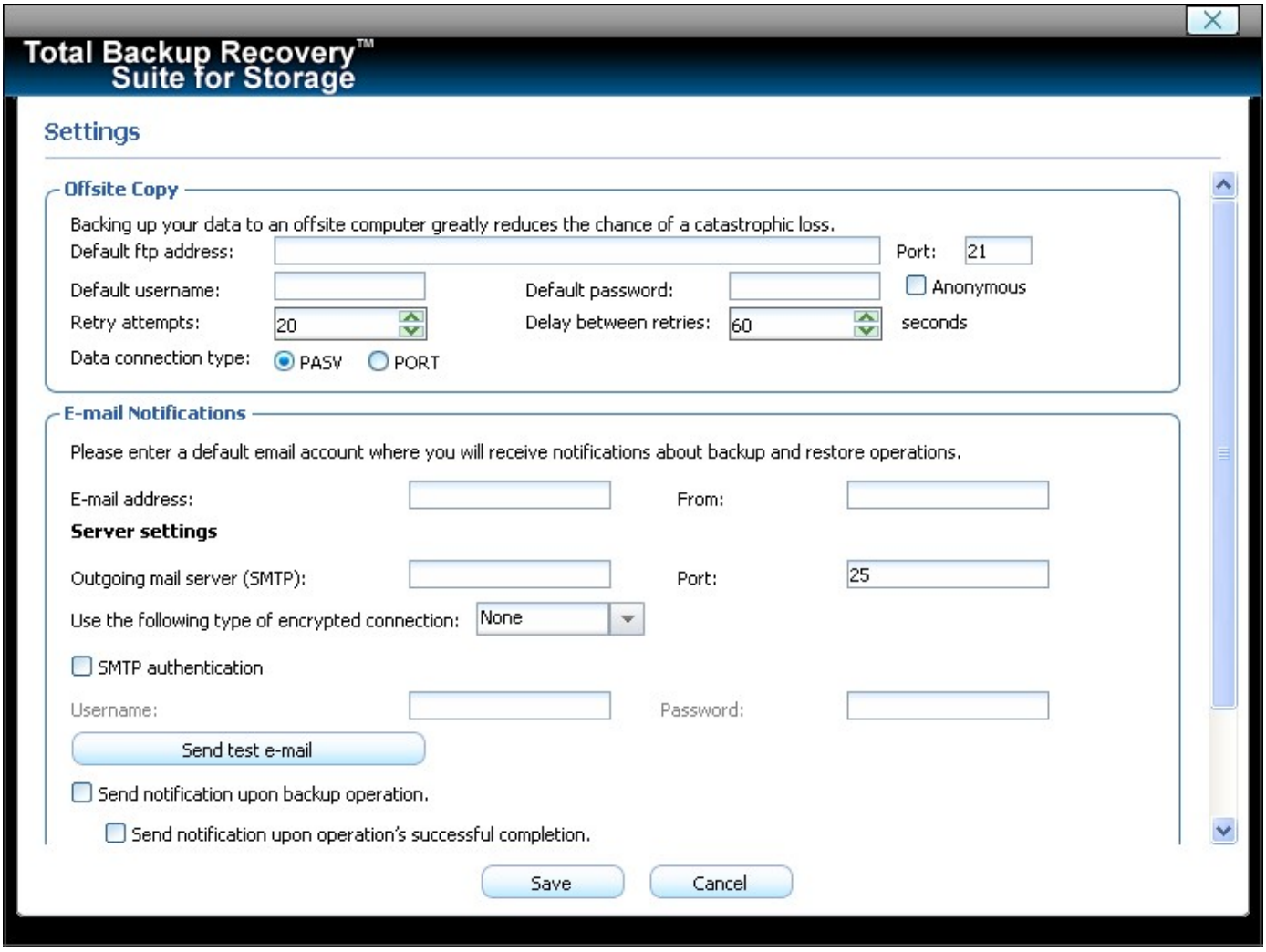
(3) FTP connection retry frequency – Enter Retry attempts (Maximum of 100 times), Delay between retries (Maximum of 600s).

E-mail Notifications - By configuring the below settings, Total Backup Recovery will send an E-mail to your specified E-mail account when the backup is completed.

E-mail configuration - Enter preferred E-mail address and other server settings.

(1) Send test email – Click here to test proper setting functionality.

(2) Notification events – Specify the events for which you would like to receive notification via E-mail regarding the backup operation.



*E-mail **configuration**

4.2 Backup Console

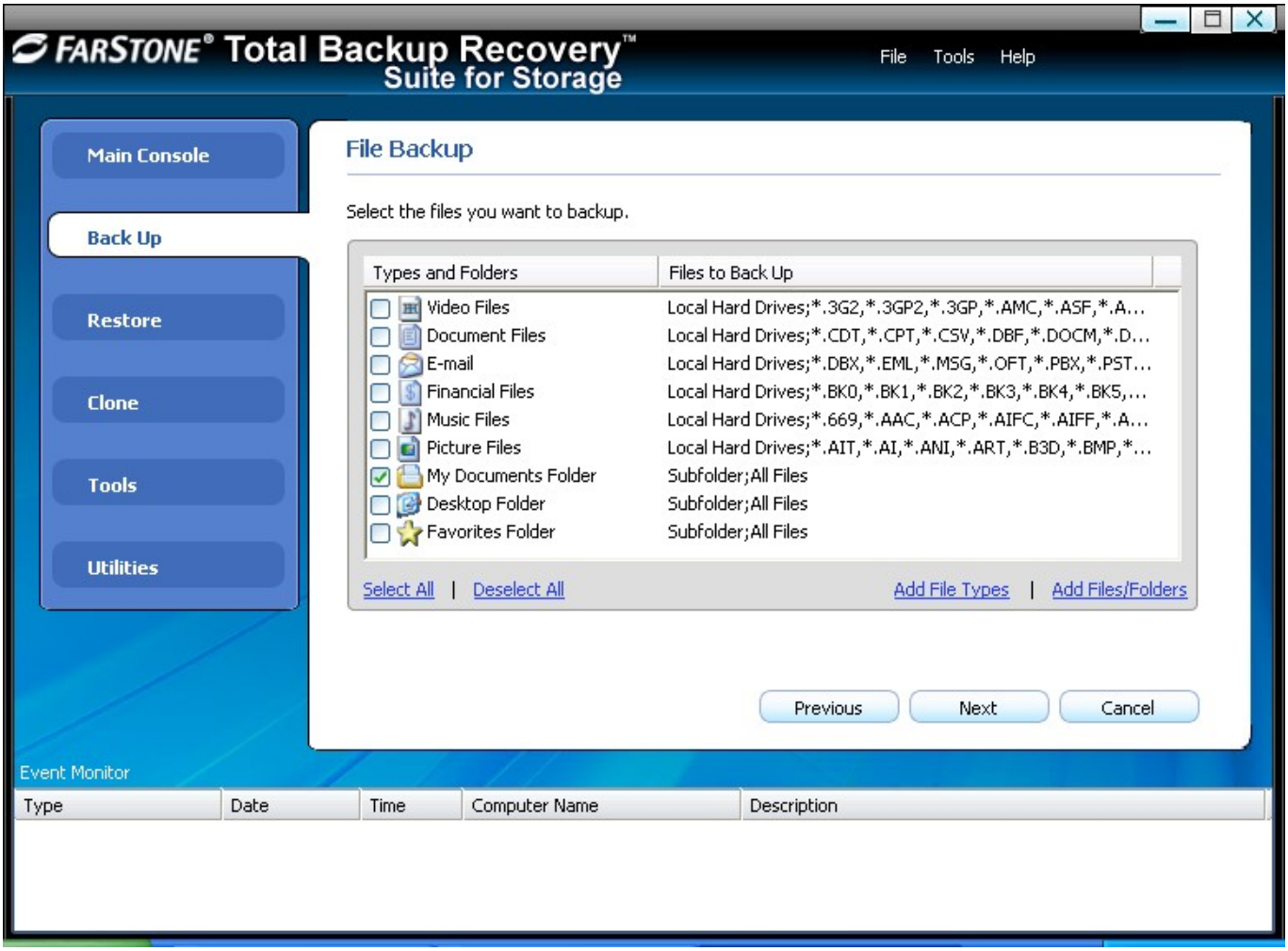
4.2.1 File Backup

1. Start the Total Backup Recovery Program. Select **Back Up** and then click File Backup.

2. Select **New File Backup** to create a new job.

3. Enter a name for your new job.

4. Select the file(s) you want to back up. You can also click Add Files/Folders or Add **File Types** to add file type, folder or individual file to back up according to your preference. Click Next to continue.



*Select Files for Backup or Add File/Folders or Add File Types

Add Files/Folders: Click this to select the files or folders you want to add from Windows® Explorer.

Add File Types: Click this to enter the **Select File Types** interface, as shown below.

(1) Click **Delete Type** to remove file types you don't want to back up.

(2) Click **Add New Type** to add new file type in to the backup list. You will need to enter a file type extension and a description. Or click **Add Group** to create a new file type group. You will need to enter a group name.

5. If you want to save one more image copy on the FTP, select **Enable offsite copy** (optional), and click **Settings** to configure these below.

*Enable Offsite Copy

(1) FTP information – Enter the address and port.

(2) FTP account – Enter the username and password of the FTP. You can select **Anonymous** if the FTP server is shared to all users in the network.

(3) FTP connection retries frequency – Enter Retry attempts (Maximum of 100 times), Delay between retries (Maximum of 600s).

(4) Data connection type – Choose one type: PASV or PORT.

(5) Restore Defaults – Clear all FTP settings.

Tip
The entire FTP upload process executes in the background. If the program fails to upload backup data onto FTP server, it will be recorded in logs which can be checked through View Logs. Total Backup Recovery will retry three times

automatically until the next startup.

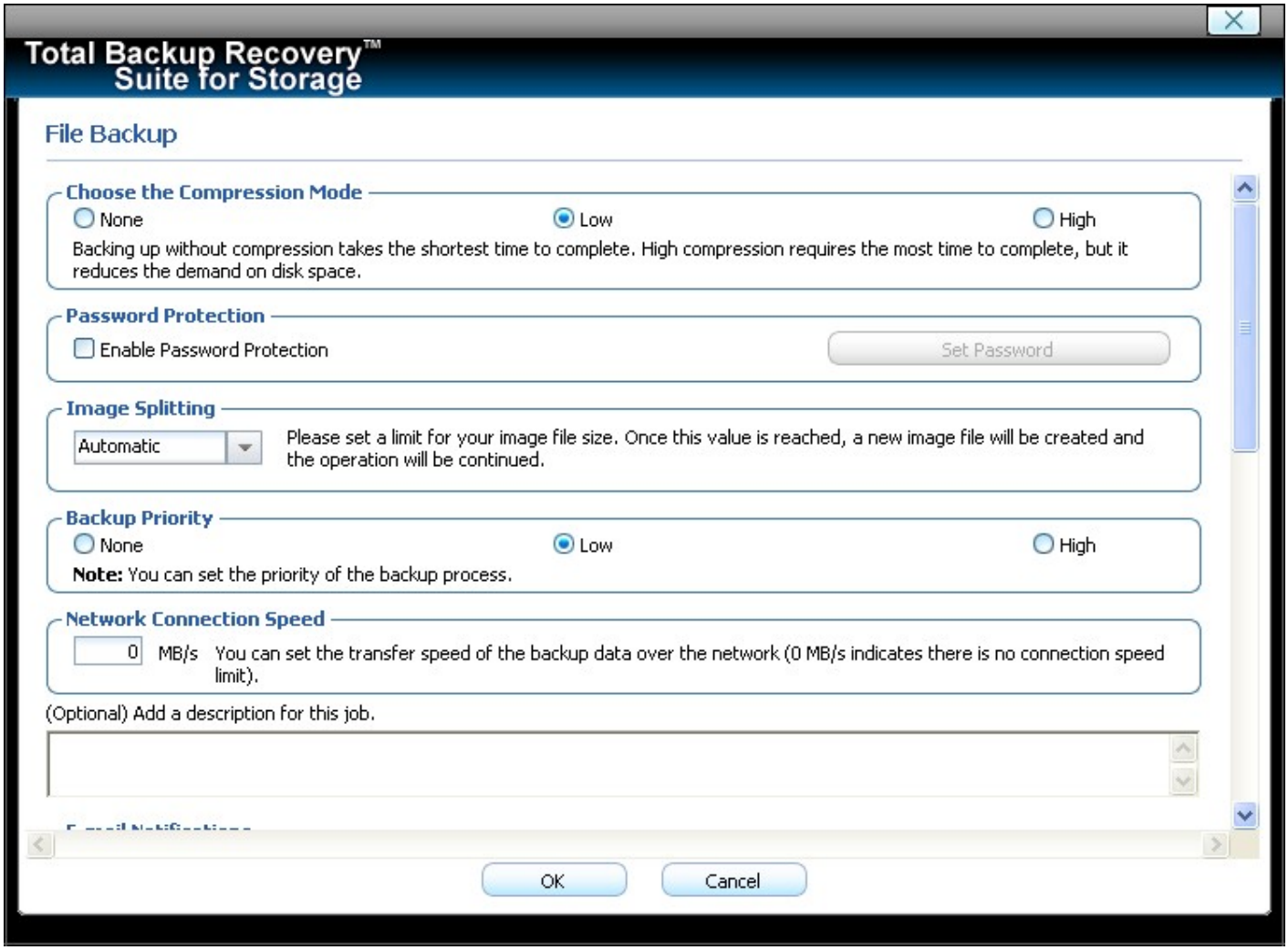
6. Click **Start Now** to proceed. You can also choose to run weekly or monthly or backup one time only.

