



BounceBack v20

USER GUIDE

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Introduction

BounceBack 20 is a powerful backup and recovery tool. It may seem intimidating at first because of its many features, but it is simple if you follow these general guidelines.

Types of Backups

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

Image (Disaster Recovery) Backups

These are backups that should be run when BounceBack 20 is first installed and after major software or 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

- **Install the software.** To install BounceBack, locate the installer .exe file and right-click on the Setup-BounceBack*.exe program and then select "Run as administrator". It is required to be logged in to Windows with an Administrator account for the software installation. You may need to temporarily disable Anti-Virus & Anti-Malware scanners and Firewall software for the install. The license code is either on a sticker attached to the CD sleeve, emailed when you purchased, or available online at My Account page at <http://store.cmsproducts.com>.
- **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 must be done only once.
- **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.
- **Create and Schedule Folder/File based backups.** You don't need to do 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, and differential backups.
- **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 in this manual.

Suggested Best Practices for BounceBack 20

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 operations while it runs.

Image Backups - Disaster Recovery (DR)

- 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**.

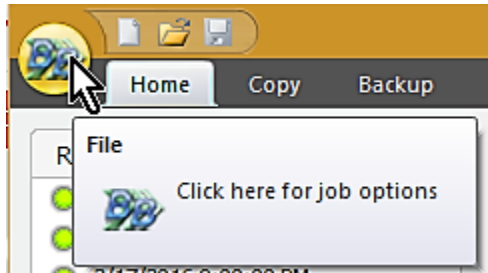
Moving from BounceBack versions 14 and before

1. Uninstall BounceBack Ultimate or any other backup software from CMS Products
2. Reformat backup drives that were used with previous versions of BounceBack
 - 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 using Windows Disk Management.
3. Install the new BounceBack
 - a. Execute Setup-BounceBack-*.exe from either your download or from the purchased CD.
 - b. Follow the on-screen prompts

Getting to Know the User Interface

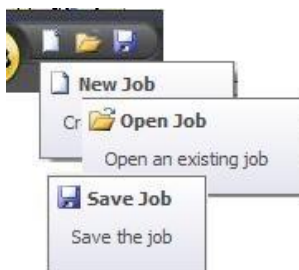
The user interface consists of a single main screen. At the top of this screen you'll find the "Launch Button", "Quick Access Toolbar" and a set of seven tabs.

Launch Button



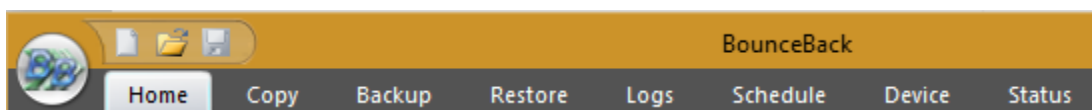
The Launch Button is in the top-left corner of BounceBack. It provides fast access to files and frequently used commands. From here, you can quickly create a new job, open, run and save an existing job, import previous backup jobs or change [DEFAULT SETTINGS](#).

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



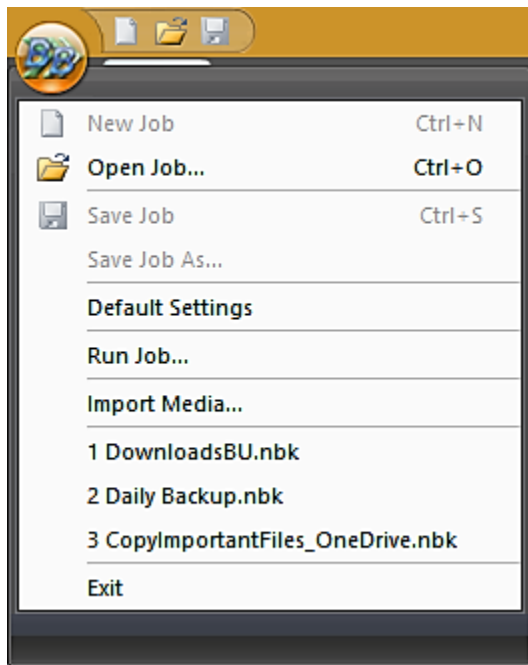
The Home tab contains convenient information about your previous and next scheduled backup as well as useful shortcuts and the "Quick Select" feature. The Backup tab allows you to select files and folders to backup. Similarly, the Copy tab allows you to select files and folders to be copied to another destination. The Restore tab enables you to make selections 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

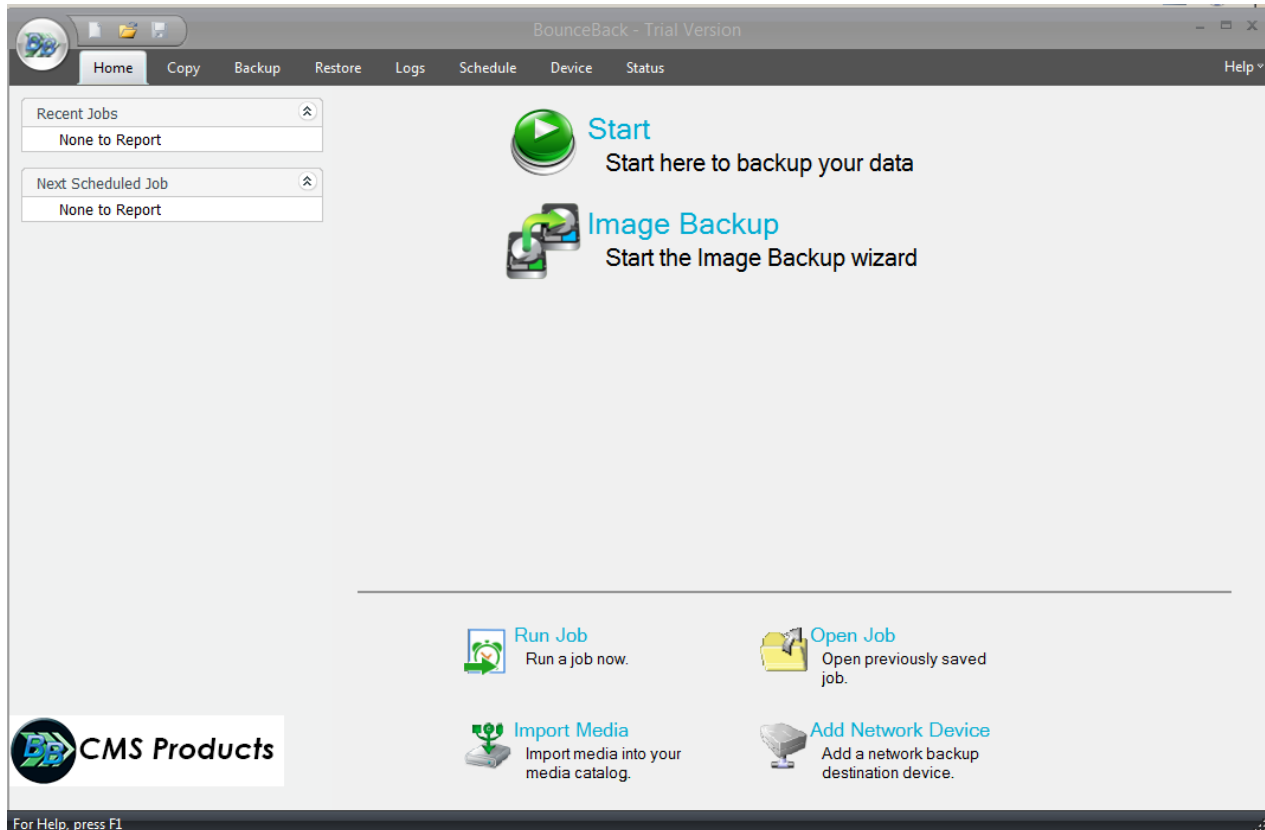
The Launch Button is in the top-left corner of BounceBack. It provides fast access to files and frequently used commands. From there, you can quickly create a new job, open, run and save an existing job, or import previous backup sets.



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 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 windows on the left containing summary information on the most recent and next scheduled operations, and links to perform File or Image backups.



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:

Start - Start here to backup your data.

Image Backup - The Image Backup selection opens the screen from where an image backup or restore operation can be performed, or image backup jobs can be created and scheduled.

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.

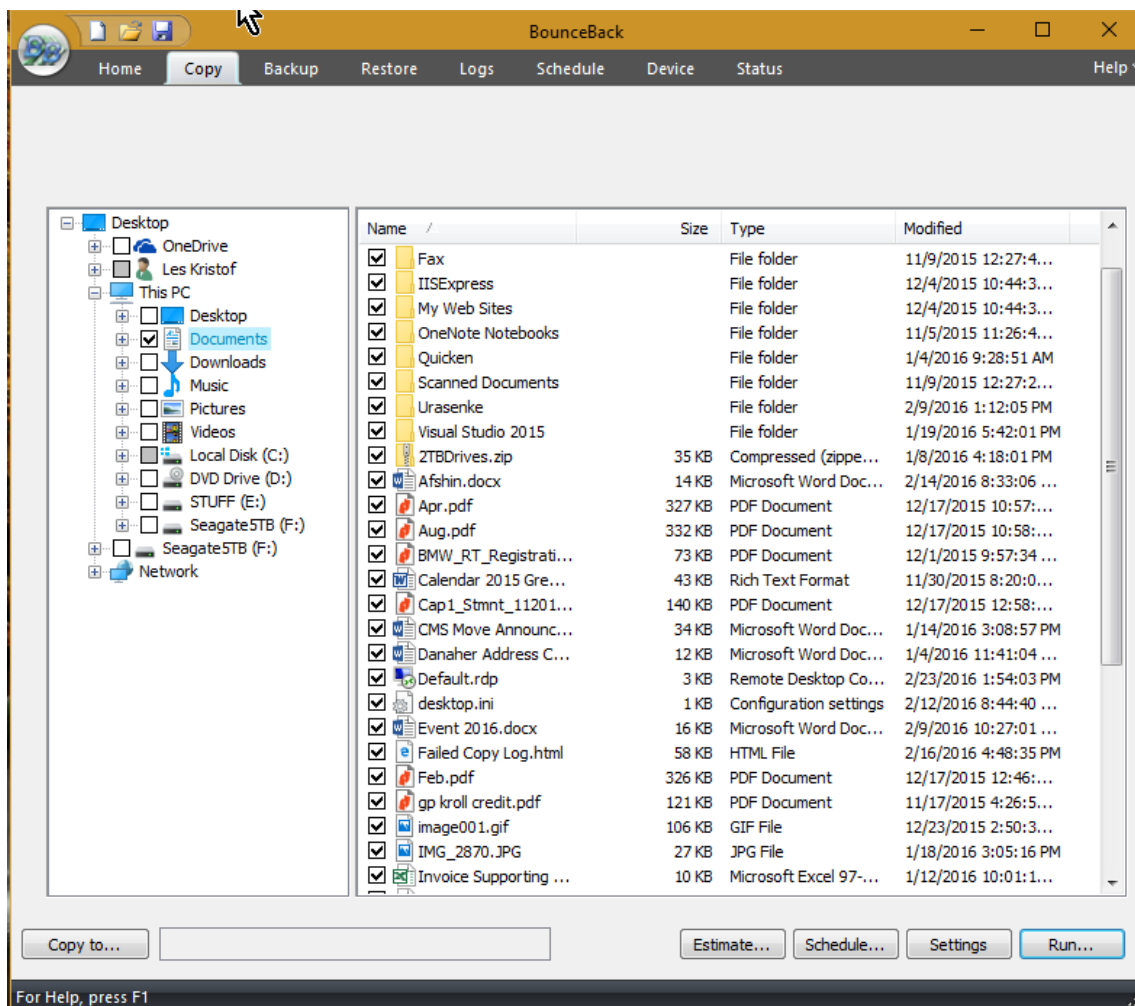
Import Media - This link launches the Import Media function allowing you to add details for media not already saved to the current BounceBack database. For example, media from another system or installation of BounceBack.

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 devices from 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.



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 can 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 an "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.

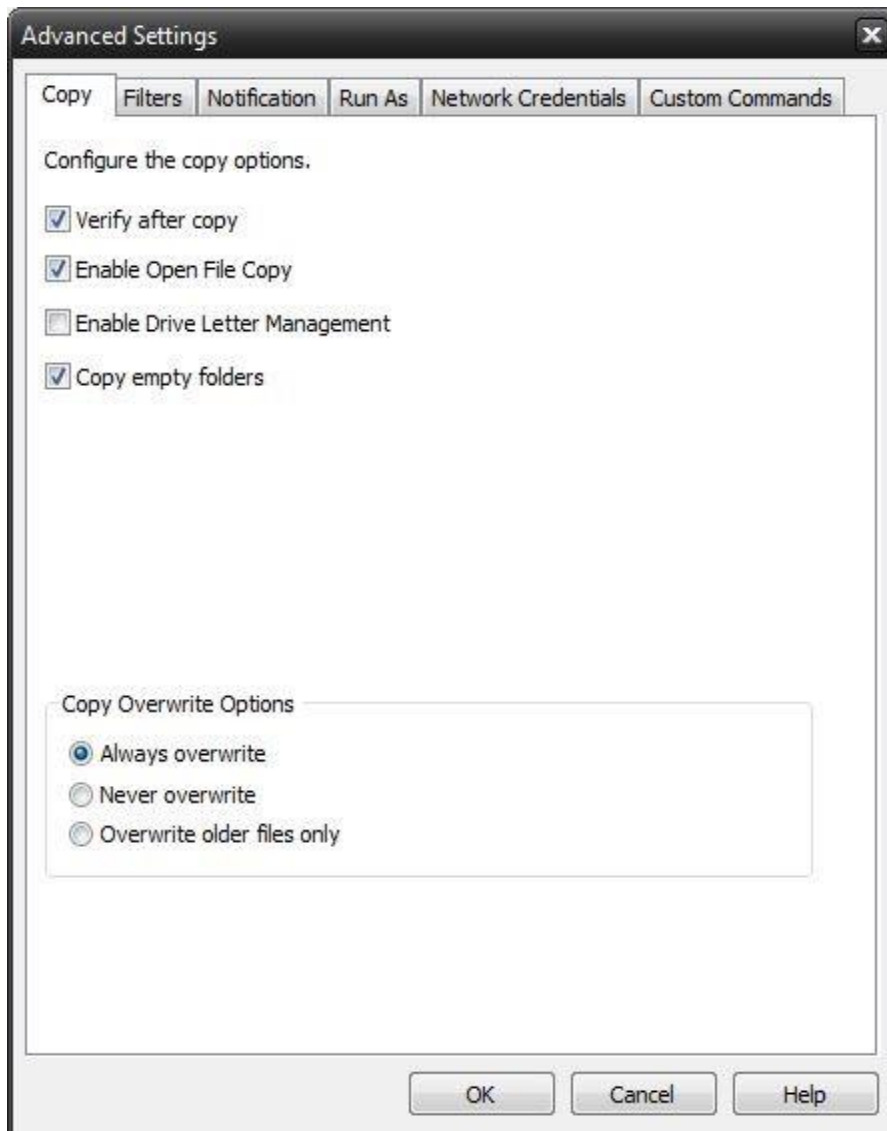
"Settings" button

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).

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.

