



BounceBack Ultimate 14.2 User Guide

This guide presents you with information on how to use BounceBack Ultimate 14.2.

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1. System Requirements

- » Windows XP SP3 (32-bit only), Windows Vista SP2 (32-bit and 64-bit), Windows 7 SP1 and 8 & 8.1 (32-bit and 64-bit) MBR and UEFI *Except Windows RT*
- » 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- » Minimum 1GB of RAM (32-bit) or 2GB RAM (64-bit)
- » 22 megabytes (MB) of free disk space for installation from the retail copy of the installation CD and download
- » Screen resolution 1024x768 or higher
- » CD-ROM drive (When installing the software from a CD)
- » Internet Access (To download and install .NET Framework 4 Full Profile)
- » .NET Framework 4.0 Full Profile (Windows XP SP3, Windows Vista SP2 and Windows 7 SP1 only)
- » An administrator account to install and manage the software *

* The BounceBack Ultimate software can be installed and managed by a non-admin account. However, an administrator must install the CMS PG Client software to allow our application to run in a non-admin account.

The CMS PG Client software can be requested from our sales department. You may send your inquiry through our [Contact Us](#) page.

2. BounceBack Pre-Installation

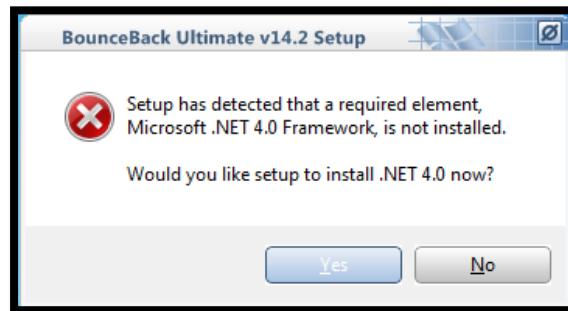
1. Prerequisite software plug-in

BounceBack Ultimate requires that Microsoft .NET Framework 4.0 be installed on the computer prior to launching the installation of BounceBack Ultimate.

Windows XP, Vista, and 7 do not have Microsoft .NET Framework embedded into the operating system. Windows 8 does.

Our BounceBack Ultimate installer will queue the download and installation of .NET 4.0 if it is not installed on your computer. Be aware that you will need an active Internet connection in order for BounceBack to be able to download and install .NET Framework 4.0.

(Example)



.NET Framework 4.0 can also be individually downloaded from Microsoft's website.

➤ .NET Framework 4.0 Full Profile (Windows XP SP3, Vista SP2, and 7 SP1 only)
<http://www.microsoft.com/en-us/download/details.aspx?id=17718>

2. Connecting your backup device to your computer

If you are using an external device for the backup, make sure it is connected and working correctly with the Windows operating system.

Note: If the Windows AutoPlay screen appears select **Take No Action** and click **OK**.

3. Disabling media devices that will not be taking part in the backup

We highly advise that you power off or disconnect any media device that will not be taking part in the backup. This is done to prevent accidental data loss by performing a backup to the wrong device. This applies to USB flash drives, other USB external hard drives that might be connected to your computer, MP3 players, Cell Phones with USB mass storage support, and memory cards.

4. Have your activation code readily available

BounceBack Ultimate requires an activation code. Have your activation code readily available prior to installing the software. The activation code will be placed on the warranty card. The activation code will be emailed to you and it will also be in your CMS online account if you purchased a download copy of BounceBack Ultimate.

3. How To Install The Software

From a CD (With AutoRun Enabled)

1. Insert the BounceBack installation CD into the CD-ROM drive.
2. The Windows AutoPlay window will prompt you to make a selection. Select SETUP.EXE.
3. Click Yes to the User Account Control Prompt (If UAC is enabled on your computer).

From a CD (With AutoRun Disabled)

1. Insert the BounceBack installation CD into the CD-ROM drive.
2. Navigate to "My Computer" or "Computer".
3. Double left-click on the CD icon.
4. Double left-click on Setup.exe.
5. Click Yes to the User Account Control Prompt (If UAC is enabled on your computer).

From a Download executable file

1. Locate the BounceBack Ultimate download file.
2. (Unblock the Executable - if applicable) Right-click the file and select Properties. A new window will open. Click on the Unblock button found at the bottom of the General Tab.

Click OK to close the window.

3. Double left-click on the BounceBack Ultimate download file.
4. Click Yes to the User Account Control Prompt (If UAC is enabled on your computer).

Activate the software

You will be prompted to enter your activation code once BounceBack Ultimate has been installed. You can also register with CMS by clicking on the Register button.



You are now ready to use BounceBack Ultimate to perform ["Your First Backup"](#).

4. Your First Backup

Once the software installation is complete, the BounceBack software will begin to configure your first backup. You have the choice to perform a **System Backup** which is recommended or a **Data Backup**.

Note: It is important that you save your files and close them prior to starting the backup.

Performing a System Backup

It is very simple to configure your first system backup in BounceBack Ultimate. We have provided you with information on how to configure a system backup using the default settings in BounceBack Ultimate 14.