7. Click **Next** to begin backing up the files. You can choose the tip “Shut down the computer when ‘backup’ is completed” in the right corner of the interface in the process of files backup.

Note
If you select weekly or monthly, then the program will make a base backup at 1st backup of each week or each month, after which the incremental backup will be made, and this base and incremental backup files will be kept in one backup set only.

If you set the **Quota Management** checkbox to “Keep 3 Backup Sets”, then the program will reserve 3 backup sets only(backup setting number is 99). Take “monthly” for example: If you make a backup on 1st, 2nd, 3rd month each, then the 1st backup set will be deleted on the 4th monthly backup.

8. Click **Advanced** for optional settings including**:** backup priority, network connection speed, compression mode, password protection, image split, backup description, configuration of E-mail notification and Pre/Post command:



*Optional Advanced Settings

9. Review your information and settings, and click **Next** to launch the backup process. For best results, close all of the files you want to back up prior to launching your backup job.

10. Click **Finish** to return to the main console. Or to specify your preferred Schedule Settings, **click here to create a schedule now**. By doing so, you can choose to repeat the backup operation at a specific scheduled time.

Updating a File Backup Job:

1. Launch Total Backup Recovery.

2. Select **back up**, and click **File Backup**.

3. Select **Incremental File Backup**, and click **Next**.

4. Select an existing job from the Job List.

5. Review your information and settings, and click **Next** to launch the incremental backup.

6. Click **Finish** to return to the main console.

4.2.2 Back Up My Computer

1. Start the Total Backup Recovery Program. Select **Back Up** and then click **Back Up Computer(s).**

2. Select Create a New Complete Backup.

3. Enter a name for your new Complete Backup and click **Next**.

4. Select the partition(s) or the entire hard disk to back up, and click **Next**.

Tip:
If you want to restore with **Universal Restore** later, you must choose your system partition (e.g. C:) to back up.

5. Enter the storage path and click **Goto**. If you want to save one more image copy on the FTP, select Enable offsite copy (optional), and click Settings to configure these below.

(1) FTP information – Enter the address and port.

(2) FTP account – Enter the username and password of the FTP. You can select **Anonymous** if the FTP server is shared to all users in the network.

(3) FTP connection retries frequency – Enter Retry attempts (Maximum of 100 times), Delay between retries (Maximum of 600s).

(4) Data connection type – Choose one type: PASV or PORT.

(5) Restore Defaults – Clear all FTP settings.

6. Click **Next** to continue.

7. Click **Start Now** to proceed. You can also choose to run weekly or monthly backups.

8. Click **Next** to begin backing up the files. You can choose the tip “Shut down the computer when ‘backup’ is completed”in the right corner of the interface in the process of files backup.

Note
If you select weekly or monthly, then the program will make a base backup at 1st backup of each week or each month, after which the incremental backup will be made, and this base and incremental backup files will be kept in one backup set only.

If you set the **Quota Management** checkbox to "Keep 3 Backup Sets", then the program will reserve 3 backup sets only(backup setting number is 99). Take "monthly" for example: If you make a backup on 1st, 2nd, 3rd month each, then the 1st backup set will be deleted on the 4th monthly backup.

9. Optional settings will pop-up if you click **Advanced**. These settings include: backup priority, network connection speed, compression mode, password protection, image split, backup description, configuration of E-mail notification and Pre/Post command.

10. Click **Next**.

11. Review the information and settings that have been specified. Click **Next** to launch the backup process. Or click **Previous** to modify setting(s).

Tip
If the system is busy, and Total Backup Recovery cannot start the backup process successfully, Total Backup Recovery will try to back up again automatically.

12. Click **Finish** to return to the main console. If you would like to edit the schedule for this job, **click here to create a schedule now**.

Creating an Incremental Backup

1. Launch Total Backup Recovery.

2. Select back up and click **Back Up Computer(s)**.

3. Select Incremental Backup and click **Next**.

4. Select an existing job from the Job List.

5. Review your information and settings, and click **Next** to launch the incremental backup.

6. Click **Finish** to return to the main console.

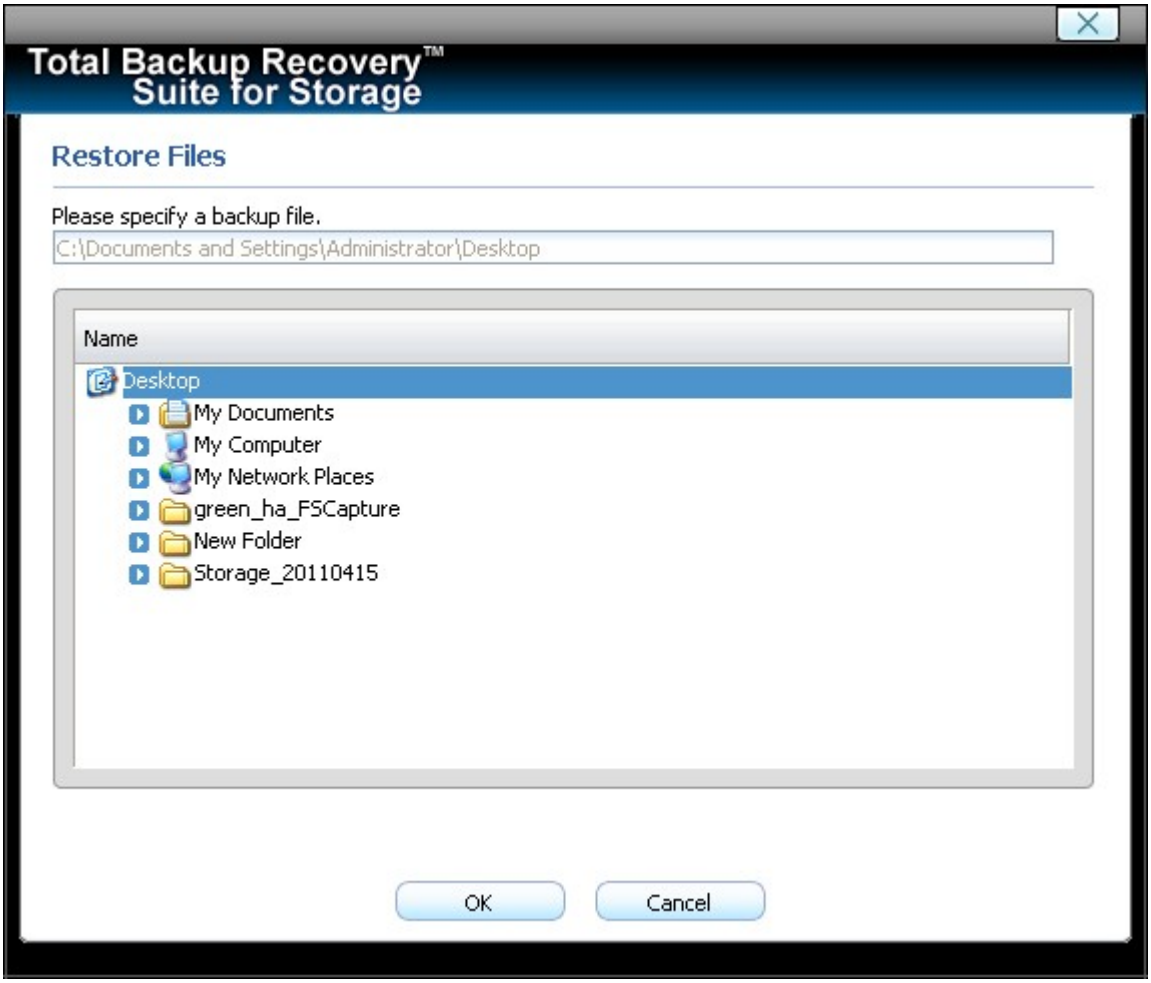
4.3 Restore Console

4.3.1 Restore Files

To restore file(s), please do the followings:

1. Select **Restore** and then click **Restore Files**.

2. Select a backup image file from the drop down list. You can also **click here** to select it on a network share. Click **Next** to continue.



*Select backup image from network share

3. Select **Find file to restore** or **Browse and Select file to restore** and click **Next**. If you select **Browse and Select file to restore,** please select the backup point you want to restore from the list.

4. Select the file(s) you want to restore.

5. Select a location to save the restored files:

(1) If **New Desktop Folder** is selected, the restored files will be saved in a new folder on the client's desktop, with the folder hierarchy preserved exactly as it was backed up.

(2) If **Original Location** is selected, the restored files will be saved to their original folder and will overwrite existing files in that folder with the same name.

(3) If **Another Folder** is selected, click **Select a folder** to browse a folder on the network. The restored files will be kept in their original folder hierarchy.

6. Click **Next** to start the restore after confirming the source and the destination.

7. Click **Finish** to return to the main console.

4.3.2 Restore Your Computer

To restore a partition or the entire hard drive, please do the followings:

1. Launch Total Backup Recovery.

2. Select Restore, and click **Restore Your Computer**.

3. Select a backup image from the list, or **click here** to select an image file stored on a network share. Click **Next** to continue.

4. Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

If you want to restore your entire physical disk drive, click **One-Click Restore,** then click **Restore** to begin the restoration process; or click **No** to exit.

5. Select Do not use Universal Restore, and click **Next**.

6. Select to restore a single partition or the entire hard drive, and click **Next**.

7. Click **OK** to return to the original location, or click **Cancel** to select another location. If you choose **OK**, skip to step 11.

8. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**.

9. To restore a single partition, skip to step 10 To restore the entire hard disk, please select a restore option.

(1) Select the checkbox if you would like to modify the destination partition size. Do not check the box if you have multiple systems or a hidden partition.

(2) If you selected option **a**, double click the partition capacity to be resized from the list. If you selected option **b**, skip to step 10.

10. When it displays the structure of the destination partition, double-click the highlight and modify its size, and click **Next** to continue.

Tip
The restoration process will require your computer to reboot into the FarStone Recovery Environment.

11. Click **Next** to start the restoration after confirming the source and the destination.

12. Click **OK** to enter the FarStone recovery environment to complete the restoration process automatically.

Your computer will restart to complete the restoration. After that, it will reboot into Windows automatically.

4.3.3 Perform Universal Restore

You can restore the system partition or the entire hard drive of the selected client to dissimilar hardware.