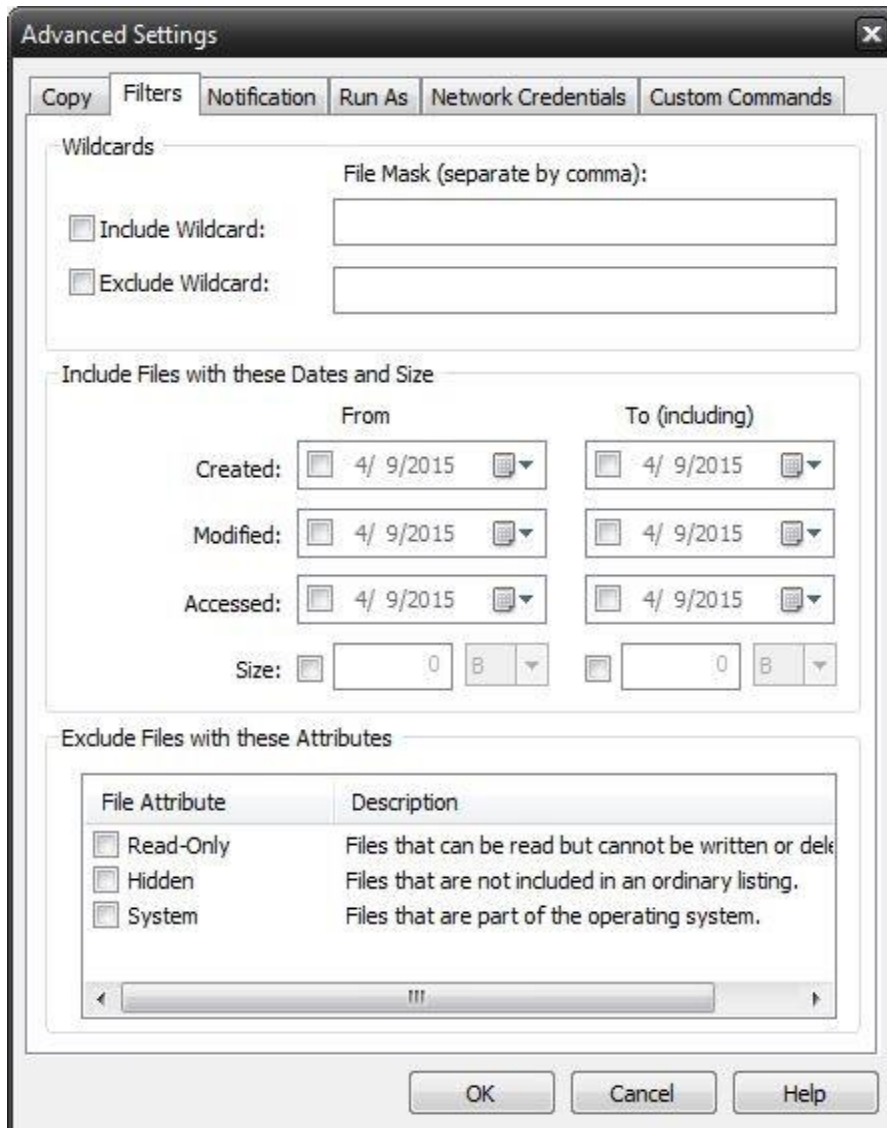
Copy Overwrite Options

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



The image shows a screenshot of the 'Advanced Settings' dialog box, specifically the 'Filters' tab. The dialog has a title bar with a close button (X). Below the title bar are several tabs: 'Copy', 'Filters' (selected), 'Notification', 'Run As', 'Network Credentials', and 'Custom Commands'. The 'Filters' tab contains three main sections: 'Wildcards', 'Include Files with these Dates and Size', and 'Exclude Files with these Attributes'. The 'Wildcards' section has two checkboxes, 'Include Wildcard:' and 'Exclude Wildcard:', each followed by a text input field. The 'Include Files with these Dates and Size' section has three rows for 'Created', 'Modified', and 'Accessed'. Each row has two date pickers labeled 'From' and 'To (including)', and a 'Size' section with a checkbox, a text input field, and a unit dropdown (B). The 'Exclude Files with these Attributes' section contains a table with two columns: 'File Attribute' and 'Description'. The table lists 'Read-Only', 'Hidden', and 'System' attributes, each with a checkbox and a description. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

File Attribute	Description
<input type="checkbox"/> Read-Only	Files that can be read but cannot be written or deleted.
<input type="checkbox"/> Hidden	Files that are not included in an ordinary listing.
<input type="checkbox"/> System	Files that are part of the operating system.

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 exclude in the default job separated by a comma (example: *.doc,*.xls,*.dat)

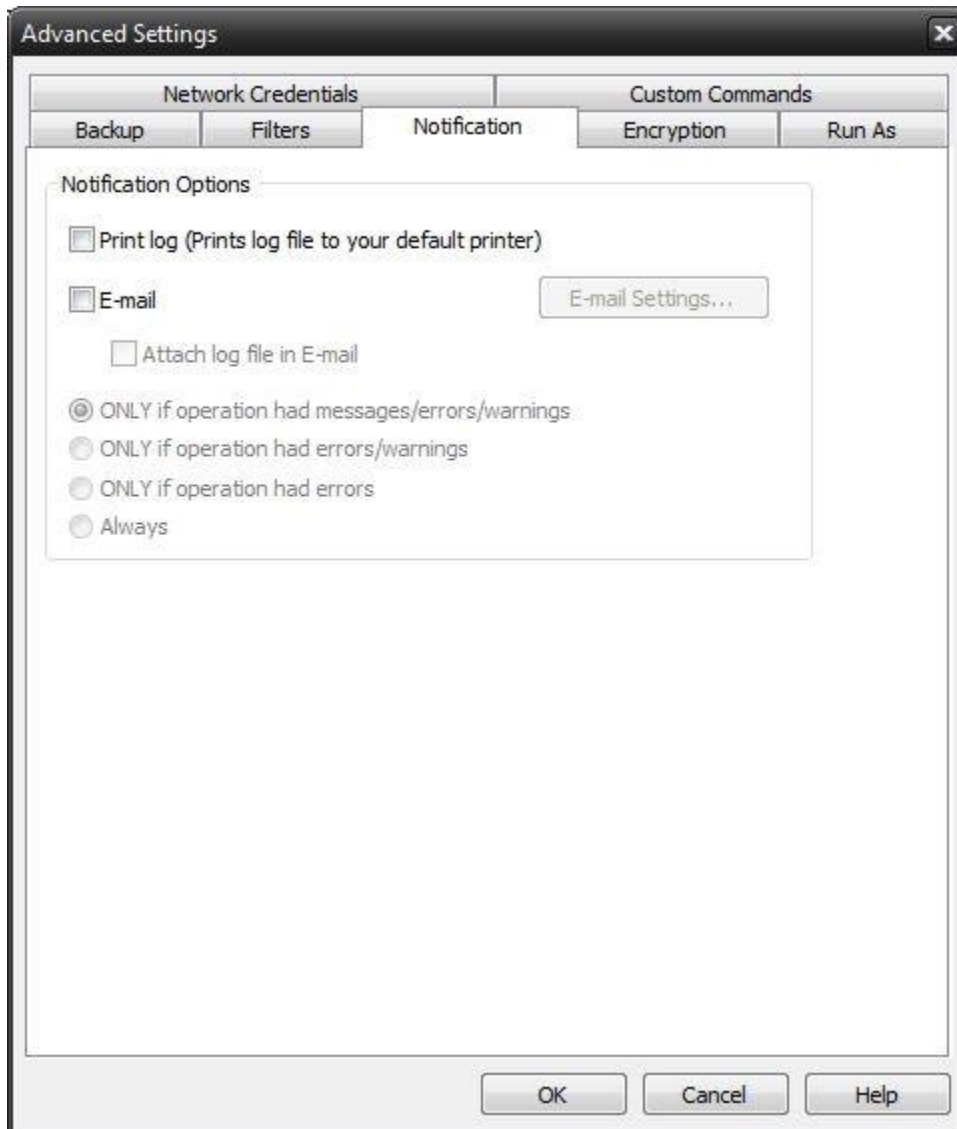
Include Files with these Dates and Size

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.

Copy 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.

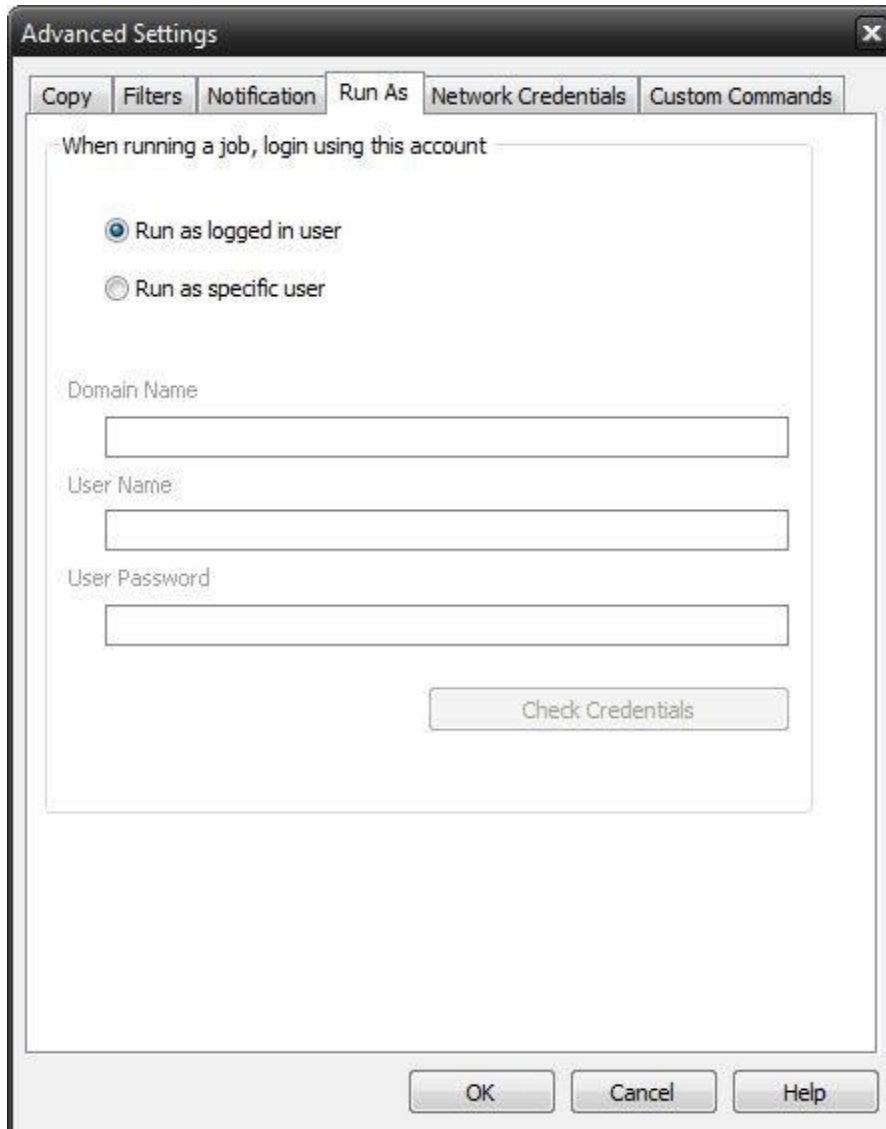
E-mail Settings - See section on defining your E-mail Settings

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

Copy Job - Run As



The image shows a screenshot of the 'Advanced Settings' dialog box, specifically the 'Run As' tab. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Copy', 'Filters', 'Notification', 'Run As' (which is selected), 'Network Credentials', and 'Custom Commands'. The main content area of the 'Run As' tab is titled 'When running a job, login using this account'. It contains two radio button options: 'Run as logged in user' (which is selected) and 'Run as specific user'. Below these options are three text input fields labeled 'Domain Name', 'User Name', and 'User Password'. A 'Check Credentials' button is located below the 'User Password' field. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

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.

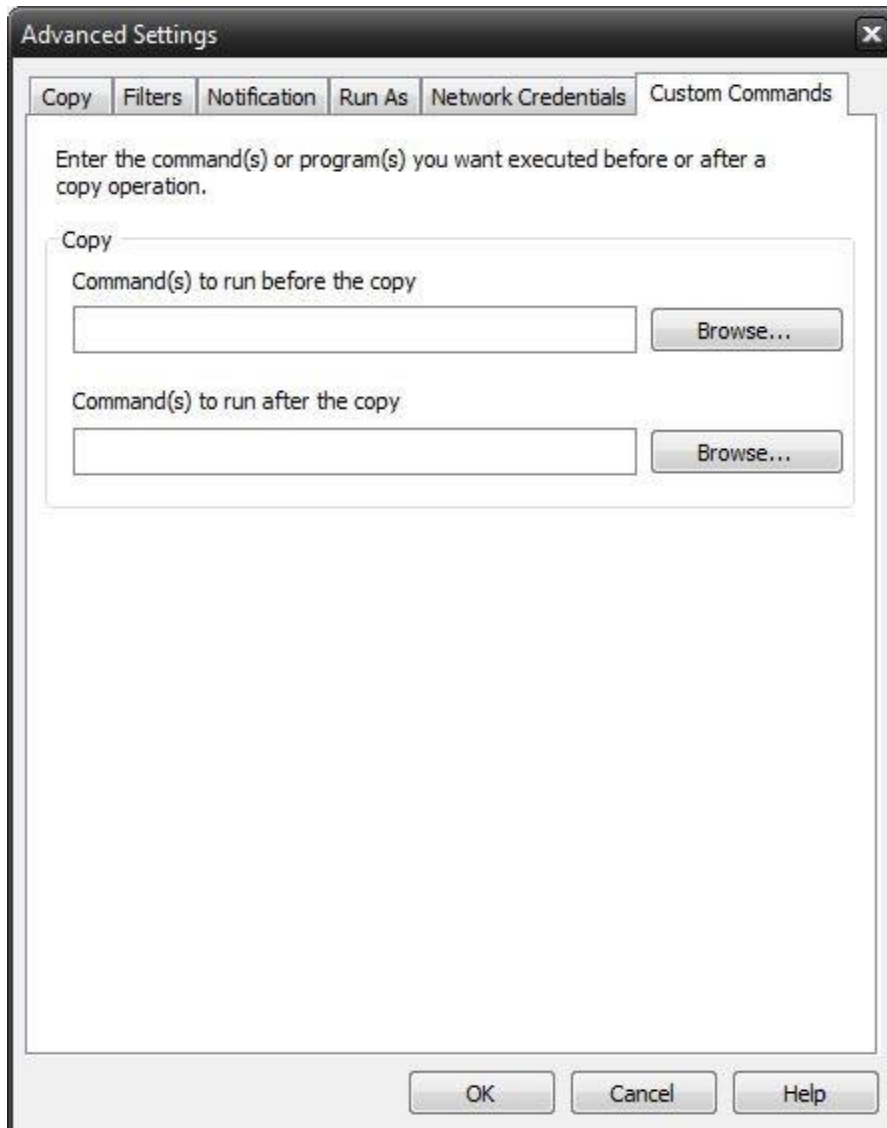
Copy Job - Network Credentials



The image shows a screenshot of a software window titled "Advanced Settings". It has a tabbed interface with five tabs: "Copy", "Filters", "Notification", "Run As", and "Network Credentials". The "Network Credentials" tab is currently selected. Inside the tab, there is a text instruction: "Use this option to grant access to a network location, such as a NAS device or network share with a specific username and password." Below this instruction are three text input fields labeled "Domain Name:", "User Name:", and "User Password:". At the bottom of the dialog box are three buttons: "OK", "Cancel", and "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 "Commands to run after the copy" box.

