BounceBack 18   ®

    User Manual

Contents

Introduction – Please Read

BounceBack 18 is a powerful backup and recovery tool, if used properly. It may seem intimidating at first because of its many features, but it is really simple if you follow these general guidelines.

Two Type of Backups

We have broken the backups into two different types; Image (for Disaster Recovery) and File/Folder based.

Image (Disaster Recovery) Backups

These backups, that should be run when BounceBack 18 is first installed, and after major software and operating system upgrades (see Best Practices, below). These create image files of the entire PC's internal drives giving you the ability to restore the entire operating system, installed applications, data files, pictures, documents… everything.

Folder/File Based Backups

These backups are what you would use to protect your current work. It is best to use these types of backups to safeguard your documents, pictures, music, spreadsheets, etc. Typically, these are found in your Library folders such as Documents, Pictures, etc.

Suggested Getting Started Steps

1. **Of course, install the software.** The license code is either on a sticker attached to the CD sleeve, emailed to when you purchase, or available online by logging into your account at CMSproducts.com then looking for Orders from the home page.
2. **Prepare a Boot CD/DVD or Flash drive.** In case of a complete internal boot drive failure, you will boot from this device then restore your system from the Image Backup (created below). This has to be done only once.
3. **Create an Image (Disaster Recovery) backup.** This will create a complete copy of your internal drive, including operating system and all installed files/programs, etc. You can store this backup on the same external drive or other location where you store other backups. Multiple image files may be maintained. Create a Monthly schedule for these backups.
4. **Create and Schedule Folder/File based backups.** You don't need to this right away, but don't put it off too long and risk losing valuable data. Don't forget, there are options to create Full, Incremental, etc. backups of these types.
5. **Setup a Backup Retention policy.** Depending on your backup device(s), you can keep multiple generations of backups. The Retention policy can be adjusted to automatically delete your oldest backups to prevent running out of room on the backup device(s).

For detailed instructions on how to do each of the above, look for the relevant sections of this manual.

Suggested Best Practices for BounceBack 18

Folder/File based Backups for User Data

- Schedule weekly Full Backups and daily Incremental Backups to maximize your rotation's efficiency.
- Use more than one device for your backups, ideally alternating between devices regularly to avoid a single point of failure.
- Schedule jobs to run after office hours to ensure that all information is current and that the software will not interfere with normal procedures while it runs.

Image-Disaster Recovery

- Update Disaster Recovery (DR) images monthly. More frequent images are generally inefficient and less frequent images can be outdated.
- DR Images can be scheduled to run monthly by scheduling it to run on a single day (for example, Saturday) and setting it to run only every 4th day. This tells the software to run a DR Image every 4th Saturday.
- Ideally, keep 2-3 DR images stored separately to avoid a single point of failure.
- Create a new DR image any time new hardware or software is installed to minimize compatibility issues.
- If your machine requires a hardware replacement, make sure any new hardware is as similar as possible (preferably identical) to minimize compatibility issues (switching from a 32-bit to a 64-bit system is problematic).
- Store at least one recent DR image at an offsite location to protect your data in the event of a serious disaster, such as a flood or fire at your business.
- If backing up to a removable device, keep one device onsite and one device offsite, and swap these weekly. You will always have the previous week's data offsite in case of a major disaster.
- Create DR boot disks for each PC – one boot disk will not work across all devices.
- Test the DR backup, see the section on MOUNT BACKUP IMAGE VOLUME TO A DRIVE LETTER.

Moving from BounceBack versions 14 and before

1. **Uninstall BounceBack Ultimate or any other backup software from CMS Products**
2. **Reformat backup drives that were used with BounceBack 14 and before**
   a. **Connect your backup drive to your computer**
   b. **Using Windows File Explorer (NOT Internet Explorer), right click on the drive letter of your backup drive**
   c. **From the popup menu, select Format. CAUTION, make sure you select the proper drive as all files on the selected drive will be deleted**
   d. **Optional Step** – **delete extra partitions from your backup drive. For detailed instructions, go to http://tinyurl.com/l6dov4h**
3. **Install the new BounceBack Version 18**
   a. **Execute Setup-BounceBack-18.x.exe (x stands for version) from either your download or from the purchased CD.**
   b. **Follow the on-screen prompts**

Getting to Know the User Interface

The user interface consists of a single main screen. At the top of this screen you'll find the "Launch Button", "Quick Access Toolbar" and a set of seven tabs.

Launch Button
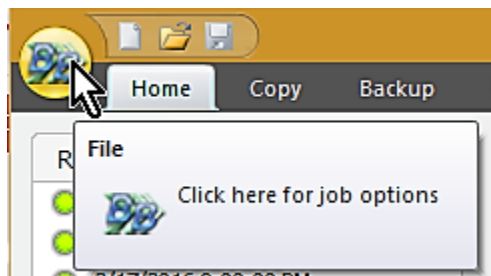
The Launch Button is in the top-left corner of BounceBack. It provides fast access to files and frequently used commands. From here, you can quickly create a new job, open, run and save an existing job, import previous backup jobs and define DEFAULT SETTINGS.

Quick Access Toolbar

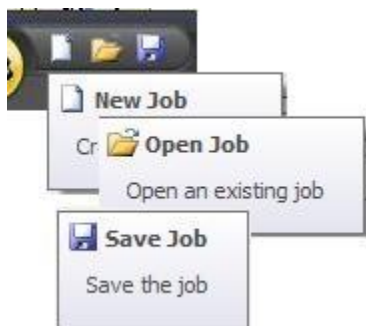From here, simply click on the appropriate icon to create a new job, open an existing job or save the current job.

Tabs
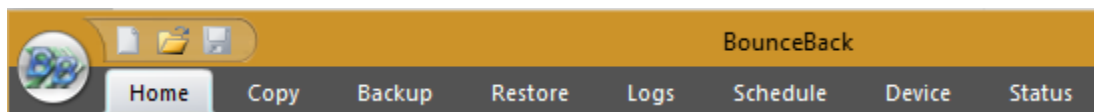
The Home tab contains convenient information about your previous and next scheduled backup as well as useful shortcuts and the "Quick Select" feature. The Backup tab allows you to select files and folders to backup. Similarly, the Copy tab allows you to select files and folders to be copied to another destination. The Restore tab enables you to make selections in order to restore files and folders. The Schedule tab provides a means to schedule backup jobs to run at a future time/date. The Logs tab provides access to logs for previously run jobs. The Device tab provides a means to configure and view backup devices. The Status tab give you a method to view the progress of the currently running job.

The file lists in the Backup, Copy and Restore tabs look very similar to the Windows Explorer, which makes it familiar and easy to use. Selected files can be browsed by expanding the drives or network resources in the tree view display on the left-hand side. Next to each folder and file is a check box. These are used for adding and removing files from the selection list.

Note: The name of the currently selected job is listed at the top of the BounceBack program window.

Launch Button

The Launch Button is in the top-left corner of BounceBack. It provides fast access to files and frequently used commands. From there, you can quickly create a new job, open, run and save an existing job, or import previous backup sets.
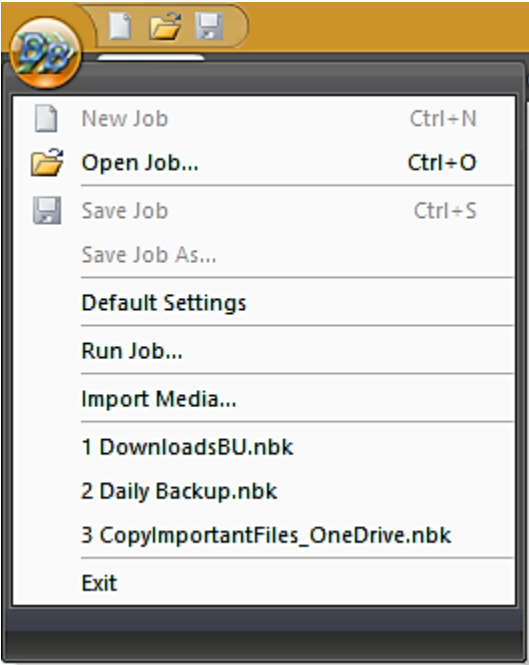
Item	Function
New Job	This will allow you to create a new job based on the tab selected.
Open Job	This will allow you to open a previously saved job
Save Job	This will allow you to save the current job.
Save Job As	This will allow you to save the current job using a different name.
Default Settings	Default Settings.
Run Job	This will allow you to run a previously saved job.
Import Media	This will allow you to import backup jobs that do not appear in the Restore View. These backup jobs are usually created with previous installations of or from other computers running BounceBack.
Recent Files List	From this list, you can select a recently used job.
Exit	This exits the application.

Home Tab

On this tab, you will find the task window on the left containing summary information on the most recent and next scheduled operations, the link to configure global settings and display the help file.
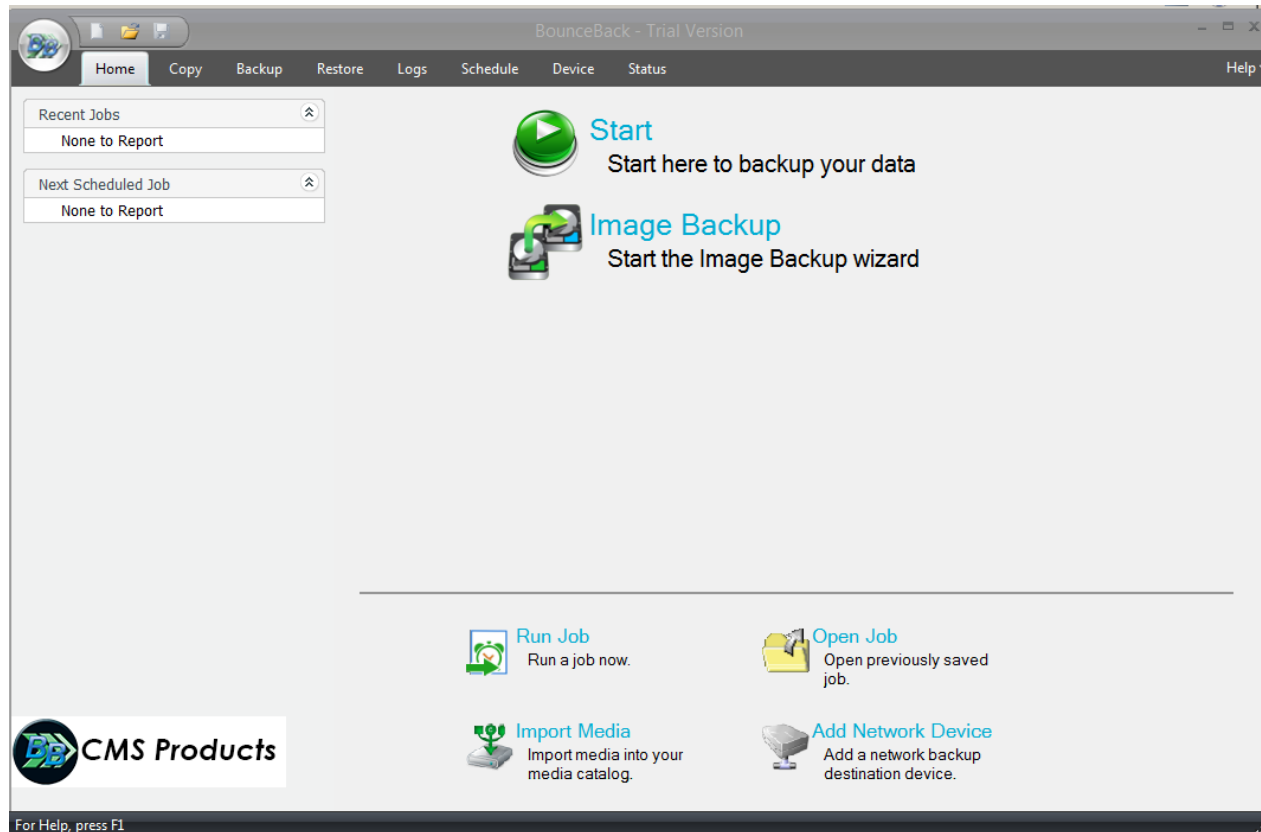
Left panel items:

Click on any of the "Recent Jobs" items to open the corresponding log file for review.

Click on any of the "Next Scheduled Job" items to open the corresponding schedule to view or edit.

Main selections:

Image Backup or Disaster Recovery

Opens the screen where either the Launch Image Backup Tool (Disaster Recovery) or Scheduler application wizard may be launched.

Utilities Section at Bottom:

Run Job-Clicking this link allows you quickly select a specific Backup, Copy or Restore task to run. After making your selection, click "Run" and the specific task will be performed immediately.

Open Job -Select this link to open a previously saved Backup, Copy or Restore job permitting the job to be updated, saved or run.

Import Media- This link launches the Import Media function allowing you to add details for media not already saved to the current BounceBack database. For example, media from another system or installation of BounceBack.

Add Network Device – Click this link to create a new network storage device. Once the device is created you can manage the device as well as all other deices by clicking the device tab.

Copy Tab

From here, you can create a job that will copy the files/folders you specify from one location to another. Copy should only be used for your USER files, not operating system files. The different options available allow you to adjust the copy job to your specific needs.

What are copy jobs? Copy jobs are combinations of directories and files that are selected as well as any of the options (including filters) that go along with that specific copy job. Copy jobs differ from backup jobs in that they result in the exact same set of files, in their native format, being "copied" or transferred to the destination device. Note: Copy jobs DO NOT permit the use of tape
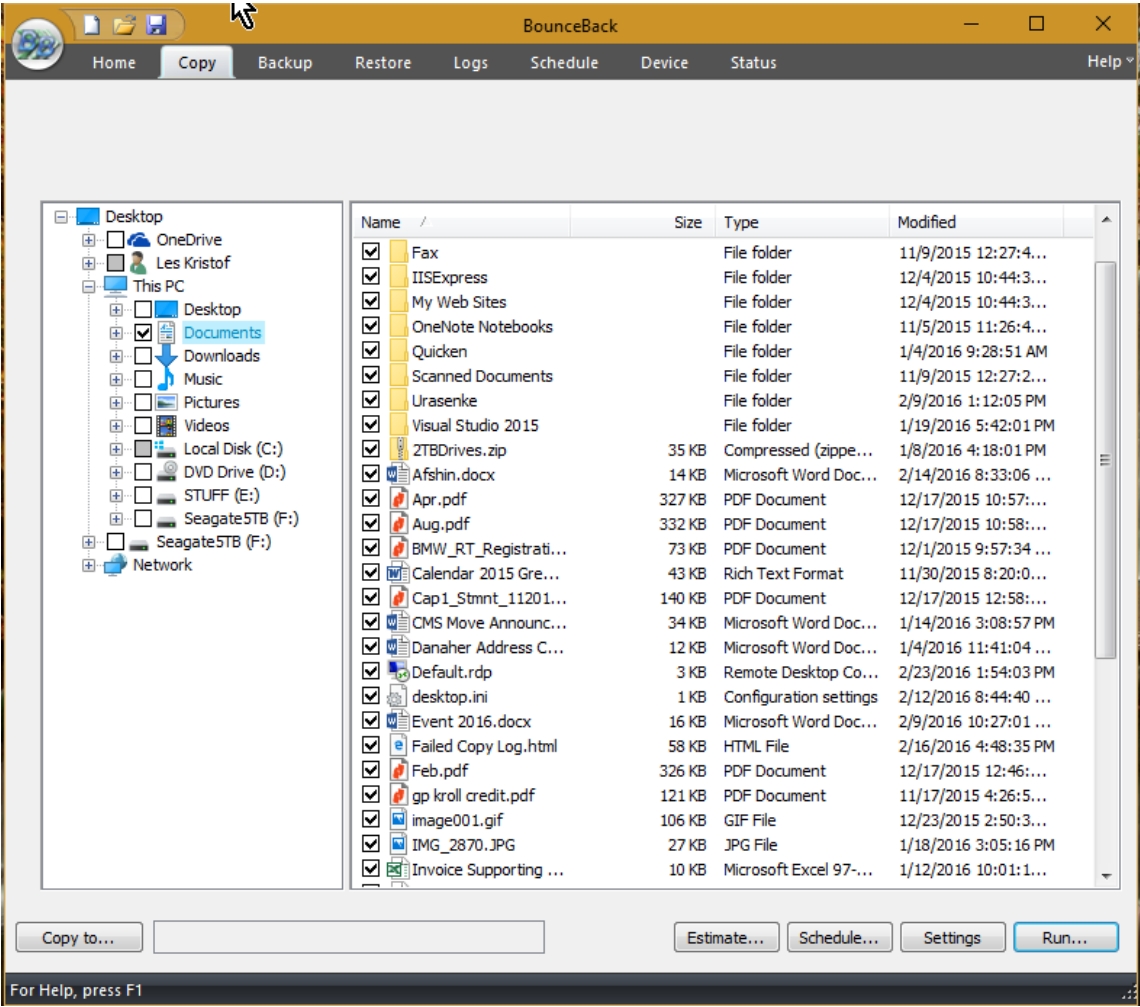
Button Functions:

"Copy To" Button

Click this button to display a dialog showing all available devices. From here, select the destination device and/or path you want to use for this job

"Make Folder" Button

By highlighting an existing path and clicking this button, you are able to create a new, empty folder

"Estimate" Button

This will allow you to find out the estimated number of files and size of the current copy job. Once selected a "Estimate" box will appear with the following information:

Files

This indicates the Count (number of files) and Size (In Gigabytes) that you have selected for the job. This is especially helpful if the size of a copy is an issue when attempt to copy files to external devices with limited space such as USB Devices.

Folders

This indicates the number of folders that you have selected for the job.

"Schedule" button

This button is used for the schedule options. Within this window, you will be able to schedule the job as well as name it. You have various scheduling options including; one time, minute, hourly, daily, weekly, or monthly. You may also set the time and date of when the job will run.
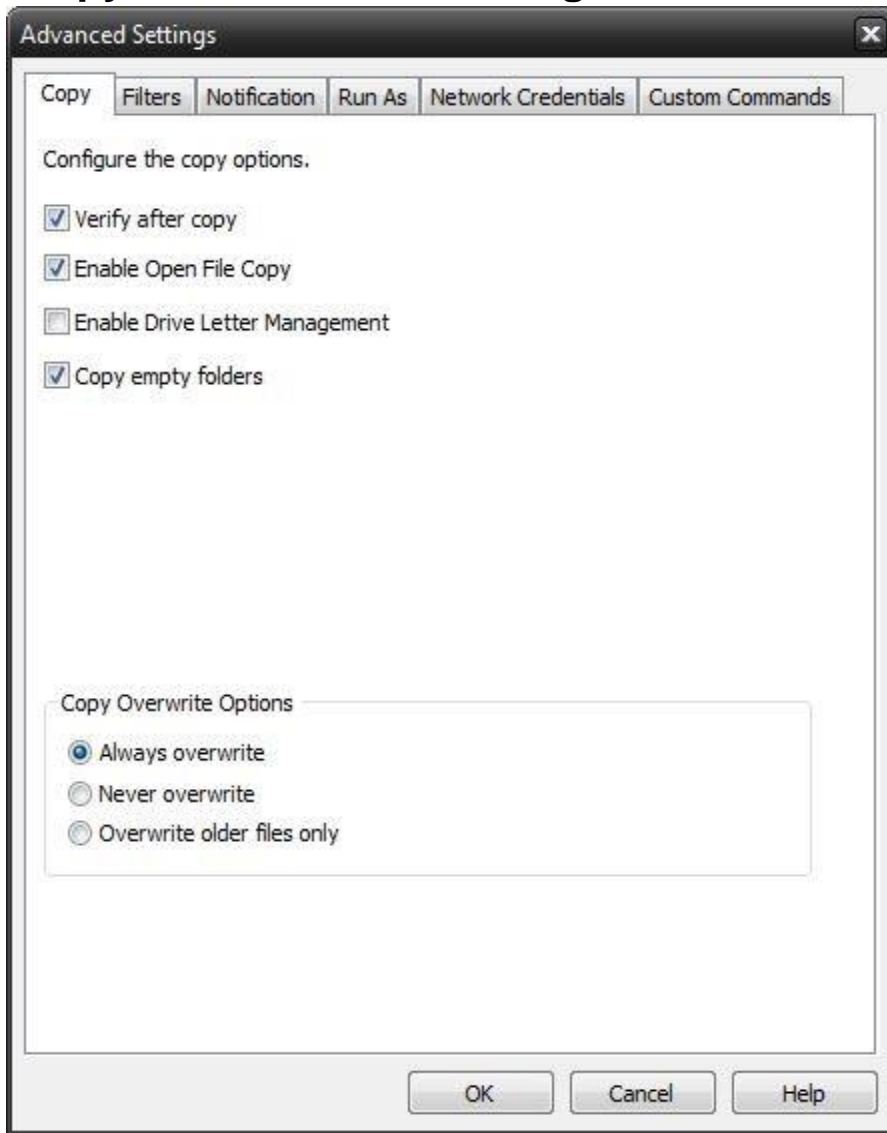
"Settings" button

This will take you to the Advanced Settings for this specific copy job.

"Copy" button:

This button starts the selected copy job immediately.

Copy Job Advanced Settings

Verify after copy

The files that are copied will be verified to make sure that they were written correctly. Selecting this option will increase copy time. This setting is selected by default.

It is highly recommended to select the option to verify your data after a copy job. This helps to ensure that the copied data matches the data presently on your system. If you do not select this option, and there is an error in some of your copied data, you will not be aware of the errors until you go to access the copied data.

Enable Open File Copy

Select this option to have BounceBack automatically copy open files on the local system using Volume Snapshot Service (VSS). *Note: This option NOT available when running on Windows 2000.*

Enable Drive Letter Management

Select this option to have BounceBack automatically select the correct removable disk device (USB)even when it's drive letter changes.

Copy empty folders

Select this option to copy empty folders.

Copy Overwrite Options

Always Overwrite

Source file will always overwrite existing file of the same name on the destination.

Never Overwrite

Source file will never overwrite an existing file of the same name on the destination.

Overwrite older files only

Source file will overwrite an existing file of the same name on the destination if the destination file is older.

Copy Job Filters

Wildcards

Include Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Exclude Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Include Files with these Dates and Size

Under this section, you can create an include filter by selecting dates that files were last created, modified, or accessed or by their file size that you wish to ensure are included in your backup. This is helpful if you want to reduce the time or file size of a backup. You may want to exclude older files that are no longer accessed or larger files you have already backed up.

Under this section, you can create an exclude filter based on the file attributes: "Read Only", "Hidden" and "System". For example, if you would to exclude System or Hidden files, check the appropriate box next to the attribute.