You will first select the backup device of your choice. BounceBack Ultimate can create a full system backup on a secondary internal hard drive, external USB 2.0 and 3.0 locally attached drive, or an external locally attached E-SATA drive. We advise that you utilize a dedicated backup drive to perform a full system backup of your computer.

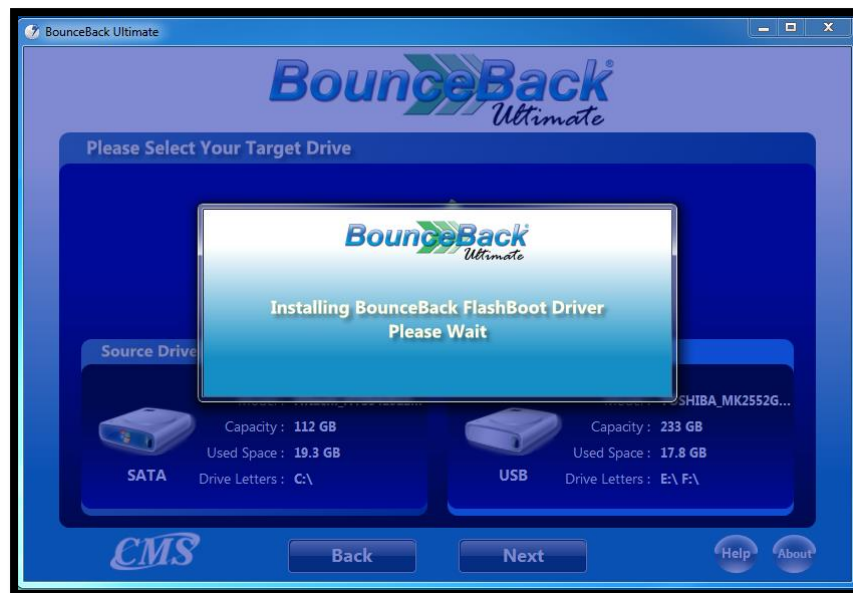
Note: All data on the selected device will be deleted by BounceBack when it preps the drive for backup.

(Example)



Note: On legacy operating systems such as Windows XP, Vista, and Windows 7 the BounceBack Ultimate 14.2 software will install a FlashBoot driver on the USB backup device that is selected for a system backup. The BounceBack FlashBoot driver is installed on the USB backup device in order to help improve USB boot on computers with legacy operating systems. This driver is not needed when using Windows 8 or 8.1.

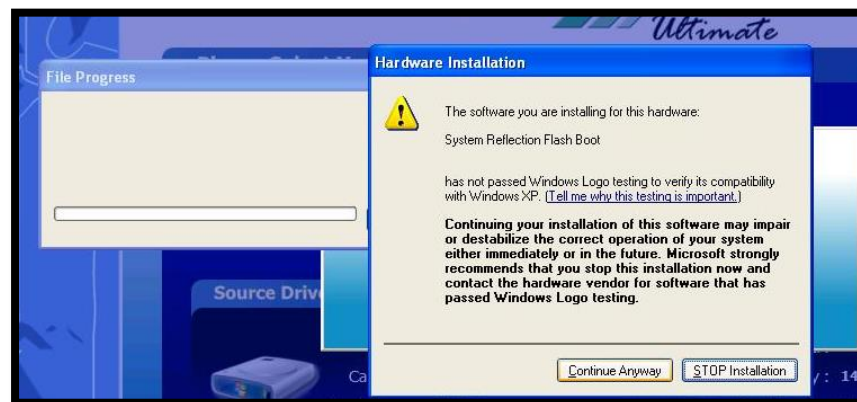
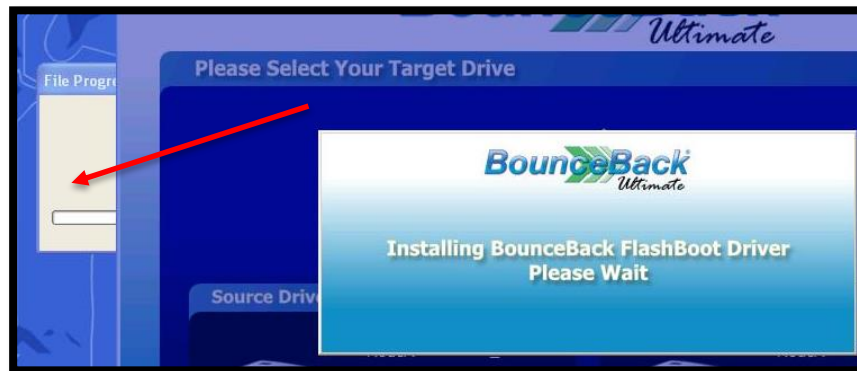
(Example)



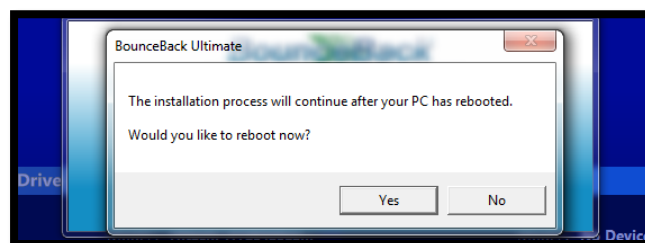
Note: There are instances when the FlashBoot driver will require user interaction in order for it to be installed. For example, on Windows XP the user will need to click on the "Continue Anyway" button when they are prompted to install the drive.