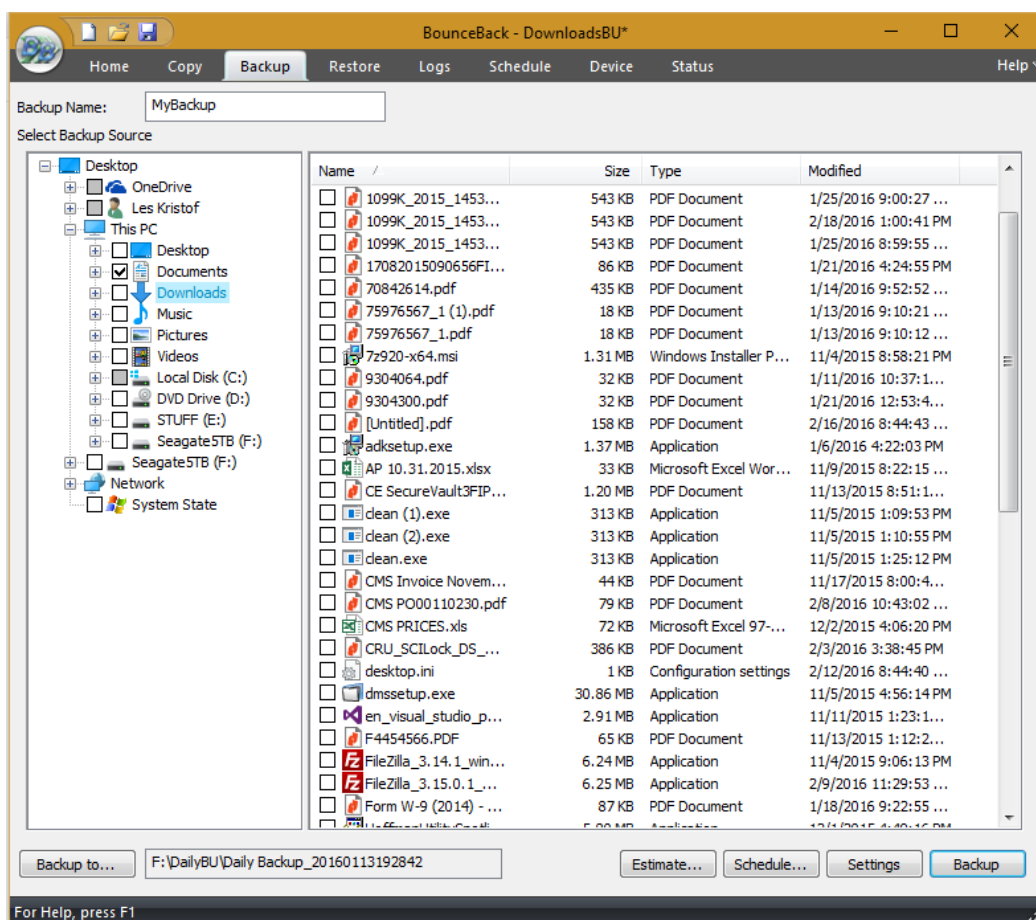


The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the copy job. Alternatively, a command can be issued at the end of the job to begin an anti-virus scan. Also, one could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

The screenshot shows the 'Advanced Settings' dialog box with the 'Backup' tab selected. The dialog has a title bar with a close button. Below the title bar are two tabs: 'Network Credentials' and 'Custom Commands'. Under 'Custom Commands', there are five sub-tabs: 'Backup', 'Filters', 'Notification', 'Encryption', and 'Run As'. The 'Backup' sub-tab is active, showing a list of checkboxes for backup options. Below the checkboxes is a 'Destination' field with a browse button. There are two sections for 'Write Mode' and 'Backup Mode', each with a dropdown menu and a description.

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, automatically format any blank or unrecognized media.

Backup Mode

Mode: ▼

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).

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 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

The screenshot shows the 'Advanced Settings' dialog box with the 'Filters' tab selected. The dialog has a title bar with a close button. Below the title bar are two main sections: 'Network Credentials' and 'Custom Commands'. Under 'Network Credentials' are tabs for 'Backup', 'Filters', 'Notification', 'Encryption', and 'Run As'. The 'Filters' tab is active. It contains three main sections: 'Wildcards', 'Include Files with these Dates and Size', and 'Exclude Files with these Attributes'. The 'Wildcards' section has two checkboxes, 'Include Wildcard:' and 'Exclude Wildcard:', each followed by a text input field. The 'Include Files with these Dates and Size' section has three rows for 'Created:', 'Modified:', and 'Accessed:'. Each row has two date pickers labeled 'From' and 'To (including)', and a 'Size' field with a unit dropdown. The 'Exclude Files with these Attributes' section contains a table with file attributes and their descriptions.

File Attribute	Description
<input type="checkbox"/> Read-Only	Files that can be read but cannot be written or deleted.
<input type="checkbox"/> Hidden	Files that are not included in an ordinary listing.
<input type="checkbox"/> System	Files that are part of the operating system.

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)

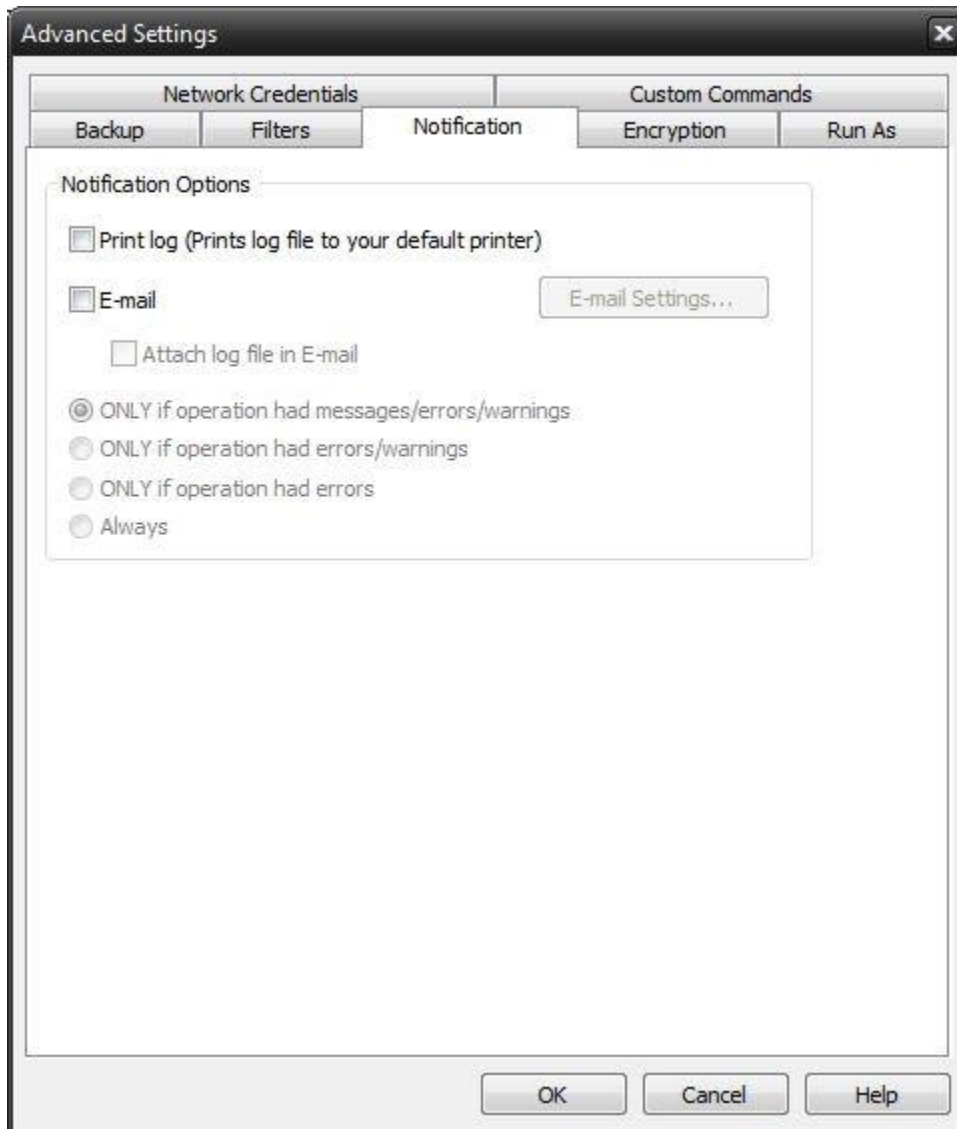
Include Files with these Dates and Size

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

The screenshot shows the 'Advanced Settings' dialog box with the 'Encryption' tab selected. The dialog has a title bar with a close button. Below the title bar are two tabs: 'Network Credentials' and 'Custom Commands'. Under 'Custom Commands', there are sub-tabs: 'Backup', 'Filters', 'Notification', 'Encryption' (which is active), and 'Run As'. The 'Encryption' section contains the following text: 'Encryption will protect all communications between you and the required devices. Your files will also be stored encrypted on the backup media providing the maximum in privacy and security.' Below this is a dropdown menu currently set to 'None'. Further down, it says 'The secret key is your personal encryption key.' and then 'Secret Key' with a sub-instruction: 'The secret key you enter must contain alphanumeric characters only and between 8 - 20 characters long.' There are two input fields: 'Enter Secret Key:' and 'Verify Secret Key:'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

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

Advanced Settings

Network Credentials Custom Commands

Backup Filters Notification Encryption Run As

When running a job, login using this account

☒ Run as logged in user

☐ Run as specific user

Domain Name

User Name

User Password

Check Credentials

OK Cancel Help

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.

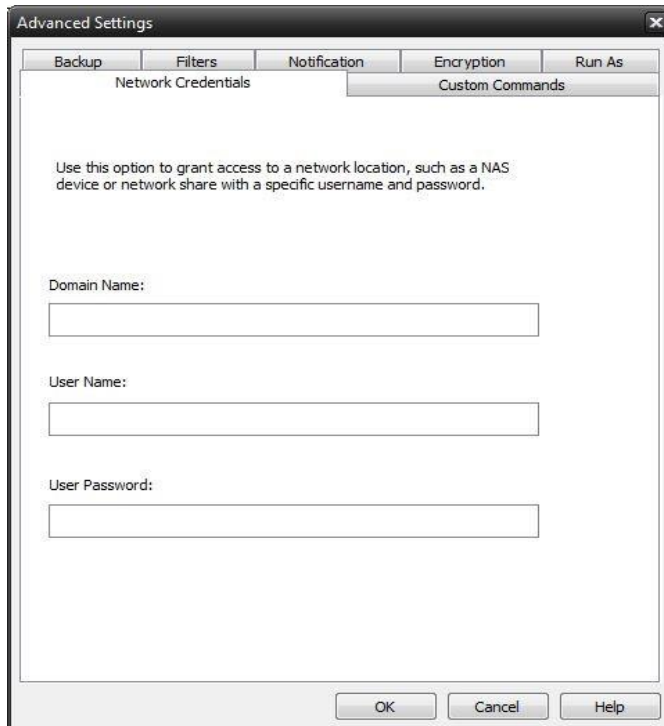


Note: The account information entered here is usually account you use to login to windows. However, you may need to use a different account when backing up network/shared drives.



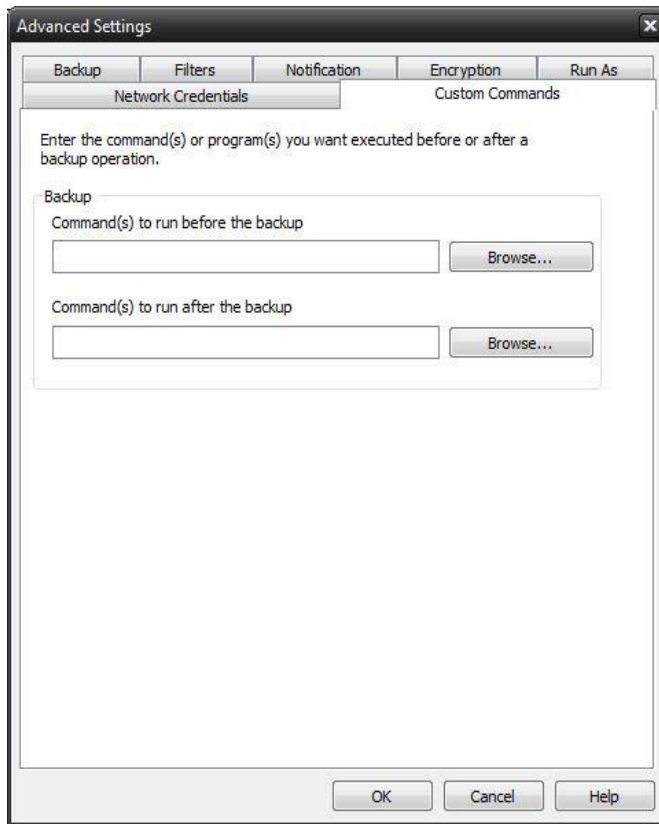
Important: If you have entered credentials you must click the "Check Credentials" button to validate the account you have entered before proceeding forward.

Credentials Tab

A screenshot of a software window titled "Advanced Settings" with a close button (X) in the top right corner. The window contains several tabs: "Backup", "Filters", "Notification", "Encryption", "Run As", "Network Credentials", and "Custom Commands". The "Network Credentials" tab is currently selected. Inside this tab, there is instructional text: "Use this option to grant access to a network location, such as a NAS device or network share with a specific username and password." Below this text are three input fields: "Domain Name:", "User Name:", and "User Password:", each followed by a text box. At the bottom of the dialog are three buttons: "OK", "Cancel", and "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.

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.