Copy Job Notification
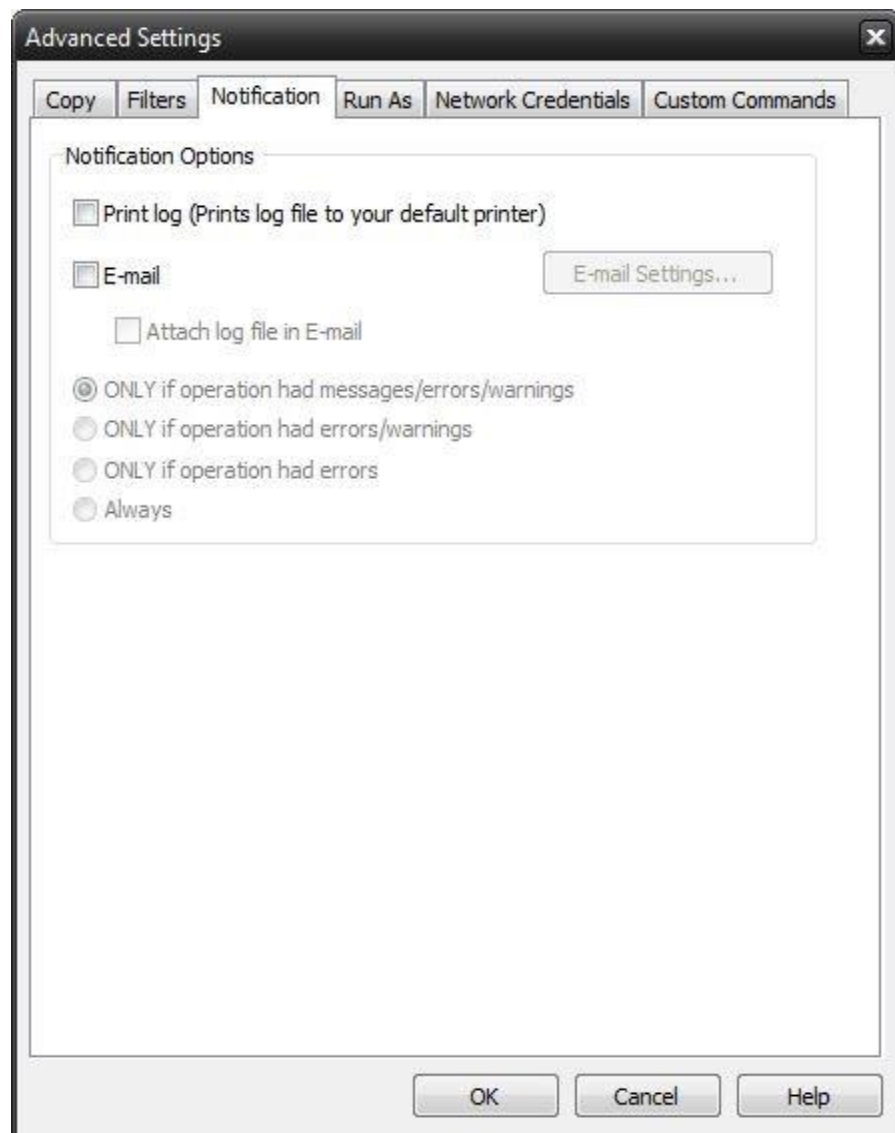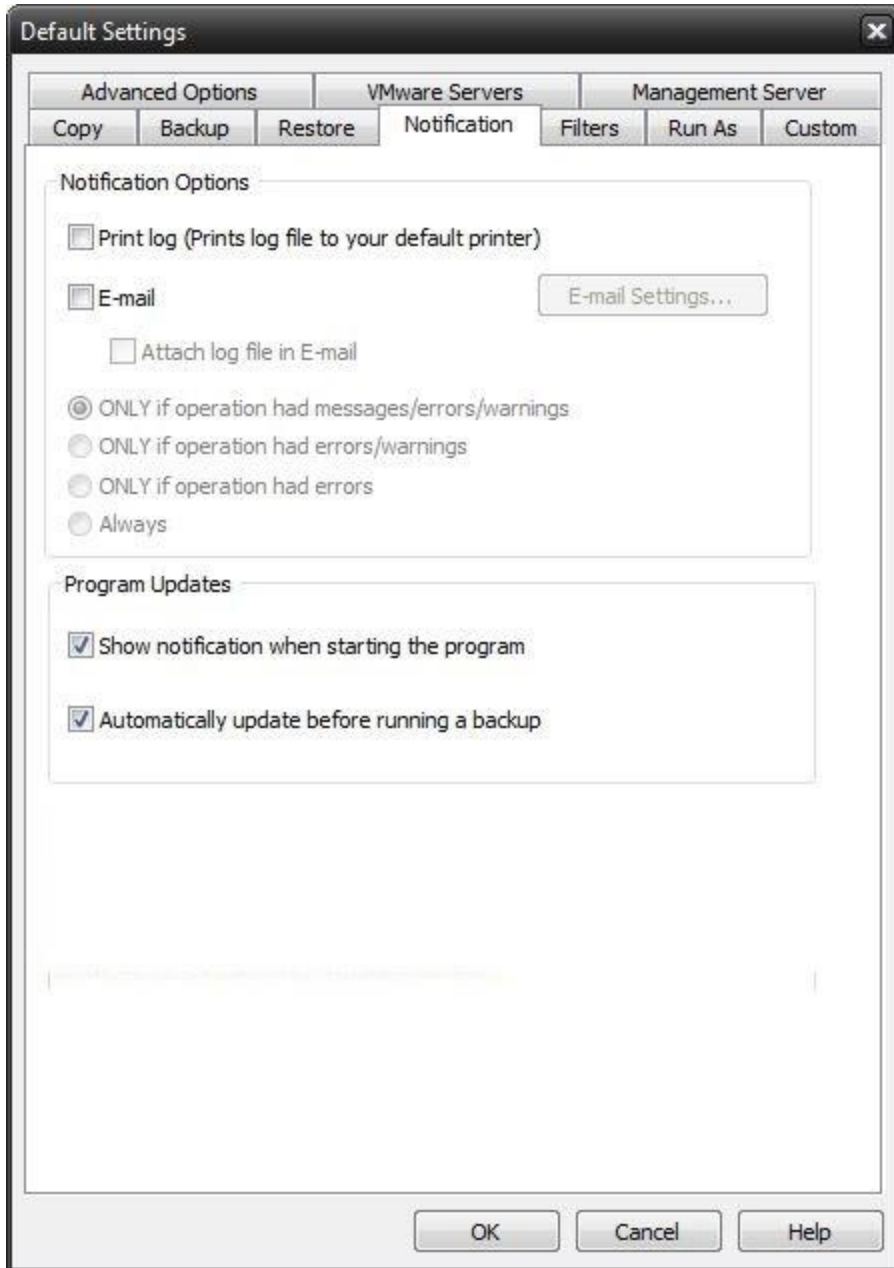
Default Settings

Advanced Options	VMware Servers	Management Server

Copy	Backup	Restore	Notification	Filters	Run As	Custom

Notification Options

☐ Print log (Prints log file to your default printer)

☐ E-mail   [E-mail Settings...]

   ☐ Attach log file in E-mail

◉ ONLY if operation had messages/errors/warnings
○ ONLY if operation had errors/warnings
○ ONLY if operation had errors
○ Always

Program Updates

☑ Show notification when starting the program

☑ Automatically update before running a backup

[OK]   [Cancel]   [Help]

Notification Options

Email

Use this option to receive job notification in E-mail.

You have the option to allow the logs to be e-mailed to the specified email address. To utilize these settings, you must first configure the e-mail options by clicking on the "E-Mail Settings" button.

E-mail Settings

See section on defining your E-mail Settings

Here, you have the option to print the log automatically to your default printer.

Notification Conditions

•ONLY if operation had messages/errors/warnings
•ONLY if operation had errors/warnings
•ONLY if operation had errors
•Always

Copy Job - Run As

When running a job, login using this account
Run as logged in user:

Run the job using the Windows login credentials in effect at that time.

Run as specific user:

Run the job using the specified credentials.

Domain Name: The domain name you are logging into.

Run as User Name: The username you want the job to run as.

Password: The password for the account you want the job to run as.

Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.

Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

Copy Job - Network Credentials

Advanced Settings

Copy | Filters | Notification | Run As | **Network Credentials** | Custom Commands

Use this option to grant access to a network location, such as a NAS device or network share with a specific username and password.

Domain Name:

User Name:

User Password:

[OK] [Cancel] [Help]

This option may be used to access devices on the network which require different credentials than the defaults. You may use different credentials for this purpose than those set in the "Run As" Tab.

Copy Job - Custom Commands
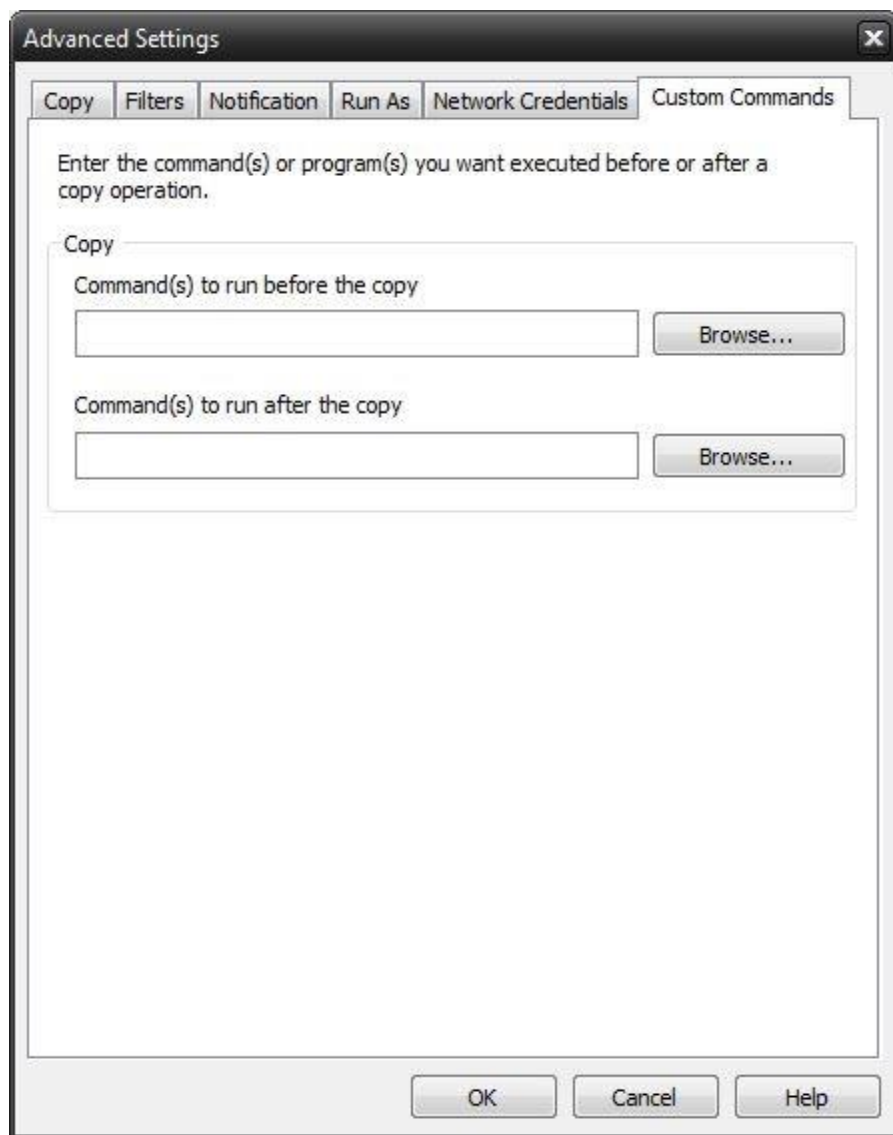
This feature enables a command to run before or after a copy job

To select which program or command you would like to run before or after the copy operation, simply browse to the program or command using the "Browse" button. To shut down the computer after this job, enter SHUTDOWN /S in the After copy box.

The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the copy job. Alternatively, a command can be issued at the end of the job to begin an anti-virus scan. Also one could issue a command to close a database at the beginning of a job and reopen it at the end of a job.

Backup Tab

Using this tab, you can create a backup set that will include the files that you specify. The different options available allow you to adjust the backup job to your needs.

What are backup jobs? Backup jobs are combinations of directories and files that are selected for backup as well as any of the options (including filters) that go along with that specific backup. Backup jobs are used to allow one or more collections of files to be backed up at different times. For example, one backup job could be created for accounting data, and another backup job could be created for important data that changes daily. The important data might be backed up daily or even hourly, while the accounting data could be backed up at the end of the week.
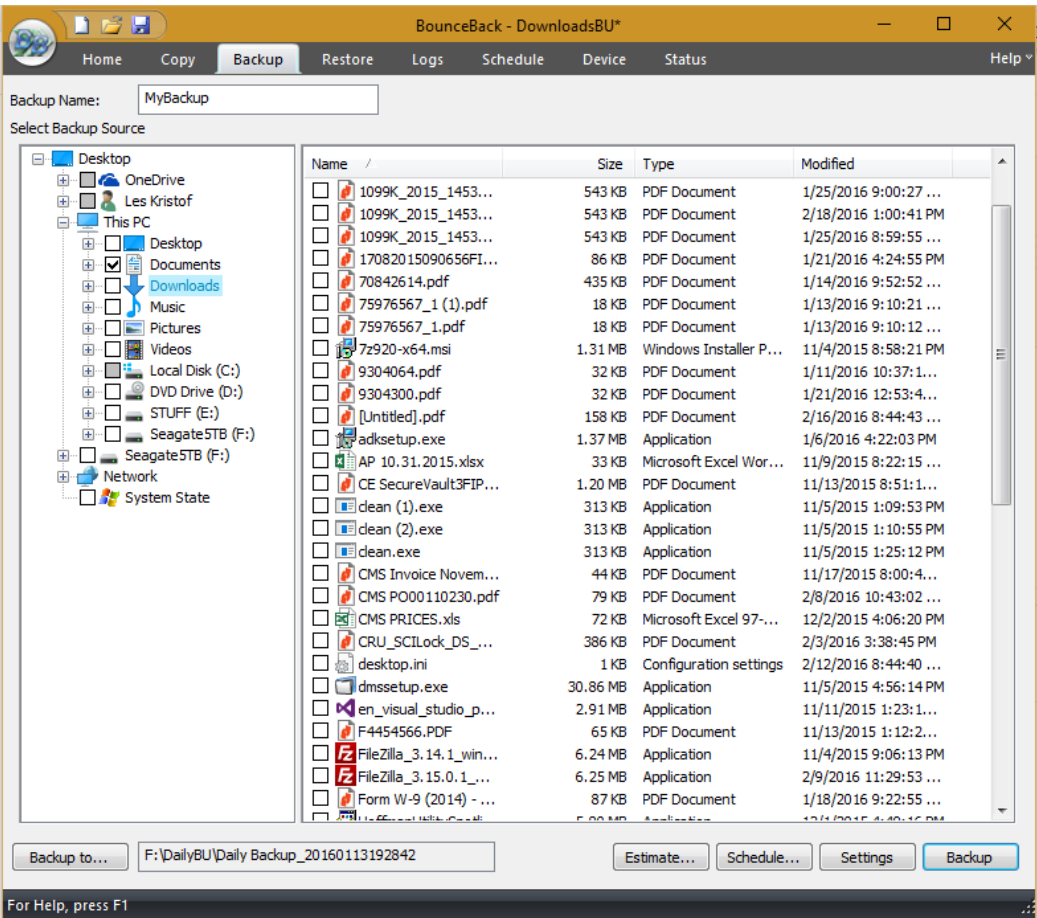
Backup Jobs are not intended for system files, select user files and directories only.

You may select items from the "Select Backup Source" pane. Folders and volumes will be on the left and files on the right. You may select a descriptive name for the backup job by enter it in the "Backup Name" field at the top. This will allow you to clearly identify each job on a specific media.

Backup Job Name

In this text box, you can input an optional name for the current backup job you are creating. Be sure not to confuse this with the filename of the backup job. The backup job name is essentially a descriptive name that you have assigned to the actual backup job file. A default job name will be assigned to each new backup indicating the date and time within the name. This name structure is just one way to help organize your backup jobs.

Remember that setting a backup job name is optional and is meant to aid in managing backup jobs. For instance, under the Logs Tab, which will be discussed later, a listing of previous backup activity can be seen. Each of these logs is indicated by a Backup Job Name and a date. If you do not specify a Backup Job Name for any of your backup jobs, it will be a daunting task to differentiate the several backups solely by the dates and times of each of the backups. Thus, it is highly recommended that you assign a name to each of your backup jobs in order to ease your ability to distinguish the different backups.

Button Functions
"Estimate" Button

This will allow you to find out the estimated number of files and size of the current backup job. Once selected a "Estimate" box will appear with the following information:

Files

This indicates the Count (number of files) and Size (In Gigabytes) that you have selected for the job. This is especially helpful if the size of a backup job is an issue when attempting to backup files to external devices with limited space such as USB Devices.

Folders

This indicates the number of folders that you have selected for the job.

"Schedule" button

This button is used for the schedule options. Within this window, you will be able to schedule the job as well as name it. You have various scheduling options including; one time, minute, hourly, daily, weekly, or monthly. You may also set the time and date of when the job will run.

"Settings" button

This will take you to the Advanced options for this specific backup job. Refer to the Backup Job Settings Topic for further information.

"Backup To.. " button

Click this button to display a dialog showing all available devices. From here, select the backup destination device and/or path you want to save the backup to

"Backup" button

This button starts the selected backup job immediately.

Backup Job – Advanced Settings
Backup Tab

Advanced Settings ✕

Network Credentials			Custom Commands	
Backup	Filters	Notification	Encryption	Run As

Configure the general backup options.

- ☑ Compress backup files
- ☑ Verify after backup
- ☑ Backup security and permissions (ACL)
- ☐ Automatically eject media at the end of job
- ☐ Enable Open File Backup
- ☐ Enable Drive Letter Management
- ☑ Backup empty folders

Destination: [   ] [...]

Write Mode

Mode: [Overwrite media ▼]

Overwrite media, automatically format any blank or unrecognized media.

Backup Mode

Mode: [Full ▼]

Backs up all selected files, and marks each file as backed up.

[OK] [Cancel] [Help]

Compress backup files

The backup files are compressed to save space. Backup speed is decreased when this option is selected. This setting is unselected by default.

Verify after backup

The files that are backed up will be verified to make sure that they were written correctly. Selecting this option will increase backup time. This setting is selected by default.

It is highly recommended to select the option to verify your data after a backup. This helps to ensure that the backed up data matches the data presently on your system. If you do not select this option, and there is an error in some of your backed up data, there will be errors upon restoring that data if you should need to.

Backup ACL File Permissions

Select this option to backup Access Control Lists (ACL's)in addition to file data. ACL's contain file and system permissions. This option should be enabled to maintain system security.

Automatically Eject Media. . .

Select this option to have BounceBack automatically eject the media after a backup has completed (device must support media eject)

Enable Open File Backup

Select this option to have BounceBack automatically backup open files on the local system using Volume Snapshot Service (VSS).

Note: This option is NOT available when running on Windows 2000.

Enable Drive Letter Management

Select this option to have BounceBack automatically select the correct removable disk device (USB)even when it's drive letter changes.

Backup empty folders

Select this option to have backup empty folders.

Destination

Select the default destination device a backup for all new backup jobs

Write Mode

Overwrite media:

Overwrite all recognized media. Automatically format blank or unrecognized media

Append to Media:

Append to recognized media. Automatically format blank or unrecognized media

Backup Mode

Full

Backs up all selected files, and marks each file as backed up. This is the default setting.

Incremental

Backs up (and marks as backed up) selected files that have either not been backed up previously or have changed.
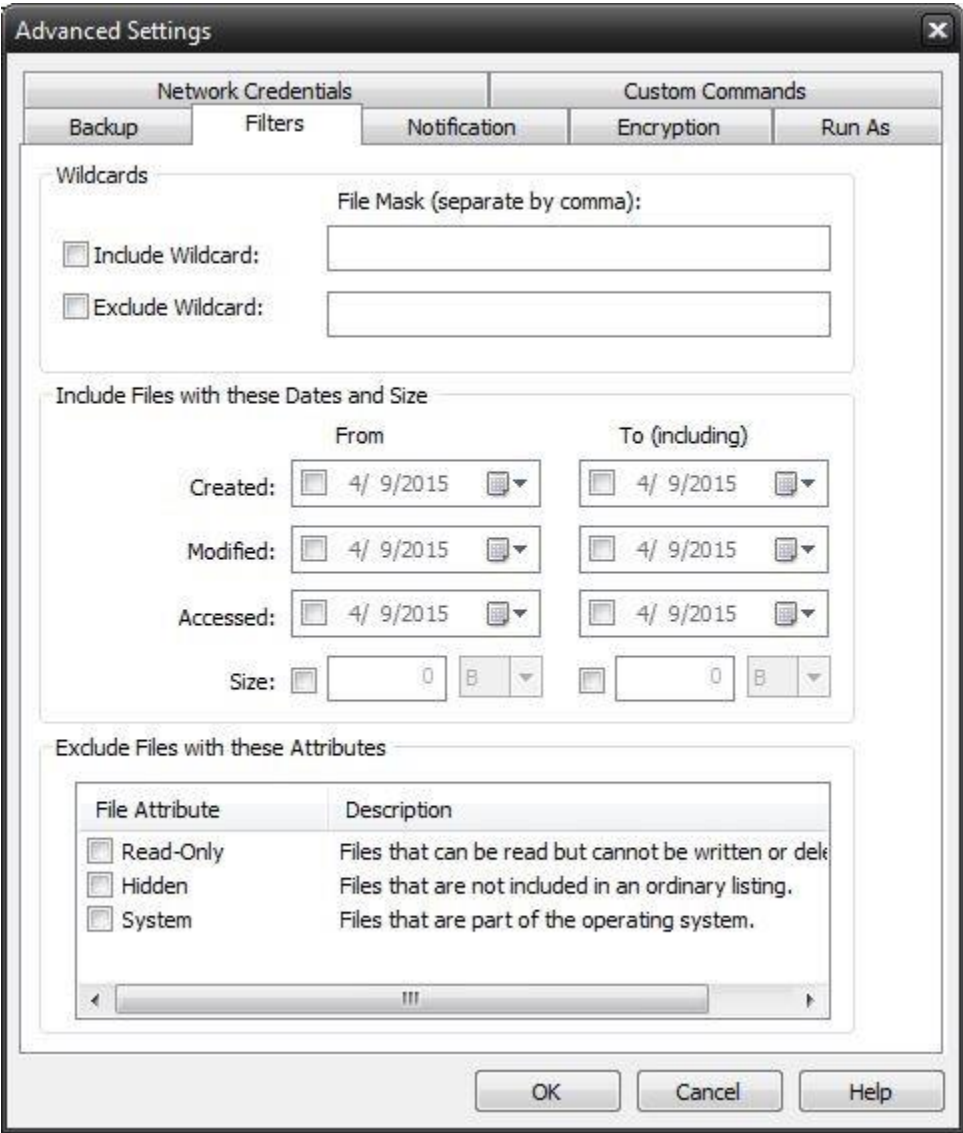
Differential

Backs up selected files that have either not been backed up previously or have changed. These backed up files are not marked as backed up, however.

Snapshot

Backs up all selected files and does not mark any files as backed up.

Filters Tab

Wildcards
Include Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Exclude Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Include Files with these Dates and Size

Under this section, you can create an include filter by selecting dates that files were last created, modified, or accessed or by their file size that you wish to ensure are included in your backup. This is helpful if you want to reduce the time or file size of a backup. You may want to exclude older files that are no longer accessed or larger files you have already backed up.

Exclude Files with these Attributes

Under this section, you can create an exclude filter based on the file attributes: "Read Only", "Hidden" and "System". For example, if you would to exclude System or Hidden files, check the appropriate box next to the attribute.