Note: The window that prompts you to click on "Continue Anyway" might appear behind the BounceBack window. A representation of how the window might look like when it is hidden behind BounceBack can be seen below. The red arrow points to the window that you need to select. Then click on the "Continue Anyway" button.

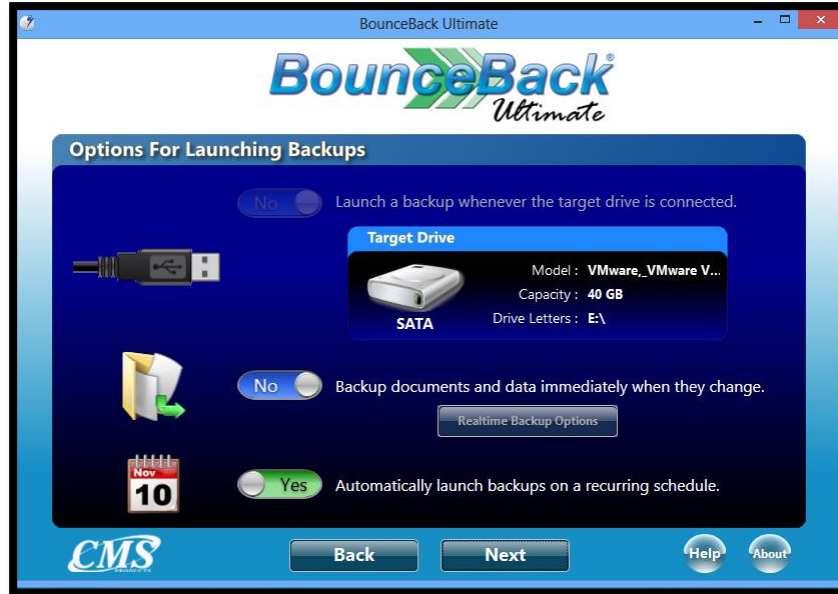


Note: There are instances when BounceBack will prompt the user to reboot the system after installing the BounceBack FlashBoot driver. The user must reboot the system if they are prompted to reboot. A representation of the reboot message can be seen below. BounceBack will automatically start at the backup selection screen once the system has restarted. The user can then launch a new system backup and continue on to the next step that is outlined in this User Guide.



After selecting the backup device of your choice, you will be taken to the **Options for Launching Backups** screen. You may enable **On-Connection, Real-Time**, or a **Backup Schedule** from within this screen. BounceBack Ultimate has a default backup schedule enabled when you perform a system backup for the first time. The backup schedule is used to perform an incremental backup at a specific time. The default schedule is set for 8:00 pm. You have the option to change the schedule if needed.

(Example)



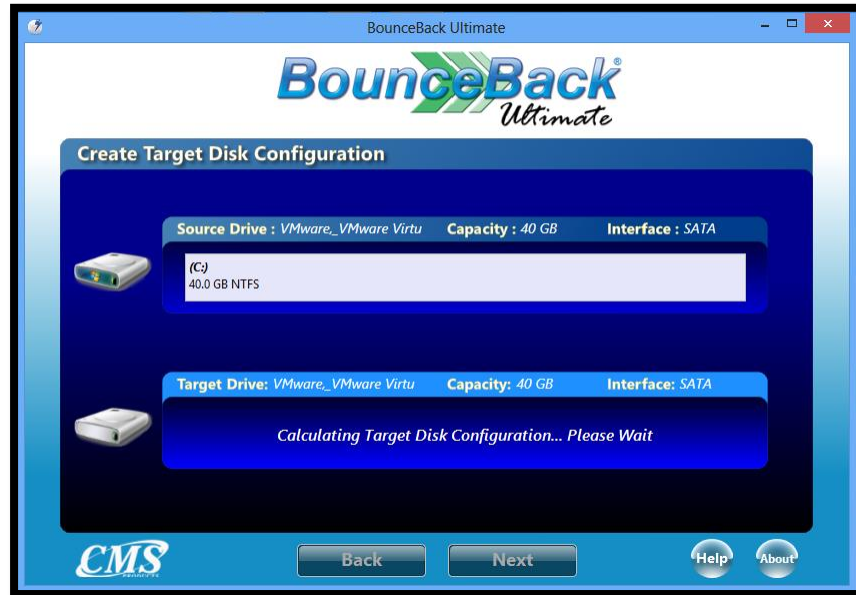
The screen that follows will allow you to confirm your backup schedule.