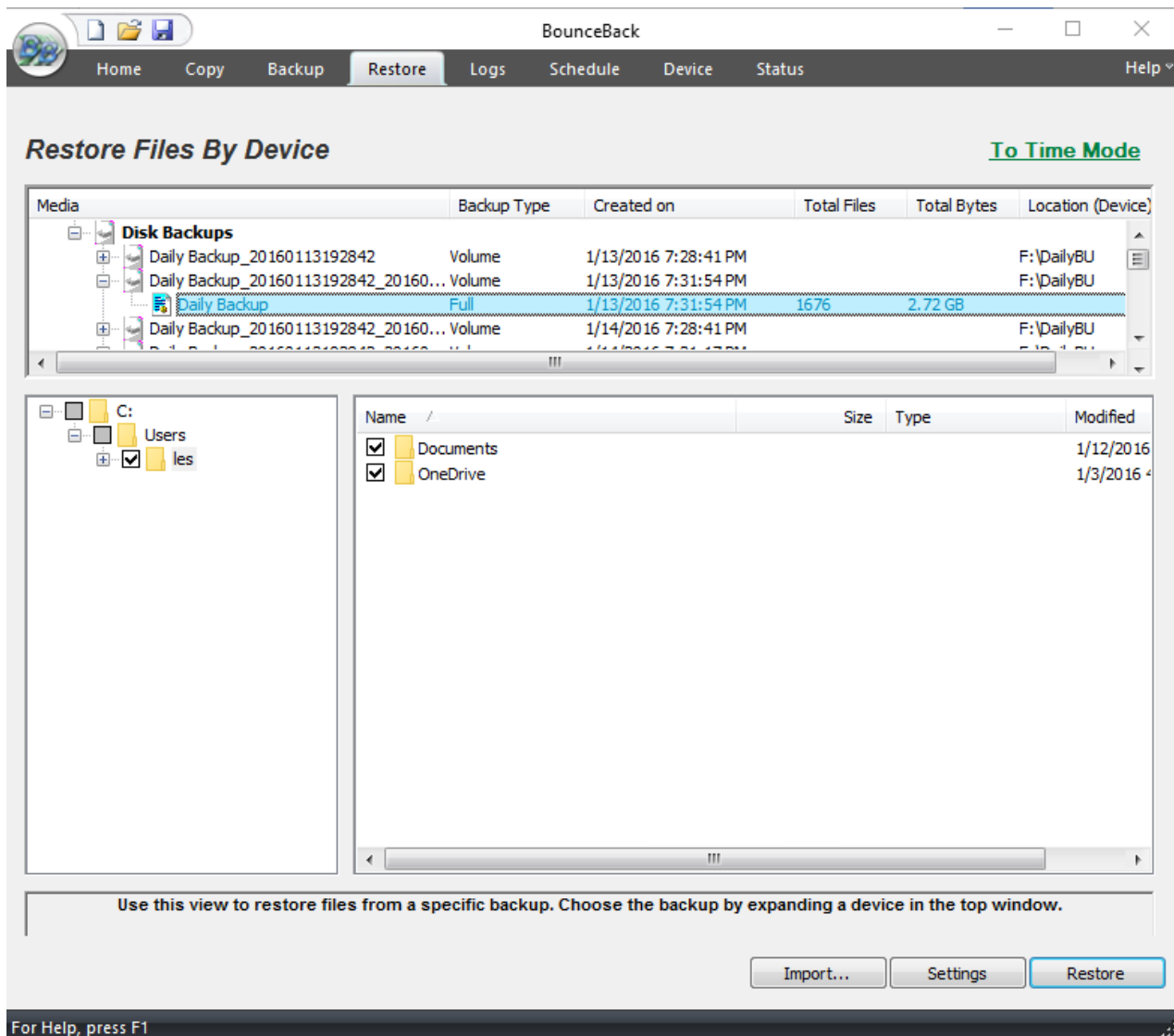
The benefits of this feature are numerous. For instance, one would be able to stop Antivirus scanning by issuing a command to their Anti-virus program prior to BounceBack beginning the backup job. Alternatively, a command can be issued at the end of the job to begin an anti-virus scan. Also one could 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. Use the device view in the upper window to select the location of the backup and the backup session containing the files available to restore.





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)

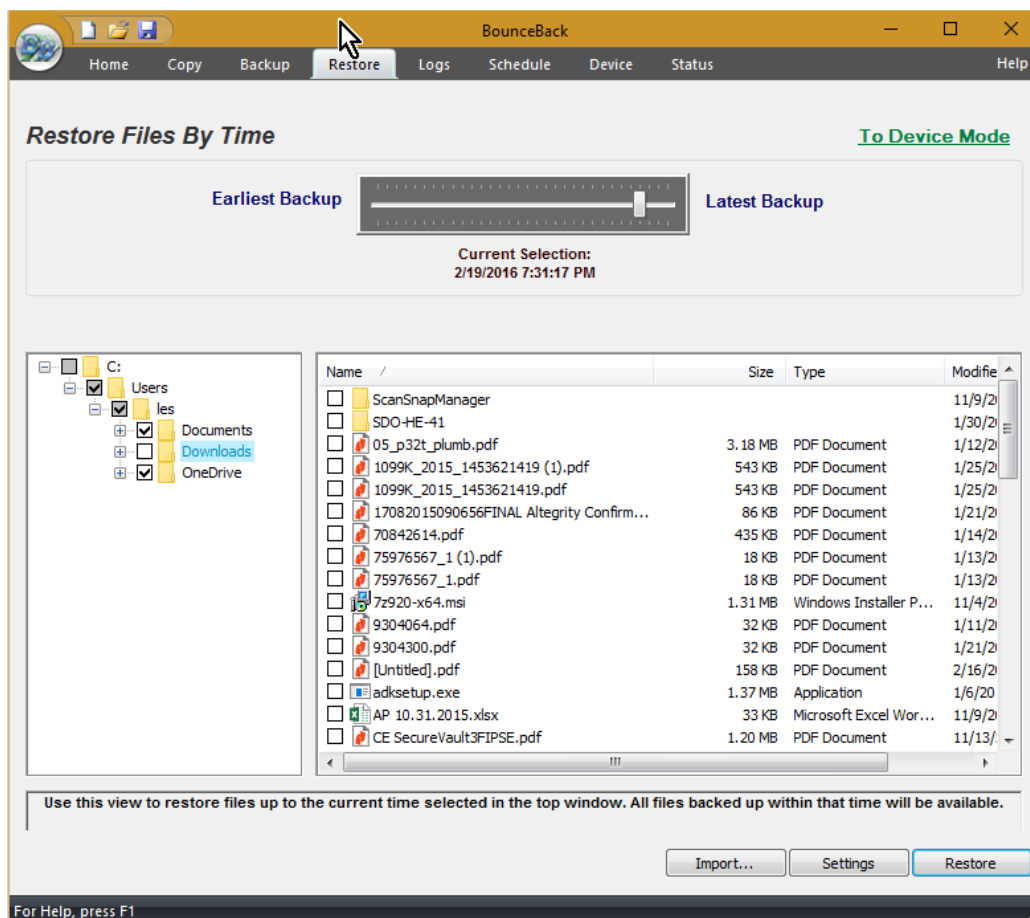
These selection windows are similar to the ones seen on the Backup Tab. Here, a listing of files and folders will be displayed once a backup job has been selected for restoration. The only files and directories that will be listed are the ones that were included in the backup job that you are restoring.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

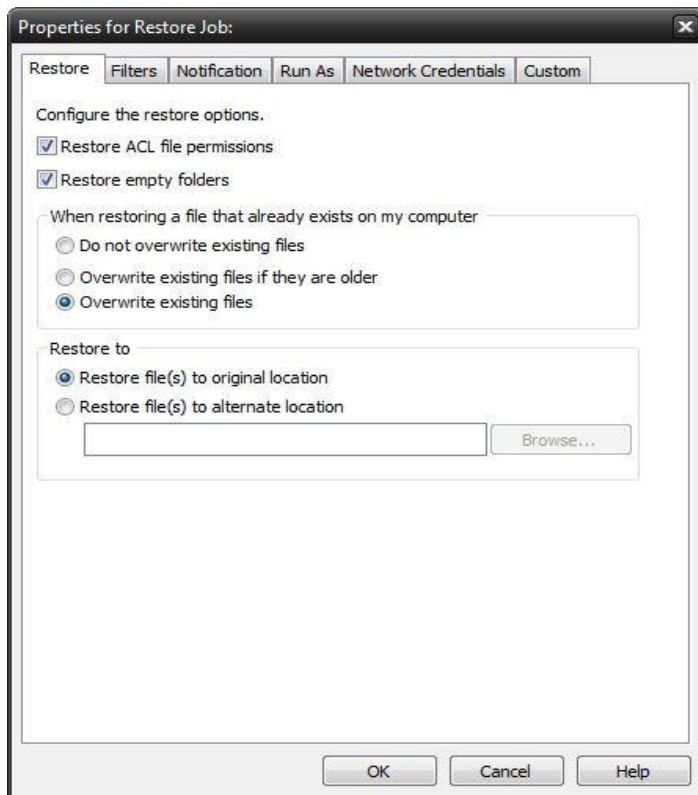
"Restore" Button

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

Properties for Restore Job:

Restore Filters Notification Run As Network Credentials Custom

Wildcards

File Mask (separate by comma):

Include Wildcard:

Exclude Wildcard:

Include Files with these Dates and Size

From To (including)

Modified: 4/ 9/2015 4/ 9/2015

Size: 0 8 0 8

Exclude Files with these Attributes

File Attribute	Description
<input type="checkbox"/> Read-Only	Files that can be read but cannot be written or deleted.
<input type="checkbox"/> Hidden	Files that are not included in an ordinary listing.
<input type="checkbox"/> System	Files that are part of the operating system.

OK Cancel Help

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 exclude in the default job separated by a comma (example: *.doc,*.xls,*.dat)

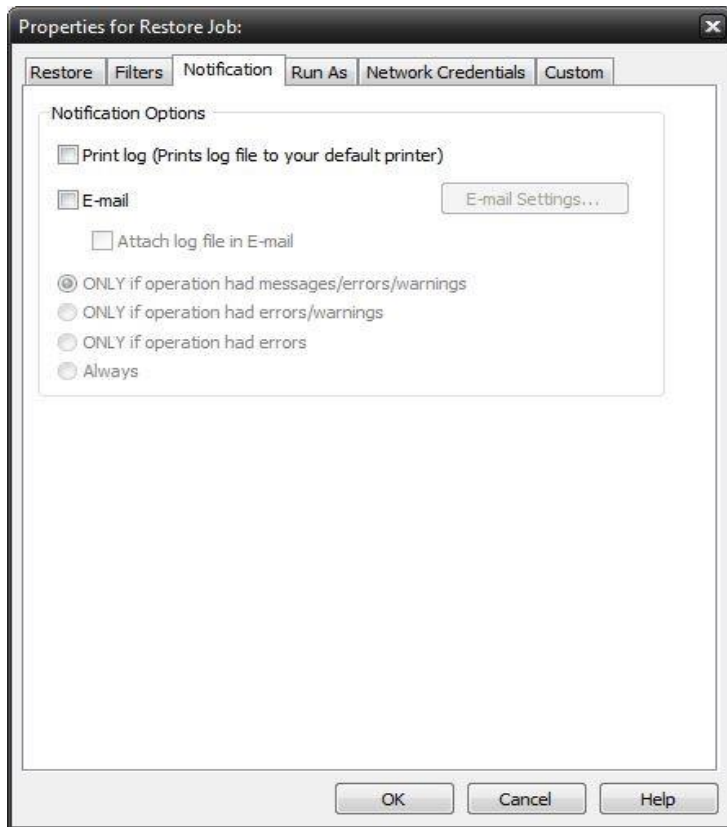
Include Files with these Dates and Size

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.

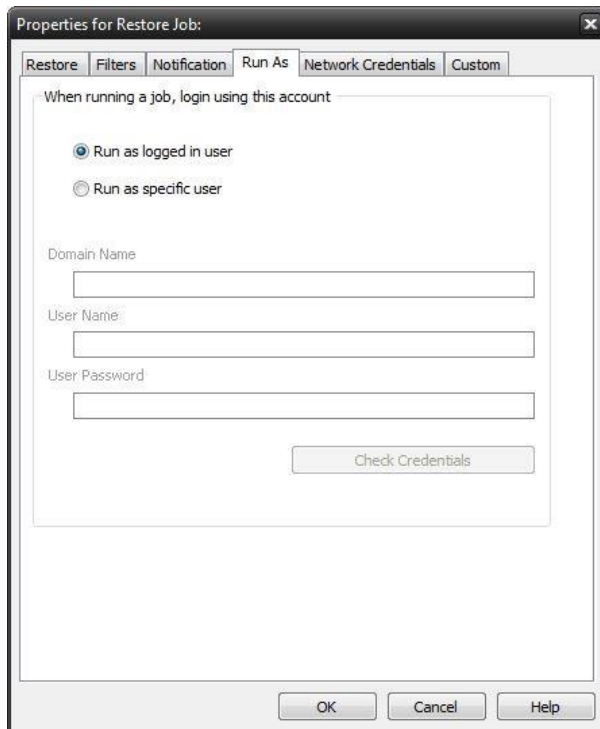
Print Log

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

The screenshot shows the 'Properties for Restore Job' dialog box with the 'Network Credentials' tab selected. The dialog has a title bar with a close button. Below the title bar are tabs: 'Restore', 'Filters', 'Notification', 'Run As', 'Network Credentials', and 'Custom'. The 'Network Credentials' tab is active. The main area contains the following text: 'Use this option to grant access to a network location, such as a NAS device or network share with a specific username and password.' Below this text are three input fields: 'Domain Name:', 'User Name:', and 'User Password:'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and '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.

Restore Job Custom Commands

The screenshot shows the 'Properties for Restore Job' dialog box with the 'Custom' tab selected. The dialog has a title bar with a close button. Below the title bar are tabs: 'Restore', 'Filters', 'Notification', 'Run As', 'Network Credentials', and 'Custom'. The 'Custom' tab is active. The main area contains the following text: 'Enter the command(s) or program(s) you want executed before or after a restore operation.' Below this text is a section titled 'Restore' which contains two input fields: 'Command(s) to run before the restore' and 'Command(s) to run after the restore'. Each input field has a 'Browse...' button next to it. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

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

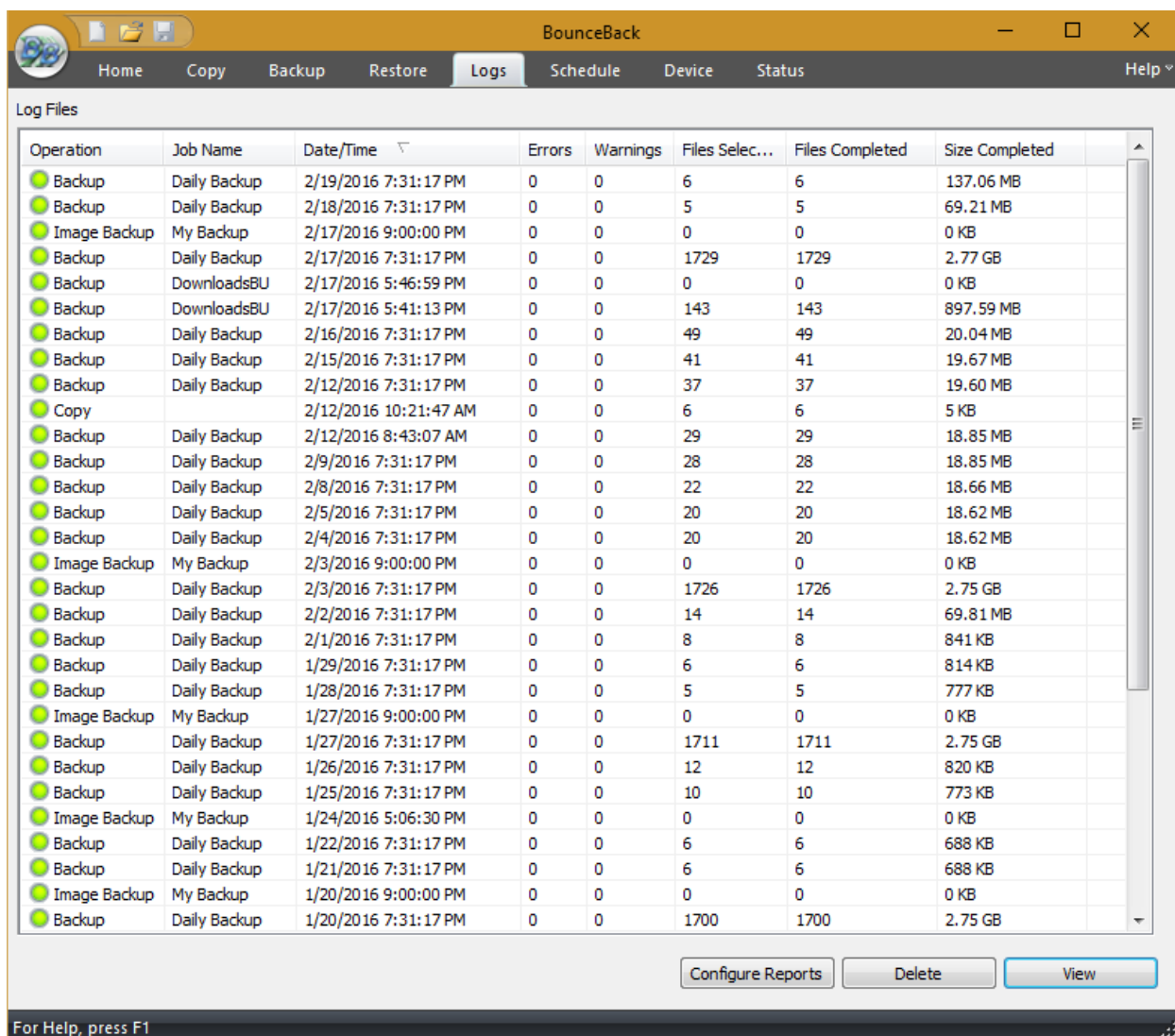
To select which program or command you would like to run before or after the copy operation, simply browse to the program or command using the "Browse" button.



