

# **Disaster Recovery Guide**

# BounceBack Disaster Recovery User Guide

Table of Contents

[Introduction](#)

[Starting the Instant PC Recovery Drive](#)

[Troubleshooting the Instant PC Recovery Drive](#)

[Using the Rescue Disk](#)

[Swapping the Hard Drive](#)

## Introduction

BounceBack Ultimate and your backup hard drive together provide a high quality solution for Disaster Recovery.

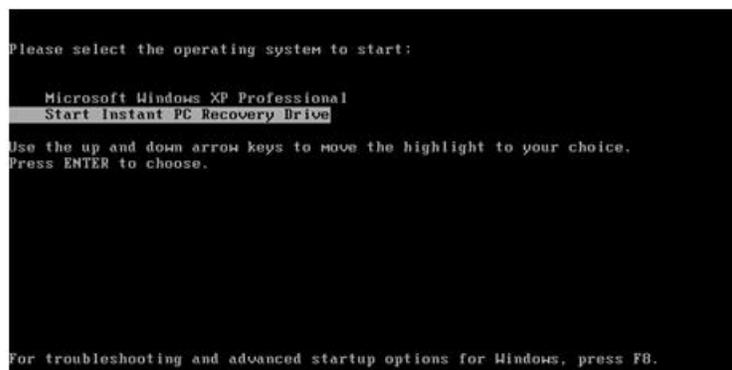
BounceBack creates by default a complete back up of your hard drive, a spare system drive which will protect you if you have a system failure. BounceBack Continuous Data Protection (CDP) will keep your spare system drive up to date.

BounceBack Ultimate supports Windows operating systems 7, XP and Vista and provides three methods for recovering from a hard drive or operating system failure.

- Instant PC Recovery Mode
- BounceBack Rescue Disk
- Drive Swap (Placing the 'Spare System Drive', created by Bounceback Ultimate, into your computer.)

## Starting the Instant PC Recovery Drive

- From the Start menu, select the **Reboot** option to restart your computer.
- After your system restarts, you will be prompted with a menu that allows you to select which drive to start your system from.



- Select the **Start Instant PC Recovery Drive**.

**Note:** Selecting to start the Windows drive is the normal mode of operation. If you make no selection from this menu, your system will automatically start from the Windows drive in 30 seconds.

**Note:** Your System will restart itself the first time you start from the external USB device. This occurs so that a page file can be created on your backup device. Once your system restarts you will need to select the option to start from the external USB backup device.

**Important Note:** Running your system from the Recovery Drive is not a permanent solution to a failed system drive. There are a few drawbacks to running your system from the booted USB recovery drive:

- 1)** The Recovery drive may run slower on some systems

## Disaster Recovery Guide

- 2)** The pagefile in Windows XP is not supported; some applications may not run if the system does not have enough RAM memory (1GB or above).
- 3)** Hibernation and sleep may not function properly on some systems

**The Recovery drive can be used as a permanent replacement for a failed system drive if it is removed from the enclosure and installed in the system. (See Swapping the Hard Drive)**

## Troubleshooting the Instant PC Recovery Drive

There are a few systems that can't start the backup drive from the menu created by BounceBack. On some systems, you will need to start the drive through the Boot Menu or Boot Selection Screen of your computer. Other systems may additionally require changing the BIOS settings to enable USB Boot

### Starting the Recovery Drive from the BIOS boot menu

To do this you have to start your computer and immediately press a function key, such as the F1, F2, F10 or F12 key. Once the Boot Menu is displayed locate the option for USB Hard Drive, USB Device etc... See the examples below or refer to your computer's documentation for more information.

Manufacturer	Function Key
Acer	F12
Dell	F12
Fujitsu	Spacebar
Gateway	F10
HP/Compaq	F9/Esc Then F9
IBM/Lenovo	F1
Sony	F8
Toshiba	F12

**Note:** The above table is intended as a guide only. Check your computers documentation or the manufacturers' web site for the latest information.

**Note:** When replacing your hard drive, it's recommended to only use a new blank drive.

## Altering BIOS settings to enable USB Boot

There are a few common BIOS settings that may need to be changed to enable USB Boot. To start the BIOS program to make these changes, you must restart your system and then press the appropriate key to enter the BIOS program. See the examples below or refer to your computer's documentation for more information.

<b>Manufacturer</b>	<b>Function Key</b>
Acer	F2
Dell	F2
Fujitsu	Spacebar
Gateway	F2
HP/Compaq	F10/Esc Then F10
IBM/Lenovo	F1
Sony	F2
Toshiba	F2/Esc Then F1

Some of the settings you may need to change include:

- Post Settings - Should be set to thorough.
- Enable External Device Boot - Should be set to Enabled.
- Quick Boot - Needs to be Disabled.
- Diagnostic Mode - Set to Enabled.

**Note:** Setting the QuickBoot or the Diagnostic mode setting will allow the BIOS more time to recognize the USB drive. Some Systems may require waiting 20 to 30 seconds before starting.

## Removing the Instant PC Recovery Menu

To remove the Instant PC Recovery Menu, please complete the following steps:

### Step 1

- Open the **BounceBack Ultimate Control Center** and select the **Options** tab.



### Step 2

- Click the **Remove Recovery Menu** button.

### Step 3

- **Restart** the machine.

## How to use the Rescue CD

We recommend using the Rescue CD when an end-user is unable to start from the external USB backup device using the "Recovery" boot menu. Or if the computer's BIOS does not support the ability to start from USB.