Notification Tab
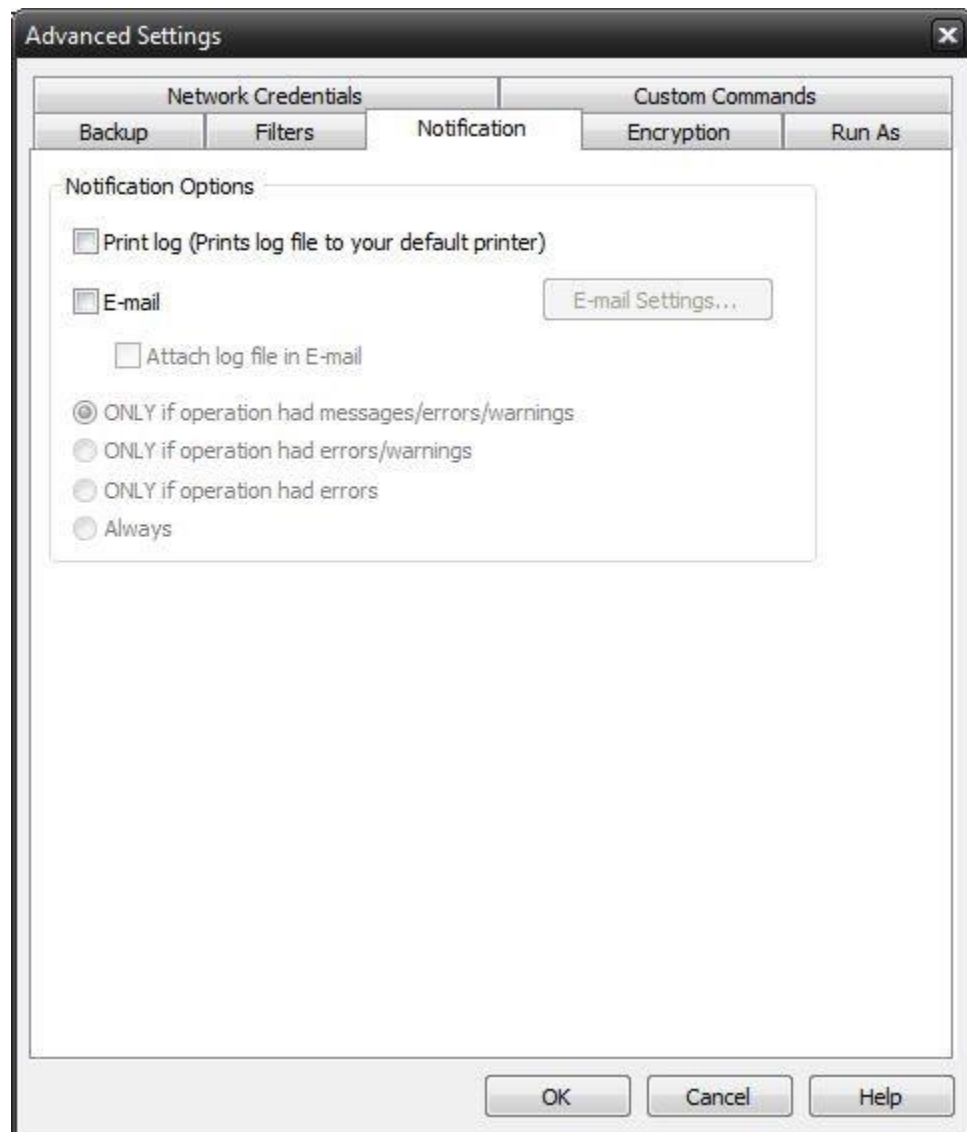
Notification Options

Email

Use this option to receive job notification in E-mail.

You have the option to allow the logs to be e-mailed to the specified email address. To utilize these settings, you must first configure the e-mail options by clicking on the "E-Mail Settings" button.

Print Log
Here, you have the option to print the log automatically to your default printer.

Notification Conditions

   •ONLY if operation had messages/errors/warnings
   •ONLY if operation had errors/warnings
   •ONLY if operation had errors
   •Always

Encryption Tab

Encryption
Encrypt Files on backup

Encryption protects files as they are backed up to the selected device. In addition, files are maintained encrypted on the destination media for added security.

Secret Key

Encryption Key used for this particular backup job. Select a key containing from 8 to 20 characters

For added security, select a secret key that contains a combination of upper/lower case characters as well as numbers, punctuation and symbols.

Select a secret key that you will be able to remember. If you forgot your secret key, you will not be able to restore the data from the destination media.

Run As Tab

When running a job, login using this account

Run as logged in user:

Run the job using the Windows login credentials in effect at that time.

Run as specific user:

Run the job using the specified credentials.

Domain Name: The domain name you are logging into.

Run as User Name: The username you want the job to run as.

Password: The password for the account you want the job to run as.

Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.

Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

Credentials Tab

This option may be used to access devices on the network which require different credentials than the defaults. You may use different credentials for this purpose than those set in the "Run As" Tab.

Custom Commands Tab

This feature enables a command to run before or after a backup job

To select which program or command you would like to run before or after the copy operation, simply browse to the program or command using the "Browse" button.

To shut down the computer after running this job, enter SHUTDOWN /S in the run after backup box.

The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the backup job. Alternatively, a command can be issued at the end of the job to begin an anti-virus scan. Also one could issue a command to close a database at the beginning of a job and reopen it at the end of a job.

Restore Tab

Under the Restore tab you will find all the folders/files from previous backups that you can restore either to the original or alternate location.

Restore Files By Device

This view displays a restorable file set contained in a specific backup.

Why don't I see any media listed?

If you are unable to see anything populated in the media view, you might need to perform an import on the media which is explained below in the import section.

The Media View

This window allows you to view all available backups to restore from, based on the database of backup jobs and folder/file selections cataloged within the database. All backups are categorized by destination type (Disk, Removable Disk, Internet, and Tape) and further categorized by backup job name. This view is similar to the Media View as seen in the Backup mode. However, only destinations with backups available for restoration will be listed.

Simply select the backup you would like to restore by double-clicking the entry and a listing of the folder/files included in that backup will appear in the windows below.

Select Restore Item(s)

These selection windows are similar to the ones seen on the Backup Tab. Here, a listing of files and folders will be displayed once a backup job has been selected for restoration. The only files and directories that will be listed are the ones that were included in the backup job that you are restoring. In the selection windows, you can select files and/or folders just as you did in the Backup Tab when you selected the files for backup.

 By default, if you are restoring files to their original location, files that already exist in that location will not be overwritten by the files that are to be restored. Check your Restore Setting to alter this.

Restore Files By Time

This 'Time Slider' view uses a patent pending technology to provide a single restorable file set without the need to select the backup source device. Using the slider, files are listed based on the range of time the backup has run.
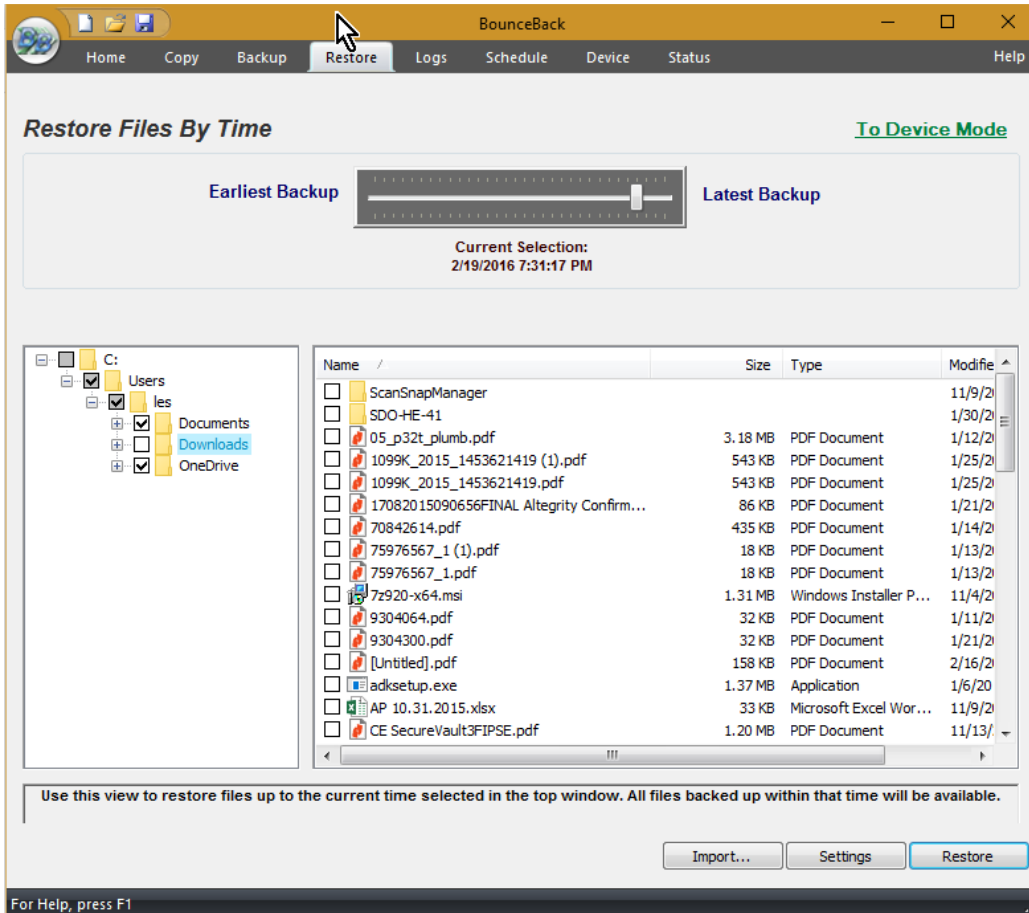
Button Functions

"Import" Button

This button will allow you to import backup jobs that are not in the current BounceBack database. Simply click on the button and browse to the backup job that you desire to import. Once imported into database, the backup job will then be listed in the media view, and available for restoration.

"Settings" Button

This button will allow you to access some options that you have in the restore process. These options are discussed in Restore Job Settings Topic.

"Restore" Button

Once you have selected the files, folders, or drives that you want to restore, you may press this button to start the restore immediately.

If you are restoring from a complete set of spanned media, you should always select the first piece of media as your first restoration media. BounceBack will prompt you to insert each subsequent piece of media if necessary. You must have all media

available to do the restore. If your backup consists of 5 pieces of media and media #3 is corrupt/missing/damaged, you will only be able to restore data from the first two pieces of media.

Restore Settings

Restore ACL File Permissions

Select this option to restore security permissions on files and subdirectories. Note that the backup ACL's option must have been selected during the original backup for them to be restored.

Restore empty folders

Select this option to restore empty folders.

Existing Files Options

The recommended setting is to not overwrite a file if it already exists on your computer. Other choices include only overwriting the file if the existing file is older or always overwriting the file.

Do not overwrite existing files

Upon restoration, files that already exist on your computer will not be overwritten by files from the backup

Overwrite existing files if they are older

Upon restoration, if a file is found to exist on your computer already, it will only be overwritten if the file on your computer is older than the one found in the backup.

Overwrite existing files

Upon restoration, if a file is found to already exist on your computer, it will always be overwritten.

Restore To

The default setting is to restore the file(s)to the original location they were backed up from.

Restore file to its original location

Upon restoration, all files will be restored to their original location.

Restore file(s) to an alternate location

Upon restoration, all files will be restored to an alternate location. This location can be specified by typing the path to the restoration directory in the text box or by selecting a directory by clicking on the "Browse" button that will appear to the left of the text box when the radio button is selected.

Restore Job Filters

Wildcards

Include Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Exclude Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Include Files with these Dates and Size

Under this section, you can create an include filter by selecting dates that files were last created, modified, or accessed or by their file size that you wish to ensure are included in your backup. This is helpful if you want to reduce the time or file size of a backup. You may want to exclude older files that are no longer accessed or larger files you have already backed up.

Exclude Files with these Attributes

Under this section, you can create an exclude filter based on the file attributes: "Read Only", "Hidden" and "System". For example, if you would to exclude System or Hidden files, check the appropriate box next to the attribute.

Restore Job Notification
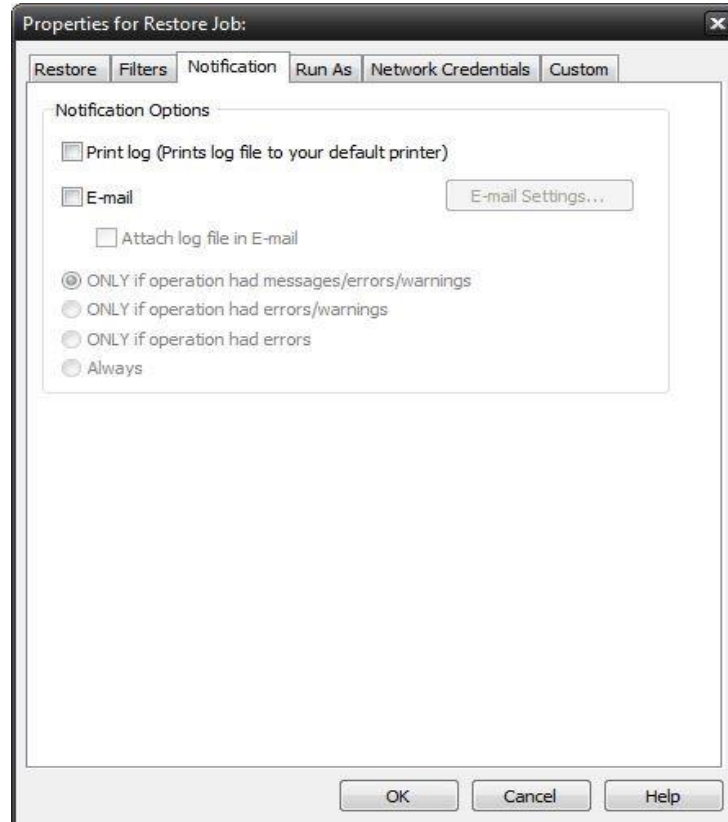
Notification Options

Email

Use this option to receive job notification in E-mail.

You have the option to allow the logs to be e-mailed to the specified email address. To utilize these settings, you must first configure the e-mail options by clicking on the "E-Mail Settings" button.
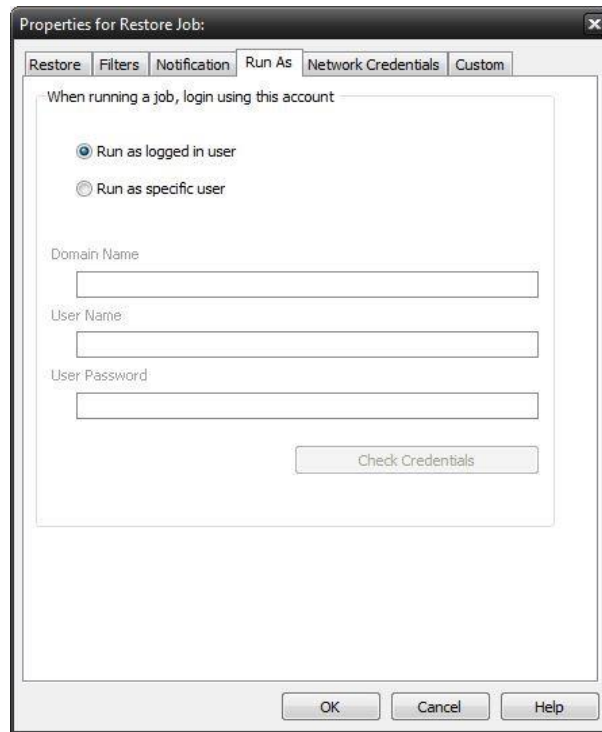
Print Log

Here, you have the option to print the log automatically to your default printer.

Notification Conditions

•ONLY if operation had messages/errors/warnings
•ONLY if operation had errors/warnings
•ONLY if operation had errors
•Always

Restore Job Run As

When running a job, login using this account

Run as logged in user:

      Run the job using the Windows login credentials in effect at that time.

Run as specific user:

      Run the job using the specified credentials.

      Domain Name: The domain name you are logging into.

      Run as User Name: The username you want the job to run as.

      Password: The password for the account you want the job to run as.

Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.

Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

Restore Job Network Credentials

This option may be used to access devices on the network which require different credentials than the defaults. You may use different credentials for this purpose than those set in the "Run As" Tab.

Restore Job Custom Commands

This feature enables a command to run before or after a restore job

To select which program or command you would like to run before or after the copy operation, simply browse to the program or command using the "Browse" button.

The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the restore job. Alternatively, a command can be issued at the end of the job to begin an anti-virus scan. Also one could issue a command to close a database at the beginning of a job and reopen it at the end of a job.

Logs Tab

From here, you can quickly determine the status of a Copy, Backup or Restore job that was performed.

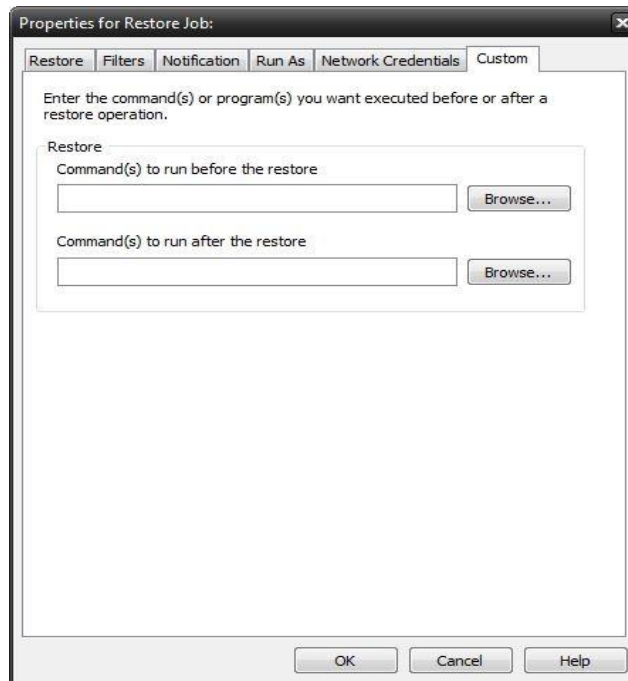| Operation	Job Name	Date/Time	Errors	Warnings	Files Selec...	Files Completed	Size Completed
Backup	Daily Backup	2/19/2016 7:31:17 PM	0	0	6	6	137.06 MB
Backup	Daily Backup	2/18/2016 7:31:17 PM	0	0	5	5	69.21 MB
Image Backup	My Backup	2/17/2016 9:00:00 PM	0	0	0	0	0 KB
Backup	Daily Backup	2/17/2016 7:31:17 PM	0	0	1729	1729	2.77 GB
Backup	DownloadsBU	2/17/2016 5:46:59 PM	0	0	0	0	0 KB
Backup	DownloadsBU	2/17/2016 5:41:13 PM	0	0	143	143	897.59 MB
Backup	Daily Backup	2/16/2016 7:31:17 PM	0	0	49	49	20.04 MB
Backup	Daily Backup	2/15/2016 7:31:17 PM	0	0	41	41	19.67 MB
Backup	Daily Backup	2/12/2016 7:31:17 PM	0	0	37	37	19.60 MB
Copy		2/12/2016 10:21:47 AM	0	0	6	6	5 KB
Backup	Daily Backup	2/12/2016 8:43:07 AM	0	0	29	29	18.85 MB
Backup	Daily Backup	2/9/2016 7:31:17 PM	0	0	28	28	18.85 MB
Backup	Daily Backup	2/8/2016 7:31:17 PM	0	0	22	22	18.66 MB
Backup	Daily Backup	2/5/2016 7:31:17 PM	0	0	20	20	18.62 MB
Backup	Daily Backup	2/4/2016 7:31:17 PM	0	0	20	20	18.62 MB
Image Backup	My Backup	2/3/2016 9:00:00 PM	0	0	0	0	0 KB
Backup	Daily Backup	2/3/2016 7:31:17 PM	0	0	1726	1726	2.75 GB
Backup	Daily Backup	2/2/2016 7:31:17 PM	0	0	14	14	69.81 MB
Backup	Daily Backup	2/1/2016 7:31:17 PM	0	0	8	8	841 KB
Backup	Daily Backup	1/29/2016 7:31:17 PM	0	0	6	6	814 KB
Backup	Daily Backup	1/28/2016 7:31:17 PM	0	0	5	5	777 KB
Image Backup	My Backup	1/27/2016 9:00:00 PM	0	0	0	0	0 KB
Backup	Daily Backup	1/27/2016 7:31:17 PM	0	0	1711	1711	2.75 GB
Backup	Daily Backup	1/26/2016 7:31:17 PM	0	0	12	12	820 KB
Backup	Daily Backup	1/25/2016 7:31:17 PM	0	0	10	10	773 KB
Image Backup	My Backup	1/24/2016 5:06:30 PM	0	0	0	0	0 KB
Backup	Daily Backup	1/22/2016 7:31:17 PM	0	0	6	6	688 KB
Backup	Daily Backup	1/21/2016 7:31:17 PM	0	0	6	6	688 KB
Image Backup	My Backup	1/20/2016 9:00:00 PM	0	0	0	0	0 KB
Backup	Daily Backup	1/20/2016 7:31:17 PM	0	0	1700	1700	2.75 GB

The columns in the summery view include:

Operation: Includes - Copy, Backup, Restore & Import.

You can quickly determine the status of the backup by the color-coded icon next to each operation:

⬤ Operation completed successfully

⬤ Operation completed, but had warnings

⬤ Operation had errors

Job Name: The name of the job for this log file

Date/Time: The Date & Time the specific job was run

Errors: The number of errors encountered after running the job

Warnings: The number of warnings encountered after running the job

Files Selected: The number of objects selected before running the job

Files Completed: The number of objects successfully completed after running the job

Size Completed: The total size of all objects successfully completed after running the job

🛈 You can quickly sort the logs view by clicking on the appropriate column heading at the top of the window

Note that Image jobs always show 0 Files and Size Completed, even for successfully executed backups

Button Functions:

Configure Reports

Click this button to use Summary Reports feature, which allows you to send an email message about the operations. See **SUMMARY REPORTS**

Delete Button

To delete a log file, simply select the log file and press the *Delete* button. To delete multiple log files, you may select more than one by using the Shift and/or Ctrl buttons on your keyboard to select the logs and pressing the Delete button.

View Button

To view the log file, select the log you would like to open and press the View button. Alternatively, you may also simply double-click the log file you want to view. For further details, see the Using the Logs section.

Viewing the Logs
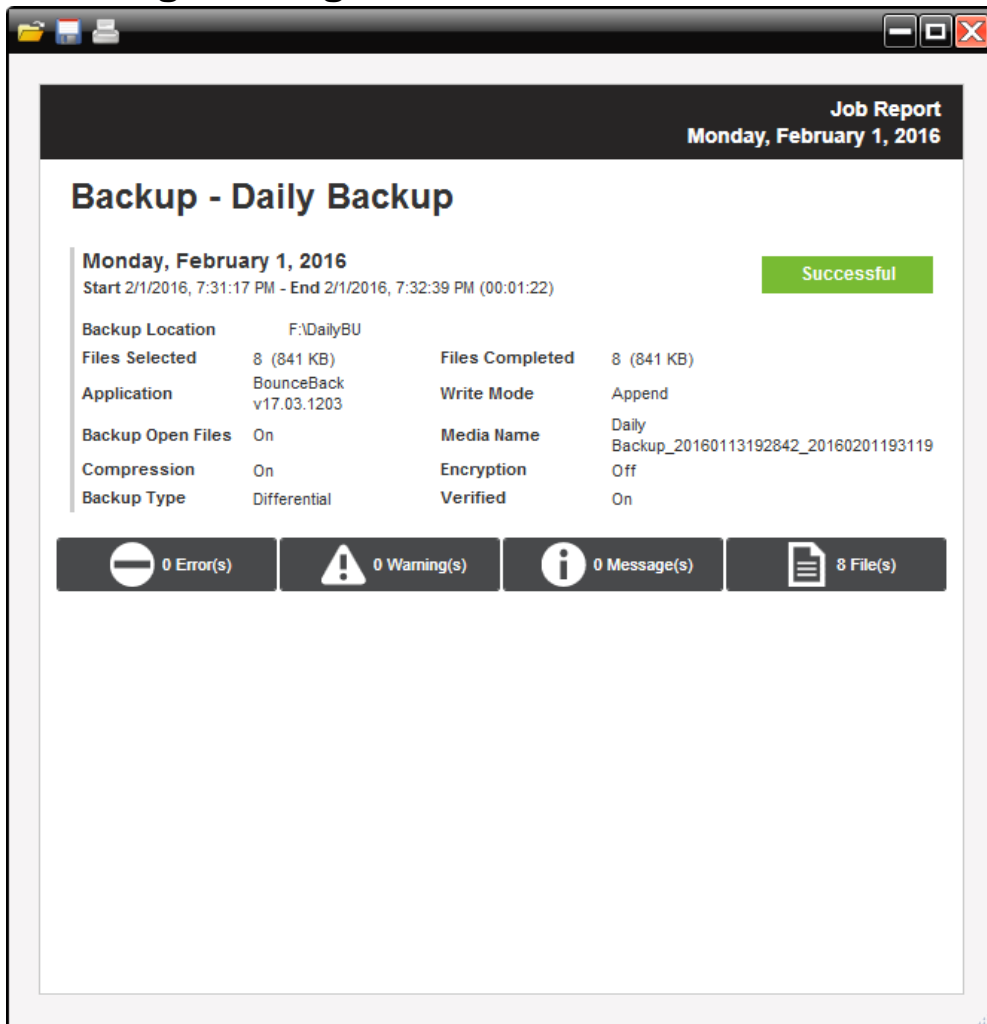
Job Summary section

The top half of the log viewer displays the job summary. This section lists settings which apply to the job and a summary of the job status. A disabled setting is marked with a red 'X', and an enabled setting is marked with a checkmark.