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.






The screenshot shows the BounceBack application window with the 'Logs' tab selected. The table displays a list of operations with columns for Operation, Job Name, Date/Time, Errors, Warnings, Files Selected, Files Completed, and Size Completed. Each row is preceded by a green circular icon with a white checkmark, indicating successful completion. The table is scrollable, and there are buttons for 'Configure Reports', 'Delete', and 'View' at the bottom right. A status bar at the bottom left says 'For Help, press F1'.

Operation	Job Name	Date/Time	Errors	Warnings	Files Select...	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 summary 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

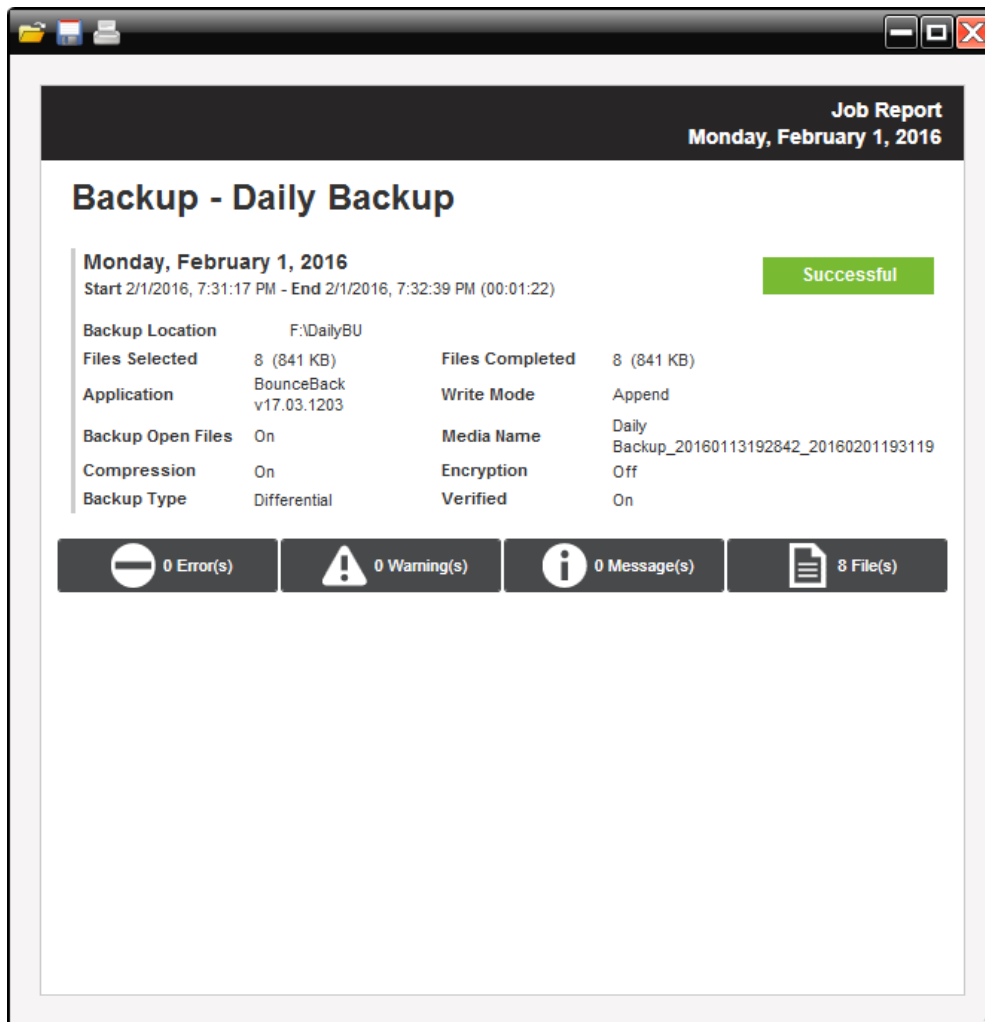
Button Functions:

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

Configure Summary Reports

Summary Reports are scheduled e-mails containing information about all BounceBack activity for the desired time period.

Global report options

Select time to send reports: 1:09:08 PM

SMTP Server Settings

Daily Weekly Monthly

☐ Enable daily summary report

"To" email addresses:

"CC" email addresses:

☐ Print report with default printer

Save... Cancel

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

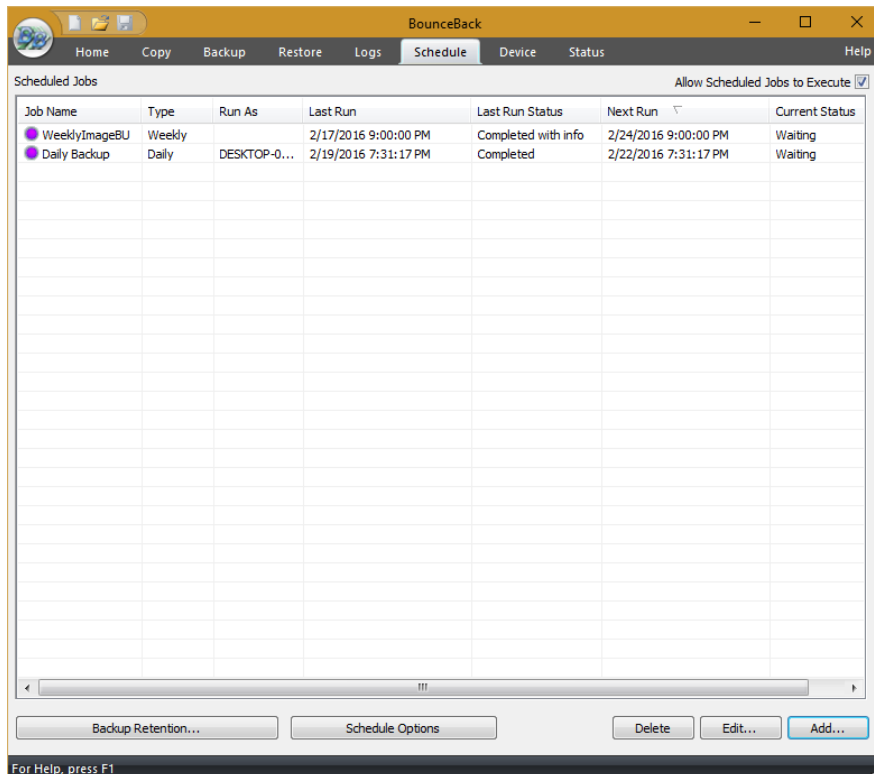
Enter the e-mail addresses you wish to receive the report. Separate multiple addresses with a semicolon (;

Print the report with the default printer (if available)

Schedule Tab

From this tab you can 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.

Configure Backup Retention

Job Name
 C:\Users\your-name\Documents\NovaBACKUP\Scripts\Utility\My Backup Retention.nbk

Basic | Advanced

Keep backups using this setting:
 Age and Count

Backup type to process:
 Normal and Disaster Recovery Backups

Maximum backup age:
 1 Months

Minimum valid backup count:
 10

☐ Maximum warnings allowed for a valid backup:
 0 Warnings

☐ Maximum errors allowed for a valid backup:
 0 Errors

Run Now New Open Save... Cancel

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

The screenshot shows the 'Configure Backup Retention' dialog box with the 'Basic' tab selected. The 'Job Name' field contains the path 'C:\Users\your-name\Documents\NovaBACKUP\Scripts\Utility\My Backup Retention.nbk'. The 'Keep backups using this setting:' dropdown is set to 'Age and Count'. The 'Backup type to process:' dropdown is set to 'Normal and Disaster Recovery Backups'. The 'Maximum backup age:' is set to '1' month. The 'Minimum valid backup count:' is set to '10'. The 'Maximum warnings allowed for a valid backup:' checkbox is checked, with a value of '0' warnings. The 'Maximum errors allowed for a valid backup:' checkbox is checked, with a value of '0' errors. At the bottom are buttons for 'Run Now', 'New', 'Open', 'Save...', and 'Cancel'.

Keep backups using this setting: Age

Keep backups for a specified minimum amount of time.

Count

Keep a specified minimum number of backups.

Age and Count

Keep backups for a 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

The screenshot shows the 'Configure Backup Retention' dialog box with the 'Advanced' tab selected. The 'Job Name' field contains the path 'C:\Users\your-name\Documents\NovaBACKUP\Scripts\Utility\My Backup Retention.nbk'. The 'Backup media type to process' dropdown is set to 'Disk and Tape'. The 'Process only backups containing this media name' field is empty. Three checkboxes are visible: 'Delete only incremental and differential backups' (unchecked), 'Remove index/logs even if backup file cannot be deleted' (checked), and 'Report-only mode - just log the results but take no action' (unchecked). At the bottom are buttons for 'Run Now', 'New', 'Open', 'Save...', and 'Cancel'.

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

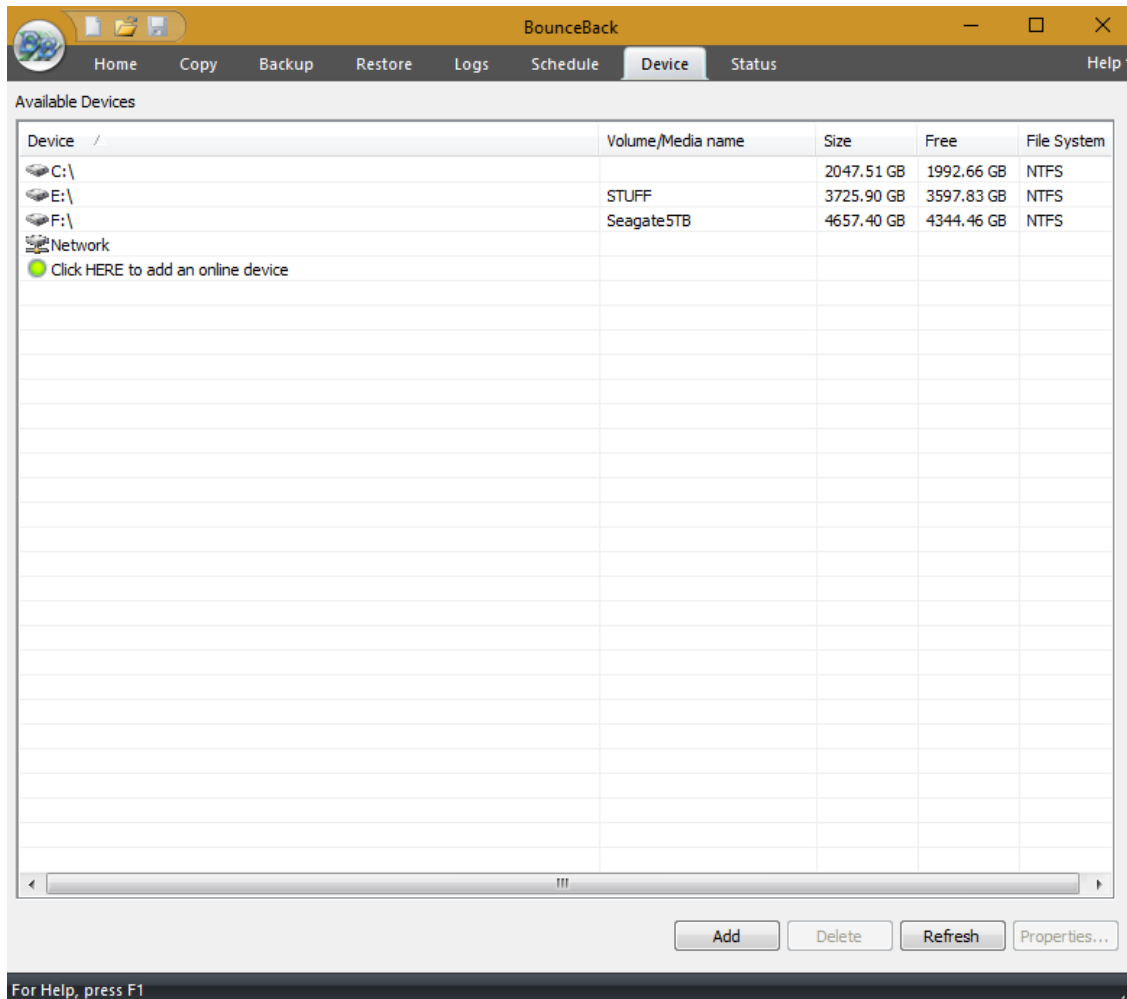
If this is checked, related content gets removed only if the backup was deleted successfully. Related content includes indexes used to list the backup and its log entries as well as actual log files. Note that this setting does not apply to tape backup, because only disk or network backups can be deleted.

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.