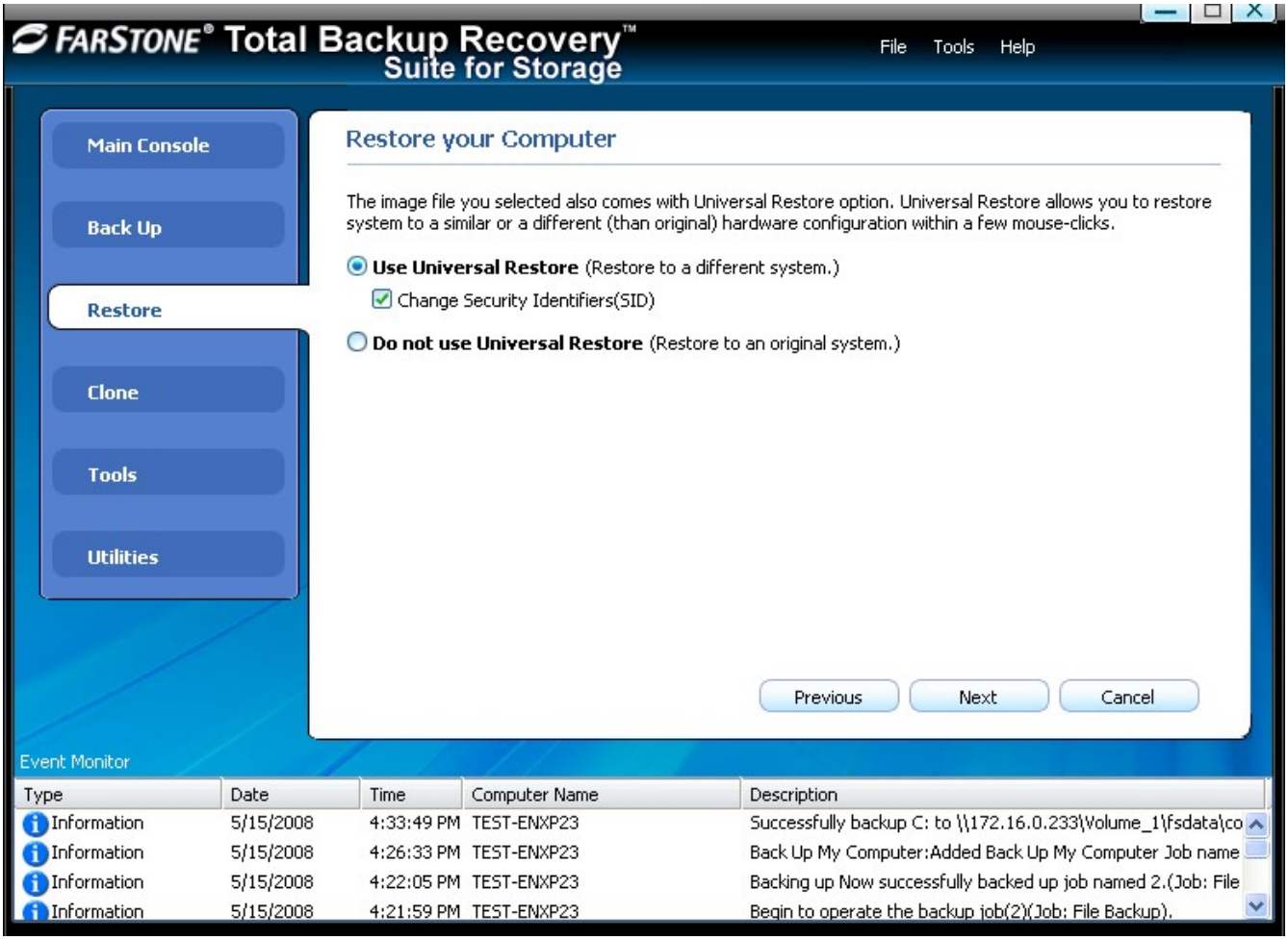
1. Launch Total Backup Recovery.

2. Select Restore, and click **Restore Your Computer**.

3. Select a backup image from the list, or **click here** to select an image file stored on a network share. Click **Next** to continue.

4. Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

5. Select to restore with **Universal Restore**, and click **Next**.



Tip
The "Change SID" utility enables the restored SID not be repeated after recovery. You can choose it based on the necessary of changing SID.

6. When the dialog box appears, click **OK** to restart your system into FarStone Recovery Environment to begin the restoration process, or **Cancel** to exit.

After your computer restarts to complete the Universal Restore, you need to do the followings:

(1) Select to restore a single partition or the entire hard drive, and click **Next**.

(2) Click **OK** to restore to the original location, or click **Cancel** to select another location. If you choose **OK**, skip to step 6.

(3) Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**.

(4) To restore a single partition, skip to step 6. To restore the entire hard disk, please select a restore option.

a. Select the checkbox to modify the destination partition size.

b. Do not check the box if you have information on multiple systems.

7. If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 5.

8. When it displays the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.

9. Click **Next** to begin the restoration process after confirming all settings.

After the restore, it will reboot into Windows.

4.4 Clone Console

4.4.1 CloneDrive

Clone Drive duplicates one hard drive to another. It eliminates the need to re-install the operating system, drivers and applications, and enables you to upgrade a new hard drive with only a few mouse clicks.

Tip
To use this function; you will need to have at least two hard drives on your computer.

The target hard drive should have enough space to store the data of the source hard drive.

1. Select **Clone** and then click **CloneDrive**.

2. Select the Source Disk (top pane) and then the Destination Disk (bottom pane). You can choose to modify the Destination Partition Size manually by selecting **Modify the destination partition size**. You can also choose not to modify the Destination Partition Size by selecting **Keep the partition size of the destination drive the same as the source drive**. Click **Next** to continue.

Tip
If you select Keep the partition size of Destination Hard Drive the same as the Source Hard Drive, please skip to step 4.

If the Hard Drive you want to clone is going to boot your system, for best result, please select **Keep the partition size of Destination Hard Drive the same as the Source Hard Drive**.

3. You can alter the Destination Partition size by double-clicking the entry of Destination Partition and change the size in a popup dialog box. Click **Next** to continue.

4. After confirming your selections, click **Clone Now** to proceed or you can click **Previous** to change your selection. If the system is busy, Total Backup Recovery will try to clone again automatically.

Note
The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Shutdown** to complete the cloning process.

4.4.2 Clone Partition

With Total Backup Recovery, you can copy data from the source partition into the destination partition.

1. Select **Clone** and then click **Clone Partition**.

2. Select a Source Partition in the Hard Drive (top pane).

Note
You can only choose one partition at a time.
The Source Partition and the Destination Partition cannot be the same.

3. Select a Destination Partition in the original Hard Drive or another Hard Drive (bottom pane), then click **Next** to continue.

Tip
The selected destination partition must have enough space to hold the data of the source partition.

4. After confirming your selections, click **Clone Now** to start the duplicating process or you can click **Previous** to change your selections. You can start the cloning process by clicking **Start Clone**. If the system is busy, Total Backup Recovery will try to clone again automatically.

Tip
The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Return to Main Console** to complete the process.

4.5 Tools Tab

4.5.1 Export PXE Image

Export the PXE image to restore system without using the Bootable Rescue Disk.

1. Click on the **Tools** tab or **Tools** menu, and select **Export PXE Image**.

2. Enter the destination path where you want to save the exported image and click **Goto,** or select the destination path locally or remotely and click **Next**.

3. Click **Finish** to return to the main console, or click the storage path to view the PXE Image.

4.5.2 iSCSI Initiator

First, ensure that the iSCSI initiator is installed on the machine. On Windows Vista, it is installed by default; other Windows systems require a download and manual installation. With this feature, users may connect to the iSCSI device and access a great deal of information and configuration options.

1. Click on the **Tools** tab, and select **iSCSI Initiator**.

2. Select the **Discovery** tab.

3. Click **Add** and enter the **IP address or DNS name** and **Port number** for the Target Portal on which you would like to log on.

4. If your Target Portal requires Chap for authentication, click **Advanced**. Then select the **Chap**

logon information option and enter the **Target secret**. Click **OK** twice to return to the iSCSI Initiator Properties dialog.

5. Verify the **Target Portals** properties displayed on the Discovery tab.

6. Select the **Targets** tab to view a list of available targets which you can log on to. Note that the **Status** for these targets is shown as **Inactive** prior to login.

Tip
a. If your targets are not listed in the Targets tab, verify discovery and successful login by repeating Steps 3 through 6.

b. If you successfully log into the Target portal but the target is still not listed, verify that the target has Logical Unit Numbers (LUNs) assigned to the server.

c. If the target is still not listed, check the System Event Log for errors, resolve any issues noted in the log, and repeat Steps 2 through 5 to log on to the Target Portal.

7. Select the target that you want to log on to and click **Log On**.

8. Click **Advanced** and enter the username and password of the iSCSI target.

9. Verify that your target indicates "**Connected**" in the **Status** column.

4.5.3 Create a Bootable Rescue Disk

1. Create a bootable disk to recover from a system crash or hard drive failure

2. Insert a blank Disc or USB device.

Note
Before creating a Bootable Rescue Disk, data on the disk should be formatted.

3. Click **Tools** tab on the left or **Tools** menu on the top of the interface, and then select **Bootable Rescue Disk**.

4. Elect the CD/DVD drive or the USB device you'll be using to create your Bootable Rescue Disk, and click **Next**.

Tip
If there is some data on the inserted device, you will be asked whether you wish to erase the disc. If you want to continue, click **Erase**. Click **Change** to insert another blank CD/DVD, or **Cancel** to stop the creation process.

5. Click **Finish** to complete the process.

4.5.4 Recovery manager

The utility can enable you to recover at the boot time.

1. Click recovery manager

2. Click Activate/Deactivate. Then you can boot item or not before system operating.

4.6 Utilities

4.6.1 Convert Backup to Virtual Disk

1. With the tool “Convert Backup to Virtual Disk”, you can convert a Complete Backup image to a VMware-format one, and then implement your virtual applications.

2. Login the VMware official website, download “VMware Virtual Disk Development Kit” from http://communities.vmware.com/community/developer/forums/vddk , and then install it;

3. Run “Convert Backup to Virtual Disk” under the Tab page “Tools”. First, you need to choose a Complete Backup image, whose filename extension should be “sco”;

4. Then, you need choose converting type (a partition or entire hard drive to be converted), VMware format, and destination path (where to store the converted image);

5. After converting process finishes, a virtual disk file will be generated, whose filename extension is “vmdk”. You can refer to the VMware help file to load this virtual disk file to an existing VMware machine, or follow the below steps to create a new VM machine based on the file:

(1) New a VMware machine from the menu “File->New->Virtual Machine”;

(2) Make sure you choose the following options: in the “What type of configuration do you want?” page, choose “Custom(advanced)”; in the “Guest Operating System Installation” page, choose “I will install the operating system later”; in the “Select a Disk” page, choose “use an existing virtual disk”, and then in the “Select an Existing Disk” page, browse the vmdk file you have converted.

(3) Except the above options, set your configurations as you need. After finishing all configurations, please reboot the new VMware machine.

6. After converting the complete backup image as a *.vmdk format successfully, you can conveniently load it as a new hard disk on your virtual machine. In doing so, all data on the original hard disk is available on that virtual machine.

Tip
If you did not install **VMware Virtual Disk Development Kits,** this function will be disabled. You can visit the provided link to download it.

(1) Click on the **Tools** tab, and select **Convert Backup to Virtual Disk**.

(2) Enter the storage path of the backup image and click **Goto,** or select it locally or remotely and click **Next.**

(3) Select a complete backup point or an incremental backup point, and click **Next**.

(4) Select to convert a single partition or the entire hard drive, and click **Next**.

(5) Choose to either convert to VMware 5 or VMware 6, and click **Next**.

(6) Select a local or remote destination path to save the conversion backup. Click **Next** to launch the conversion process.

(7) Confirm all information about this conversion. Click **Next** to launch the conversion process.

(8) Click **Finish** to return to the main console when the process completes.

4.6.2 Check Image Integrity

Use this function to check if a complete backup image file is valid and can be used for restoration.

1. Click the **Tools** tab in the left or the **Tools** menu on the top of the interface, and then select **Check Image Integrity**.

2. Enter the storage path of the image you want to check, and click **Goto** to select the image. You can also select the storage path of the image you want to check and click **Next**.

3. Select to validate either the Complete or Incremental Backup point, and click **Next** to continue.

4. After validating the backup point, click **Finish** to complete the Image Integrity Check.

4.6.3 Preview Backup Image

Preview the content of the specified partition of a complete backup image to make sure you can only restore the needed partition(s).

1. Click on the **Tools** tab, and then select **Preview Backup Image**.

Note
If you have mounted an image before, you will be prompted to dismount the previous image. Click **Continue** to dismount the previous image, or **Cancel** to exit this process.

2. Enter the storage path of the image you want to preview and click on **Goto** to select the image, or select the storage path of the image you want to preview and click **Next**.

3. Select a complete backup point or an incremental backup point, and click **Next**.

4. Select the partition you want to preview, and click **Mount** to load the image into the system.

5. You can now browse and copy data on the preview drive in Windows® Explorer.

6. You can click **Yes** to mount another image. Click **No** to return to main console.

If you do not want to preview the image anymore, select **Unmount Preview Drive** on the the **Tools** tab, or select the **Tools** menu and click **Unmount Image** to close the preview partition.

4.6.4 unmount Preview Drive

It can remove the preview backup image.

Once connected, you can operate the connected iSCSI hard drive as you would a physical hard drive on your system (such as backup and restore).

Chapter 5: Recovery Manager

5.1 Enter Recovery Manager

To launch the Recovery Manager, click **Tools**, select **Recovery Manager**, click **Activate**, enter Recovery Manager before Windows® begins to load. Also you can enter the Recovery Manager via the following means, a bootable rescue disk, USB drive, USB key and PXE server.