Events section

The bottom half of the log viewer displays the job events. There are four types of events: Error, Warning, Informational, and Files. Each type can be shown or hidden by clicking its associated button.

When the log is first opened, the file list is not displayed. To see the list, click the 'Files' button. Each file entry in the list can be expanded to display additional details about that file.

Saving as a file

Logs displayed in the viewer can be saved as either HTML or Text files.

Click the 'save' icon at the top left of the viewer window. Browse to the desired location to save the file. Enter the filename, select "HTML" or "TXT" file type, then click the 'Save' button.

Printing

Click the print icon at the top left of the viewer window to launch a print preview window displaying the html formatted log. Use page settings to adjust how the printed log will look. For example, the 'Print Background Colors and Images' option is disabled by default, but should be checked to print the log as shown. Access page settings by clicking the gear icon at the top of the print preview window.

The log viewer supports printing a file list of up to 500 entries. To print a log containing more than 500 file entries, you must click the 'files' button to hide the file list if it is currently displayed. To print a log containing over 500 file entries, save the log as a .txt file then use a text editor to open and print the file.

Opening a different log

After the log viewer is opened, click the 'open' icon at the top left of the viewer window to open a new log. This will display the 'open file' dialog. Browse to the log file to view, then click the 'open' button to view the log.

Summary Reports

Summary reports are scheduled reports which provide an aggregated view of recent jobs performed by BounceBack. Summary reports include information about backup jobs such as:

•When the job was performed

•When the job finished

•The destination of the data

•The job type

•Whether the job was scheduled or run manually

•The number of files selected for backup and the number of files completed

•The total size for the job once completed

Configure Reports

Global report options Scheduled time

The selected time is when any / all reports will be sent. If multiple reports are scheduled to be sent on a particular day, they will be sent individually.

SMTP Server settings

The SMTP server settings for all reports to be sent with.

Note: Summary Reports default to using the new BounceBack Alerts service.

Daily Reports

The daily report sends a report which summarizes the last 24 hours since the scheduled time.

Enable daily summary report

Check this box to enable or disable the daily summary report

To / CC addresses

Enter the e-mail addresses you wish to receive the report. Separate multiple addresses with a semicolon (;).

Print report with default printer

Print the report with the default printer (if available)

Weekly Reports

The weekly report sends a report which summarizes the last 7 days since the scheduled time.

Enable weekly summary report

Check this box to enable or disable the weekly summary report

To / CC addresses

Enter the e-mail addresses you wish to receive the report. Separate multiple addresses with a semicolon (;).

Day of week to send reports

Choose which day of the week the report is sent.

Print report with default printer

Print the report with the default printer (if available)

Monthly Reports

The monthly report sends a report which summarizes the last month since the scheduled time.

Note: If the current month does not have this date available, the report will process on the 1st of the next month.

Enable monthly summary report

Check this box to enable or disable the monthly summary report

To / CC addresses

Enter the e-mail addresses you wish to receive the report. Separate multiple addresses with a semicolon (;)

Print the report with the default printer (if available)

Schedule Tab

From this tab you are able to view, modify, add, run, and delete scheduled tasks.

Remember: You can quickly disable all schedules from running by unchecking the option - "Allow scheduled jobs to execute"
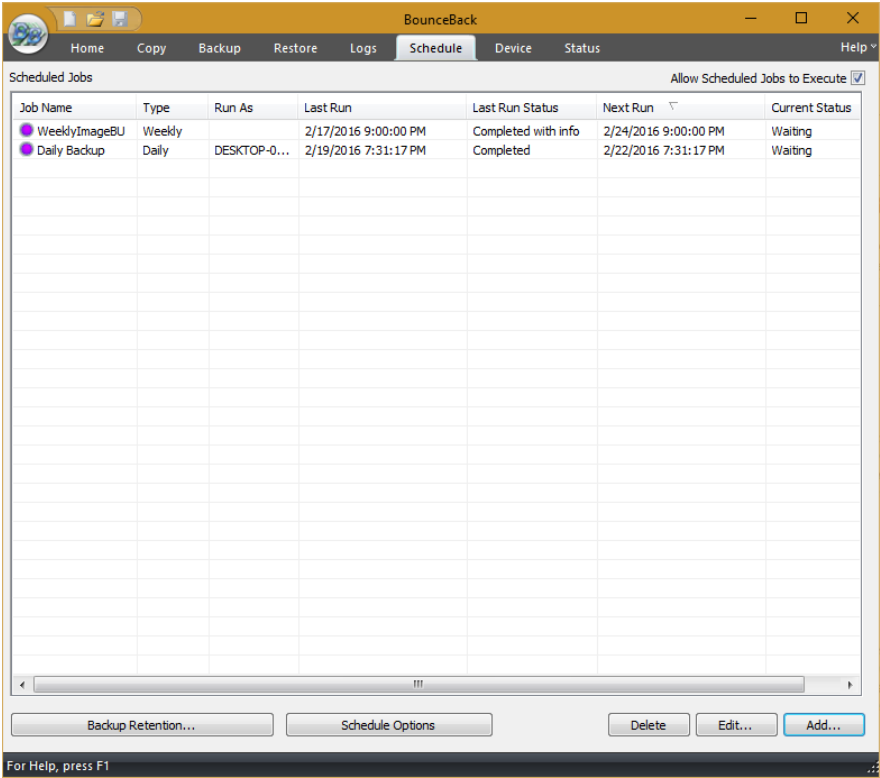
The initial view contains an overview of all scheduled jobs including the following columns:

Job Name: Job or Script Name

Type: The "Type" of schedule set - includes (One Time, Minute, Hourly, Daily, Weekly, Monthly)

Run As: Account used to run the job,

Last Run: When the job last ran

Last Run Status: The status the last time the job ran - includes:

> **Completed -** The scheduled job completed with no information (log)

> **Completed with info -** The scheduled job completed successfully and a log was generated

> **Completed with warnings** - The scheduled job completed but had warnings

> **Completed with errors** - The scheduled job completed but had errors Failed - The scheduled job failed to run

Next Run: When the job is scheduled to run again

Current Status:

> 🟣 Waiting - Schedule is waiting to run

⬤ Running - Schedule is running

⬤ Held - Schedule has been placed on hold

⬤ Error - Schedule will not run again until the error is corrected (Invalid Credentials, no media, no device available)

Right-Click Functions:

Right-clicking on any of the listed schedules displays a menu with the following functions:

New - Create a new schedule

Hold/Resume Schedule - Permits the selected schedule to be placed on hold or resumed if already held

Modify Schedule - Displays the schedule details so they can be viewed/modified

Modify Job - Displays the specific job details so they can be viewed/modified

Run Now. . - Runs the job associated with the selected schedule immediately

View Log - Displays the log details of the scheduled job the last time it was run

Delete - Deletes the selected schedule item from the list

Button Functions:

Delete Button

This button will allow you to delete the selected schedule item from the list, regardless of its status.

Edit Button

This button will allow you to edit the selected schedule item.

Add Button

This button will allow you to create new scheduled tasks.

Backup Retention Button

Click this button to display the screen which is used to define a backup retention job.

Backup Retention

The backup retention feature provides the ability to create jobs to control which backups should be kept. This is useful in cases where too many backups have accumulated, storage space is running too low or you wish to keep future backups within a specified range or condition.

Backup retention jobs also check for dependencies to ensure that no backup gets deleted if another backup depends on it in order to be restored as expected. For example, an incremental backup will not be deleted if an older related incremental backup remains. Also if a backup was split out to multiple files, that backup sequence will maintain its integrity by not allowing any member of that sequence to be deleted as long as others remain.

A backup retention job may be run on demand or scheduled to run automatically. To access this feature, click the schedule menu item, then click the "Backup Retention" button.

Settings contained in the basic and advanced tabs are explained in separate topics, while those common to the main screen are explained here.

Job Name

This field displays the current backup retention job script and location. If you wish to schedule a backup retention job, you will need to specify the script as it would be displayed here.

Run Now Button

Click this button to run the backup retention job using the current settings. This will also save the settings to the job script as shown in the job name field.

New Button

Click this button to open a dialog to specify a name for a new backup retention job. The new job script will have all default settings, which may then be edited and saved to the same name or to a different name.

Open Button

Click this button to open a dialog to select an existing backup retention job. This will load the job settings and set it as the current backup retention job script.

Save... Button

Click this button to open a dialog to save the settings to the current backup retention job script. You can save to the current job script name or save to a different name if preferred.

Cancel Button

Click this button to close the backup retention screen without saving any changes.

Backup Retention Basic Tab
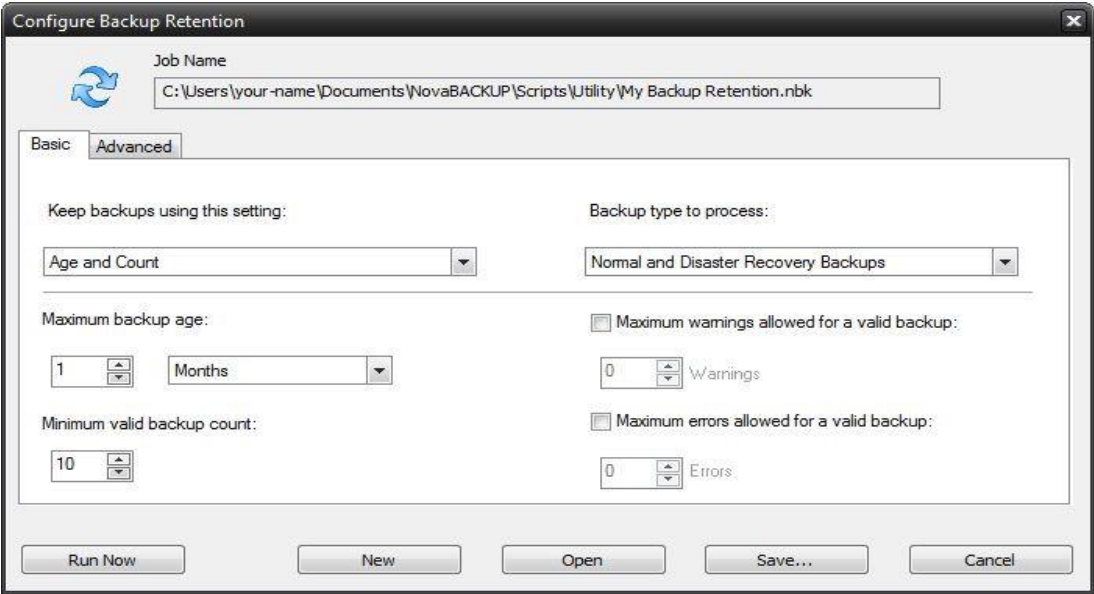
Keep backups using this setting: Age

Keep backups fora specified minimum amount of time.

Count

Keep a specified minimum number of backups.

Age and Count

Keep backups fora specified minimum amount of time after the minimum required count is reached.

Backup type to process:

Normal Backup

The standard backup type which is based on file selection, also known simply as file backup.

Disaster Recovery Backup

The Disaster Recovery backup type, also known as image backup.

Normal and Disaster Recovery Backups

Both the Normal and Disaster Recovery backups are processed. This is the same process as each type of job were run separately with all settings applied to each type of backup separately.

Minimum backup age:

This setting specifies the age when keeping backups based on a minimum age.

Minimum valid backup count:

This setting specifies the count when keeping backups based on a minimum count.

Maximum warnings allowed for a valid backup:

If this is checked, a backup will be counted as valid only if it has the set number of warnings or less.

Maximum errors allowed for a valid backup:

If this is checked, a backup will be counted as valid only if it has the set number of errors or less.

Backup Retention Advanced Tab
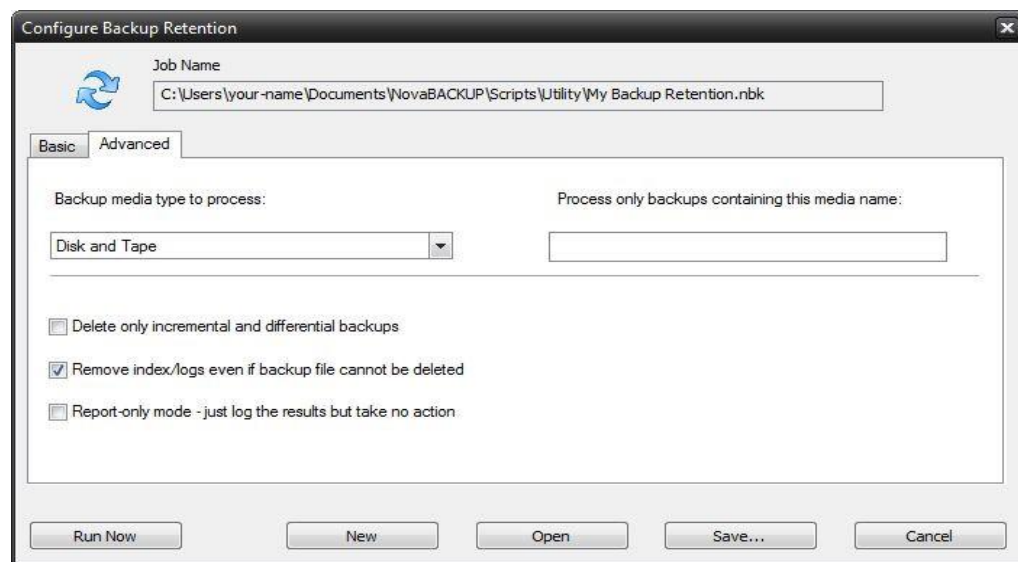
Backup media type to process:

Disk

Process only backups that have been saved to disk or network.

Tape

Process only backups that have been saved to tape.

Disk and Tape

Process backups that have been saved to disk, network or tape.

Process only backups containing this media name:

For normal backup types, limit the backup retention process to media containing the name specified. For disaster recovery backup types, limit the backup retention process to backups with filenames containing the name specified. Just leave this setting blank to process backups of any name.

Delete only incremental and differential backups

If this is checked, only incremental and differential backups are allowed to be deleted. This will avoid the removal of any full or snapshot backup types.

Remove index/logs even if backup file cannot be deleted

If this is checked, related content gets removed only if the backup was deleted successfully. Related content includes indexes used to list the backup and its log entries as well as actual log files. Note that this setting does not apply to tape backup, because only disk or network backups can be deleted.

Report only mode: just log the results but take no action

If this is checked, only the results of a retention job are logged, with no changes to the state of any backups. This is similar to a print preview without actually printing.

Device Tab

The Device Tab shows a list of all available storage devices jobs can be configured to utilize. In from this tab, you're able to add, modify and delete devices
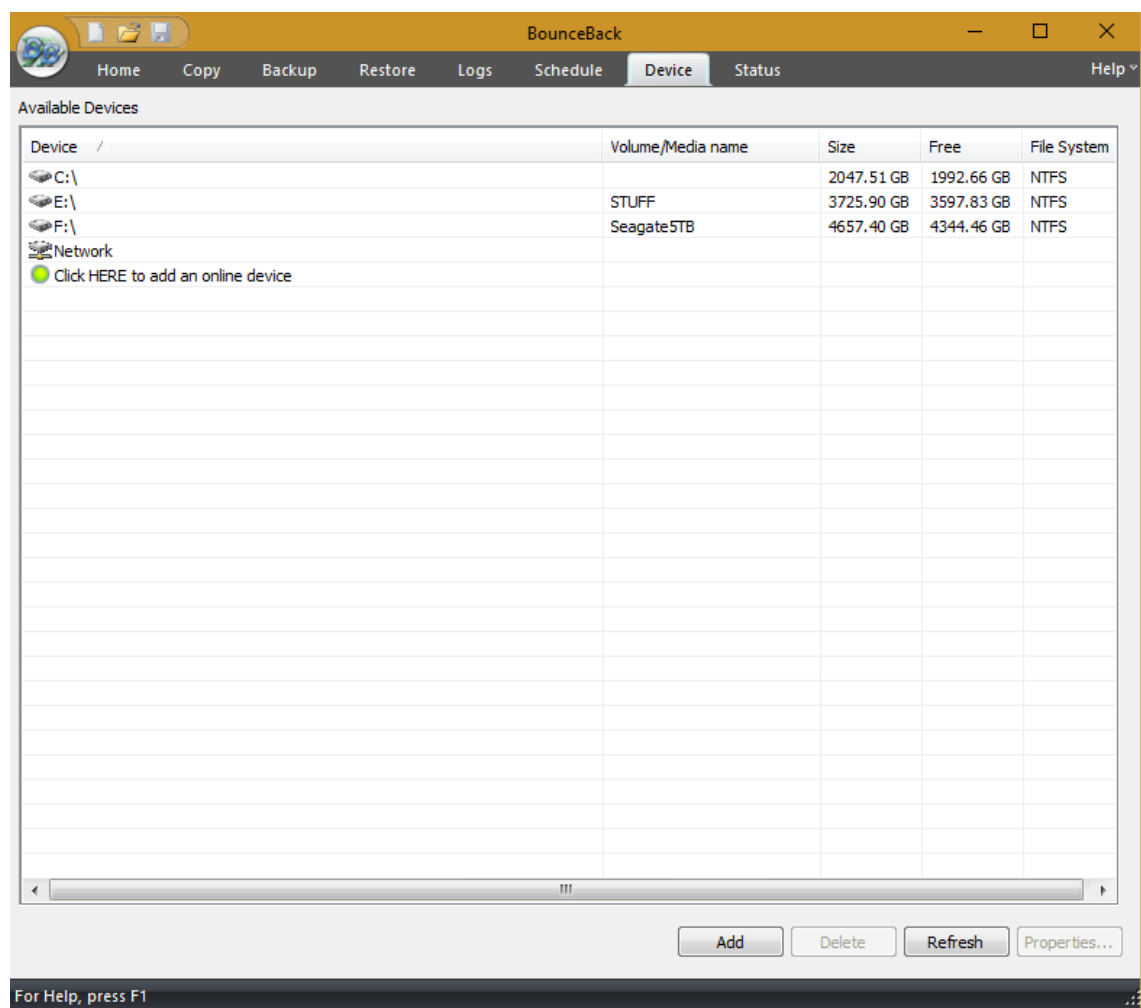
The initial view contains an overview of all devices including the following columns:

      Device - The name of the device

Volume (Media) - The name of the volume (Disk, Removable Disk) or media name (Tape)

Size - Total size of the device or media

Free - Total available size of the device or media

File System - Type of file system (NTFS, UDF, FAT32, FAT, etc.)

Right-Click Functions:

Right-clicking on any of the listed devices displays a menu with functions appropriate to the device:

Hard Drive, Removable Hard Drives, Networked Drives & Tape:

Import - Allows you to import backup jobs that are not in the current BounceBack database

Removable Hard Drives & Tape Devices:

Eject Media - Eject the currently inserted media

Quick Erase Media - Performs a quick erase (header information is erased, but data remains) Full Erase Media - All data is erased from media

Internet and Network storage devices:

Delete Device - Deletes the currently selected Internet device

Properties - List the properties associated with the selected device

Button Functions

"Add" Button (Only applies to Internet and Network Devices) Launches the Internet and Network Device dialog.

"Delete" Button (Only applies to Internet and Network devices) Deletes the currently highlighted Internet device from the list.

"**Refresh**" **Button** Refreshes the device view to include newly added or connected devices.

"Properties" Button (Only applies to Internet and Network devices) Displays the properties of the highlighted Internet and Network devices. You can also display the device properties by double-clicking on the device in the list.

Status Tab

From here, you can quickly determine the status of a currently running job
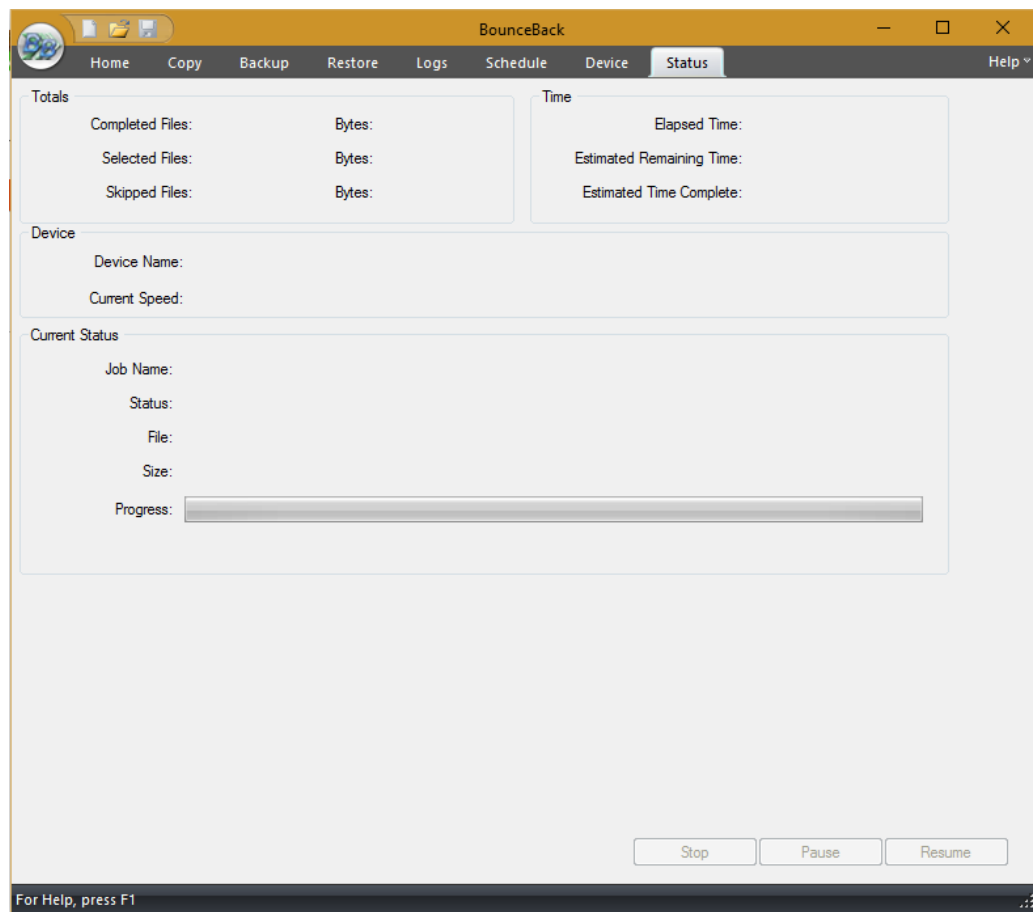
The status view includes the following sections and items:

Totals

Completed Files/Bytes - The number of files and bytes successfully completed

Selected Files/Bytes -The total number of files and bytes selected by the job

Skipped Files/Bytes - The number of files and bytes that were skipped while running the job

Time

Elapsed Time: Hours: Minutes: Seconds representing the total amount of time the current job has been running

Estimated Remaining Time: Hours: Minutes: Seconds representing the estimated time remaining for the current job to complete (This figure is an estimate only -actual time may vary)

Estimated Time Completed: Date/Time representing the estimated completion time of the current job (This figure is an estimate only -actual time may vary)

Device

Device Name: The name of the device/media used for the currently running job

Current Speed: The speed (throughput)of the data being transferred for the currently running job

Current Status

Status: Status of the currently running or completed job

File: The file currently being transferred

Size: The size of the file currently being transferred

Progress: The progress bar representing the percentage completed of the currently running job (This is an approximate indication of job completion. Actual percentage may vary).