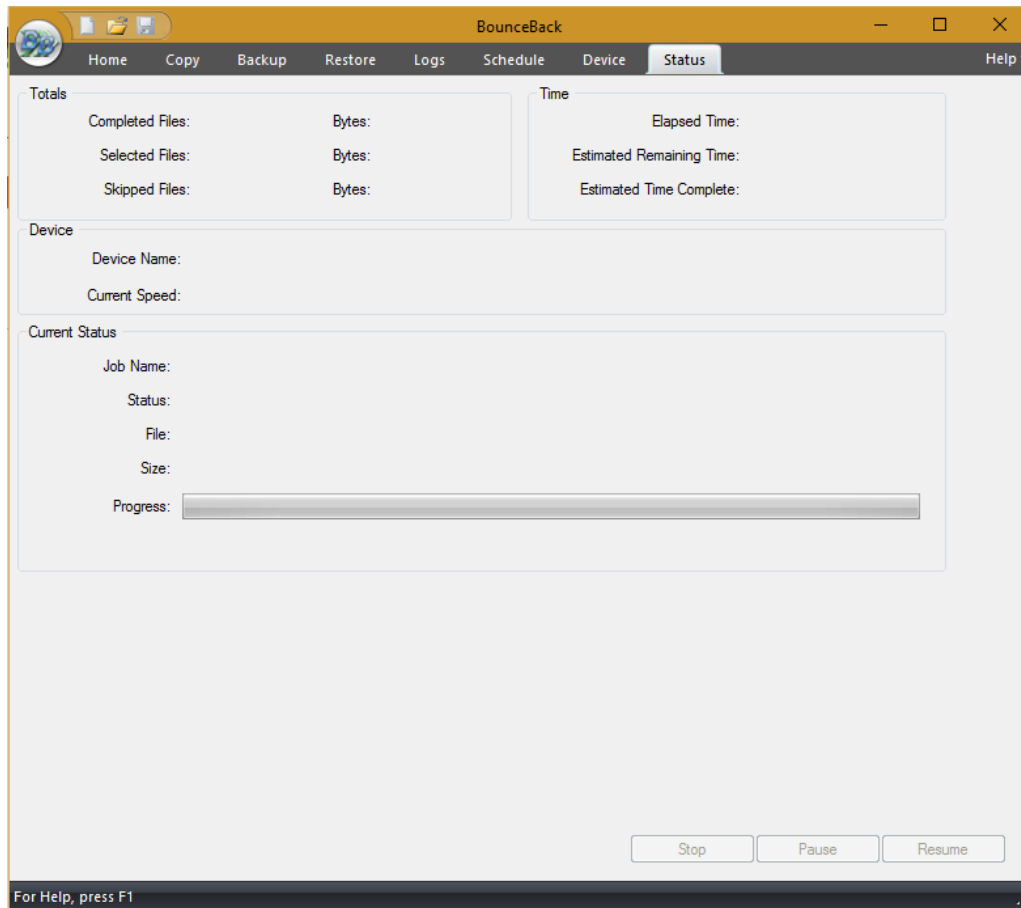
"Delete" Button (Only applies to Internet and Network devices) Deletes the currently highlighted Internet device from the list.

"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

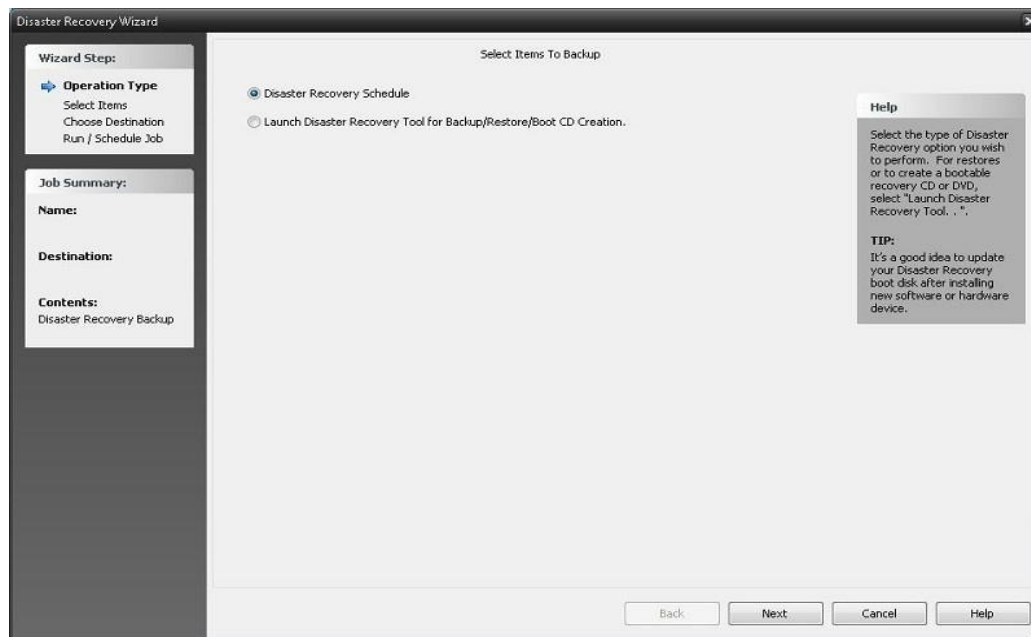
Introduction

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.



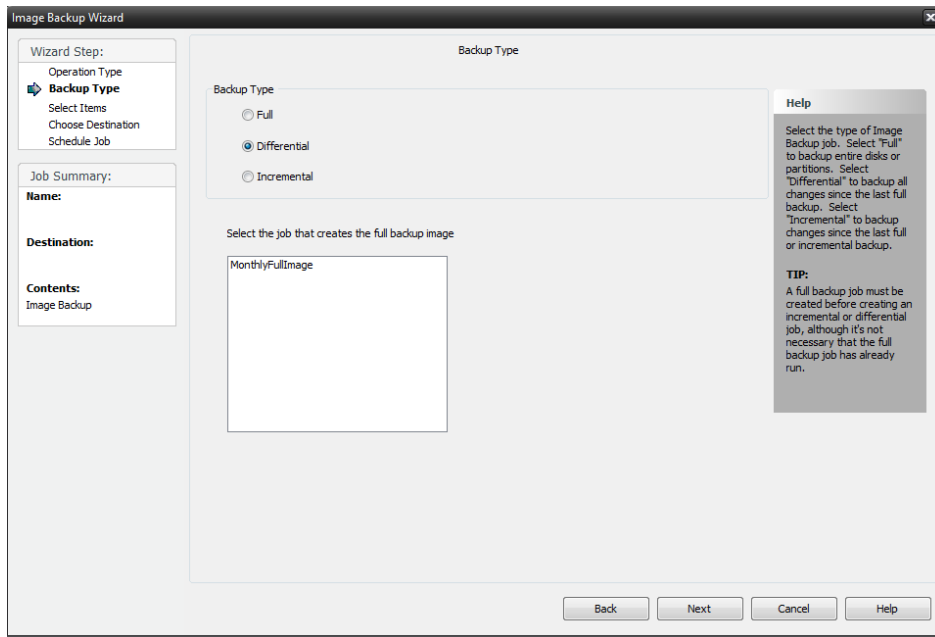
Options:

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

The screenshot shows the 'Image Backup Wizard' window, specifically the 'Choose Destination' step. On the left, a 'Wizard Step' pane lists 'Operation Type', 'Backup Type', 'Select Items', 'Choose Destination' (highlighted), and 'Schedule Job'. Below this is a 'Job Summary' pane showing 'Name: MonthlyFullImage', 'Destination: F:\Full_Image_Backups', and 'Contents: Image Backup (Differential)'. The main area contains 'Backup Name' (MonthlyFullImage), 'Backup Destination' (F:\Full_Image_Backups with a 'Backup to...' button), and 'Image Type' (Used sectors, Forensic, Forensic direct). Checkboxes for 'Overwrite previous image backup', 'Compress the backup', and 'Verify after backup' (checked) are present, along with a link to 'Encryption Settings (Off)'. A 'Help' pane on the right explains naming conventions and device requirements. At the bottom are 'Back', 'Next', 'Cancel', and 'Help' buttons.

Image Backup Wizard

Wizard Step:

- Operation Type
- Backup Type
- Select Items
- Choose Destination**
- Schedule Job

Job Summary:

Name:
MonthlyFullImage

Destination:
F:\Full_Image_Backups

Contents:
Image Backup (Differential)

Choose Destination

Backup Name
MonthlyFullImage

Backup Destination
F:\Full_Image_Backups [Backup to...](#)

Image Type
Used sectors
Forensic
Forensic direct

☐ Overwrite previous image backup

☐ Compress the backup

☒ Verify after backup

[Encryption Settings](#) (Off)

Help

Enter the name for this image backup job and choose the destination device or path you wish to use.

Note:
Only CD/DVD, network, local or removable hard drives can be used for image backups. In addition, image backups can be large, so be sure there is adequate free space on the device you select.

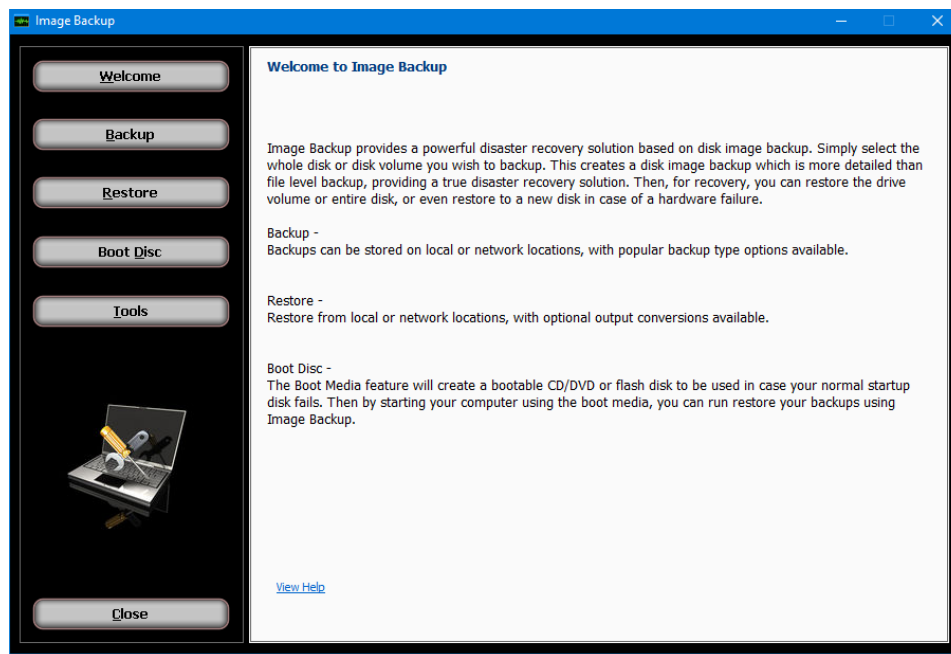
Back Next Cancel Help

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:

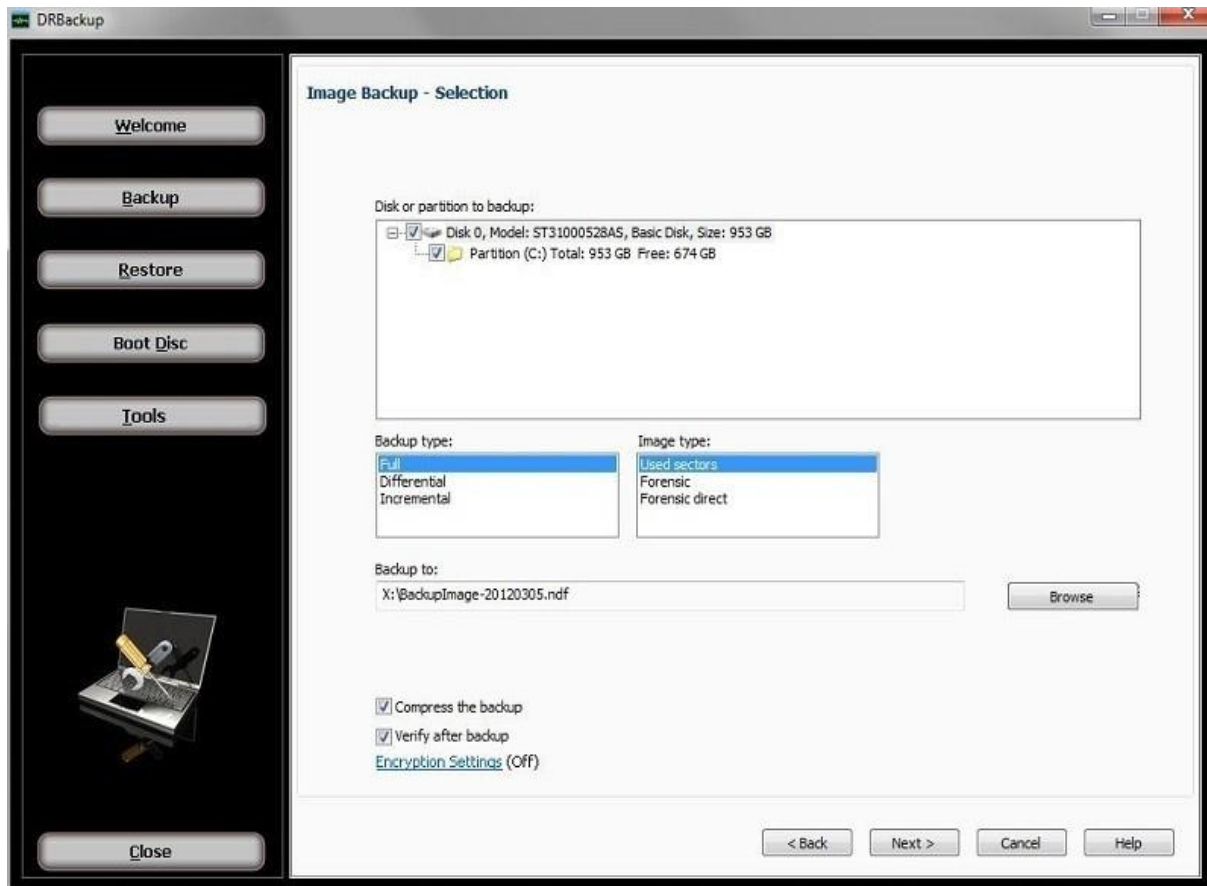
Backup – Create an Image Backup to execute right now.

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.

Microsoft Virtual Drive (VHD) - A backup to Microsoft Virtual Drive (VHD). Only one disk may be selected for backup to VHD. The maximum size of the selected disk is 2.0 terabytes (2.0 TB).