Tip
To prevent its use as a pirated operating system, Windows PE automatically stops running the shell and reboots after **72 hours of continuous use**. This time period is not configurable.

5.1.1 Boot from Bootable Rescue Disk

1. Insert the Bootable Rescue Disk and restart your computer, and then enter the BIOS to set the CD/DVD ROM as the first boot device.

2. After entering the Recovery Manager main console, you can then backup and restore your computer, clone a hard disk and many other useful functions.

5.1.2 Boot into Windows via a USB Drive or USB Key

With the USB Hot Drive, you can restore the entire system from a Windows environment.

Follow the steps below to use the USB Hot Drive:

1. Connect the USB device, start your computer, enter the BIOS to set the USB device as the first bootable option, and save your settings.

2. Restart the system and boot from the USB device.

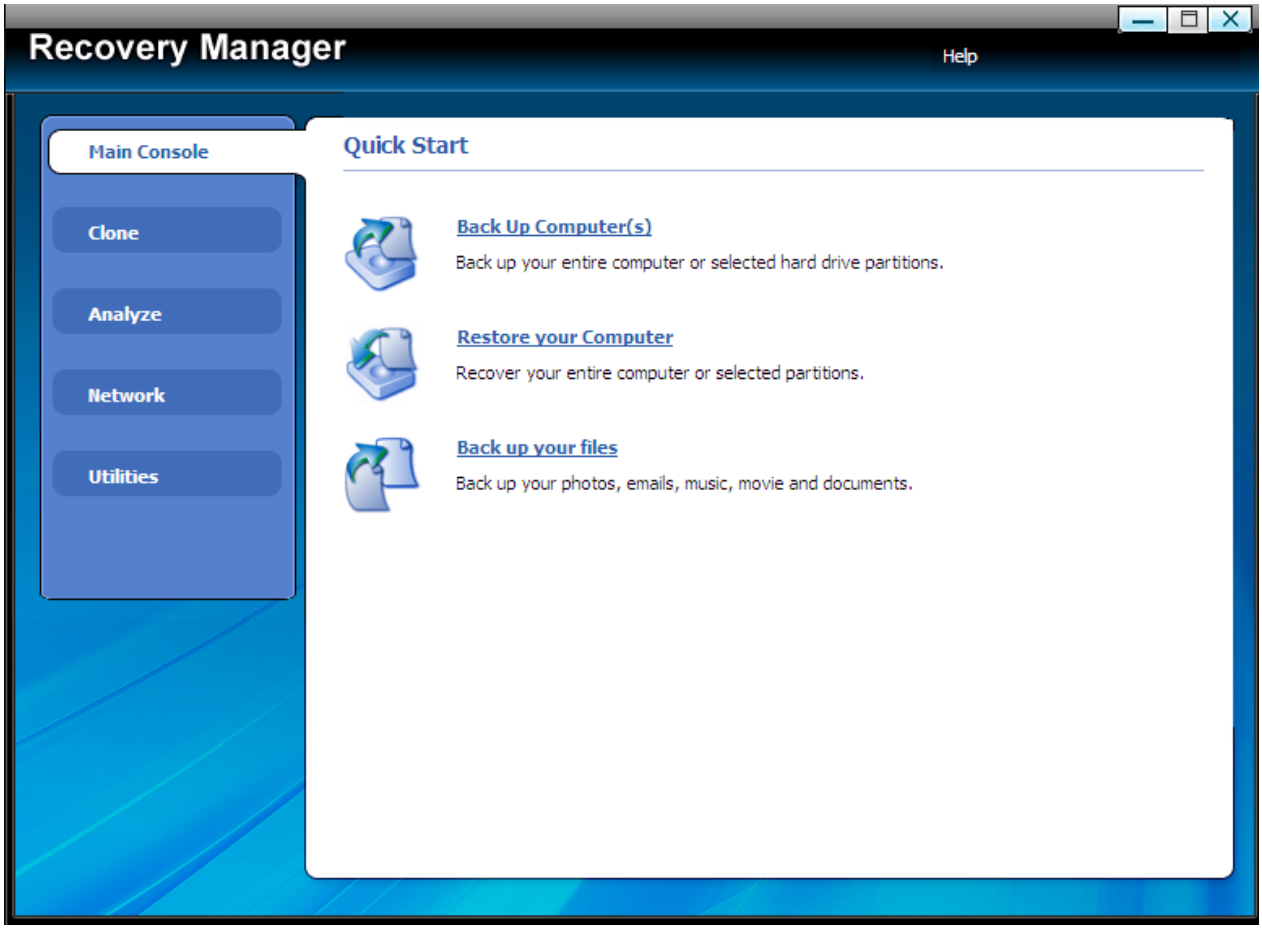
3. After entering Windows, use Total Backup Recovery to restore the system. All of Total Backup Recovery's other features will also be available to you.

5.1.3 Boot from PXE Server

Please surf http://www.farstone.com/support/faqs/pxeserver.htm for more information.

5.2 Recovery Manager Main Console

After you enter the Recovery Manager, you will see the following window.



5.2.1 Quick Start

Back Up Computer(s) – Click here to back up partition(s) or the entire hard drive for your system.

Restore Your Computer – Click here to restore from a complete backup point.

5.2.2 Backup Computer(s)

5.2.2.1 Back up My Computer in Recovery Manager

1. Click **Back Up Computer(s)**.

2. Enter a name for your new Complete Backup, and click **Next**.

3. Select the partition(s) or the entire hard disk to back up, and click **Next**.

Tip
This backup performed in Recovery Manager is not supported by Universal Restore.

4. Enter the storage path and click **Goto**, or select a destination location on a hard drive, USB storage medium, or a network location to store the image file. Some optional settings will be displayed if you click **Advanced**; these include: compression mode, password protection, image split, integrity check, backup description, backup priority, and network connection speed.

5. Click **Next**.

6. Review the information and settings that have been specified. Click **Next** to launch the backup process, or click **Previous** to modify setting(s).

7. Click **Finish** to return to main console.

5.2.3 Restore Console

5.2.3.1 Restore Your Computer in Recovery Manager

To restore a partition or the entire hard drive, please do the following:

1. Enter into Recovery Manager.

2. Select Restore:

If you want to backup your files before restoring, click **Backup your file first** under **Restore your Computer**.

(1). A dialog box pops up to choose file types you want to backup.

(2). Click **Next** to continue.

(3). It will scan to create a list of files to backup automatically, click **Next** to continue.

(4). A dialog box pops up to choose the destination you want to save the backup.

(5). Choose a partition, and double click its name. Name the backup file in the dialog box and click **Save**.

(6). Click **Next** to begin backup process.

(7).Click **Finish** to complete the process.

Or if you do not want to backup your files first, click **Recover without backing up your files** under **Restore your Computer.**

(1). Select a backup image from the list, or **click here**（to locate a complete backup that is not being displayed） to select an image file stored on a network share. Click **Next** to continue.

(2). Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

(3). Select to restore a single partition or the entire hard drive, and click **Next**.

(4). Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, click **Yes** to launch the restoration process.

(5). To restore the entire hard disk, please select a restore option.

a. Select the checkbox to modify the destination partition size.

b. Don't select it for fear of information loss on multiple systems or hidden partition.

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step (7).

(6). When it shows the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.

(7). Click **OK** to begin the restoration process.

5.2.3.2 Perform Universal Restore

You can restore the system partition or the entire hard drive of the selected client to a dissimilar hardware.

1. Launch Recovery Manager.

2. Click Restore Your Computer.

3. Select a backup image from the list, or **click here** to select an image file supported by Universal Restore. Click **Next** to continue.

4. Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

5. Select to restore with **Universal Restore**, and click **Next**.

Tip

The “Change SID” utility enables the restored SID not be repeated after recovery. You can choose it based on the necessary of changing SID.

6. Select to restore a single partition or the entire hard drive, and click **Next**.

7. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, click **Yes** to launch the restoration process.

8. To restore the entire hard disk, please select a restore option.

a. Select the checkbox to modify the destination partition size.

b. Don’t select it for fear of information loss on multiple systems.

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 10.

9. When it shows the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.

10. Click **Next** to begin the restoration process.

11. Click **Finish** to complete the process.

5.2.4 Clone Console

5.2.4.1 Clone Drive

Clone Drive duplicates one hard drive to another. It eliminates the need to re-install the operating system, drivers and applications, and enables you to upgrade a new hard drive with only a few mouse clicks.

Tip
To use this function; you will need to have at least two hard drives on your computer.

The target hard drive should have enough space to store the data of the source hard drive.

1. Select **Clone** and then click **Clone Drive**.

2. Select the Source Disk (top pane) and then the Destination Disk (bottom pane). You can choose to modify the Destination Partition Size manually by selecting **Modify the destination partition size**. You can also choose not to modify the Destination Partition Size by selecting **Keep the partition size of the destination drive the same as the source drive**. Click **Next** to continue.

Tip
If you select Keep the partition size of Destination Hard Drive the same as the Source Hard Drive, please skip to step 4.

If the Hard Drive you want to clone is going to boot your system, for best result, please select **Keep the partition size of Destination Hard Drive the same as the Source Hard Drive**.

3. You can alter the Destination Partition size by double-clicking the entry of Destination Partition and change the size in a popup dialog box. Click **Next** to continue.

4. After confirming your selections, click **Clone Now** to proceed or you can click **Previous** to change your selection. If the system is busy, Total Backup Recovery will try to clone again automatically.

Note
The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Shutdown** to complete the cloning process.

5.2.4.2 Clone Partition

With Total Backup Recovery, you can copy data from the source partition into the destination partition.

1. Select **Clone** and then click **Clone Partition**.

2. Select a Source Partition in the Hard Drive (top pane).

Note
You can only choose one partition at a time.
The Source Partition and the Destination Partition cannot be the same.

3. Select a Destination Partition in the original Hard Drive or another Hard Drive (bottom pane), then click **Next** to continue.

Tip
The selected destination partition must have enough space to hold the data of the source partition.

4. After confirming your selections, click **Clone Now** to start the duplicating process or you can click **Previous** to change your selections. You can start the cloning process by clicking **Start Clone**. If the system is busy, Total Backup Recovery will try to clone again automatically.

Tip
The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Return to Main Console** to complete the process.

5.2.5 Analyze Tab

5.2.5.1 Check Backup Image

In this section, you can check if the backup data in your complete backup image file is valid.

1. Select **Analyze** tab and click on **Check Backup Image** icon.

2. Enter the storage path of the image you want to check, and click **Goto** to select the image. You can also select the storage path of the image you want to check and click **Next**.

Tip
Total Backup Recovery can also check the image file stored on a mapped drive. For more detail about map network drive, please refer to section 6.7.5.2.

3. Select to validate either the Complete or Incremental Backup point, and click **Next** to continue.

4. After validating the backup point, click **Finish** to complete the Image Integrity Check.

5.2.5.2 Check Hard Drive

In this section, you can check if the backup data in your complete backup image file is valid.

1. Select **Analyze** tab and click on **Check Hard Disk for Errors** icon.

2. Select the partition to be checked.

3. Do one of the following to launch checking process.

a. To check for errors without repairing them, click **Check Now** without selecting either of the check boxes above.

b. To check for and correct system errors, make the appropriate selections in the check boxes. And then click **Check Now**.

4. Click **Finish** to return to the main console.

5.2.5.3 Run Command Shell

The command shell executes programs and displays their output on the screen by using individual characters similar to the MS-DOS command interpreter Command.com. You can use the command shell to create and edit batch files (also called scripts) and to automate routine tasks. You can perform operations more efficiently by using batch files than you can by using the user interface.