Button Functions

"Stop" Button - Stops the currently running job

"Pause" Button - Pauses the currently running job -Job remains active

"Resume" Button -Resumes the previously paused job

Schedule Options

Schedule Options appear by pressing the Schedule Button from the Copy or Backup tabs.

Job Name

> This allows you to select the job that you would like to run. Click on the "Browse…" button next to the text box to see a list of all saved backup and copy scripts.

Type of Schedule

> This drop-down list allows you to select whether you want the backup script to run once, hourly, daily, weekly, or monthly.

First Run

> Here, you may select the date on which you would like the scheduled backup to start. The default date that is selected is the current date as indicated by your computer. However, you may manually input a desired date or you can click on the "down" arrow next to the date. Doing so will give you a calendar view of the current month, see illustration.

The red square indicates the current date. The solid square indicates the date that the scheduled backup is set to start on. To select a different day to start, simply click on the desired date. To see a calendar view of the previous or subsequent months, simply click on the left and right arrows, respectively.

To quickly change the year, rather than going forward month by month, simply click on the year in the blue bar on the top of the calendar view and then scroll up and down using the arrow buttons that appear to the right of the date. To quickly select a desired month without scrolling through them, click on the current month in the blue bar and select the desired month from the list that appears.

Start Time

Using this area of the schedule will allow you to designate the time at which the job should occur. You can change the time using a number of different ways. After selecting the desired item to change, (the hour, the minutes, or time of day), you may use the up and down arrows to the right of the time to scroll the time up or down, respectively. You may also use the up and down arrows on the keyboard to do so or you may simply input the time using the number pad on your keyboard as well. The time of day, AM or PM, may be changed in the same manner, using the up and down arrows or by using the "A" and "P" keys on your keyboard.

When running a job, login using this account

Run as logged in user:

Run the job using the Windows login credentials in effect at that time.

Run as specific user:

Permits you to set the default system/domain account to be used for new jobs.

Domain Name: The domain name you are logging into.

Run as User Name: The username you want the job to run as.

Password: The password for the account you want the job to run as.

Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.

Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

OK: After completing the setup of a scheduled job, you must press "OK" in order to complete the process.

Cancel: If you would like to exit the scheduler without setting the schedule, click on the "Cancel" to revert back to the main user interface.

Image Backup (Disaster Recovery) Job Type

Introduction

Image Backup and Restore provides a powerful disaster recovery solution based on disk image backup. Simply select the whole disk or disk volume you wish to backup. This creates a disk image backup which is more detailed than file level backup, providing a true disaster recovery solution, enabling recovery of the operating system, installed applications and all user data. Then for recovery, you can restore the drive volume (by letter) or entire disk or even restore to a new disk in case of a hardware failure.

Backups can be stored on local or network locations, with popular backup options available. Restores may also select from backups stored on local or network locations, with optional output conversions available.

To complete the disaster recovery solution, use the Boot Disc feature to create a bootable CD/DVD or flash disk. This provides the ability to start your computer if you are unable to boot normally due to a disk or program failure.

You will need about 5 GB of free disk space to complete this process.
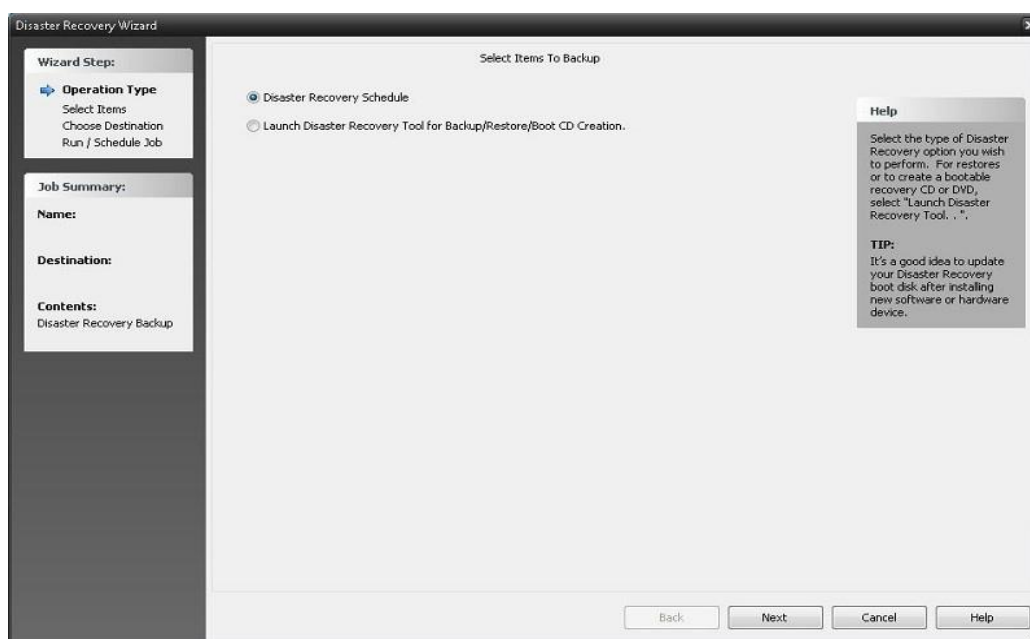
Options:

> **Disaster Recovery Schedule:** Setup a disaster recovery job to be scheduled to run at a later time

> **Launch Disaster Recovery Tool:** Launches the disaster recovery application.

Disaster Recovery Schedule

Use this scheduler to define Image Backup Jobs that you will want to perform on a periodic basis.
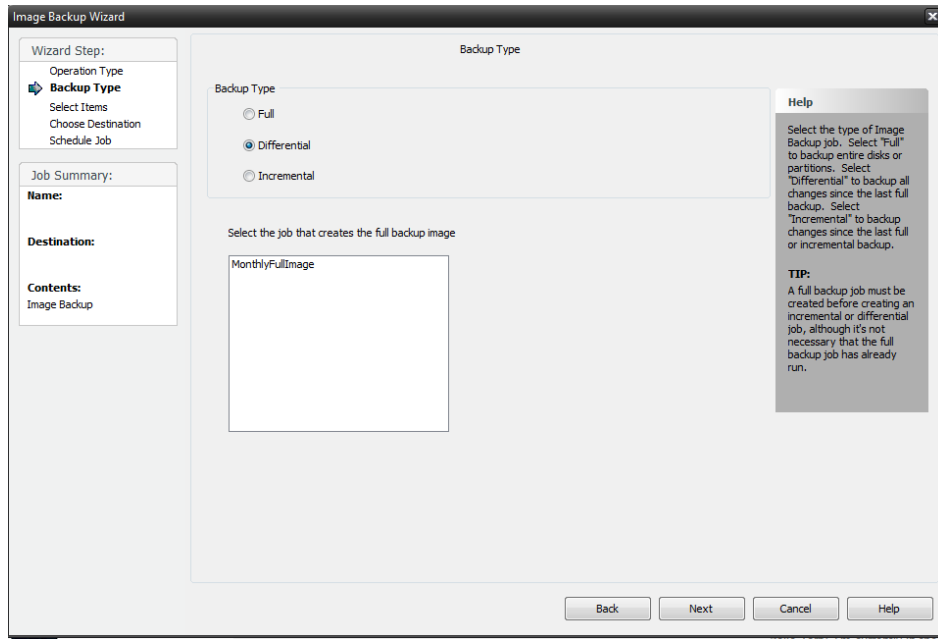
Backup Type Choices:

Full – Create Full Image Backup of the selected volume (disk)

Differential – Make an Image Backup of everything that changed since the last Full Image Backup

Incremental – Make an Image Backup of all changes since the last Full/Incremental Backup.

If you select Differential or Incremental, you will have to select a Full Image Backup which is used to select the base backup for reference when creating the new backup.

.

Choose Destination
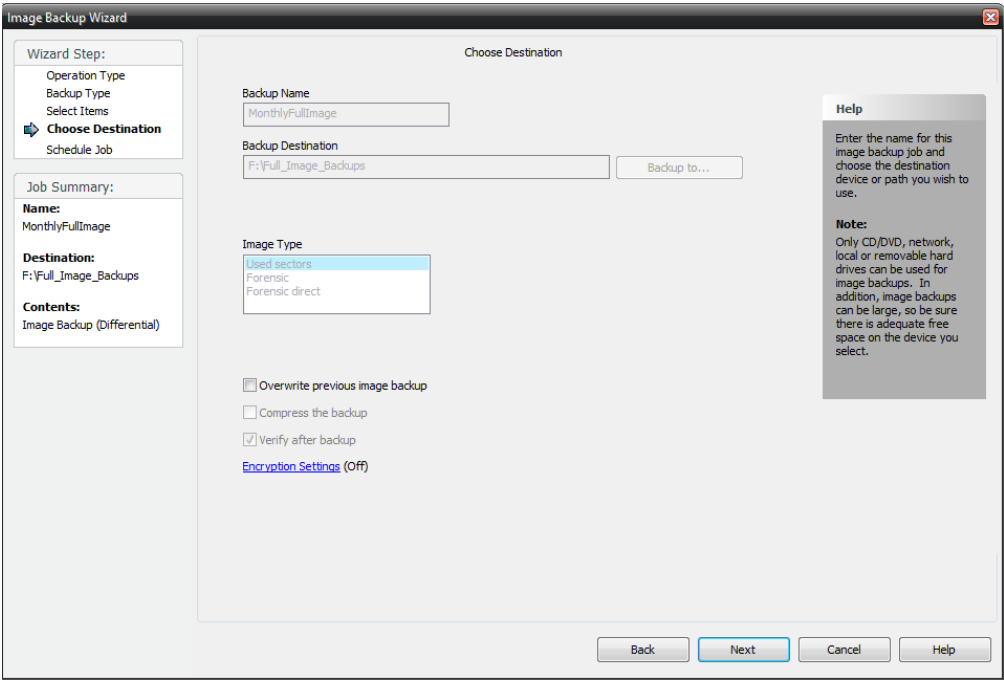
If you chose Differential or Incremental, your destination is locked to the location of the Full backup they are related to.

For Full Backups, select the backup name and destination.

The Next Button will take you to the SCHEDULE OPTIONS after which select Finish

Launch Image Backup Tool for Backup/Restore/Boot CD Creation
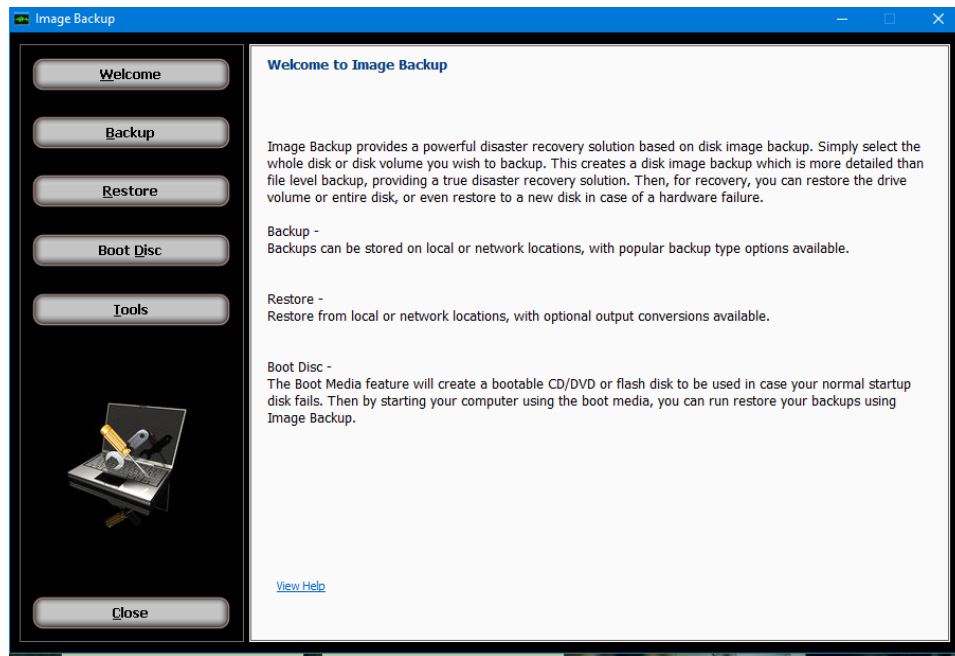
Button Selections:

Backup – Create an Image Backup to execute right now.

Restore – Recover data from an image backup

Boot Disk – Create a Boot CD/DVD or Flash Drive to boot from in case of an emergency

Tools – Allows you to look at image backups and recover single files, directories and other functions

Image Backup
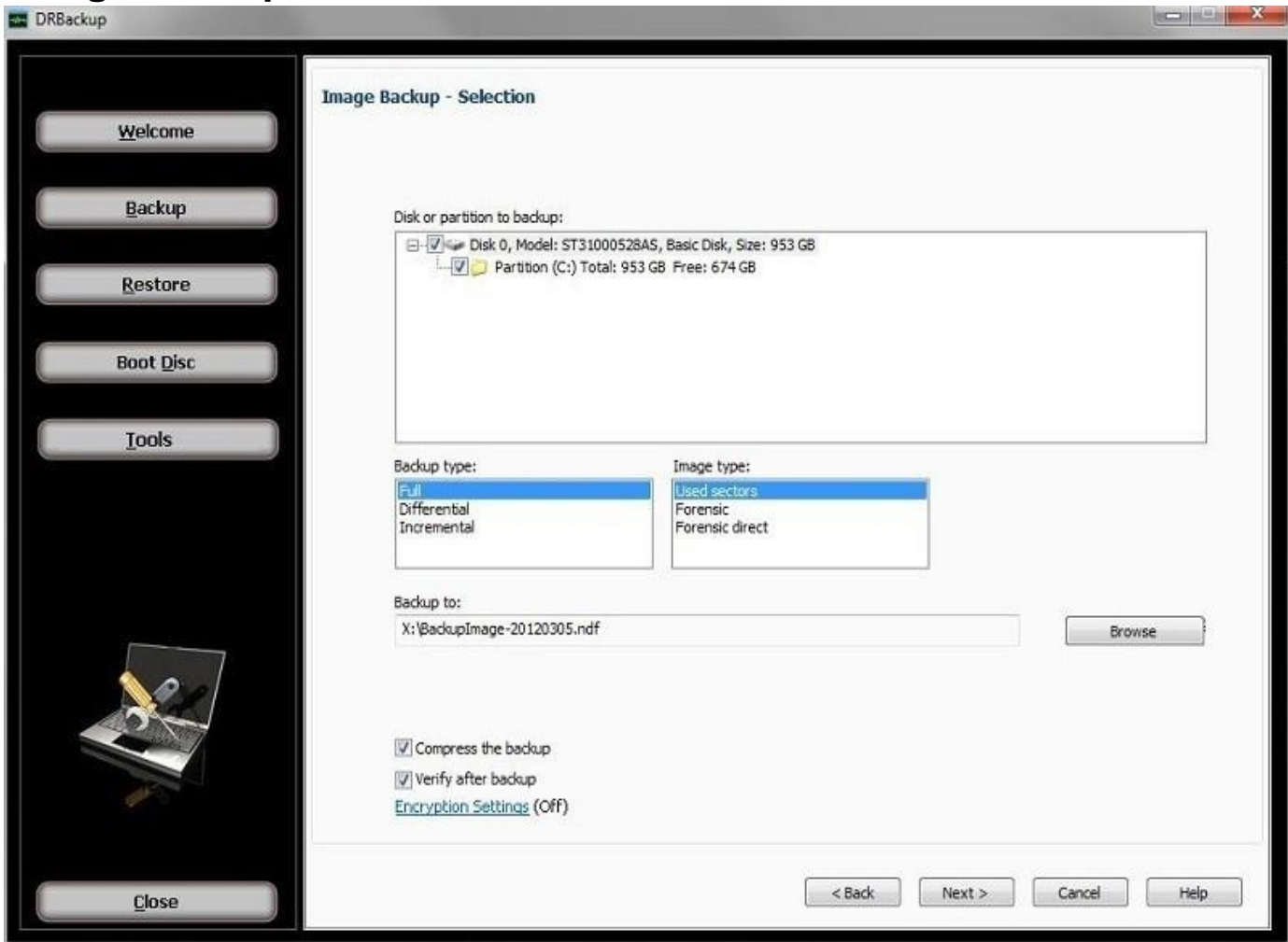
Use this screen to select disk volumes or entire disks for backup to a local disk or network location.

Disk or partition to backup:

Use the checkboxes to select the items you wish to backup.

Backup to:

Use the browse button to choose a location and filename to store your backup. You can navigate to the location desired or type a path into the edit box to obtain the same result. Additionally, any configured network devices may be selected as the destination path for users running Windows 7 or later. Network device definitions may be added from the Device Tab in the main backup application.

Previous backup:

This is only shown if you have selected differential or incremental backup types. It is used to select the base backup for reference when creating the new backup.

Backup options:

Use compression:

> Set this check box to use compression when backing up. This results in a smaller output file but may increase the time required to complete the backup.

Verify after backup

> The files that are backed up will be verified to make sure that they were written correctly. Selecting this option will increase backup time. This setting is selected by default.

Encryption settings

> Click 'Encryption settings' to set backup encryption on or off. Encryption provides enhanced security by storing the backup data in a secure format. You may choose the encryption type as None (off), or one of encryption types AES 128, AES 192 or AES 256 (On). A secret key must also be entered, which is similar to creating a password.

> IMPORTANT: You will be prompted to enter the secret key to restore an encrypted backup. The restore will not be permitted unless the correct secret key is entered.

Backup type:

> **Full** -A backup which does not rely on other backups to complete a single restorable backup.

> **Differential** -A backup of the differences from the previously completed full backup which you select.

> **Incremental** -A backup of the differences from the previously completed differential or incremental backup which you select.

Image type:

> **Used Sector** -Only save disk space that is being used.

> **Forensic** -Save all disk space even if it is not being used.

> **Forensic Direct**-A forensic image type suited to disks using encryption.

Image Backup - Process
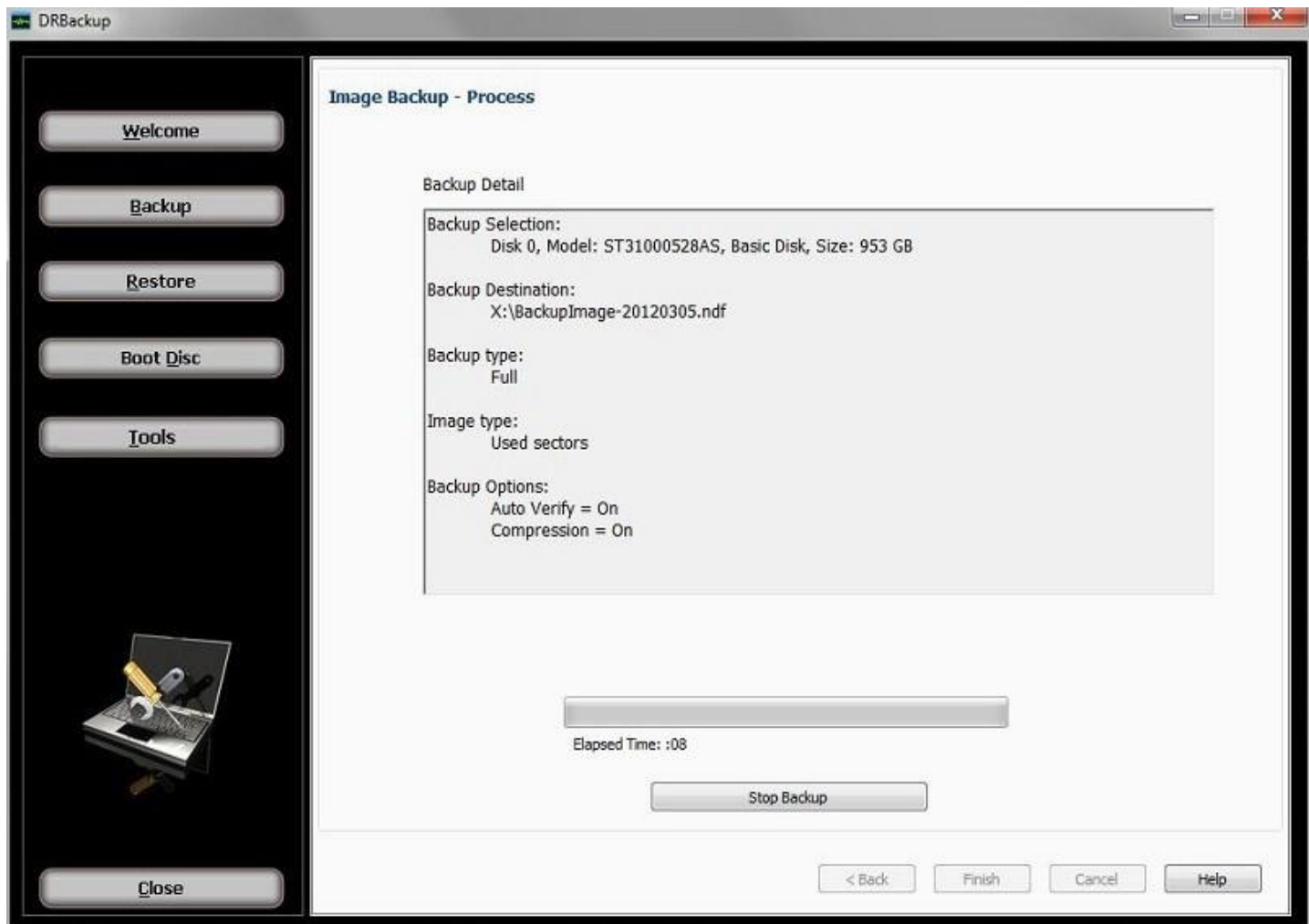
This final step is used to start the backup job based on selections and options set in the previous screen.

The summary of all backup selections and options are displayed to confirm your choices. You can change any option by clicking the back button. Once changes are complete, click the next button to return to this screen.

Click the **Finish** button to start the backup. A progress bar appears during the process with the option to stop the backup if you wish to cancel.

When the process completes, a final status message is shown to indicate success or errors. More information about the job can be found using the main backup application 'Logs' Tab.

