Upgrading from older versions of BounceBack software

Thank you for purchasing BounceBack v18 backup and recovery software. If you have been using BounceBack Ultimate or any other older versions, you must **uninstall BounceBack Ultimate** or any other CMS Products backup software from your computer before installing BounceBack v18.

If you have an external hard drive **that was used with BounceBack Ultimate or any other older versions**, please follow these steps to **prepare your external backup hard drive** for use with BounceBack v18:

1. Open Computer Management:
   a. In Windows 7 or before, select the Start button. Then select Control Panel > System and Security > Administrative Tools, and then double-click Computer Management. In the left pane, under Storage, select Disk Management.
   b. In Windows 10, use Cortana to search for Disk Management.
2. Delete **ALL** existing partitions on your **Backup Drive** (caution: All data will be erased, make sure you are selecting the backup drive)
   a. Right-click a partition and select Delete Volume to delete a partition and free up space. This option deletes every single file on the partition; be careful when using it!
   b. It is OK if you cannot delete small partitions
3. Create and Format new partitions
   a. Right-click an unallocated region on your hard disk, and then select New Simple Volume.
   b. In the New Simple Volume Wizard, select Next.
   c. Enter the size of the volume you want to create in megabytes (MB) or accept the maximum default size, and then select Next.
   d. Accept the default drive letter or choose a different drive letter to identify the partition, and then select Next.
   e. In the Format Partition dialog box, select Next to format the volume with the default settings.
   f. Review your choices, and then select Finish.
4. Your drive is now ready for backups with BounceBack 18.