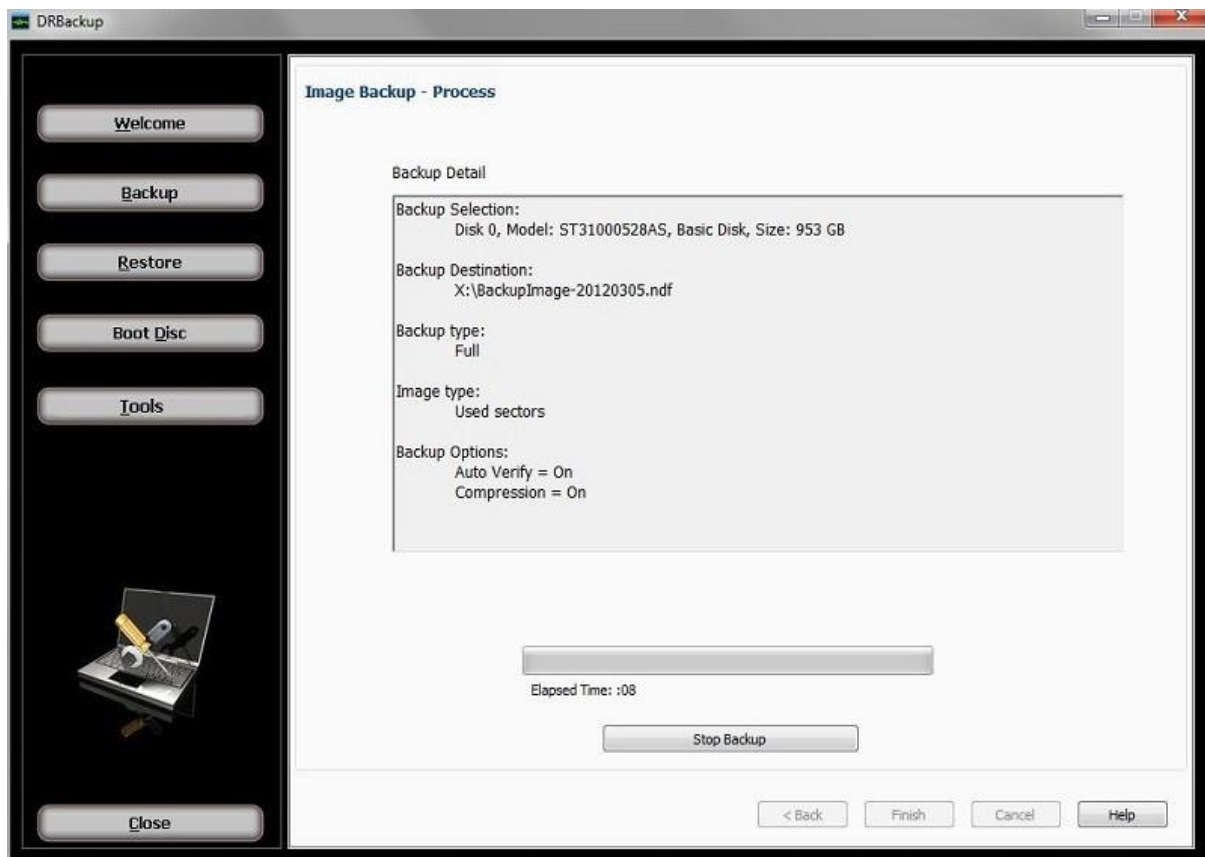
Image type:

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



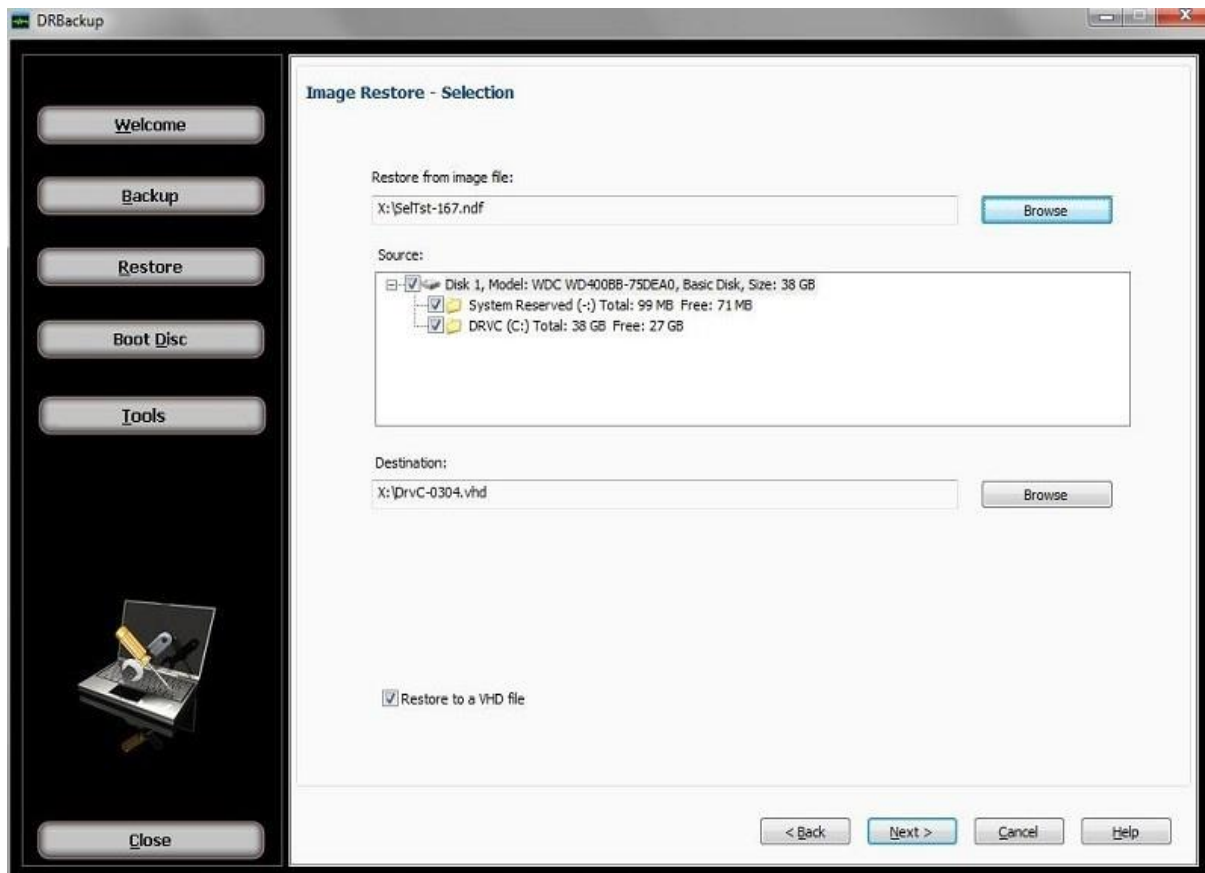
This final step is used to start the backup job based on selections and options set in the previous screen.

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 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)

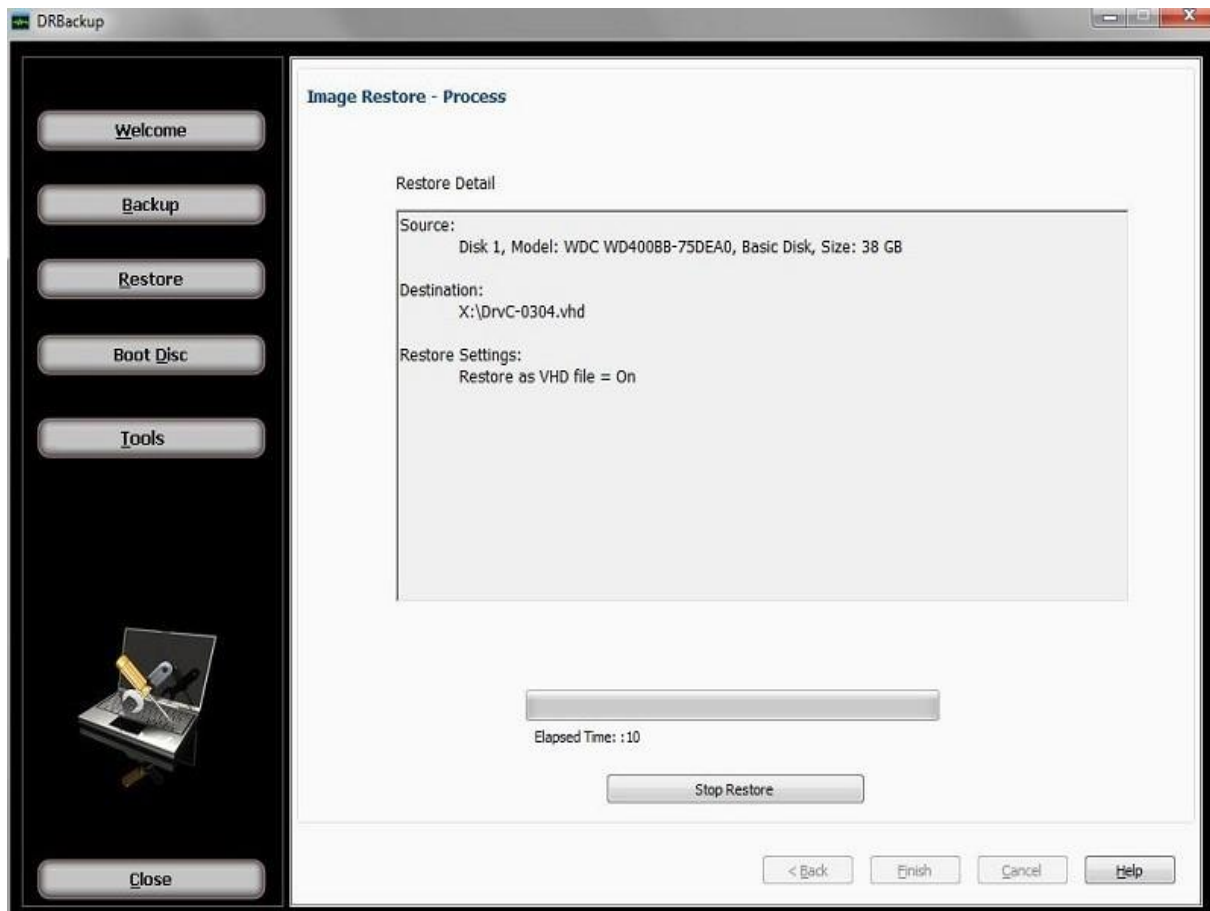
This is used to specify the output file when selecting VHD output option. Use the browse button to select a location and file name for the output file.

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.

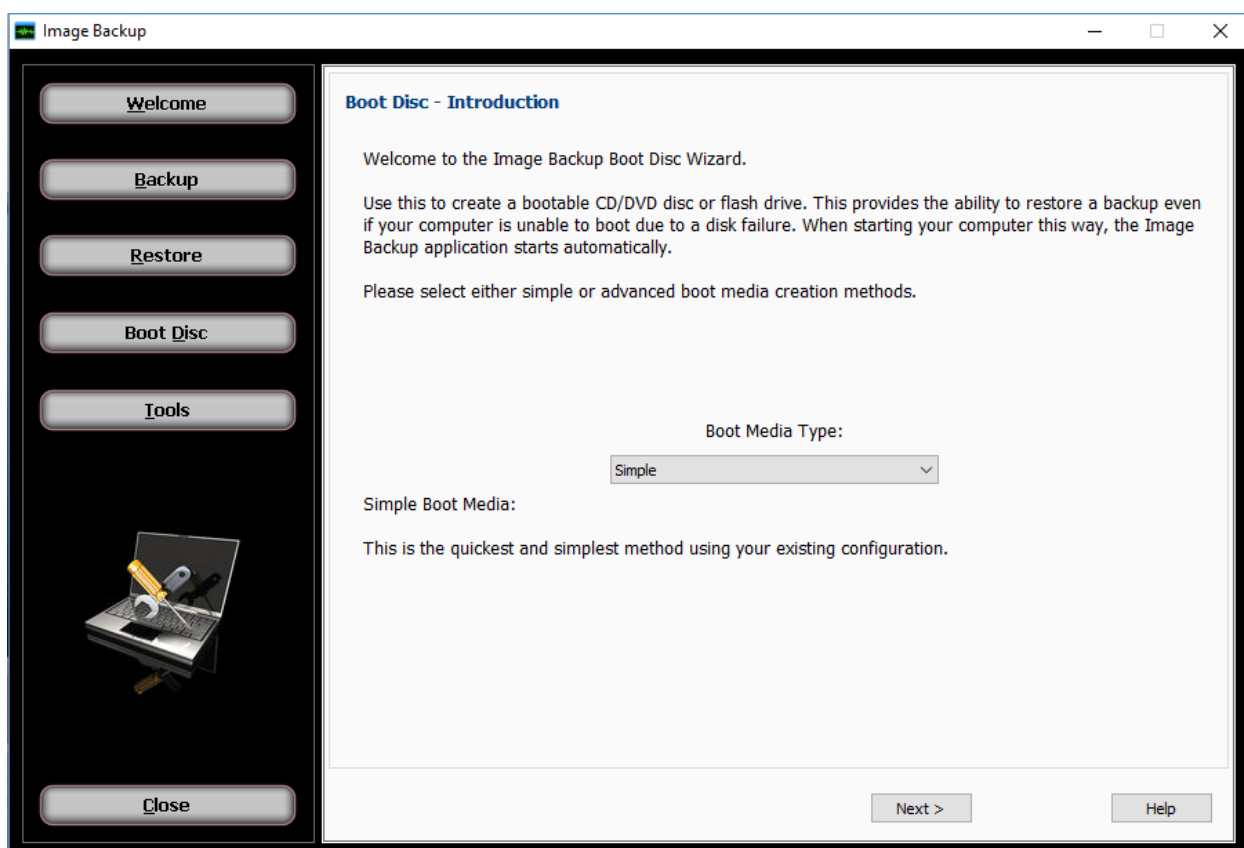
When the process completes, a final status message is shown to indicate success or errors. More information about the job can be found using the main backup application 'Logs' menu item.

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. There are two boot media types (methods) to choose from and they are Simple and Advanced. It's important to know which method to select. The Simple method utilizes Windows Preinstallation Environment (Windows PE) files that exist in the installed operating system and do not allow for adding additional drivers to the boot media. The Advanced method utilizes the Microsoft Windows Assessment and Deployment Kit (ADK), and this method allows adding additional drivers to the boot media. The drivers must be compatible with Windows Preinstallation Environment (Windows PE).

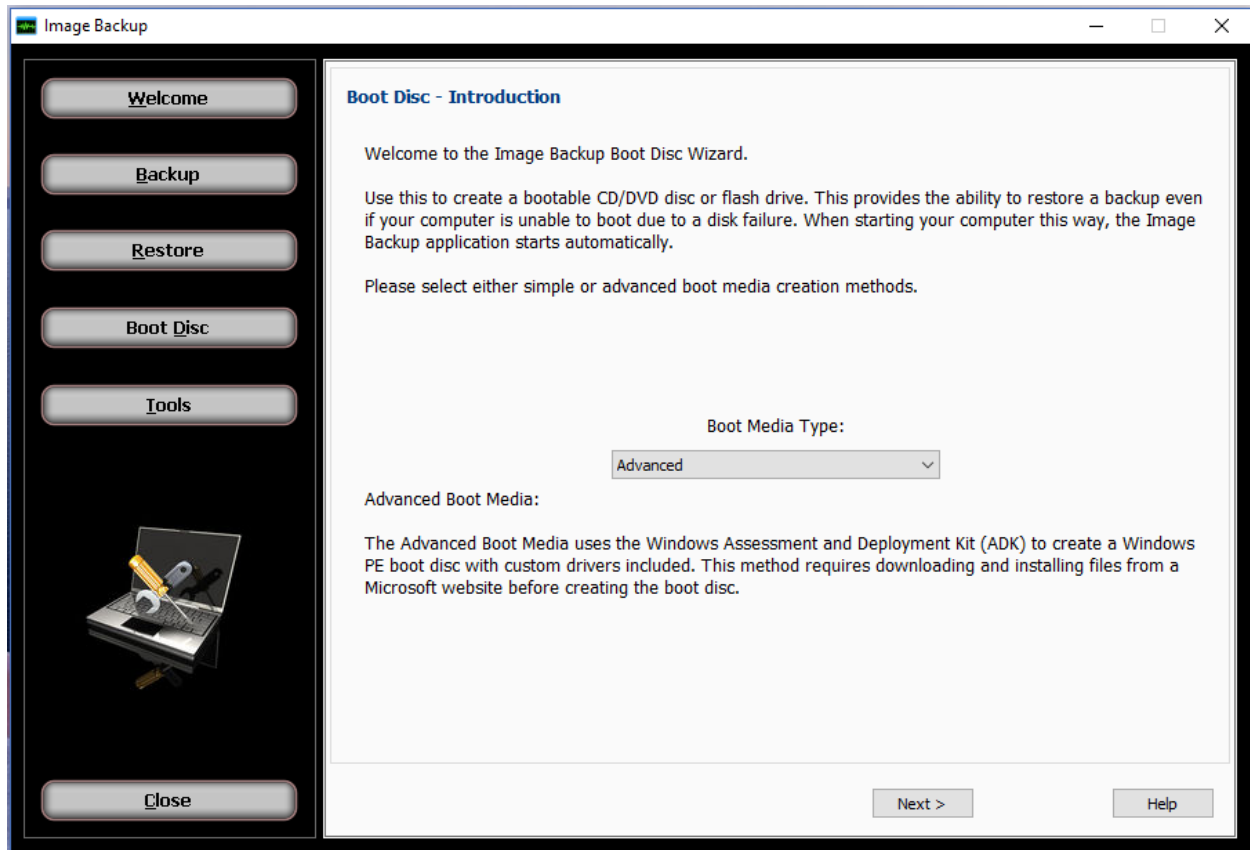
For Workstation operating systems such as Windows 10 and similar, the Simple boot media type is preferred since there are normally no special storage controller related type of drivers that the boot media would require in order to see your internal hard drive(s) at the time of booting. For Server operating systems such as Windows Server 2016 and similar, you will likely need to use the Advanced boot media type, as servers normally utilize internal hard drives connected to a RAID controller and those drivers will need to be added to the boot media. The Boot Media Type selection is shown, with **Simple** mode selected:



Note: In some rare occasions the Simple method may not be able to find the required preinstallation environment files that it needs to build the Windows PE based boot media so in that case you will need to use the Advanced method covered next.