(Example)



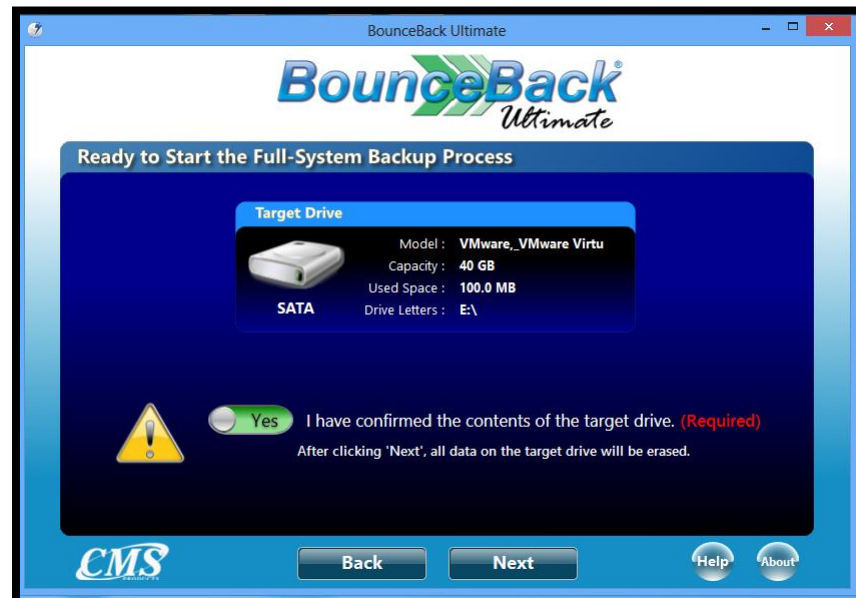
BounceBack Ultimate will then analyze your source drive and verify that the backup will fit on the backup device that you have selected. BounceBack will notify you if the backup is too large. We recommend viewing the [Performing a System Backup to a Smaller Drive](#) section in this manual if your backup device is smaller than your computer's hard drive.

(Example)



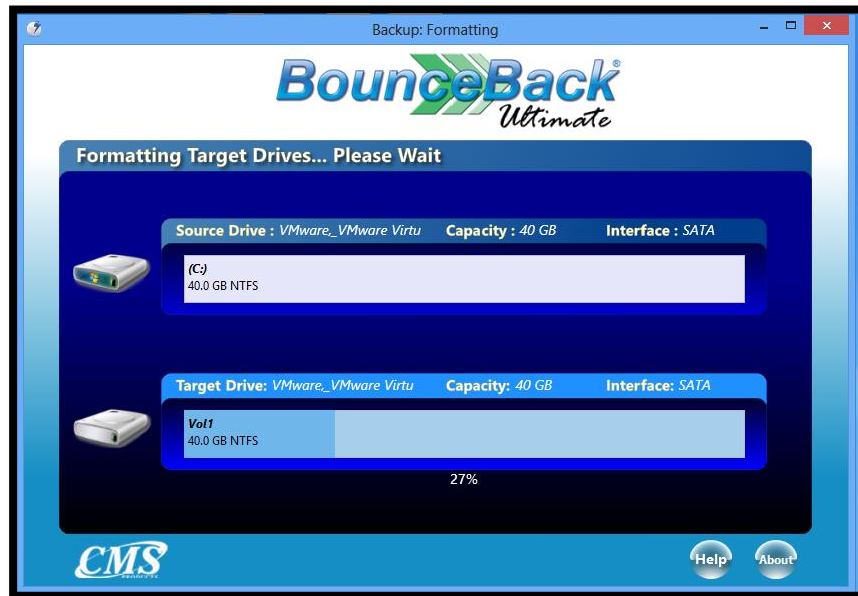
You will be asked to confirm that you have selected the correct device for this backup. **The data found on the selected device will be deleted once you have confirmed your selection.**

(Example)



BounceBack Ultimate will then partition and format the backup device before starting the backup.

(Example)



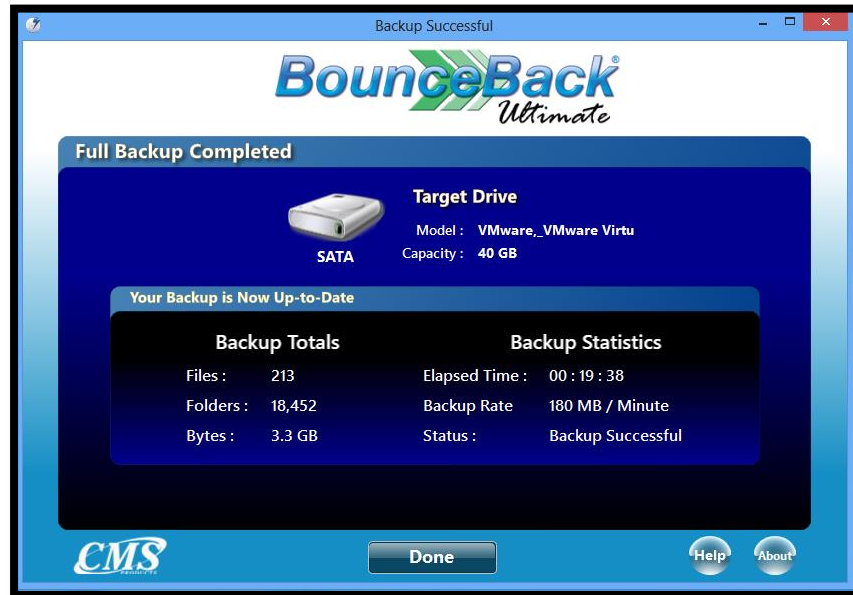
You will receive a progress indicator once the backup has started. You may also enable the shutdown toggle if you would like for BounceBack to power off your computer once the backup is complete.