1. Select **Tools** tab and click on **Open Command Shell Window** icon.

2. Put in the command in the pop-up window and press **Enter** key.

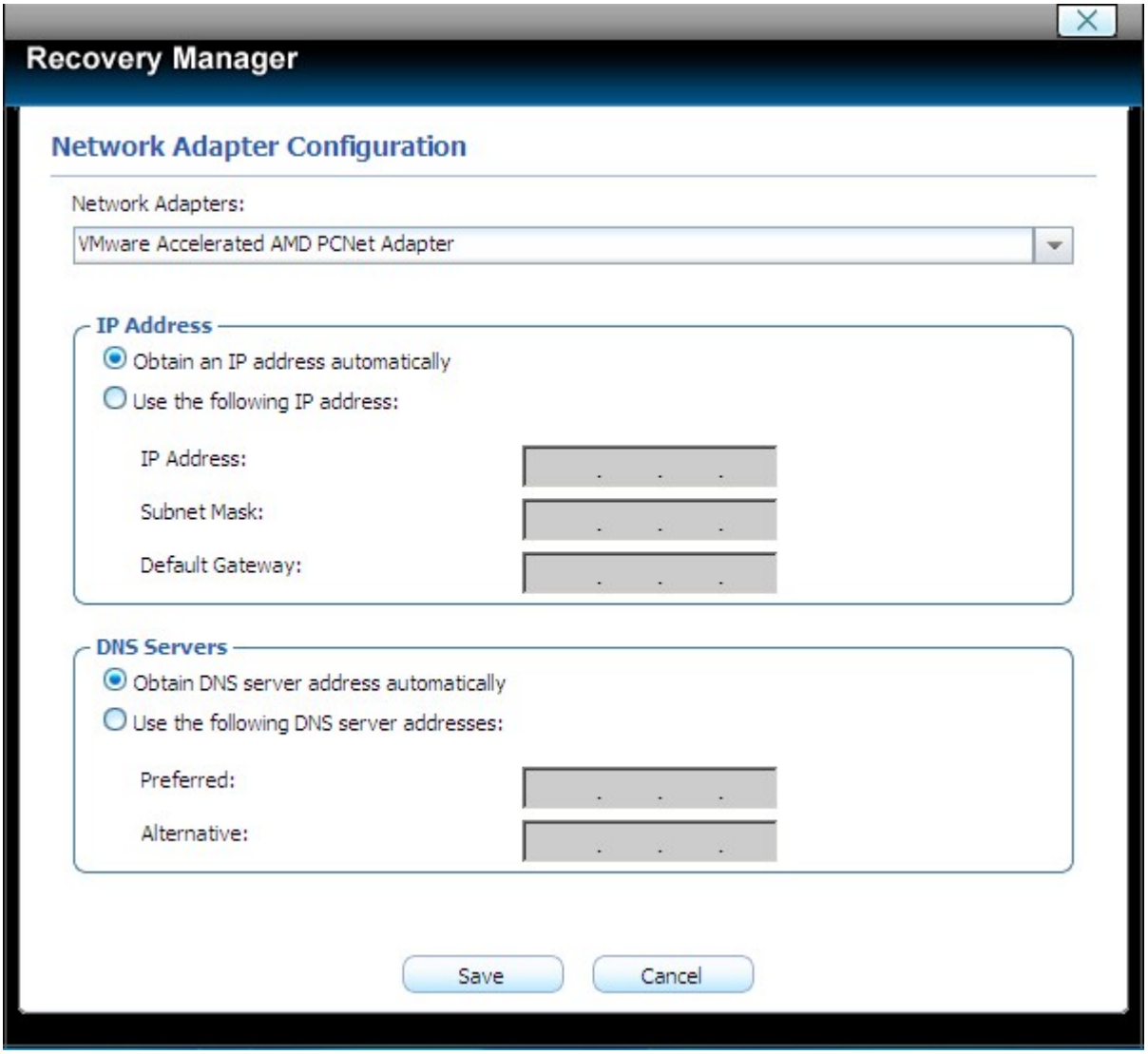
3. Type exit and press **Enter** key to return to main console.

5.2.6 Network Tab

5.2.6.1 Network Adapter Configuration

Total Backup Recovery can back up to, or restore from a network location. To use this feature, you should first configure your network settings. From here, you can configure the **IP Address Settings** and **DNS Server Settings**.

Click the **Network** tab and then select **Network Adaptor Configuration**. Or click the **Tools** menu and then select **Settings**, you will see the following screen.



You can setup your network adaptor, IP address, Subnet mask and Default gateway from here.

If you have more than one network adaptor on your system, select the adaptor to be used from the dropdown menu.

IP Address Settings:

Obtain an IP address automatically: If your network supports DHCP (Dynamic Host Configuration Protocol), this option will obtain an IP address automatically from a DHCP server or a Point-to-Point Protocol (PPP) dial-up network access server. Total Backup Recovery Client sets DHCP as the default option.

IP address: Choose this option to manually specify an IP address for your network. This option can be used when automatically obtaining an IP address fails or when there is an IP address conflict.

If your computer is on a Local Area Network (LAN), you can configure the LAN settings to back up images to or restore from a network location.

DNS Server Settings:

Obtain a DNS server address automatically: DNS (Domain Name System) is an internet service that translates domain names into IP addresses. It is a system for name resolution, suitable for network computers with fixed IP addresses. Total Backup Recovery sets DHCP as the default option.

Use the following DNS server address: Manually specify the DNS server address if needed. You can enter a preferred one and an alternative one (if the former one is unavailable).

5.2.6.2 Map Network Drive

In this section, you can use the network folder as the local one, and assign a drive letter for it. In doing so, you can access the image files in that folder more conveniently.

After the network resource is connected successfully, you can access all data in it just like they were on your local computer.

1. Select **Network** tab and click on **Map Network Drive** icon.

2. Select a drive letter from the drop-down list to map the shared resource

3. Enter the computer share name of the resource in this format: **\\Server name\share name**. Or click **Browse** to locate the resource.

4. Click **Save**.

5. In the User name and password dialogue box, type your user name in this format: **domain name\username.** Enter password if prompted.

Note
All mapped drive(s) will be removed if you reboot or shut down this computer.

5.2.6.3 Launch Web Brower

Click the button, users will go through the website in PE.

5.2.6.4 iSCSI Initiator

First, ensure that the ISCSI initiator is installed on the machine. On Windows Vista, it is installed by default; other Windows systems require a download and manual installation. With this feature, users may connect to the iSCSI device and access a great deal of information and configuration options. For more details regarding the configuration of iSCSI initiator, please refer to 4.5.2.

5.2.7 Utilities

5.2.7.1 Preview Backup Image

Preview the content of the specified partition of a complete backup image to make sure you can only restore the needed partition(s).

1. Click on the **Tools** tab, and then select **Preview Backup Image**.

Note
If you have mounted an image before, you will be prompted to dismount the previous image. Click **Continue** to dismount the previous image, or **Cancel** to exit this process.

2. Enter the storage path of the image you want to preview and click on **Goto** to select the image, or select the storage path of the image you want to preview and click **Next**.

3. Select a complete backup point or an incremental backup point, and click **Next**.

4. Select the partition you want to preview, and click **Mount** to load the image into the system.

5. You can now browse and copy data on the preview drive in Windows® Explorer.

6. You can click **Yes** to mount another image. Click **No** to return to main console.

If you do not want to preview the image anymore, select **Unmount Preview Drive** on the the **Tools** tab, or select the **Tools** menu and click **Unmount Image** to close the preview partition.

5.2.7.2 Unmount preview drive

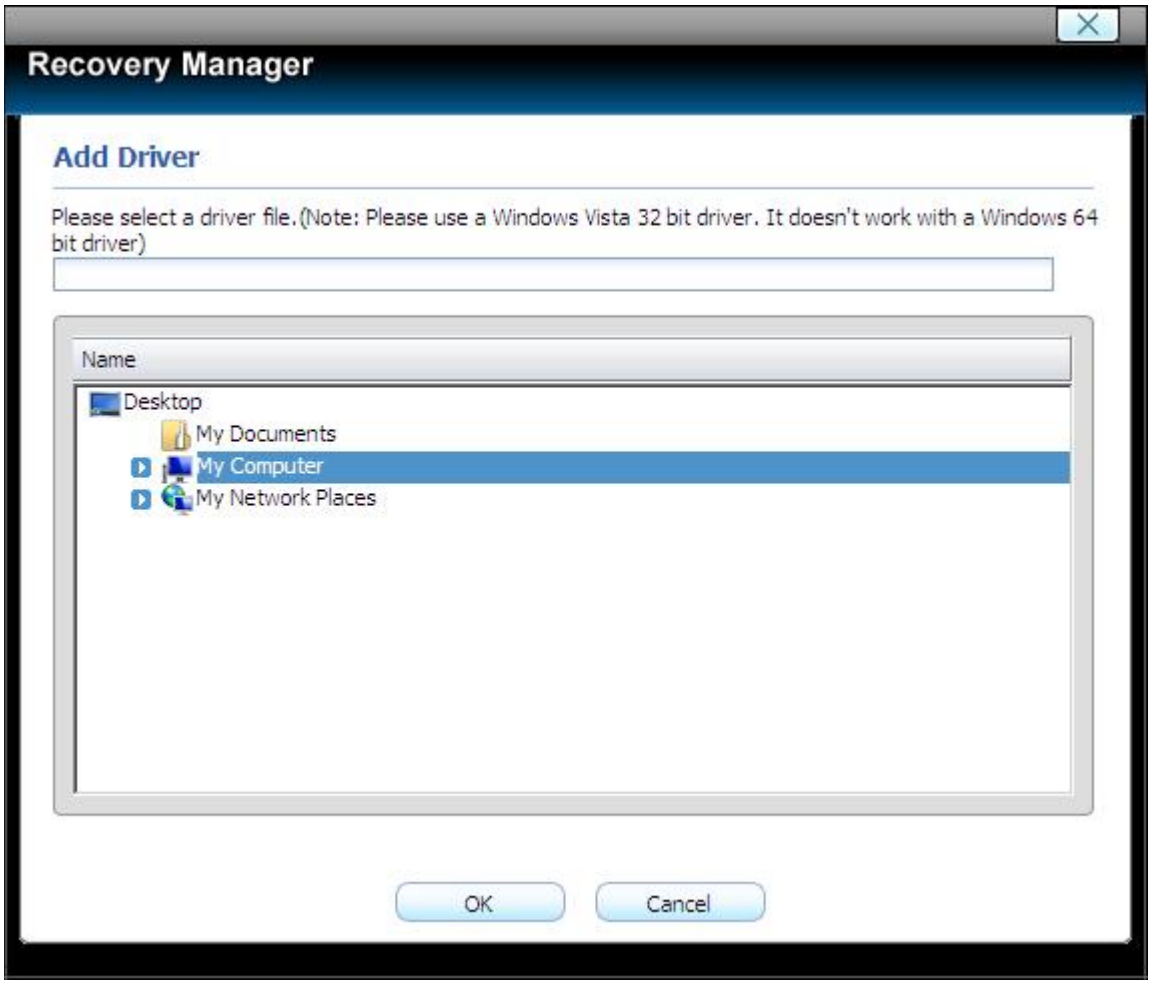
The utility can remove preview backup image

5.2.7.3 Add Driver

If Total Backup Recovery cannot detect the compatible and available driver for the application you need, you can install a third party driver manually.

1. Select **Tools** tab and click on **Add Driver** icon.

2. Select the driver file on the local computer or on the network.



*Select a driver file on your local computer or shared network.

3. Click **OK**.

Note
All mapped drive(s) will be removed if you reboot or shut down this computer.

The added driver(s) can now work with the matched applications.