Image Restore
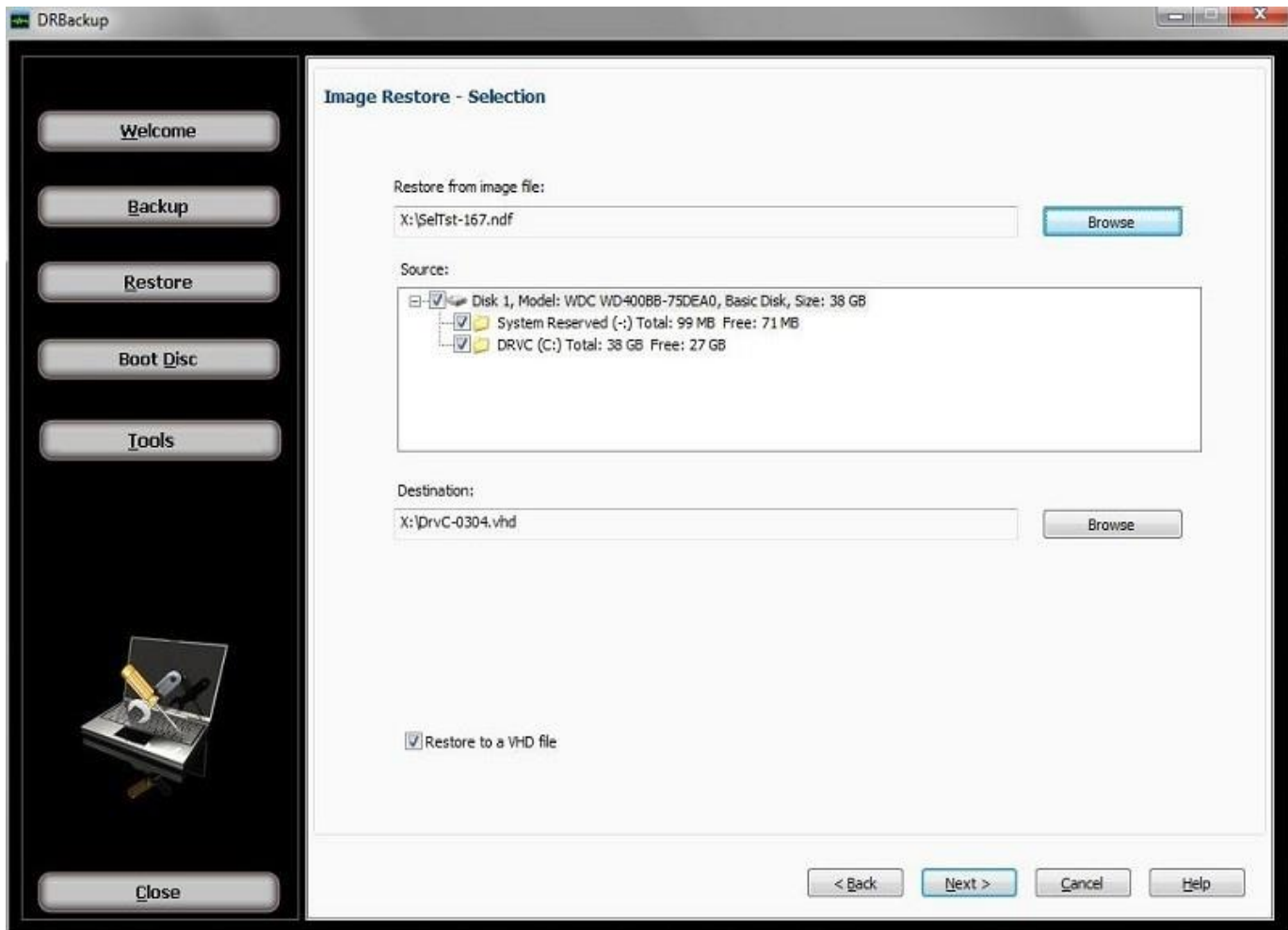
Use this screen to select disk volumes or entire disks from backup files stored on a local disk or network location.

Normal data recovery requires no special options, only source and destination choices. First choose the backup file and from that backup select the item you wish to recover. Then in the destination list of existing disks, select the item to restore from the selected backup item.

Restore from image file:

> This is the first choice available before any other options are shown. Use the browse button to the locate the desired backup. After confirming the selected backup file, the source list will show the backup content.

Destination: (drive list)

> This list shows existing drives and volumes available to restore from the selected backup item. This list will not appear when selecting the VHD output option. **Destination: (file name)**

> This is used to specify the output file when selecting VHD output option. Use the browse button to select a location and file name for the output file.

Restore options:

Restore to a VHD file -Using the selections in the backup image, create an output file instead of restoring to another disk. The output file is created using the specified name and location and converted to a Microsoft mountable VHD format. Note that only a used sector backup can be used to create a VHD output file which will mount successfully.

Machine independent restore -Use this feature to restore an image containing the system partition onto another computer with different hardware. Note that only a volume (or partition) may be selected from the backup to perform this type of restore, and the destination must not be the current active partition.

Image Restore - Process
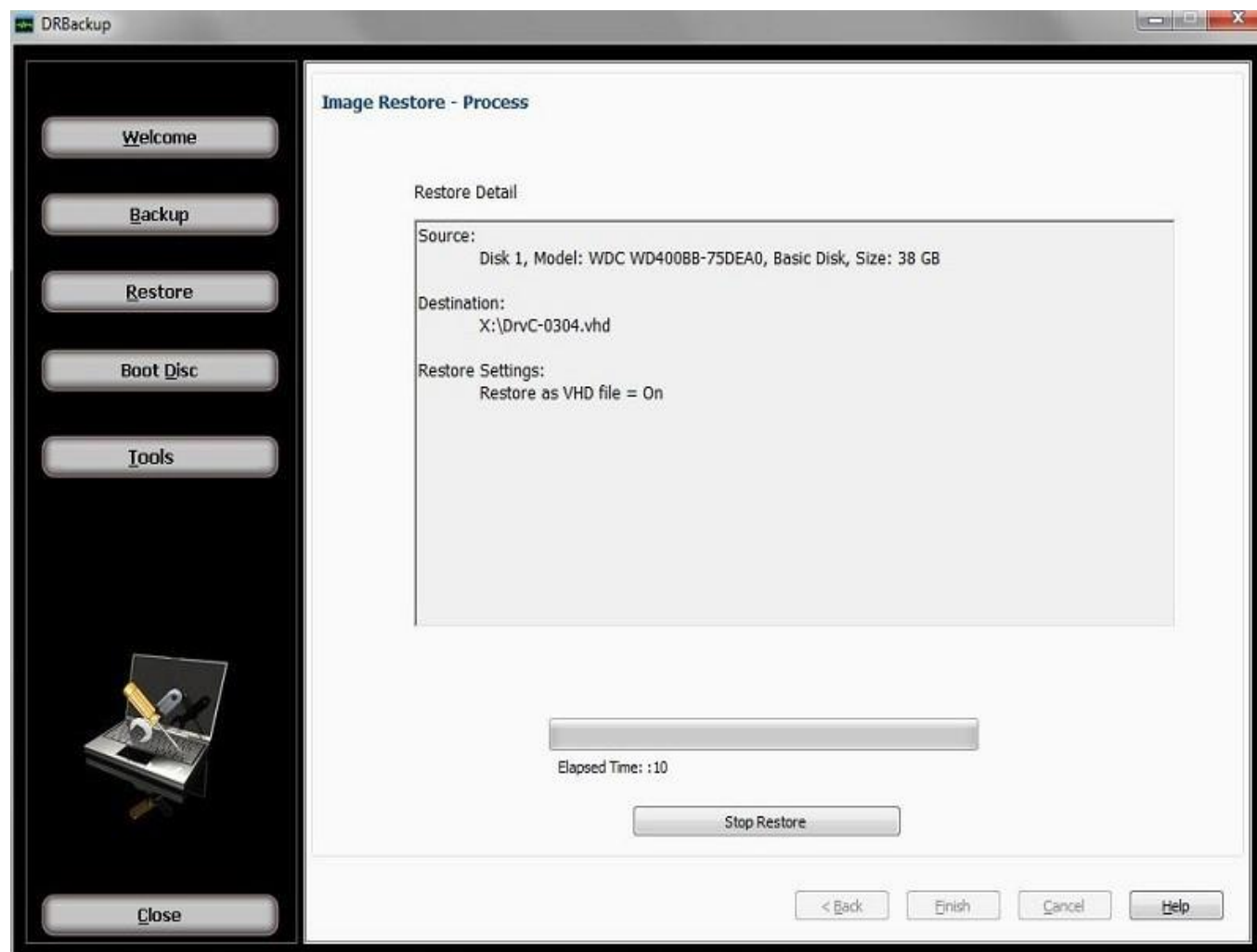
This final step is used to start the restore job based on your selections and options set in the previous screen.

The summary of all restore selection and options are displayed to confirm your choices. You can change any option by clicking the back button. Once changes are complete, click the next button to return to this screen.

Click the finish button to start the restore. A progress bar appears during the process with the option to stop the restore if you wish to cancel.

When the process completes, a final status message is shown to indicate success or errors. More information about the job can be found using the main backup application 'Logs' menu item.

Boot Disc - Introduction and Selection
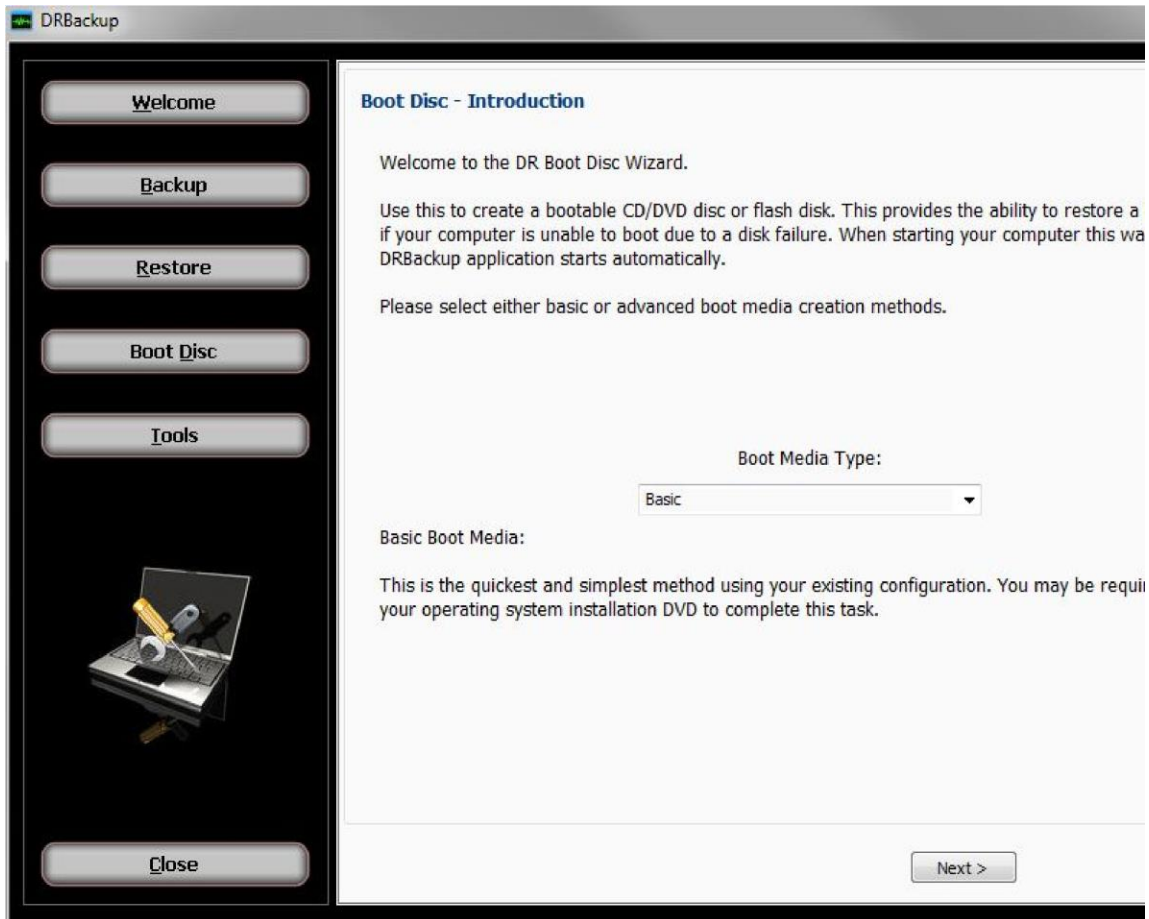
Boot Disc - Introduction and boot disc creation type selection

The Boot Disc Introduction screen is also used to select the type of boot disc method you prefer. In most cases the Simple (Basic) type is preferred since there are no additional components required to download.

However, for those users running configurations that require special handling such as special device drivers included in the boot disc, the advanced type may be needed to create a boot disc capable of starting the system successfully.

Advanced

Boot Disc - Install Windows components (advanced mode only)

Downloaded Windows AIK file:

First step is to Download the Windows ADK installer from a Microsoft website. Click on the Go to Download Site button and remember where you downloaded to.

 The Microsoft Windows Automated Installation Kit (AIK)is downloaded as a CD/DVD image file. Use the browse button to locate the file which was downloaded in the previous step. The location and name of the file is needed so that the Windows AIK installation DVD can be created.
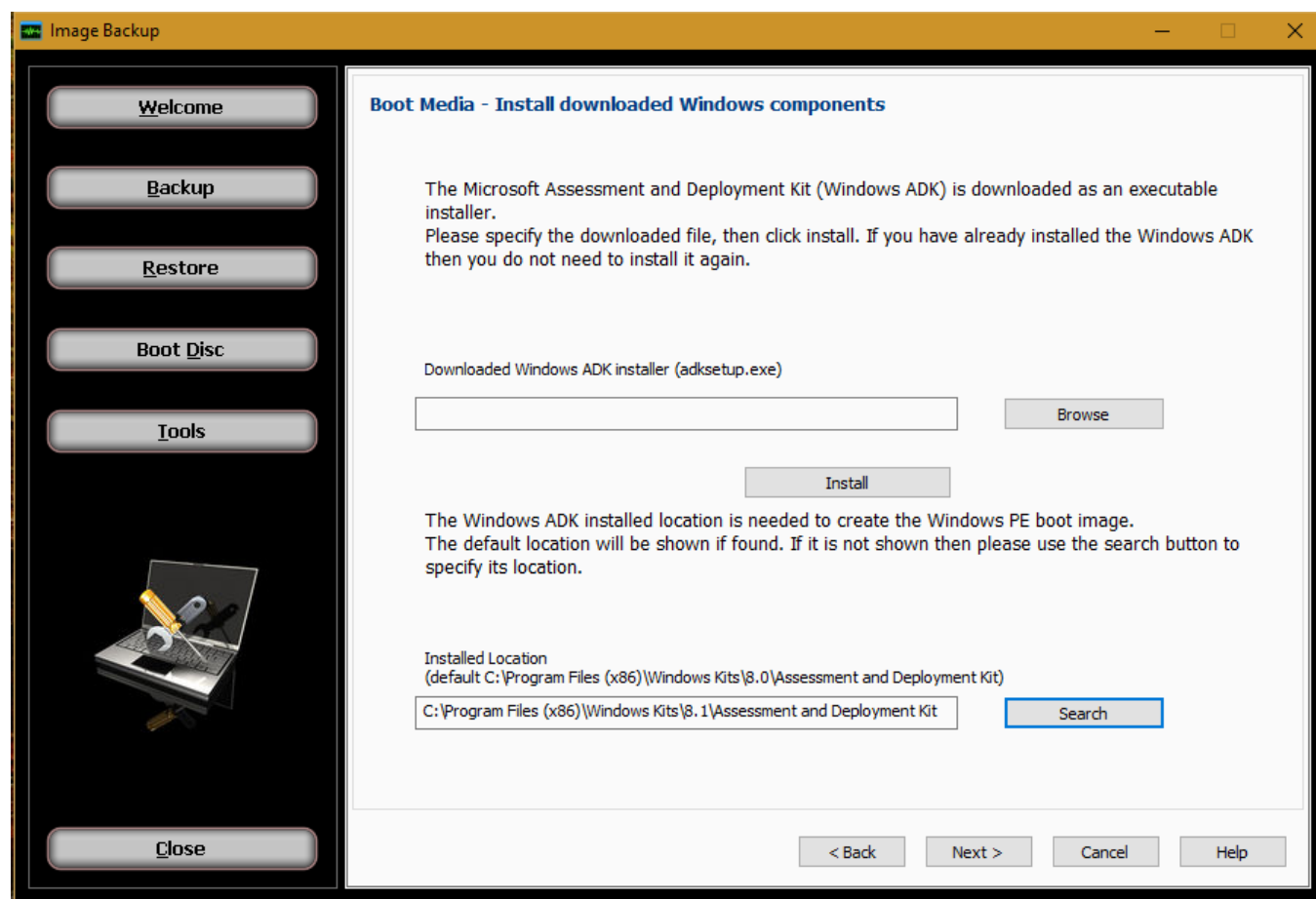
Note: The latest Kit is numbered 8.1; this will work with Windows Vista to Windows 10.

Browse to the location where you saved the Windows ADK file using the Browse button at top

Click on the Install button. This installs the ADK onto your system.

Install button:

With the downloaded Windows AIK file location showing above, click the install button. If you have already installed the Windows AIK then you do not need to install it again.

When clicking the install button, another screen appears:
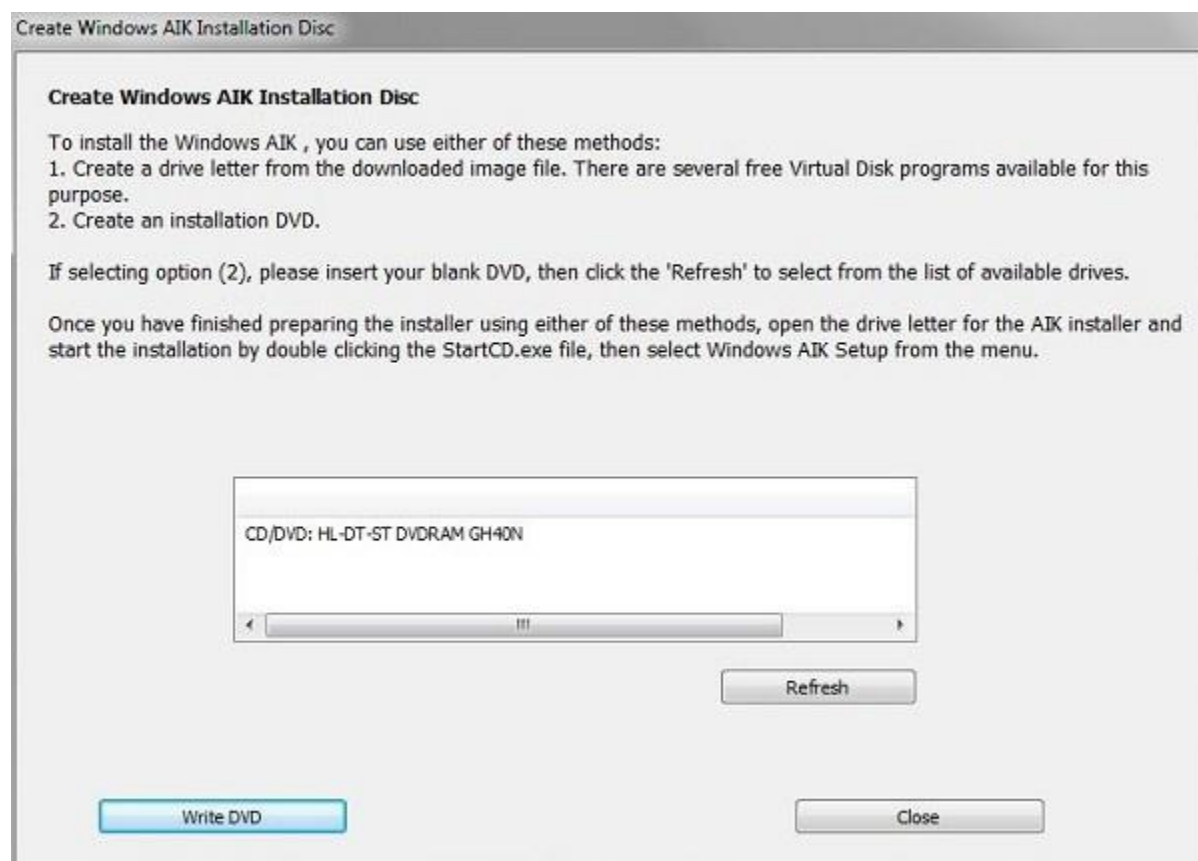
Create Windows AIK Installation Disc:

To install the Windows AIK program, you can use either of these methods:

1. Create a drive letter from the downloaded Windows AIK installation file. There are several free Virtual Disk programs available for this purpose.
2. Create an installation DVD.

If selecting option (2), please insert your blank DVD into a writable DVD drive, then click the Refresh button to select the listed drive to use to create the installation DVD. Once you have made that selection, click the Write DVD button and wait for the process to complete.

Once you have finished preparing the installer using either of these methods, open the drive letter for the AIK installer and start the installation by double clicking the StartCD.exe file, then select Windows AIK Setup from the menu.