(Example)



BounceBack Ultimate will present you with a backup completion screen at the end. You may close the BounceBack Ultimate software after completing your backup.

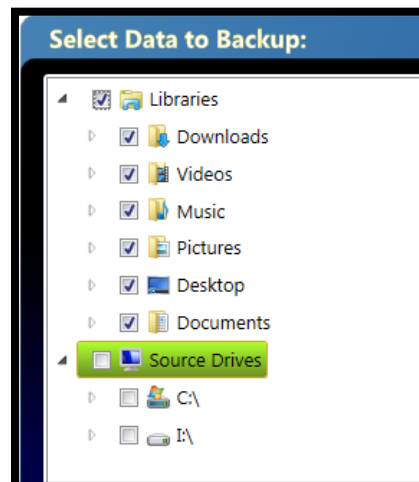
(Example)



Performing a Data Backup

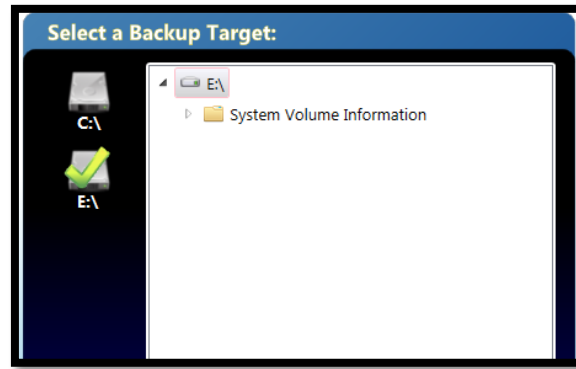
Configuring your backup data backup is easy. You will first select the files or folders that you would like to backup from your source drive. The default option is to click on the **Libraries** check box. The Libraries container includes the following **Download, Videos, Music, Pictures, Desktop, and Documents** directories found in your user account. You may optionally select other files and folders that are not part of the Libraries container.

(Example)



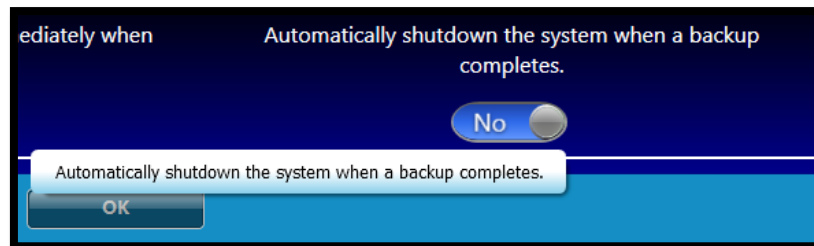
Once you have selected which files and folders you would like to backup, you will then have to select the destination drive to backup your data to.

(Example)



The software includes built-in tool tips that can be accessed when you hover your mouse over toggle buttons, configuration buttons, and the help button. The tool tips will help you get familiar with the software interface by providing you with a brief description of each buttons function. Hovering your mouse over the help button will provide you with more information about the software features found in the software. The information displayed in the help button will change depending on the software interface that you are accessing in BounceBack Ultimate.

(Example)



Now that you have configured your backup job you may launch your first backup. This can be accomplished by clicking on the **Backup Now** button found at the bottom of the window.

(Example)



You will receive a completion screen once the first backup has finished. You may close the BounceBack Ultimate software after completing your backup.

(Example)



5. Additional Features

How to access BounceBack Ultimate

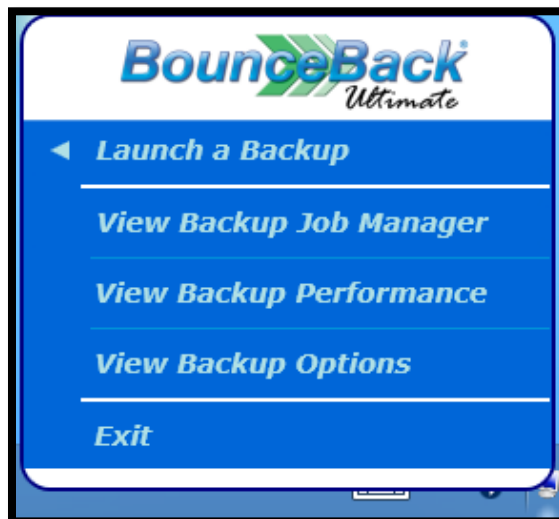
If you would like to perform further adjustments to your backup configuration or even perform an incremental backup, you may do so by accessing BounceBack Ultimate via the Backup Monitor icon found in the Windows System Tray.