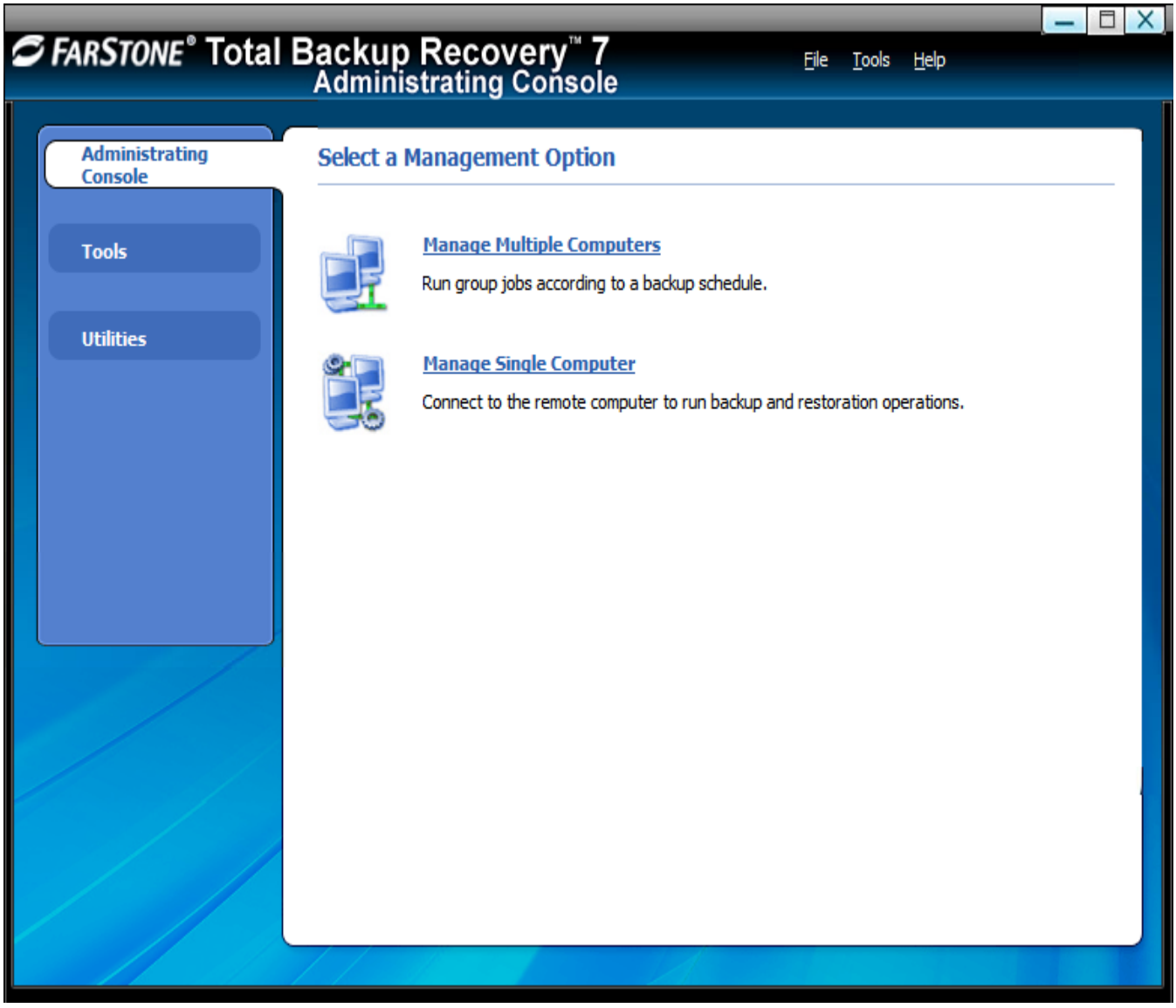
5.2.7.4 Open Explorer Window

Select **Tools** tab, then click **Open Explorer Window,** files and folders on your computer will be displayed.

Chapter 6: The Administrating Console

To launch the Administrating Console, double-click the Total Backup Recovery Administrating Console icon on your desktop, or select Start → All Programs → Farstone → Total Backup Recovery → Total Backup Recovery Administrating Console.

6.1 Main Console



Manage Multiple Computers – Click this to allow all computers in a computer group to run backup jobs together.

Manage Single Computers – Click this to connect to a remote client computer by entering its username and password.

After selecting a management option, Administrating Console can manage the connected Client(s).

6.1.1 Quick Start

Under the Quick Start tab, you'll find a shortcut to File Backup and Back Up Computer(s).

File Backup - Manually select files or folders on clients' hard drives to be automatically backed up at set intervals.

Back Up Computer(s) - Back up the clients' hard drives or selected partitions, which can be used to restore the client's system or copy his system information to a new hard drive.

6.1.2 Client List

To make any computer on the network under control, Click on **Add Client** to enter the computer name/ the IP address, or click **Browse** to search the client computer through the network. And then click **OK** to access it.

Each Client is represented by an icon showing its Connection and Authorization status, along with its operating system type .

Connection Status - each client's accessibility will be indicated as follows:

- **Ready** - the client is online and the Remote Console can manage this client.
- **Inaccessible** - the client is online, but the Remote Console cannot control the client.
- **Off-line** - the client is not currently connected to the Administrating Console.

Authorization Status indicates whether or not the client has been authorized (licensed).

PC Type shows the current operating system as **Server** Client or **Workstation** Client.

Set the time for rebooting a client computer – You can also select a time to automatically restart the computer. The client computer will be restarted and restored at those set times as well as at system startup. This option can be enabled only if you select option a.

Back Up Computer(s) – Total Backup Recovery shows all complete backup jobs related to this computer, there are a few functions you can perform on each back up computer job.

Detail - View detailed information about the backup jobs you've created, including the description, source, destination, and scheduled settings.

Edit Schedule - Schedule incremental updates for the backup job you've created; change other scheduled settings.

Offsite Copy – Set the remote FTP server to save another backup copy for this job.

Advanced – Receive the backup reports from Total Backup Recovery to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or **if the command's execution fails**, you can select to perform the operations after the command's execution is complete**.**

Back Up Now - Create an Incremental Backup immediately.

Delete - Delete the selected job.

Scheduling Complete Backups
1.Complete backups and incremental updates can be created according to a pre-set schedule.

2. If the system is busy, Total Backup Recovery will not be able to perform the scheduled backup job, and will automatically try again later.

File Backup – Total Backup Recovery shows all complete backup jobs related to this computer, you'll see the following options under each file backup job:

Detail - View detailed information about a backup job you've created, including the job name, job location, and scheduled settings.

Edit Schedule – Change scheduled settings for the backup job you've created.

Offsite Copy – Set the remote FTP server to save another backup copy for this job.

Advanced – Receive the backup reports from Total Backup Recovery to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or if the command's execution fails, you can select to perform the operations **after the command's execution is complete**.

Add Files - Add file to your File Backup list.

Back Up Now - Run the selected incremental File Backup job immediately.

Delete - Delete the selected job.

Scheduling File Backups
1. If your system is busy, Total Backup Recovery will not able to initiate the backup process. Total Backup Recovery will attempt to perform the backup after 5 minutes.

2. The following files are not backed up:

Files in the Recycle Bin

Files in the System Volume Information directory, pagefile.sys, and the _$temp directory

Hiberfil.sys

Files with ".rit" and ".tmp" extensions

Microsoft Office temporary files

Files in Total Backup Recovery's installation folder

Files in the Backup Destination directory of the backup job currently running

Files in the Temp directory

Properties – Right-click on a client and select **Properties** to view client details like the computer name, workgroup, IP address, and connection status.

6.1.3 Group Jobs

Back Up Computers

After a Complete Backup is created, you can perform following functions by clicking **Group Job,** and selecting **Back Up Computers**.

Detail - View detailed information about the backup jobs you've created, including Job Name, Source, Storage Path, Schedule, Description and the Clients involved.

Edit Schedule - Change the schedule settings for the clients in this group job.

Offsite Copy - Set the remote FTP server to save the backup image.

Advanced – Receive the backup reports from Total Backup Recovery to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or **if the command's execution fails,** you can select to perform the operations after the command's execution is complete**.**

Resend Job - Select the Client Module(s) and resend accidentally deleted jobs back to the selected one(s).

Backup Now – To immediately run the backup, click here.

Delete - Delete the selected job.

Status - View the Job Status here that includes the detailed information of the Job and the general information of the client operating system.

File Backup

After a File Backup Job is created, you can perform the following functions by clicking **Group**

Job, and selecting **File Backup**.

Detail – View detailed information about the backup jobs you've created, including Job Name, Destination, and Schedule.

Edit Schedule - Change the schedule settings for the clients in this group job.

Offsite Copy - Set the remote FTP server for saving the backup image.

Advanced – Receive the backup reports from Total Backup Recovery to your specified email address. Choose to execute operations before or after the backup. Users may select to perform the operations **before the command's execution is complete**; or **if the command's execution fails**, you can select to perform the operations after the command's execution is complete.

Add Files - Add a file to your File Backup list.

Resend Job - Select the Client Module(s) and resend accidentally deleted jobs back to the selected one(s).

Backup Now – To immediately run the backup job, click here.

Delete - Delete the selected job.

Status - View the Job Status here which includes the detailed information of the Job and the general information of the client operating system.

6.1.4 View Logs

This feature displays all of the Total Backup Recovery events, including warnings, errors, and operations. You can double-click any event log to view its detail.

Save - Export the logs and save the event record as an excel file.

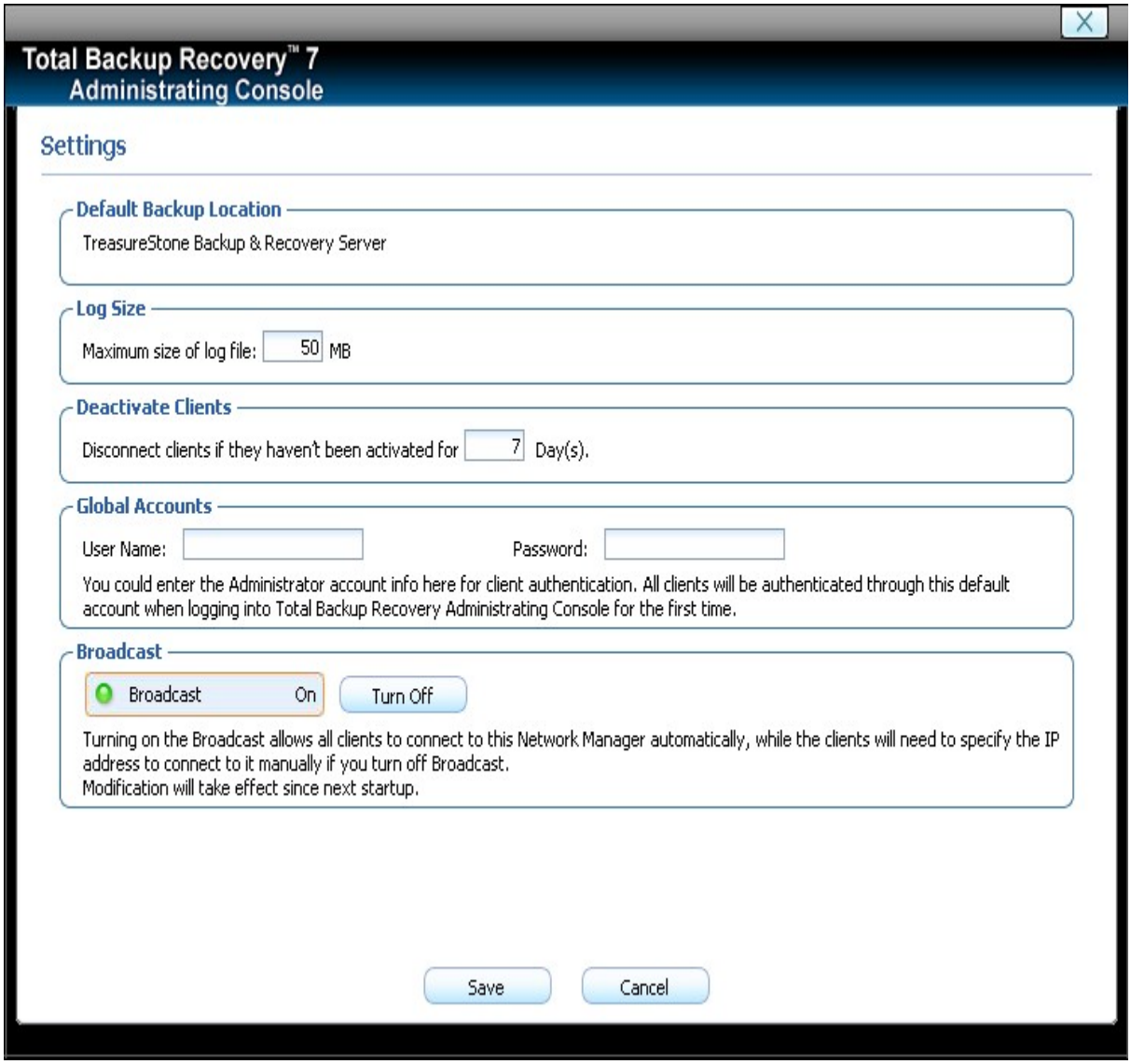
Delete - Delete the selected event(s).

Delete All - Delete all events.

Refresh – Refresh the current list.

6.1.5 Settings

You can click **Tools** menu on the top of the main console and then select **Settings** to configure some system options.



Default Backup Location

1. Click **Browse** to change the default backup location.

2. Select a computer from the list.

3. If required, enter a valid user name and password, and then click **OK**.

4. Select an existing folder or create a new subfolder by typing the new folder name, and then click **Create New folder**.

5. Click **OK** to accept the new setting.

(1) **Log Size -** specify the maximum size of the log file.

(2) **Deactivate Clients -** remove inactive clients from the client list according to your setting.

(3) **Global Account -** enter an administrator account as the default authentication account.

(4) **Broadcast –** enable/disable the Broadcast functionality. If there is more than one administrating console in the LAN, you must disable the broadcast and manually connect the Client Module by clicking **Add Client** in the Client List.

6.2 Backing up Client Computers

Total Backup Recovery backs up partitions or an entire hard drive as an image file, which can be used to restore a system. The image file can be saved on a local hard drive or network share. It supports file systems like FAT16, FAT32, and NTFS, and data compression of up to 60%.