You will insert the Rescue CD into your CD / DVD-ROM bay in your computer and restart your machine. When you restart your system you will need to launch the Boot Options section in your BIOS and set your system to start from CD / DVD-ROM.

Manufacturer	Function Key
Acer	F12
Dell	F12
Fujitsu	Spacebar
Gateway	F10
HP / Compaq	F9/ Esc then F9
IBM / Lenovo	F1
Sony	F8
Toshiba	F12

Once you do this your system will start from the disk prompting you to press a key to continue. The software will load in 1-5 minutes. Once the BounceBack Control Center application is launched you will proceed to perform a transfer of your system from your backup device.

Specify the language that you want to use the Rescue CD in.

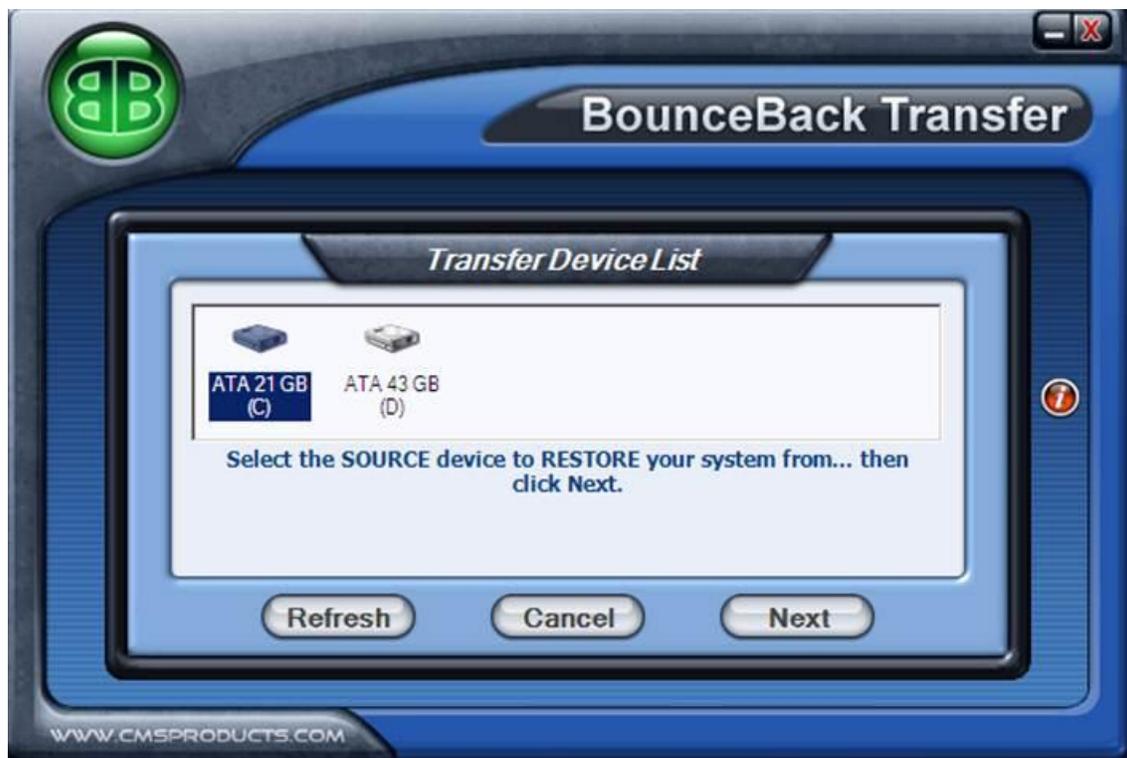


## Disaster Recovery Guide

You will be prompted to select a **Source** drive which should be your external hard drive.  
The **Destination** device should be your internal hard drive.

**Note: It is important to verify that you have the Source and Destination correct or data loss could occur.**

When you get to the **Disk Configuration** screen you will click on the **Next** button in order to start the transfer process.





The BounceBack Control Center will display a Completion message once the transfer is complete. You should then be able to start Windows from the internal hard drive in your system.



**Notice:** If your computer starts into the BounceBack "Instant PC Recovery" environment after using the Rescue CD you will need to uninstall the BounceBack software from your computer and restart the system. Your computer should then restart to your normal Windows desktop.

## Swapping the Hard Drive

This section contains instructions if you choose to replace your computer's drive with the backup drive.

Follow these steps:

- Remove the internal hard drive in your computer. You may need to refer to your computer's user manual.
- Remove the hard drive from the external hard drive enclosure.
- Install the backup drive in the computer.
- Contact CMS Products, Inc., to purchase a replacement backup drive for the empty enclosure. Only a backup drive from CMS will fit in the enclosure and operate properly with BounceBack!

### Sending Your Computer and Backup Drive to a Repair Shop

Follow these steps if you decide to send the computer and the backup drive to a repair center:

- Contact your repair center and advise them that you have a spare system drive.
- Package the computer, spare system drive, and BounceBack software CD for shipment.
- Contact CMS Products, Inc., to purchase a replacement backup drive.

### Using Your Backup Drive with a New Computer

Follow these steps if you send your notebook to a repair shop and keep the backup drive. You can continue to work by connecting the backup drive to another compatible notebook or PC:

- Contact your repair center, advise them of the computer failure, and send them the computer.
- Connect your backup drive to any similar computer with a compatible operating system to continue using your data until your computer is returned.

## Disaster Recovery Guide

- When your computer is returned, power it on and verify it is working correctly and that the operating system has been reinstalled on the system drive.
- Re-install applications.
- Use QuickRestore.