(Example)



Clicking on the Backup Monitor will launch a menu of options. You can either **Launch a Backup**, **View Backup Job Manager**, **View Backup Performance**, **View Backup Options**, or **Exit** the Backup Monitor.

(Example)



Launching an Incremental Backup

You can perform an incremental backup of an existing backup job by hovering your mouse over the **Launch a Backup** menu found in the Backup Monitor. Doing this will present you with a list of the backup jobs that you have created. Click on the backup job of your choice to manually launch an incremental backup.

(Example)



View and Edit your Backup Jobs

To view or edit your backup jobs you will need to click on the **View Backup Job Manager** menu button in the Backup Monitor.

(Example)



The Backup Job Manager window will open once you have clicked on the **View Backup Job Manager** menu button in the Backup Monitor.

(Example)



Features that are accessible via the Backup Job Manager

The Backup Job Manager presents you with access to the following features:

- » Adding, Editing, or Removing a backup job. *
- » Renaming a backup job.
- » Enabling the **On-Connect** feature allows you to launch an incremental backup when you connect your USB backup device to your computer.
- » Enabling the **Real-Time** feature allows you to perform an incremental backup of the files that have changed since your last backup. BounceBack will also backup new files that are found in the folders that you have selected for backup. This incremental backup is made in real-time.
- » You may enable the **Shutdown** feature which powers off your computer after a backup has completed.
- » You may add or edit a backup **Schedule**. Backup schedules can be set on a daily, weekly, and monthly basis. **
- » You are able to launch an incremental backup by clicking on the Launch Backup button.
- » The Backup Job Manager will also display when your last backup was performed.

* You may only have one active system backup job. You will have to remove your existing system backup job if you seek to perform a system backup to different device.

** You must be logged in to your user account in order for the scheduled backups to take place.

View Backup Performance

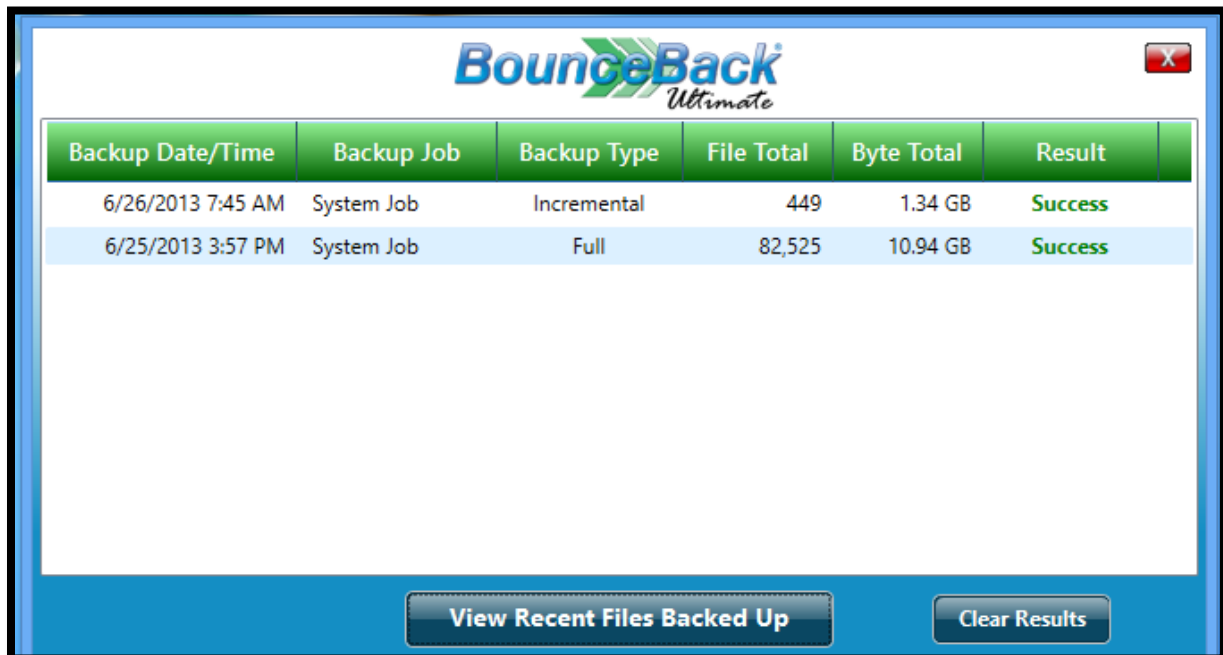
You can view a brief backup report directly from the Backup Monitor. You can access this information by selecting the **View Backup Performance** menu button within the Backup Monitor.

(Example)



The backup report will provide you with information on when the backup was made, which backup job was run, the type, the amount of files that were backed up, the backup size, and if the backup completed successfully. You may optionally click on **View Recent Files Backed Up** to display the recent files that were backed up by an incremental backup only.