6.2.1 Create Complete Backups for Clients

6.2.1.1 Backing up Multiple Clients

Creating a Complete Backup

1. Launch the Administrating Console.

2. Click **Manage Multiple Computers**, and use Connection Status to make the Client ready for operations.

3. Select Back Up, and click **Back Up Computer(s)**.

4. Select Create a New Complete Backup.

5. Enter a name for your new Complete Backup and click **Next**.

6. Select the System Partition or the Entire Hard Drive you would like to back up.

7. Total Backup Recovery will store the backup file on TreasureStone Server. Click **Next.**

8. Select **Start Now** and click **Next** to proceed. Users may choose to schedule weekly or monthly backups; otherwise you may backup one time only.

Note
If you select weekly or monthly, then the program will make a base backup at 1st backup of each week or each month, after which the incremental backup will be made, and this base and incremental backup files will be kept in one backup set only.

If you set the **Quota Management** checkbox to "Keep 3 Backup Sets", then the program will reserve 3 backup sets only(backup setting number is 99). Take "monthly" for example: If you make a backup on 1st, 2nd, 3rd month each, then the 1st backup set will be deleted on the 4th monthly backup.

9. If you click **Advanced**, some optional settings will be displayed; these include: compression mode, password protection, image split, integrity check, backup priority backup description and network connection speed.

10. Review your information and settings. Click **Next** to launch the backup process. Click **View Status** to monitor the backup progress.

11. Click **Finish** to return to the main console. If you would like to edit the schedule for this job, **click here to create a schedule now**.

Creating an Incremental Backup

1. Launch the Administrating Console.

2. Click **Manage Multiple Computers**, and search for the remote computer group or domain.

3. Select Back Up and click Back up Computer(s).

4. Select Incremental Backup and click Next.

5. Select an existing job from the Job List.

6. Review your information and settings, and click **Next** to launch the incremental backup. A backup progress bar popup if one computer is selected for back up. Otherwise, click **View Status** to monitor the backup progress.

7. Click **Finish** to return to the main console.

6.2.1.2 Backing up Individual Computer

1. Creating a Complete Backup.

2. Launch the Administrating Console.

3. Click **Manage Single Computer**, and select one from the Client list.

4. Enter the account of the remote computer.

5. Select Back Up, and **click Back Up Computer(s)**.

6. Select Create a New Complete Backup.

7. Enter a name for your new Complete Backup and click **Next**.

8. Specify the Partition(s) or the Entire Hard Drive you would like to back up.

Tip
If you would like to restore with **Universal Restore** later, your backup must contain a system partition (e.g.C:).

9. Store the backup file on a network share or locally on the client's computer. Click **Next.**

(1) **Store in a network share** - Select a computer from the displayed list and enter a user name and password if required.

(2) **Store locally on the client computer -** Follow the given example to enter a storage path for your file backup, or click **Browse** to save the backup image on the client's computer.

10. Select **Start Now** and click **Next** to proceed. You can also set to run back up weekly or monthly or back up one time only. optional settings will display; these include: compression mode, password protection, image split, integrity check, backup priority backup description and network connection speed.

11. Review your information and settings. Click **Next** to launch the backup process. A backup progress bar will be displayed.

12. Click **Finish** to return to the main console. If you would like to edit the schedule for this job, **click here to create a schedule now**.

Creating an Incremental Backup

1. Launch the Administrating Console.

2. Select Back Up and click **Back up Computer(s)**.

3. Select Incremental Backup and click **Next**.

4. Select an existing job from the Job List.

5. Review your information and settings, and click **Next** to launch the incremental backup. A

backup progress bar will appear if one computer is selected for back up. Otherwise, click **View Status** to monitor the backup progress.

6. Click **Finish** to return to the main console.

6.2.2 File Backup

6.2.2.1 Backing up Files for Multiple Computers

Creating a New File Backup Job

1. Launch the Administrating Console.

2. Click **Manage Multiple Computers** to make the Client ready (Connection Status) for the operations.

3. Click **Back Up**. Click **File Backup**.

4. Select **New File Backup** to create a new job.

5. Enter a name for your new job.

6. Select the files you would like to back up.

7. Click **Delete Type** to remove file types you do not want to back up.

8. Click **Add New Type** to add a new file type to the backup list. Enter a file type extension and a description; or click **Add Group** to create a new file type group and enter a group name.

9. Click **Next**.

10. Total Backup Recovery will store the backup file on TreasureStone Server. Click **Next.**

11. Click **Start Now** to proceed. You may run backups one time only or choose weekly or monthly backups.

Note
If you select weekly or monthly, then the program will make a base backup at 1st backup of each week or each month, after which the incremental backup will be made, and this base and incremental backup files will be kept in one backup set only.

If you set the **Quota Management** checkbox to “Keep 3 Backup Sets”, then the program will reserve 3 backup sets only(backup setting number is 99). Take “monthly” for example: If you make a backup on 1st, 2nd, 3rd month each, then the 1st backup set will be deleted on the 4th monthly backup.

12. If you click **Advanced**, optional settings will appear; these include: backup priority, network connection speed, compression mode, password protection, image split and backup description.

13. Review your information and settings, and click **Next**. Click **View Status** to monitor the backup progress.

14. Click **Finish** to return to the main console. Or click **Schedule Incremental Backup** to specify your preferred **Schedule Settings**. By doing so, you can choose to repeat the backup operation at any scheduled time.

Updating a File Backup Job

1. Launch the Administrating Console.

2. Click **Manage Multiple Computers**, and search for the remote computer group or the domain.

3. Select Back Up, and click **File Backup**.

4. Select Incremental File Backup, and click **Next**.

5. Select an existing job from the Job List.

6. Review your information and settings, and click **Next** to launch the incremental backup.

7. Click **Finish** to return to the main console.

6.2.2.2 Backing up Files for Individual Computer

Creating a New File Backup job

1. Launch the Administrating Console.

2. Click **Manage Single Computer**, and select one from the Client list.

3. Enter the account for the remote computer.

4. Click **Back Up**, and then File Backup.

5. Select **New File Backup** to create a new job.

6. Enter a name for your new job.

7. Select the files you would like to back up.

(1) Click **Delete Type** to remove files you would not like to back up.

(2) Click **Add New Type** to add a new file type in to the backup list. Enter a file type extension and a description, or click **Add Group** to create a new file type group and enter a group name

8. Click **Next**.

9. Select a location to store the backup file, (e.g. on a shared folder or locally on the Client's system)

(1) **Store in a network share -** Select a computer from the list and if prompted, enter a valid user name and password for access.

(2) **Store locally on the client computer -** Follow the given example to enter a storage path for your file backup

10. Click **Start Now** to proceed. You may back up weekly or monthly or one time only. If you click **Advanced**, optional settings will appear; these include: backup priority, network connection speed, compression mode, password protection, image split and backup description.

11. Review your information and settings, and click **Next**. For best results, close all of the files you would like to back up prior to launching your backup job. A progress bar will appear.

12. Click **Finish** to return to the main console. Or click **Schedule Incremental Backup** to specify your preferred **Schedule Settings**. By doing so, you may choose to repeat the backup operation at any scheduled time.

Updating a File Backup Job

1. Launch the Administrating Console.

2. Click **Manage Single Computer**, and connect to the remote Client Module by entering the right account of the remote computer.

3. Select Back Up, and click **File Backup**.

4. Select Incremental File Backup, and click **Next**.

5. Select an existing job from the Job List.

6. Review your information and settings, and click **Next** to launch the incremental backup.

7. Click **Finish** to return to the main console.

6.3 Restoring Client Computers

The restoration option is only available for **Managing Single Computer**. Total Backup Recovery can restore the connected client's system from an existing image file partition(s) or from an entire hard drive. The image file can be stored on a local hard drive or a shared network.

6.3.1 Restore Your Computer

To restore a partition or the entire hard drive on a client computer

1. Launch Administrating Console.

2. Click **Manage Single Computer**, and select one from the Client list.

3. Enter the valid account for the remoter computer.

4. Select Restore, and click **Restore Your Computer**.

5. From the list, select the computer you want to restore and click **Next**.

Tip
The client has to be ready (Connection Status) prior to the operation.

6. Select a backup image from the list, or **click here** to select an image file stored on a network share. Click **Next** to continue.

7. Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

8. Select to restore a single partition or the entire hard drive, and click **Next**.

9. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, skip to step 9.

10. To restore the entire hard disk, please select a restore option.

a. Select the checkbox to modify the destination partition size.

b. Don't select it for fear of information loss on multiple systems or hidden partition.

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 9.

11. When it displays the structure of the destination partition, double-click the highlight and modify its size, and click **Next** to continue.

Tip
The restoration process will require the Client Computer to reboot into Farstone Recovery Environment if you select to restore the system partition or the entire hard disk.

12. Click **OK** to enter the FarStone recovery environment to complete the restoration process automatically.

13. Click **Finish** to complete the process.

The client computer will restart to complete the restoration. After that, it will reboot into Windows automatically.

6.3.2 Perform Universal Restore

You can restore the system partition or the entire hard drive of the selected client to a dissimilar hardware.

1. Launch Administrating Console.

2. Select Restore, and click Restore Your Computer.

3. From the list, select the computer you want to restore and click **Next**.

Tip
The client has to be ready (as shown in the Connection Status) prior to the operation.

4. Select a backup image from the list, or **click here** to select an image file stored on a network share. Click **Next** to continue.

5. Select a Complete Backup point or any Incremental Backup point to restore from, and click **Next**.

6. Select to restore with **Universal Restore**, and click **Next**.

7. When the dialog box appears, click OK to restart the selected client system into Farstone Recovery Environment to begin the restore process, or **Cancel** to exit.

After client computer restarts to complete the **Universal Restore**, he will need to do the following:

1. Select to restore a single partition or the entire hard drive, and click **Next**.

2. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, click **Yes** to begin restoration after you carefully read the warning message.

3. To restore the entire hard disk, please select a restore option.

a. Select the checkbox to modify the destination partition size.

b. Don't select it for fear of information loss on multiple systems or hidden partition.

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 5.

4. When it displays the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.

5. Click **Next** to begin the restoration process.

After the restoration, it will reboot into Windows.

6.3.3 Restore Files

1. Launch Administrating Console, and click **Restore.**

2. Click **Restore Files**.

3. From the list displayed, select a computer to restore and click **Next**.

Tip
The client has to be ready(Connection Status) prior to the operation. You can select only one computer at a time in step 3.

4. Select an image file from the list, or **click here** to select an image file stored on a network share. Click **Next** to continue.

5. Select **Files from the most recent backup** or **Files from a previous backup** and click

Next. If you select **Files from a previous backup,** please select the backup point you want to restore from the list.

6. Select the file(s) you want to restore from.

7. Select a location to save the restored files:

(1) If **New Desktop Folder** is selected, the restored files will be saved in a new folder on the client's desktop, with the folder hierarchy preserved exactly as it was backed up.

(2) If **Original Location** is selected, the restored files will be saved to their original folder and will overwrite existing files in that folder with the same name. It is recommended that you back up the folder prior to restoration. If several versions of a file are selected, they will be restored to the same location with the version number added to the file name.

(3) If **Another Folder** is selected, click **Select a Folder** to browse a folder on the network. The restored files will be kept in their original folder hierarchy.

8. Click **Next** to begin the restore process.

9. Click **Finish** to return the main console.

6.4 File

Backup – The unity is the same as it in "File Backup".(Refer to 4.2.1)

Export Settings – Export the setting which has been used on the controlling computers.

Import Settings – Import the setting which you set to the controlling computers for convenient use thereafter.

Disconnect – Break the connect with the sever.

Exit – Exit from the application.

6.5 Tools Tab

Create a Bootable Rescue Disk - Create a bootable disk to recover from a system crash or hard drive failure from the Recovery Manager Mode. The operation process is the same as it in Remote Console. (Refer to 4.5.3)

Check Image Integrity - Confirm that a complete backup image file is valid and can be used for restoration. (Refer to 4.6.2)

Unmount Preview Drive – It can remove the preview backup image.

Export PXE Image - When you want to use Preboot Execute Environment (PXE), follow 4.5.1 to export PXE image.

Remote Installation

Tip
The remote installation tool can only deploy Total Backup Recovery components in Windows XP or Windows Server 2003 Edition. These operating systems require local or E-mail Installation.

Before starting a remote installation, you must:

1. Install Remote Console on your local computer prior to the remote installation.

2. Confirm that the firewall on the target computer allows File and Printer Sharing.

3. Make sure the share name ADMIN$ is accessible on the target computer. The registry key value under: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver \AutoShareServer on the target computer should be set to 1.