Installed Windows AIK location:

Once the Windows AIK has been installed, its location is needed to run the steps required to create boot image file based on the Windows PE operating system. The default location will be shown if found. If it is not shown, then please use the search button to specify the folder where it has been installed.
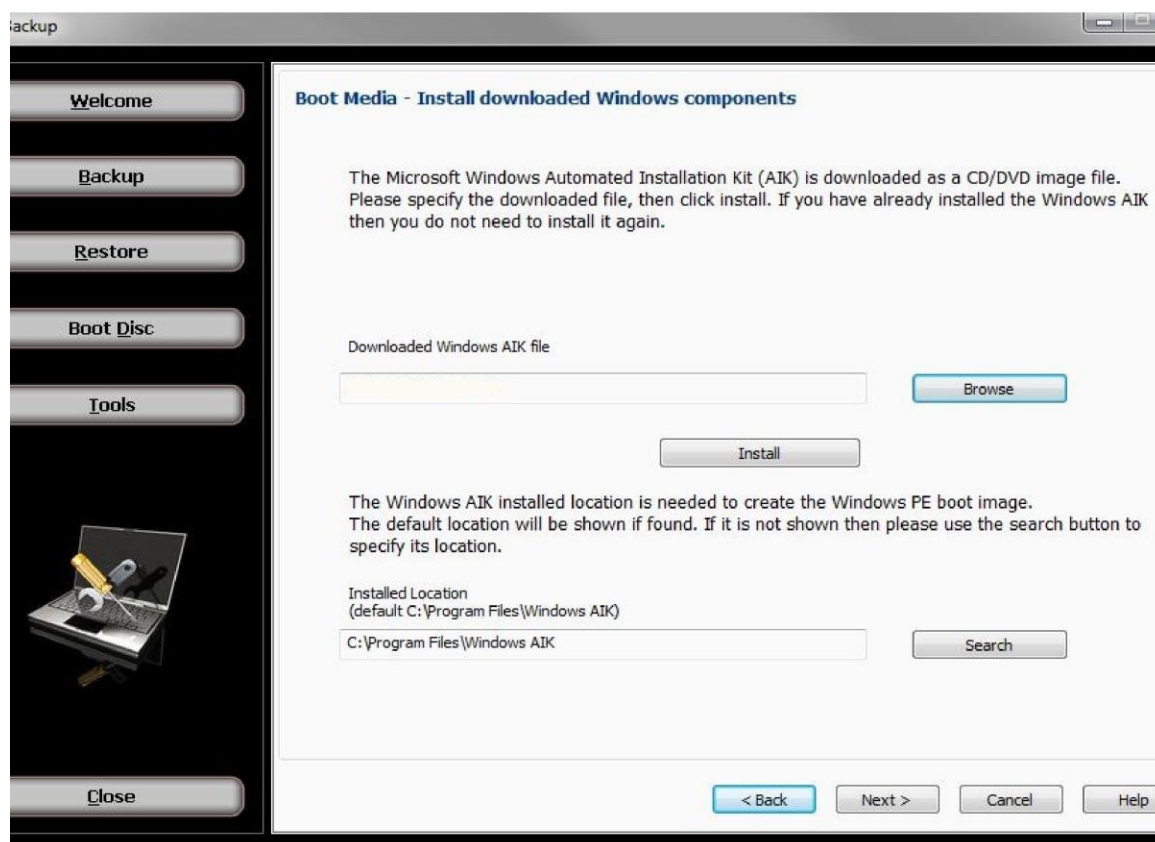
The Installed Location may or may not find your Assessment and Deployment Kit. If not found, it is because of a version number difference. Use the Search button to locate the Assessment and Deployment Kit directory by following the example on the screen, with the corrected version number (for example "8.1" vs "8.0"). The typical location for a Windows 7 and newer system is:
C:\Program Files (x86)\Windows Kits\8.1\Assessment and Deployment Kit
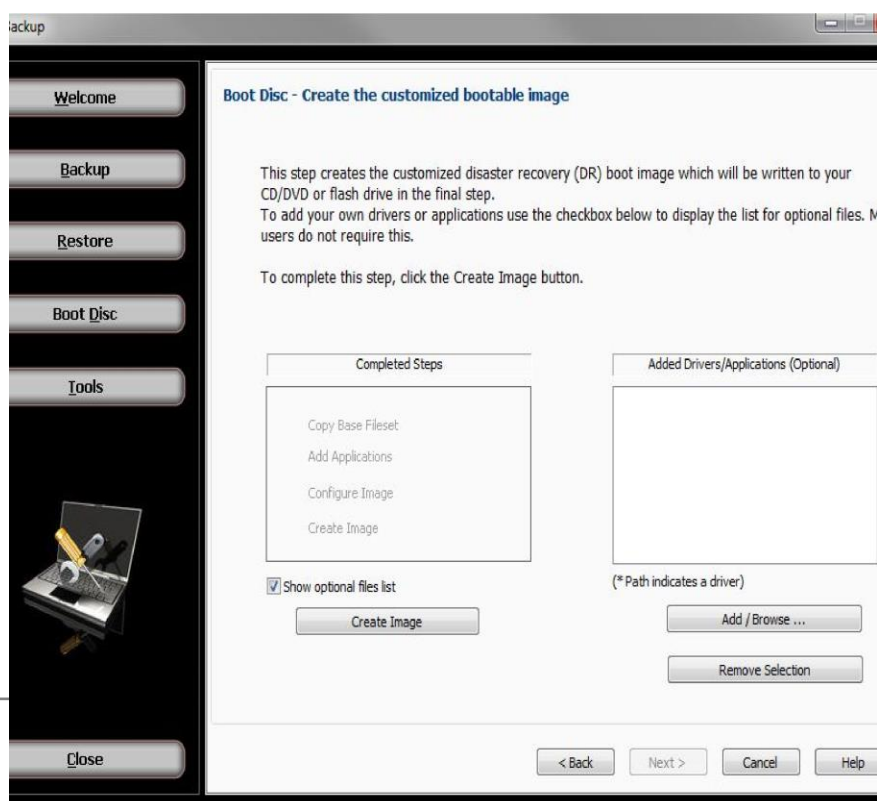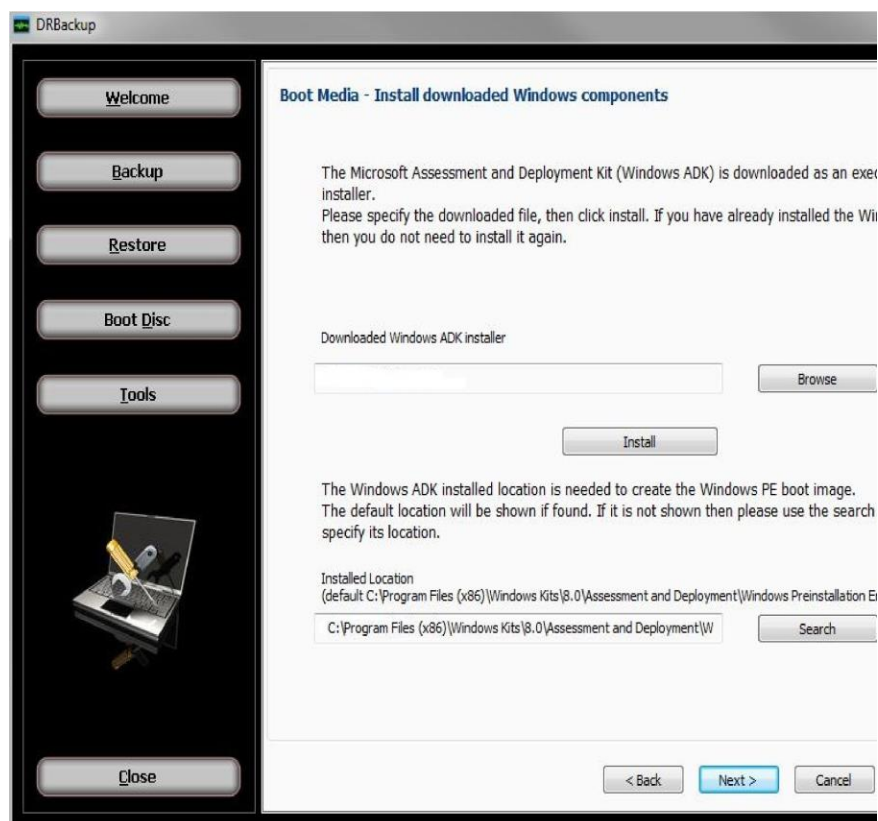
Click Next

Create Boot Image

Boot Disc - Create the customized bootable image

This step creates the customized disaster recovery boot image which will be written to your CD/DVD or flash drive in the final step. To add your own drivers or applications use the optional files checkbox to show that list. Most users do not require this.

Show optional files list (Advanced Mode)

Add Drivers or Applications

Add Optional Drivers or Applications

Here you may specify drivers or applications you want added to your DR Boot environment. To do so just browse and select the folder containing the files you wish to add. Be sure to select which type your are adding, driver or application. In the DR Image, drivers are integrated into the Windows operating system, and applications are simply placed under the Program Files folder.

Driver or Application Folder:

[Browse]

◉ Add as Driver
◯ Add as Application

[OK]   [Cancel]

When this checkbox is set, this displays the list used to specify optional drivers or applications you can add to your boot image. Click the Add / Browse button to select the folder containing the files you wish to add. Be sure to select which type you are adding, driver or application. In the Boot Image, drivers are integrated into the Windows PE operating system and applications are simply placed under the Program Files folder. To delete any item that has been added to the list, just select that item in the list and click the Remove button.

To complete this step, click the Create Image button. This will begin the various processes needed to create the Boot Image with messages showing its progress. When the process has completed, click the next button to proceed to the last step.

Write Boot Disc
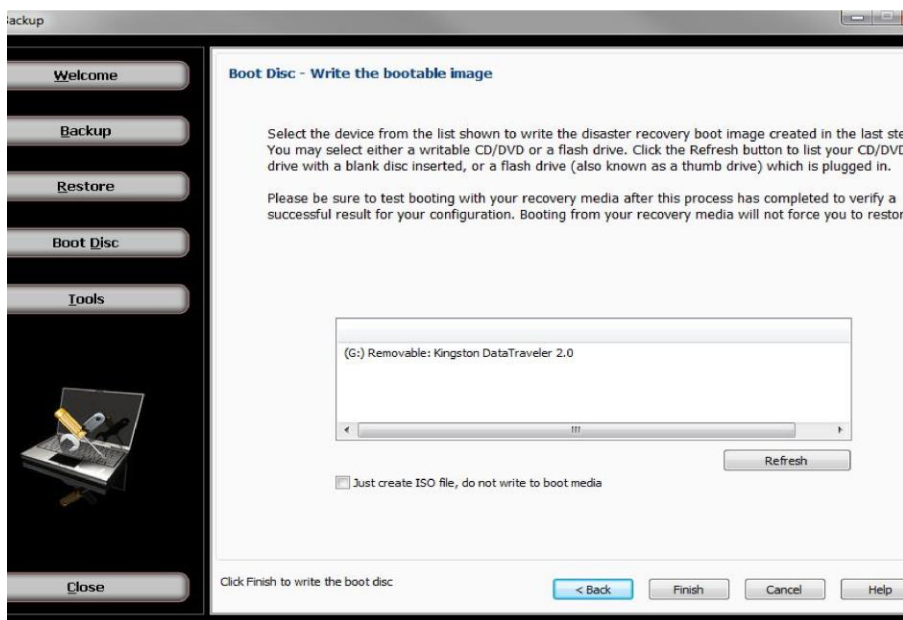
Select the device from the list shown to write the disaster recovery boot image created in the last step. You may select either a writable CD/DVD or a flash drive. Click the Refresh button to list your CD/DVD drive with a blank disc inserted, or a flash drive (also known as a thumb drive) which is plugged in. Note that not all computers are capable of booting from a flash drive.

Click the Finish button when you are ready to write the bootable image to the selected device and wait for the process to complete.

If you do not wish to write the boot media but only create the ISO file, the checkbox provides that option. If checked, you will also see the path and filename where the file will be available after clicking the finish button.

It is recommended to test booting from the selected boot device to be sure you can successfully start your computer using the boot disc or flash drive. Once the boot process completes you should see the Disaster Recovery application started. You do not have to run an actual disaster recovery operation when you have started your computer this way.

Tools

The Tools button will display a screen which provides a list from which the user may select a variety of functions:
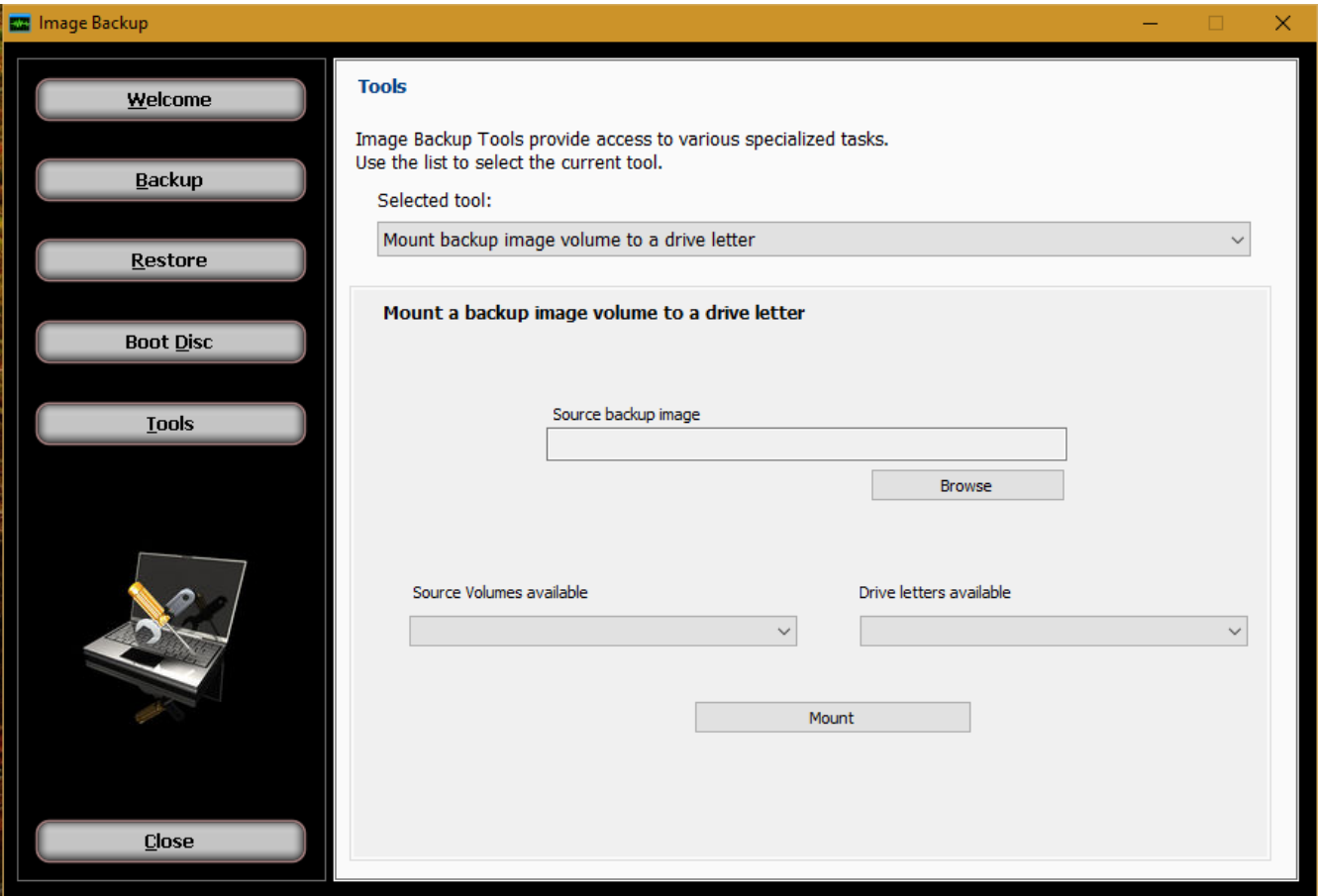
Mount backup image volume to a drive letter

This provides the ability to access files in a backup image without having to run a restore operation. By specifying the backup image, the user may select from any volume listed in the backup image, then select any available listed drive letter to associate with that volume. Then after clicking the 'Mount' button, files will be available by accessing the selected drive letter the same way files are normally accessed.

The result allows you to perform single file restore of files from within a completed Image backup file (.NDF, .NDD, .NDI file extensions are supported). This method can also be utilized to verify that your Image Backup file is valid.

First of all, you can only mount an Image Backup to a drive letter in Windows, as a virtual drive, if the image itself is stored on a **locally connected storage device**. Image Backups **located on a network path cannot be mounted** even though the file browsing interface allows you to browse to a network path to select the Image Backup, the image will not mount if it is located on a network path. Copy the Image Backup(s) to a locally connected storage device such as a USB hard drive in order to do this if that is the case.

To confirm that a Full, Differential or Incremental Image Backup is valid you can use the "Mount backup image volume to a drive letter" feature inside BounceBack, running in Windows, from the "**Home tab -> Image Backup -> Launch Image Backup Tool for Backup/Restore/Boot CD Creation -> Tools**" area of BounceBack running in Windows.

 You mount that .NDF file as a Virtual Drive in Windows to mount all of the volumes contained in the image to a virtual drive letter in Windows. If the volume does not mount, then the image itself is probably not fully valid. **When you go to mount the Image Backup, whether it is a Full Image or a Differential/Incremental Image, you will by default only be able to browse for .NDF (Full Image), to browse and mount Differential/Incremental Image files you will have to change the "Files of type:" pull down menu to "All Files (*.*)" to see the Differential Image (.NDD) or Incremental Image (.NDI) files** to mount those type of images to a virtual drive in Windows. If the Mount does not work, follow the instructions below to see why that can be and what you can do to correct that. If you have followed all of the instructions in the following guide and the Image Backup volume still cannot mount, then that image is probably not 100% valid.

If when clicking the "Mount" button after selecting the volume to mount you get a message about **"Unable to mount" right away**, first make sure you are not mounting an **Image Backup located on a network path as that is** <u>**not supported**</u> (copy that image file to a locally connected storage device such as a USB hard drive and re-try this operation). The other reason would be possibly due to the currently installed and in use **Disaster Recovery Driver** (utilized by Image Backup to mount images) not being the correct version (this is shown in Control Panel -> Programs and Features -> "Disaster Recovery Drivers" installed application and the version column text for the installed driver version for that application should show up as the same version of BounceBack client that you have installed such as "18.1.705" shown in the version column of the Programs and Features area for the installed application named "Disaster Recovery Drivers". If that is the case and the version does not match, it could be because you did not restart your computer after installing or upgrading BounceBack software and that is pending to correct the driver, restart the PC to fix that. You may also receive a message when trying to Mount an Image Backup volume that says "A restart of your PC has not been performed, restart PC". If that is the case, you will be required to restart your PC to get the Mount function to work.

NOTE: Warning regarding attempting to execute new image schedule jobs which are set to overwrite mode; these will **attempt to overwrite existing Image Backups and that have already been mounted as a drive letter** using the Image Backup mount feature, it will fail because the file is still open by Windows. You must unmount these image backups, see below.

Mount ISO file to a drive letter

This provides the ability to access files in an ISO file without having to burn that file to a CD or DVD. By specifying the ISO file image, the user only needs to then select any available listed drive letter to associate with that ISO file. Then after clicking the 'Mount' button, files will be available by accessing the selected drive letter the same way files are normally accessed.

Unmount image from a drive letter

Any drive letter that exists from a mount operation may be released and made available again using the unmount function. All that is required is to specify the drive letter desired, then clicking the 'Unmount' button.
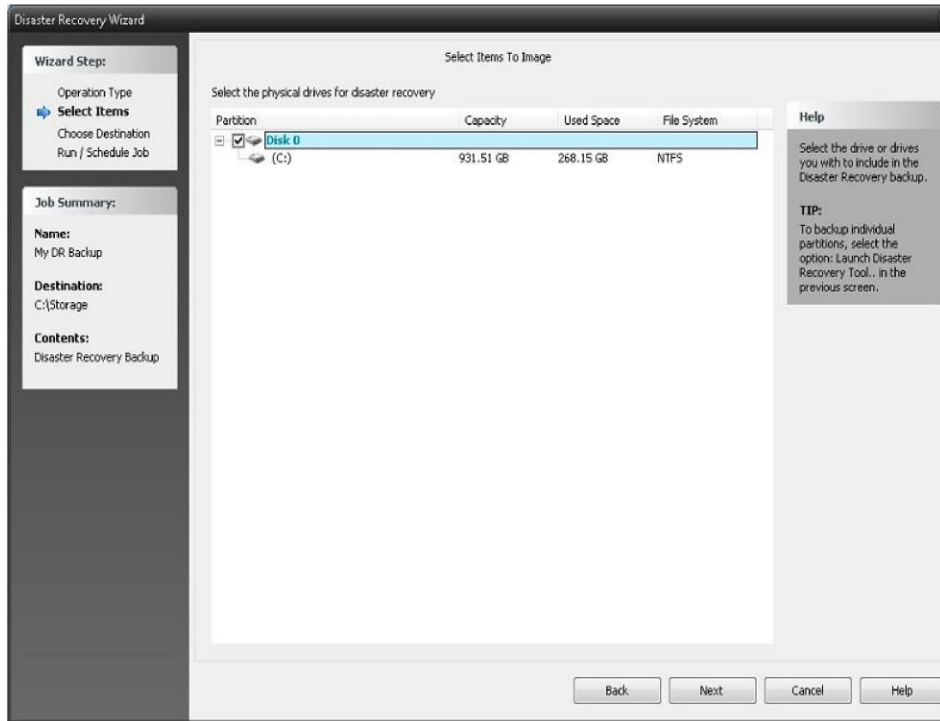
Convert backup image to a VHD

A VHD (virtual hard disk) file is normally associated with the Microsoft Hyper-V server. During restore operations, the user has the option to create VHD file output instead of performing a restore to disk operation. This tool makes the same result possible without requiring the steps normally used for restore. After selecting the source backup image and the drive desired for conversion in the backup, the user then specifies the desired output filename and location. Then after clicking the "Convert" button, the process to create the output file begins with progress displayed.

Select Items for Disaster Recovery

From here, select the disk you with to perform an image disaster recovery backup from.

You can only select entire drives when scheduling a Disaster Recovery image backup. If you would rather backup a single partition instead, you must launch the Disaster Recovery Tool in the previous screen

Disaster Recovery Destination

From this screen, you will select the Name and destination of the Disaster Recovery job.

Backup Name: Select a descriptive name for this Disaster Recovery job

Backup Destination: Select the backup destination and path you want to use fort his Disaster Recovery backup.

Differential backup using specified base image: Select this option to create a differential backup instead of a full backup. A differential backup means that the backup will contain only the differences from the full backup specified, which is called the base backup.
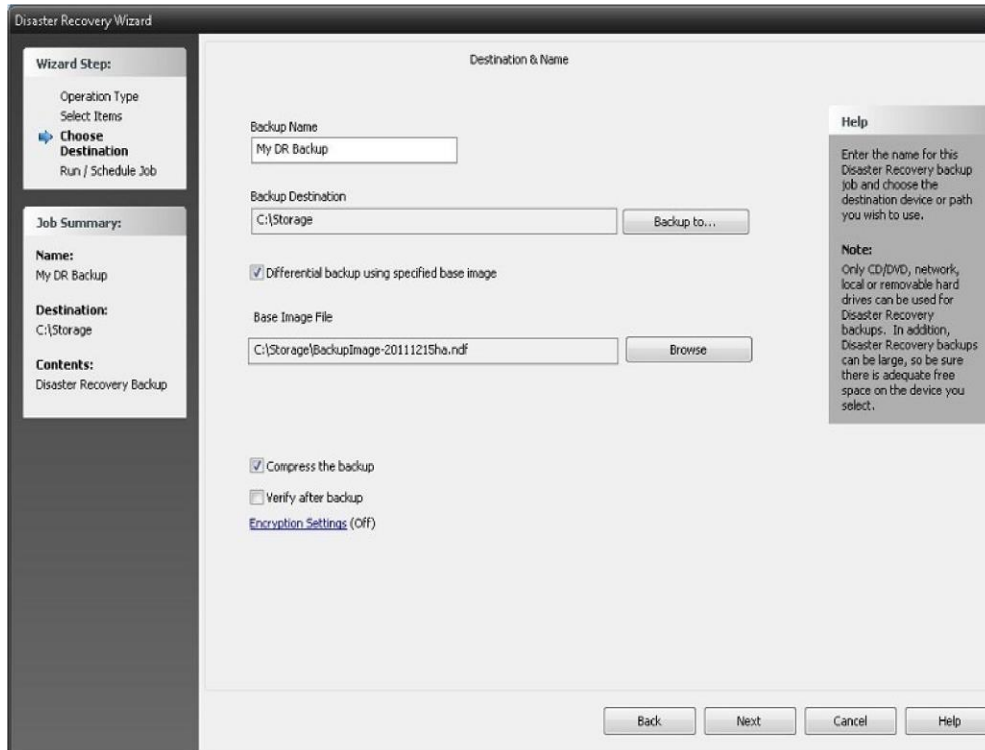
Base Image File: Use the browse button to locate and select the base image backup file which is required to create a differential backup.

Backup options:

Use compression:

Set this check box to use compression when backing up. This results in a smaller output file but may increase the time required to complete the backup.

Verify after backup

The files that are backed up will be verified to make sure that they were written correctly. Selecting this option will increase backup time. This setting is selected by default.

Encryption settings

Click 'Encryption settings' to set backup encryption on or off. Encryption provides enhanced security by storing the backup data in a secure format. You may choose the encryption type as None (off), or one of encryption types AES 128, AES 192 or AES 256 (On). A secret key must be also be entered, which is similar to creating a password.

IMPORTANT: You will be prompted to enter the secret key to restore an encrypted backup. The restore will not be permitted unless the correct secret key is entered.

Default Settings

To access the default settings for all tasks, select "Default Settings" in the application menu by clicking the upper left graphic in the Home screen. To access options for individual tasks, press the "Settings" button in the Copy, Backup or Restore Tab to set options for that specific task.

Note: The settings defined from in Global Settings are overridden by settings defined from the individual task settings.

Copy Tab

Verify after copy

The files that are copied will be verified to make sure that they were written correctly. Selecting this option will increase copy time. This setting is selected by default.