(Example)

A screenshot of the BounceBack Ultimate software interface showing a backup report. The window title is "BounceBack Ultimate". The report is displayed in a table with the following columns: "Backup Date/Time", "Backup Job", "Backup Type", "File Total", "Byte Total", and "Result". The table contains two rows of data. Below the table, there are two buttons: "View Recent Files Backed Up" and "Clear Results".

Backup Date/Time	Backup Job	Backup Type	File Total	Byte Total	Result
6/26/2013 7:45 AM	System Job	Incremental	449	1.34 GB	Success
6/25/2013 3:57 PM	System Job	Full	82,525	10.94 GB	Success

View Backup Options

The Backup Options menu in BounceBack Ultimate 14.2 presents users with access to a new feature that can be utilized to create or delete a shortcut to the backup device that is added to the startup menu in Windows. This shortcut can make it easier for users to start their computers from their backup drive in the event of system failure. You can access this feature by selecting the **View Backup Options** menu button within the Backup Monitor.

(Example)



A representation of the Backup Options interface can be seen below. The Startup Menu shortcut is disabled by default. You will need to set the toggle to Yes in order to enable this feature and create a Startup Menu for your backup drive. This feature can only be enabled after successfully performing a system backup. It cannot be enabled if the system has crashed or if you install the software on a different computer for the purpose of only creating this Startup Menu shortcut. The Backup Options menu will be covered more in the BounceBack Ultimate 14.2 Disaster Recovery Guide.

(Example)



Performing a System Backup to a Smaller Drive

We normally recommend performing a full system backup to a hard drive that is the same size as your computer's hard drive. Or even to a larger backup hard drive.

However, we are aware that the backup needs for every user are unique. Some users might be adapting to solid state drive (SSD) technology. Most of the users that are seeking to upgrade to an SSD will be migrating their data from a larger HDD to a smaller SSD.

BounceBack Ultimate 14 is ready to assist these users by including a file exclusion utility that allows users to manually exclude files that they do not want to copy to their SSD while retaining the operating system and programs.

The file exclusion utility will appear when you attempt to perform a backup to a drive that will not be able hold the entire used disk space found on your computer's hard drive. You will have to exclude data from the backup until the file exclusion utility reports that you have 0 files to exclude. The backup process will resume once you have made the necessary file exclusions.

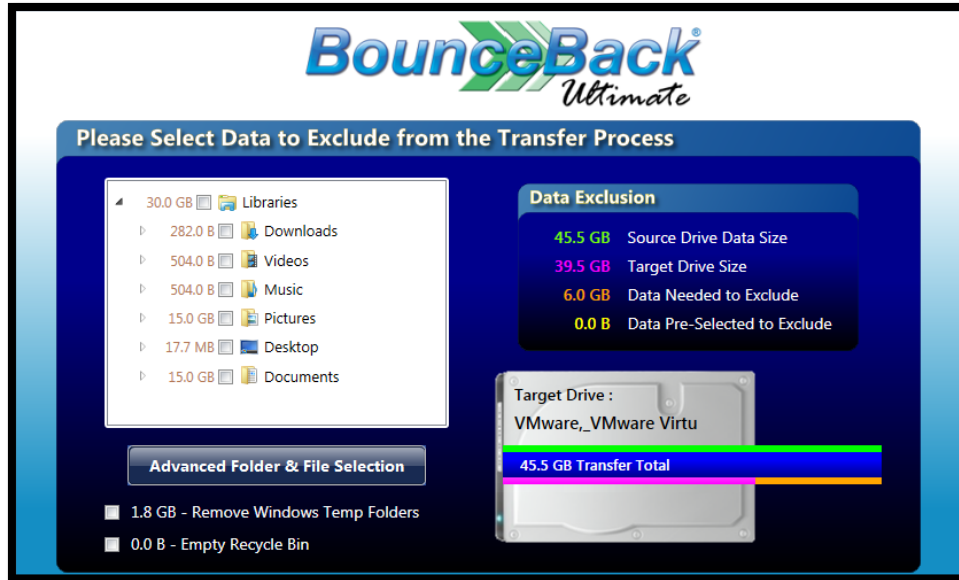
(Example)



You have the option to use the basic or advanced file exclusion utility. BounceBack will launch the basic file exclusion utility by default.

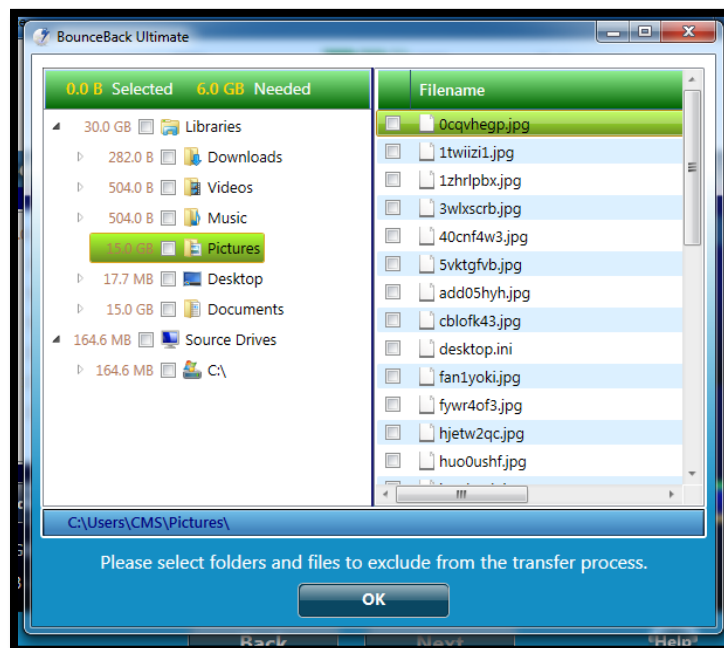
The basic file exclusion utility will only allow you to exclude the entire contents found in folders that have a large amount of data.