5. Configure the "**Network Access:** Sharing and security model for local accounts" in the Local Security Policy on the target computer to "Classic - Local users authenticate as themselves".

1. Click on the **Tools** tab, and select **Install Components**.

2. Select Remote Installation and click **Next**.

3. Enter the computer's name, the user name, the password and the domain for the remote computer.

4. Specify an installation path.

5. Select to either enable or disable the interface for the remote Client Module.

6. Select the option at the bottom to restart remote computer automatically. If you de-select this option, the remote client system will need to restart manually to complete the installation.

7. Confirm all the configuration information, and click **Next**.

8. Enter the User Account of the remote computer, and click **OK**.

9. The software will now start to install. When the installation is completed, click **Finished** to exit.

E-mail Installation

1. If the Remote Installation function is not available, you can email Client Module installer to selected client system(s).

2. Select **E-mail Installation** in the main interface. If you have configured your Email account, please skip to step 3.

Note
If there is no mail software installed on the client system or if the mail software is never configured, you can not install via Email.

3. Configure your E-mail account as follows:

(1) Go to the **Tools** menu in the Outlook Express, and click on **Accounts.**

(2) Click **Add** and select **Mail**.

(3) Enter your name as you want it to appear on your emails, and click **Next**.

(4) Enter an email address which includes a user set up in webmail and @yourdomain.xyz, and then click **Next**.

(5) Set the server type as **POP3**.

(6) Enter the name of the incoming and outgoing mail servers, and click **Next**.

(7) Enter your email address for the **Account Name**. Enter the password you set for this account.

(8) Click **Next**, and then click **Finish**.

(9) Select the account you just created, and then click on **Properties**.

(10) Select the **Servers** tab.

(11) Under Outgoing Mail Server, check the box next to **My server requires authentication** and click **OK**.

4. Enter the client account you want to send this mail.

5. Click **Send**.

6. After this mail is received, the client can visit the provided link and operate the manual installation at any time.

Chapter 7: Glossary

Total Backup Recovery Image
A Total Backup Recovery image is a file containing a complete copy of a computer's hard drive or partitions on that hard drive. With this image, you can transfer the contents of a hard drive to a portable medium such as a recordable CD/DVD, USB drive, or to another hard drive, for later restoration when needed.

Recovery CD / DVD

The Recovery CD/DVD allows users to restore their system by inserting this disc into their CD/DVD-ROM drive. Once the system is booted up, the Recovery CD/DVD will restore the system automatically based on the content contained on the Recovery CD/DVD.

Clone (Copy) Partition / Drive

The term "cloning" refers to the physical reading of all sectors of a source partition / disk and the subsequent writing of this raw sector information to the corresponding sectors of a destination partition or disk. The size, file system formats, brand of the source partition/disk and target partition/disk can be different.

System Partition
The system partition refers to the disk volume that contains the hardware-specific files that are needed to launch Windows (for example: Ntldr, Boot.ini, and Ntdetect.com). On dynamic disks, this is known as the system volume.

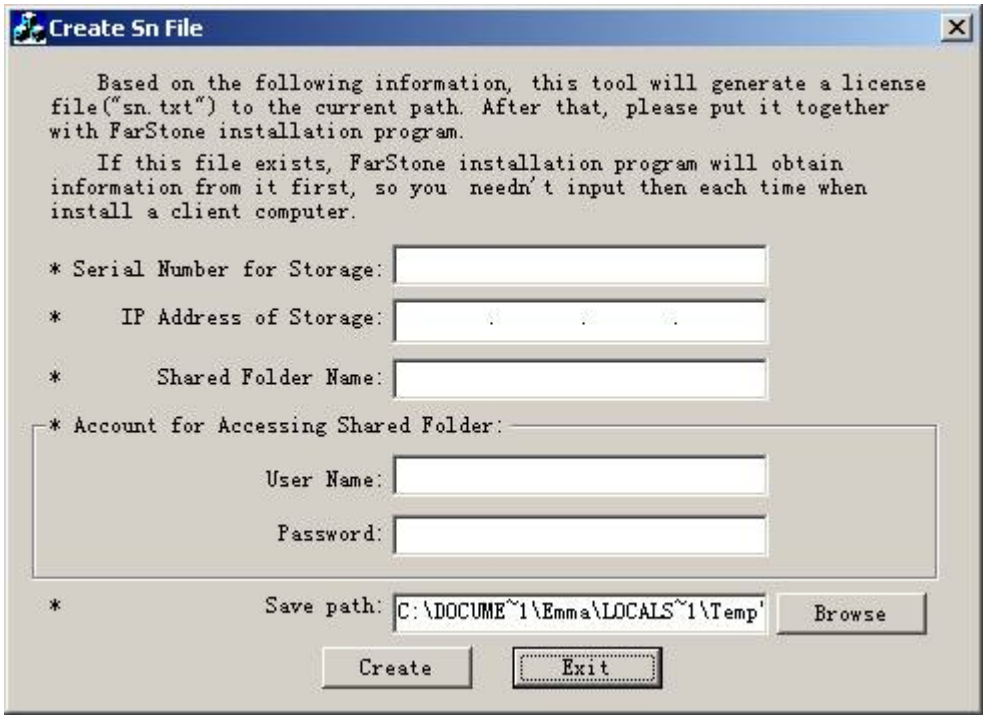
Boot Partition
The boot partition refers to the disk volume that contains the Windows operating system files (by default, in the WINDOWS folder) and its support files (by default in the WINDOWS\System32 folder). The boot partition can, but is not required, to be the same partition as the system partition. There will be one (and only one) system partition, but there will be one boot partition for each operating system in a multi-boot system. On dynamic disks, this is known as the boot volume.

Universal Restore
Universal Restore allows you to restore your system partition and active partitions to different hardware configurations or virtual machines, such as a replaced motherboard or hard drive controller.

Chapter 8: Appendix

8.1 Create SN.txt with "CreateSnFile" Tool

Run program "CreateSnFile" , the following UI will popup.



Input serial number, IP address of NAS, shared folder name (used to save images of TBR), account number to access this shared folder and save path for SN.txt. Click **Create** to create sn.txt. This txt file will appear in the save path you selected.

After running this tool, copy new created sn.txt to installation program of Total Backup Recovery Suite for Storage.

8.2 Frequently Asked Questions

Q. How long does it take Total Backup Recovery to back up or restore a system?

A: This depends on the amount of data on your system. However, FarStone Total Backup Recovery's technology minimizes the time it takes to perform a backup.

Q. I started Total Backup Recovery in Windows immediately after installation completed, but a message says that I have to restart my computer in order to run it. Why?

A: You have to restart your computer after installing Total Backup Recovery, in order for all configuration changes to take effect.

Q. When I restored a partition from an image file, Total Backup Recovery prompted me that "There is not enough space on the Destination Partition". But I'm sure the free space on the Destination Partition is larger than the used space in the Source Partition. Why am I getting this prompt?

A: If data at the end of the source partition cannot be moved, Total Backup Recovery will prompt you with this notice.

Q. Do I need to do anything before installing the Total Backup Recovery?

A: We recommend running Windows CheckDisk to scan for hard drive errors. CheckDisk can be started by running the Chkdsk.exe from the command prompt or by using the Client Module Pre-Installation Checklist.

Q. Bad Sectors have already been detected on a hard drive. How does this affect my backup and restore options?

A: Total Backup Recovery will try to copy all used sectors when performing a Complete or Incremental backup. You may be prompted to skip a bad sector or a job could fail due to bad sectors. Therefore, it's recommended to run Windows Check Disk command to detect and repair hard drive errors, or use utilities provided by your hard drive manufacturer, when attempting to resolve this type of problem.

Q. Can Total Backup Recovery fix my system after my hard drive has been accidentally formatted or repartitioned?

A: Yes, if Total Backup Recovery was installed prior to the incident.

Q. Can I use disk tools such as Fdisk, PartitionMagic and Norton Speed Disk after installing Total Backup Recovery on my computer?

A: Currently there is no known resource conflicting with those utilities.

Q. I've installed three operating systems on my computer, including Linux. Can Total Backup Recovery protect all three systems?

A: Total Backup Recovery protects multiple Windows operating systems completely, and we recommend using **Back Up Computers** to protect the non-windows systems.

Q. Does Total Backup Recovery work in Windows Safe Mode?

A: Total Backup Recovery does not work in Windows Safe Mode.

Q. Can Total Backup Recovery protect my PC from a destructive virus?

A: While Total Backup Recovery cannot prevent the actual virus attack, it can restore your computer to a point before the attack occurred, recovering your files and effectively removing the virus.

Q. I'm trying to back up data to a computer on the network. Why can't I access the network share after I have entered a valid user name and password?

A: Follow these steps to reconfigure the Local Security Settings of the remote computer:

Configuration

Select Start → Control Panel → Administrative Tools → Local Security Policy.

Locate **Security Settings** → **Local Policies** → **Security Options** from the directory in the left window.

Double click on Network access: sharing and security model for local accounts.

Select Classic - local users authenticate as themselves, and click Apply.

Q. Why couldn't I run the Administrating Console following installation?

A: Two or more Administrating Consoles may have been installed on the same LAN. Total Backup Recovery will allow only one Administrating Console to operate at any given time.

Q. Why couldn't I find the backup file I wanted after I ran a backup for several computers?

A: Backup times for different systems vary according to network times and the size of the backup. You may have to wait for the entire backup job to finish before you can locate the file in question.

Q. How can a Client connect to Administrating Console automatically?

A: Enable the broadcast functionality on the Administrating Console allows client to connect automatically. If this doesn't work, you may have to turn off the broadcast feature and connect from the Client manually.

Tip
When the Client connects automatically (via broadcast mode), the Administrating Console can use a dynamic IP address. When the Client

connects manually, the Administrating Console should reside on a static IP address.

Q. How can a Client PC be restored following a data disaster?

A: There are three ways to boot the Client:

Click **Tools**, select **Recovery Manager**, click **Activate** upon boot up to enter PE.

Use a Bootable Rescue Disk to enter PE.

Configure PXE and remotely boot the Client to PE.

Upon entering PE:

Connect to the network or other locally attached storage and select a Complete or Incremental Backup Image to restore from.

Q. How can I back up and restore without having a DHCP Server on the network?

A: If the DHCP service is not running on your network, you'll have to manually enter a static IP address to access the network in PE.

Q. What happens if a Client PC misses a scheduled backup?

A: Total Backup Recovery will start the missed backup automatically at next boot up if you select the checkbox in the setting interface saying **If the computer shuts down, run the missed tasks when it boots next time**. If you don't select that checkbox, Total Backup Recovery will start the next scheduled backup at next boot up.

Q. Does the Total Backup Recovery conflict with any other applications?

A: Please close and uninstall the following applications when launching Total Backup Recovery: Utimaco SafeGuard,

Q. Which partition types does Total Backup Recovery recognize?

A: NTFS, FAT, FAT32, Linux Ext2 and Ext3.

Q. What do I do if Total Backup Recovery Client does not respond to the backup command given from Administrating Console?

A. Please restart the client computer. After the client is restarted, within Administrating Console, under "Group Job" tab, select "Job Resend" function to resend the backup request.

Q. Why didn't Total Backup Recovery initiate my Outlook when I click on "Email

Installation"?

A. The configuration setting of the Internet Explorer may be incorrect. Launch your Internet Explorer, select **Tools->Internet Options->Programs->E-mail**, and modify E-mail setting manually. We recommend using either Microsoft Office Outlook or Outlook Express.

Q. Why is my backup image larger than the source partition or hard disk?

A. The source partition or hard disk may have too much of fragmentation. Please Defragment it and then run the backup again.

Q. How can I access the computer outside the Workgroup through the network under the Recovery Manager?

A. Click on the **Tools** tab and select **Map Network Drive**. And then map the directory on the remote computer as you wish.

Q. How can I get SDK download location correctly before I use Convert Backup to Virtual Disk feature?

A. VMware Home Page (http://www.vmware.com/) ->Download ->VMware SDK&APIs ->Virtual Disk ->VMware Virtual Disk Development Kit

Q. Why do I see message like "Cannot connect or connection failure" when I execute some network operations?

A. Please check the firewall to confirm it is closed or it is set as Exceptions.

Q. Under Windows 2000, why does the error occur even if I enter the right account in Login Setting?

A: It is because that the privilege of the default user in Windows 2000 is not enough. You need to add it manually by doing the following operation: Select **Start → Control Panel → Administrative Tools → Local Security Policy → Local Policies → User Rights Assignment →Act as part of the operating system → Locations**, and then select the user into the list.