It is highly recommended to select the option to verify your data after a copy job. This helps to ensure that the copied data matches the data presently on your system. If you do not select this option, and there is an error in some of your copied data, you will not be aware of the errors until you go to access the copied data.

Enable Open File Copy

Select this option to have BounceBack automatically copy open files on the local system using Volume Snapshot Service (VSS). *Note: This option NOT available when running on Windows 2000.*

Enable Drive Letter Management

Select this option to have BounceBack automatically select the correct removable disk device (USB) even when it's drive letter changes.

Copy empty Folders

Select this option to copy empty folders.

Copy Overwrite Options

Always Overwrite

Source file will always over write an existing file of the same name on the destination.

Never Overwrite

Source file will never overwrite an existing file of the same name on the destination.

Overwrite older files only

Source file will overwrite an existing file of the same name on the destination if the destination file is older.

Backup Tab

Compress backup files

The backup files are compressed to save space. Backup speed is decreased when this option is selected. This setting is unselected by default.

Verify after backup

The files that are backed up will be verified to make sure that they were written correctly. Selecting this option will increase backup time. This setting is selected by default.

It is highly recommended to select the option to verify your data after a backup. This helps to ensure that the backed up data matches the data presently on your system. If you do not select this option, and there is an error in some of your backed up data, there will be errors upon restoring that data if you should need to.

Backup ACL File Permissions

Select this option to backup Access Control Lists (ACL's)in addition to file data. ACL's contain file and system permissions. This option should be enabled to maintain system security.

Automatically Eject Media. . .

Select this option to have BounceBack automatically eject the media after a backup has completed (device must support media

eject)

Enable Open File Backup

Select this option to have BounceBack automatically backup open files on the local system using Volume Snapshot Service (VSS).

Note: This option is NOT available when running on Windows 2000**.**

Enable Drive Letter Management

Select this option to have BounceBack automatically select the correct removable disk device (USB)even when it's drive letter changes.

Backup empty folders

Select this option backup empty folders.

Destination

Select the default destination device a backup for all new backup jobs

Write Mode

Overwrite media:

Overwrite all recognized media. Automatically format blank or unrecognized media

Append to Media:

Append to recognized media. Automatically format blank or unrecognized media

Backup Mode

Full

Backs up all selected files, and marks each file as backed up. This is the default setting.

Incremental

Backs up (and marks as backed up) selected files that have either not been backed up previously or have changed.
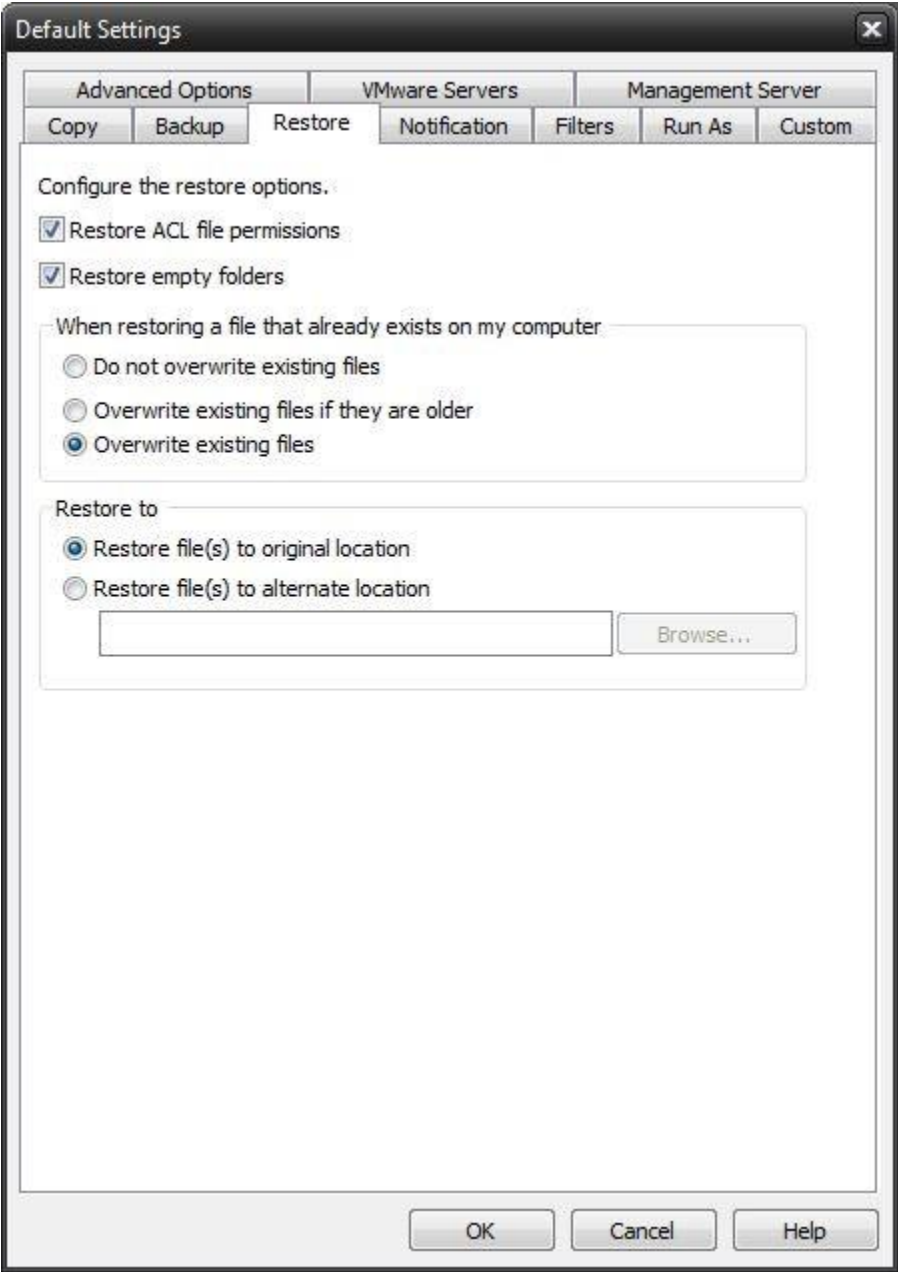
Differential

Backs up selected files that have either not been backed up previously or have changed. These backed up files are not marked as backed up, however.

Snapshot

Backs up all selected files and does not mark any files as backed up.

Restore Tab

Restore ACL File Permissions

Select this option to restore security permissions on files and subdirectories. Note that the backup ACL's option must have been selected during the original backup for them to be restored.

Restore empty folders

Select this option to restore empty folders.

Existing Files Options

The recommended setting is to not overwrite a file if it already exists on your computer. Other choices include only overwriting the file if the existing file is older or always overwriting the file.

Do not overwrite existing files

Upon restoration, files that already exist on your computer will not be overwritten by files from the backup

Overwrite existing files if they are older

Upon restoration, if a file is found to exist on your computer already, it will only be overwritten if the file on your computer is older than the one found in the backup. **Overwrite existing files**

Upon restoration, if a file is found to already exist on your computer, it will always be overwritten.

Restore File Placement

The default setting is to restore the file(s)to the original location they were backed up from.

Restore file to its original location

Upon restoration, all files will be restored to their original location.

Restore file(s) to an alternate location

Upon restoration, all files will be restored to an alternate location. This location can be specified by typing the path to the restoration directory in the text box or by selecting a directory by clicking on the "Browse" button that will appear to the left of the text box when the radio button is selected.

Notification Tab
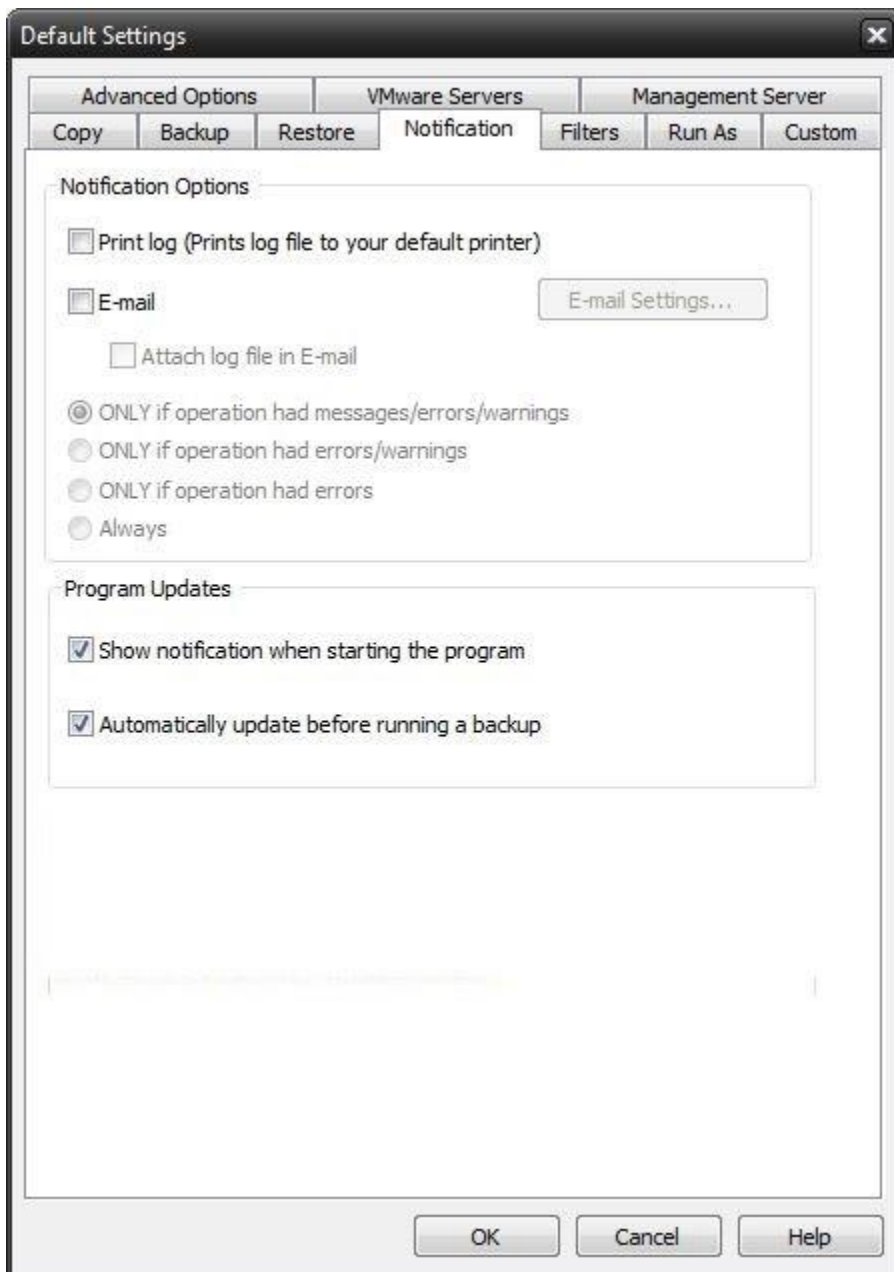
Notification Options Email

Use this option to receive job notification in E-mail.

You have the option to allow the logs to be e-mailed to the specified email address. To utilize these settings, you must first configure the e-mail options by clicking on the "E-Mail Settings" button.

E-mail Settings

Configure E-mail Settings

The following options are used to configure sending logs via e-mail. E-mail is delivered via SMTP only. A SMTP server must be specified along with a valid sender and recipient e-mail addresses.

Notification service

Enter e-mail user and server information.

User Information

Your Name

E-Mail Address

Server Information

SMTP Server Name

SMTP Server Port   25

☐ Use SSL

☐ My SMTP server requires authentication

User Name

Password

Retries   0

Timeout Interval (in Seconds)   1

Testing Your Email Settings...

To

After you have completed filling out the information above, you can test your email settings by pressing the Test Email Settings button.

[Test Email Settings]

[Save]   [Cancel]   [Reset]

Depending on your product, you may be able to choose to use the BounceBack Alerts service to send your e-mail logs or to manually enter a custom SMTP configuration.

•If you choose to use the BounceBack Alerts service, the only information you need to provide is the recipient e-mail address or addresses you would like to receive notifications.

•If you choose to use a Custom SMTP service, your SMTP server information may be acquired from your System Administrator or service provider.

◦You will need to input a valid e-mail addresses for both the sender and the recipient.

◦These can be the same e-mail address.

◦If your SMTP server requires authentication, you may do so by tagging the checkbox for authentication and supplying your user name and password.

BounceBack Alerts

If your product supports it, you may have the ability to choose the BounceBack Alerts service to send your e-mail notifications. The BounceBack Alerts service is a pre-configured email notification service.

* It is not required to use this service and you should check with your System Administrator to see if sending e-mail notifications through a 3rd party service is allowed in your organization.
* By using the BounceBack Alerts service, you are agreeing to our End-User Licensing Agreement and Privacy Policies.

Print Log

Here, you have the option to print the log automatically to your default printer.

Notification Conditions

- •ONLY if operation had messages/errors/warnings
- •ONLY if operation had errors/warnings
- •ONLY if operation had errors
- •Always

Program Updates

When a program update is available, display the option to install it when the program starts.

Show notification when starting the program

When a program update is available, display the option to install it when the program starts.

Automatically update before running a backup

When a program update is available, install it before starting the next backup.

Filters Tab

Wildcards

Include Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Exclude Wildcard: Enter all wildcards for files you want to include in the default job separated by a comma (example:

.doc,.xls,*.dat)

Include Files with these Dates and Size

Under this section, you can create an include filter by selecting dates that files were last created, modified, or accessed or by their file size that you wish to ensure are included in your backup. This is helpful if you want to reduce the time or file size of a backup. You may want to exclude older files that are no longer accessed or larger files you have already backed up.

Exclude Files with these Attributes

Under this section, you can create an exclude filter based on the file attributes: "Read Only", "Hidden" and "System". For example, if you would to exclude System or Hidden files, check the appropriate box next to the attribute.

Run As Tab

When running a job, login using this account

Run as logged in user:

Run the job using the Windows login credentials in effect at that time.

Run as specific user:

Run the job using the specified credentials.

Domain Name: The domain name you are logging into.

Run as User Name: The username you want the job to run as.

Password: The password for the account you want the job to run as.

Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.

Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

Custom Tab

This feature enables a command to run before or after a backup, restore or copy job

To select which program or command you would like to run before or after those operations, simply browse to the program or command using the "Browse" button.

The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the backup. Alternatively, a command can be issued at the

end of the backup to begin an anti-virus scan. Also one could issue a command to close a database at the beginning of a backup and reopen it at the end of a backup

Advanced Options Tab

Timed Prompts

When prompts or dialogs are displayed, select the action you want performed.

This option is useful in allowing fully unattended operation or permitting the administrator to respond to specific issues or requests.

Maximum number of logs to keep

This value limits the number of logs saved to disk. The most recent logs up to the maximum will remain available.

"Minimum Free Space" settings

This values represent the minimum amount of free disk space that must be available on the System (OS)and Temp drive (if different) in order for jobs to run.

"Temporary files directory"

Directory used to stage working files used by BounceBack. If your system is running low on space, you can move this directory to another drive.

"Edit default exclude filter"

Select this option to add or edit folders, files or file types that should be excluded from jobs regardless of selection.

"Restore By Time: Restorable Window"

Use this option to restrict the time range in effect for the Restore Files By Time view. A setting of zero will have no effect. Otherwise the value set here will define the time in effect from the current time selected moving back in time. This setting has no effect in the Restore Files By Device view.

"Automatically refresh when switching to restore after backups complete"

Use this option to make the Restore By Time view automatically build a new file list when switching to the restore view after a backup has completed.

Network Device Overview

A network device may be used in cases where the user wishes to refer to a network location and related permissions as a named device for convenient reference like any other backup device. For example, you may wish to store backups to \\my-network\share\user-one along with its required username and password credentials, but would like to refer to this using one simple name, such as "NetUserOne". Network devices provide this convenience and allow several different named devices to exist as may be desired for any configuration.

Network devices may be created by clicking on "Add Network Device" in the home tab view, or by clicking the "Add" button in the device tab view.

Network Device Settings

This screen is displayed when adding a network device, or when right clicking on the device listed in the device tab to view the its properties. The following values may be entered, some of which are optional as noted.

Device name

This name entered here is used to identify the device. This name will appear when devices are listed to reference this device throughout the application.

Network Path

This is the path where backups are to be stored using this device.

Domain Name

This optional parameter is used to specify the domain for the network path. When no value entered the current domain, if any, will be in effect.

User Name

This optional parameter is used to specify the user who has permission to access the network path.

User Password

This optional parameter is used to specify the user's password who has permission to access the network path.

File Selection, System State & Registry

Overview

Security Information Backups

Depending on your system configuration, you can have special security configurations for files, drives and/or subdirectories. BounceBack has full support for this information. This data is backed up each time you backup your registry. Please note that this information will ONLY be restored if you restore your registry, it is not stored on a file-by-file basis due to potential security issues.

Details on Backing Up System State Data

System state data is comprised of the following files:

- Boot files, including the system files, and all files protected by Windows File Protection (WFP).
- Active Directory (on a domain controller only).
- Sysvol (on a domain controller only).
- Certificate Services (on certification authority only).
- Cluster database (on a cluster node only).
- The registry.
- Performance counter configuration information.
- Component Services Class registration database.

The system state data can be backed up in any order. Restoration of the system state replaces boot files first and commits the system hive of the registry as a final step in the process.

System state backup and restore operations include all system state data: you cannot choose to backup or restore individual components due to dependencies among the system state components. However, you can restore system state data to an alternate location in which only the registry files, Sysvol directory files, and system boot files are restored. The Active Directory database, Certificate Services database, and Component Services Class Registration database are not restored to the alternate location. You cannot change which components of the system state are backed up.

NOTE: If you have more than one domain controller in your organization and Active Directory is replicated to any of these other servers, you might have to authoritatively restore any Active Directory data that you want to restore.

For more information about authoritative restores, see the Microsoft® Windows® 2000/2003ServerResource Kit Distributed Systems Guide.

Keep the following in mind when you are backing up system state data:

1. You must be an administrator or a backup operator to back up files and folders.
2. You can only back up the system state data on a local computer. You cannot back up the system state data on a remote computer.

 To select files to be backed up from other PCs on a peer to peer network, once you click on Backup, in the left window click the plus sign next to My Network Places. Then click on Entire Network, and click on Microsoft Windows Network. There, you should find the other PCs.

To backup to a network device, it is recommended that you select the UNC path and not the mapped drive letter. Example \\server\path and not use a drive mapping (S:\path)

Registry & System State Backup

In Windows®2000, Windows®2003, Windows®XP and Windows®Vista, you have the option to backup the System State with a backup.

The System State will be seen as an item in the selection window while you are selecting other files and folders from the Backup Tab. All you need to do to backup the System State is to tag the checkbox next to it prior to running the backup.

 What is the System State? The System State is actually a combination of a few things:

- •Boot files, including the system files, and all files protected by Windows File Protection (WFP).
- •Active Directory (on a domain controller only).
- •Sysvol (on a domain controller only).
- •Certificate Services (on certification authority only).
- •Cluster database (on a cluster node only).
- •The registry.
- •Performance counter configuration information.
- •Component Services Class registration database.

These are the items seen in the right selection window when System State is selected.

 Does BounceBack support backing up Active Directory? Yes, in fact, BounceBack features include the ability to backup Active Directory when you are backing up the System State.

System State backup and restore operations include all System State data. You cannot choose to back up or restore individual components because of dependencies among the System State components. However, you can restore System State data to an alternate location in which only the registry files and system boot files are restored. The Component Services class registration database is not restored to the alternate location.

Importing Backups

Importing a backup from media may become necessary if your machine crashes or you wish to restore a backup created on one computer to another computer. The process is simple. To get the backup contents into the current, local BounceBack database (and therefore be able to select files, folders and drives for restoration), follow these steps: From the Restore tab, first click on the "Import" button located near the bottom of the screen. Alternatively, you can select "Import Backup Job" from the Launch Button.

If you run the import from the Restore Tab, you will receive an Import Source selection screen. (If selecting import source from the toolbar, you will forgo this window.)
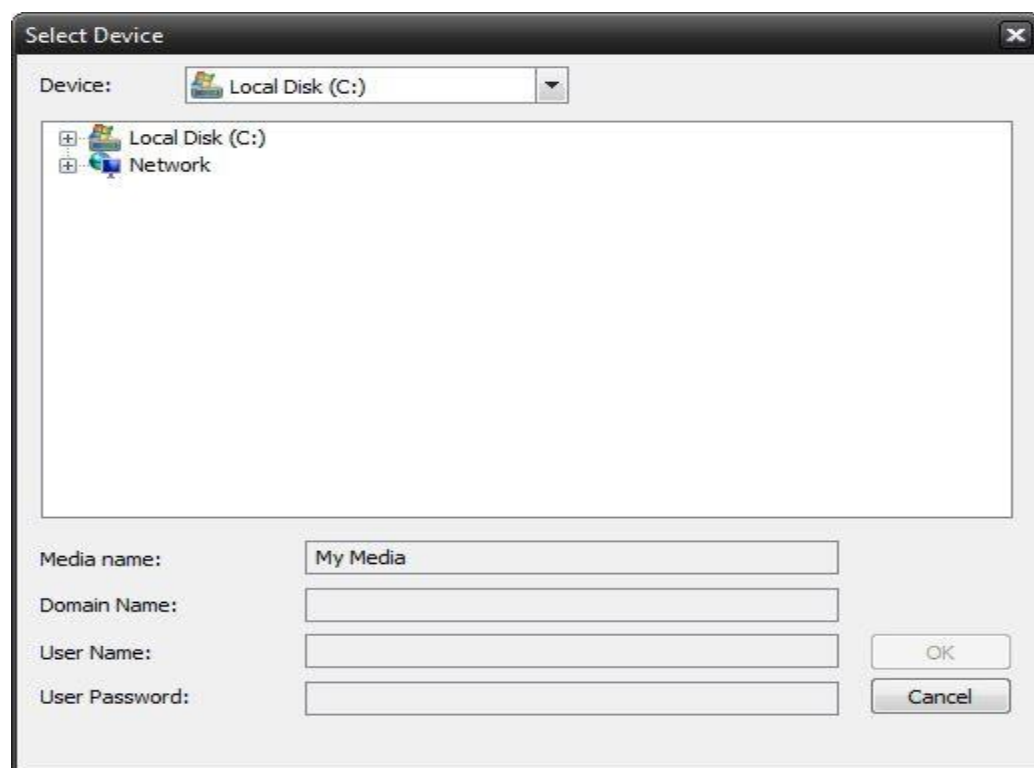
Browse to the backup file you would like to import, and select it. If your backup is on a network, browse to the network location and select the backup file. Then enter the username and password for network credentials. Click OK to switch to the job status view and start the import process.

If your import source is Tape, then you will be given a Tape Drive selection screen. Select the tape device you would like to import and press "OK." A progress window will then appear and the import process will begin immediately.

If you are importing from a complete set of spanned media, you should always select the first piece of media as your first import. BounceBack will then prompt you to insert each subsequent piece of media if required. It is necessary to have the complete backup, all media available to do the import and subsequent restore. For example; If your backup consists of 5 pieces of media and media #3 is corrupt/missing/ damaged, you will only be able to restore data from the first two pieces of media.

After importing the media, it may be necessary to press the "Refresh" button on the Restore tab. All imported backups will appear under an "Imported Backups" heading in the Media View.

Importing vs. Restoring

It is important to know the difference between importing and restoring. The import process does NOT restore your data to your hard drive. What it simply does is import a "listing" of available data on the imported media. This information is imported into the database and enables BounceBack to create a tree listing of the data in the Restore view. From there, you will be able to select the data you would like to restore from the media and complete a restoration just like you would any other restoration.