(Example)



The advanced file exclusion utility will allow you to exclude specific files from the backup.

(Example)

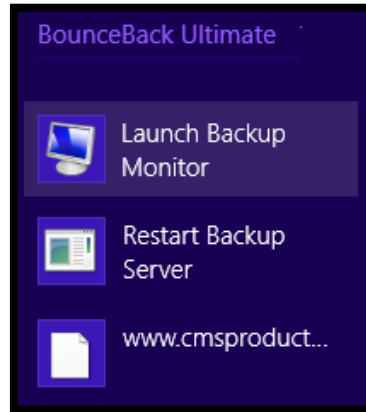


6. Support

Troubleshooting Tips

In the event that the Backup Monitor does not automatically launch on startup, you may manually launch it by running the **Launch Backup Monitor** shortcut found in the BounceBack Ultimate container within All Programs.

(Example)



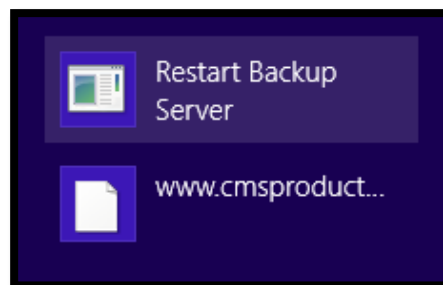
In the event that the Backup Monitor has gone offline, you will need to manually restart it in order to continue normal operation of BounceBack Ultimate.

(Example)



This can be corrected by running the **Restart Backup Server** shortcut found in the BounceBack Ultimate container within All Programs.

(Example)

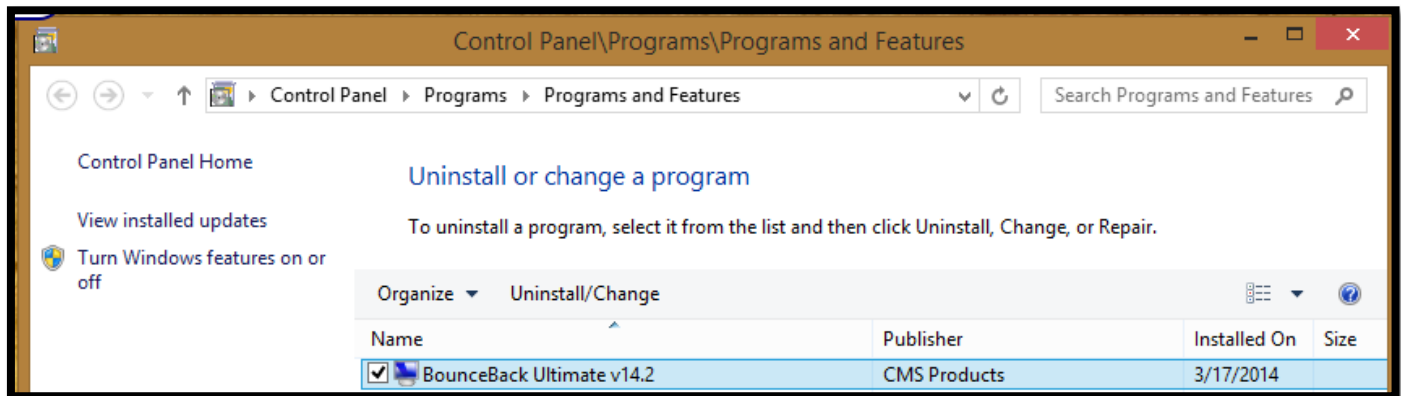


Uninstalling BounceBack Ultimate

Prior to uninstalling BounceBack we recommend that you close all BounceBack Ultimate windows that might be open.

BounceBack Ultimate can be uninstalled via the **Programs and Features** section in Control Panel for Windows Vista, Windows 7 and Windows 8 & 8.1. BounceBack Ultimate can also be uninstalled via the **Add or Remove Programs** section in Control Panel for Windows XP.

(Example)



Contact Technical Support

- If you require assistance, you may contact our technical support department directly.
 1. Email: support@cmsproducts.com Mon - Fri
 2. Support Forum: <http://www.cmsproducts.com/boards>

To obtain an electronic copy of our software manuals such as our Disaster Recovery Guide, visit the following web page: <http://www.cmsproducts.com/boards/forum/11/guides-and-manuals>