For those users running configurations that require special handling, such as special device drivers that need to be included in the boot disc, the Advanced boot media type may be needed to create a boot disc

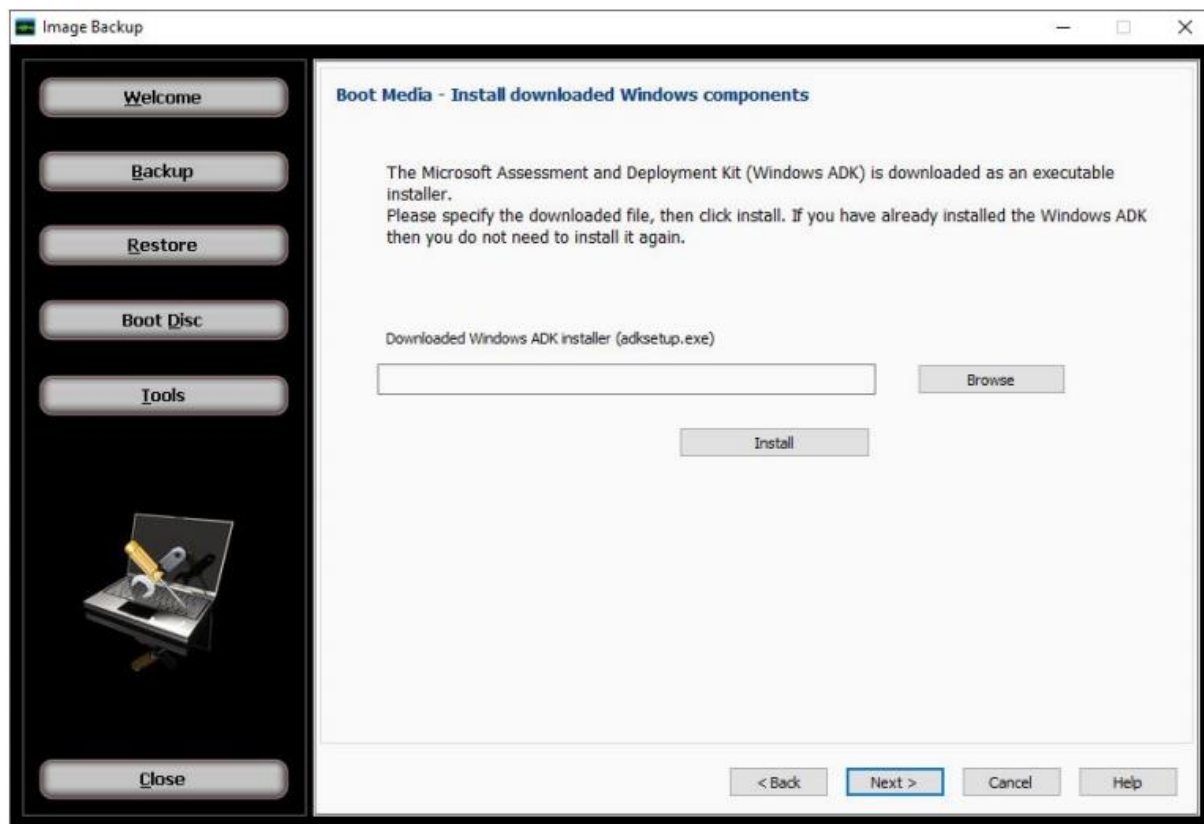
capable of starting the system successfully. The type of drivers that are often required are storage controller drivers, RAID controller drivers primarily, USB 3.0 drivers, and sometimes video drivers if the text is too large or too small to read after booting to the boot media. **Advanced** mode is selected here:



Install Windows Assessment and Deployment Kit (ADK) components (for Advanced Boot Media mode only)

Boot Disc - Install Windows components (Advanced Boot Media mode only)

If you currently have the Windows Assessment and Deployment Kit (ADK) installed and it is detected then you will not see this "Install Windows components" screen. If you do see this screen it means the Windows ADK is not installed and you will need to follow the instructions here.



Downloaded Windows ADK installer (adksetup.exe):

The Microsoft Windows Assessment and Deployment Kit (ADK) is downloaded as an executable file on the prior page. The file name is "adksetup.exe". 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 ADK installation can be launched with our predefined and required options. Do not attempt to run adksetup.exe by yourself, instead utilize the install button detailed below, otherwise required components may not be installed.

Install button:

With the downloaded Windows ADK setup file location showing above, click the install button to allow the Windows ADK to install. After clicking the install button the ADK installer is started and pre-configured to select only the components you need. Note: During the ADK install you will be able to choose the folder where the Windows ADK will be installed, in case for instance you are low on disk space on C: drive, the default install folder.

After installing the Windows ADK:

Once the Windows ADK has been installed successfully, its location is detected automatically in order to run the next steps required to create boot image file based on the Windows PE operating system. You are required to click Next to continue.

Create Boot Image

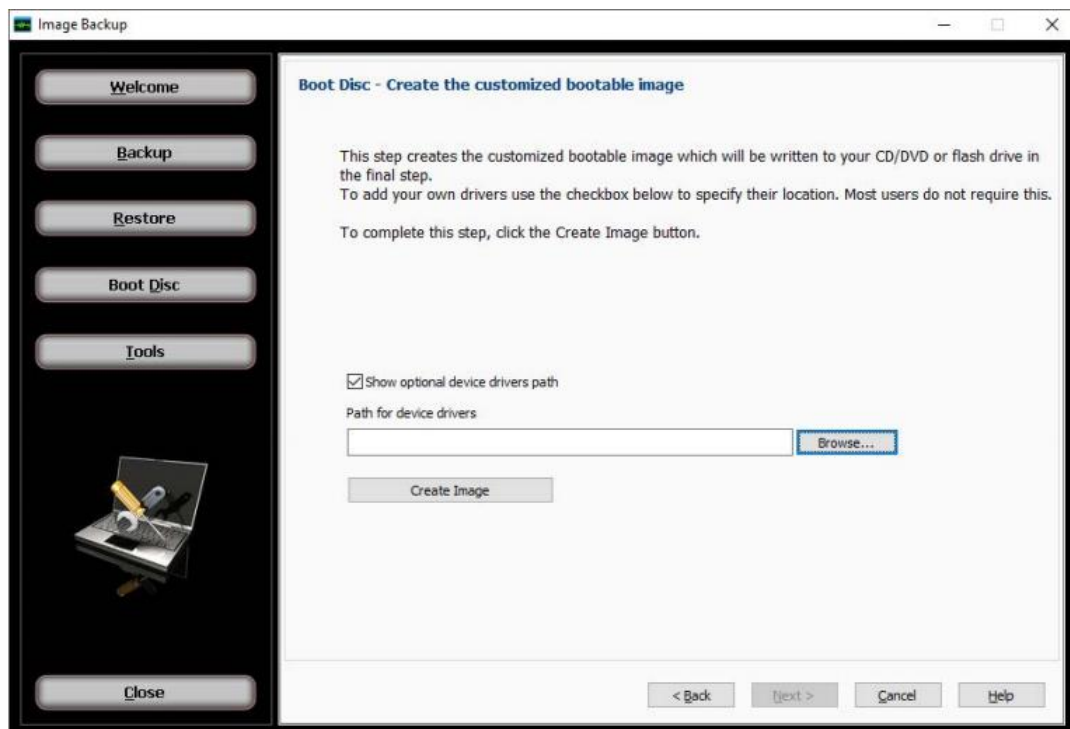
Boot Disc - Create the customized bootable image

This step creates the customized image restore boot image which will be written to your CD/DVD or flash drive in the final step. To add your own drivers to the boot media utilize the "Show optional device drivers path" check box option to browse to the path for where the drivers are stored. The drivers have to be compatible with Windows Preinstallation Environment (Windows PE). Most users with a Workstation operating system do not require adding drivers this way, however Server operating systems most of the time will require the storage controller driver to be added to the boot disc this way otherwise the hard drives that are connected internally to that RAID controller will not be seen after booting the system using the boot image. Some other drivers that you may want to add to the boot media for a Windows Server based environment would be network controller drivers, USB 3.0 controller drivers, and video drivers.

Show optional files list (Advanced Mode)

When the "Show optional device drivers path" check box option is utilized the interface will display the path selection to be able to specify optional drivers that you can add to your boot image. Click the browse button to select the path containing the driver(s) that you wish to add. If you have multiple drivers to add, such as a RAID driver and a USB 3.0 driver, make sure that the driver path that you are specifying as a single entry contains the two sub-folders for those two drivers. For instance, the folder named "C:\dell\drivers\R272908\" contains your RAID driver and the folder "C:\dell\drivers\R289489\" contains your USB 3.0 driver, if that is the case you would want to select "C:\dell\drivers" as the folder path when specifying the "Path for device drivers" option. In the Boot Image, drivers are integrated into the Windows PE operating system.

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.

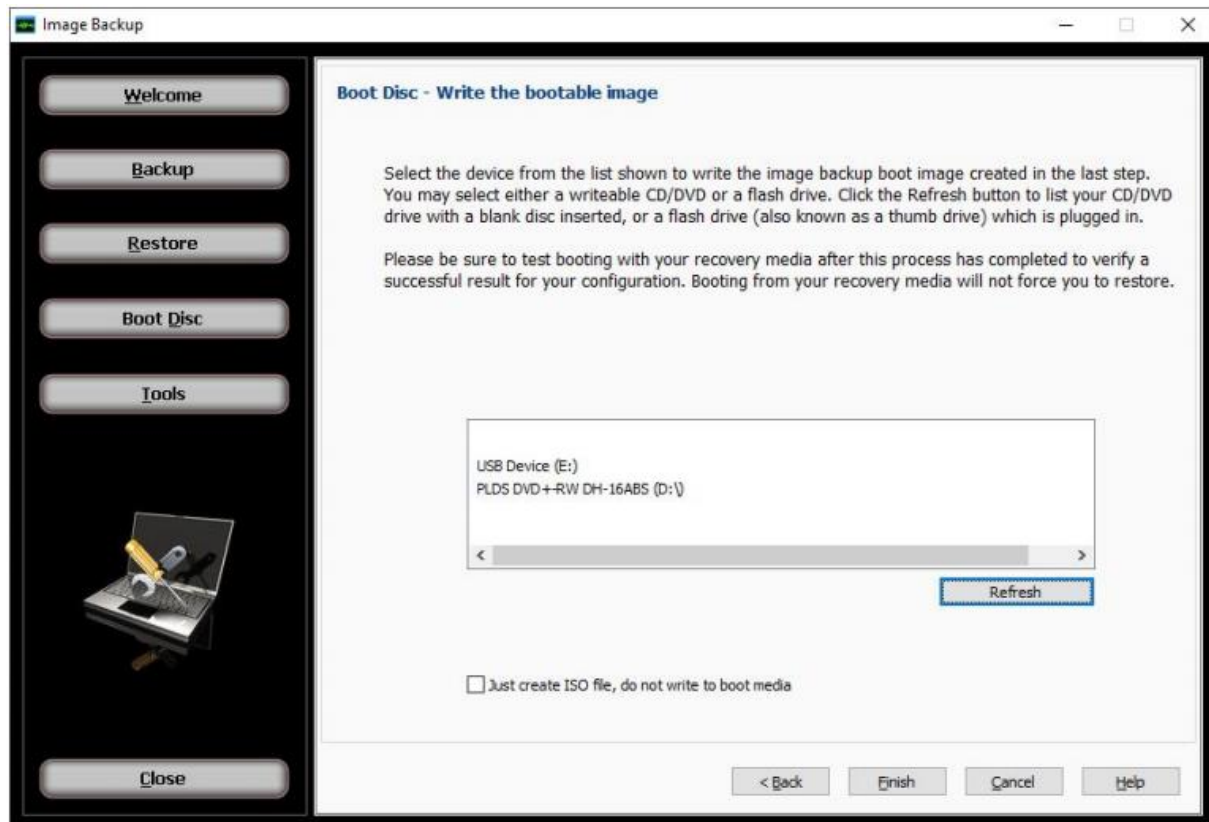


Write Boot Disc

Boot Disc - Write the bootable image

Select the writable device from the list shown to write the image boot media 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 USB 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. Once the "Process completed" message is displayed at the bottom of the screen you can click "Done".



If you do not wish to write the boot media but only create an ISO file, the check box labeled as "Just create ISO file, do not write to boot media" provides that option. If checked, you will see the path and file name where the .ISO file will be available after clicking the finish button. This .ISO file can be utilized to write the ISO to CD/DVD or to a USB flash drive at a later time, in case for instance your current computer has a faulty writable media and you aren't able to create the media just this moment or just want to do it at a later time or want to have duplicate boot media, using the alternate method to CD/DVD guide here and the alternate method USB flash drive guide here.

If using the "Just create ISO file, do not write to boot media" option:

This is what the screen will look like if the "Just create ISO file, do not write to boot media" option is checked. It will display the output path for the .ISO file that is your boot media to be able to write the .ISO to CD/DVD or USB flash drive at a later time, described above.



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 Image Restore application started. You do not have to run an actual image restore operation when you have started your computer this way; however, it is highly recommended at this point to check to make sure that your internally connected hard drives are seen by the bootable image. If for instance your RAID controller was not added properly and is needed by the bootable image, then the internally connected RAID hard drive(s) will not be seen by the bootable image and will not display as target devices to restore an image backup to the RAID controller hard drives. If that is the case, you will need to rebuild the image boot media again paying attention to what was discussed in the prior topic for Create Boot Image.

It is also recommended to label the boot media with "BounceBack Image boot media" and possibly even note the version of BounceBack that was utilized here. You can label the CD/DVD media with a sharpie or for flash drive you can create a physical label such as a piece of tape and affix to the flash drive.

This concludes the boot disc creation steps.

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.

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.

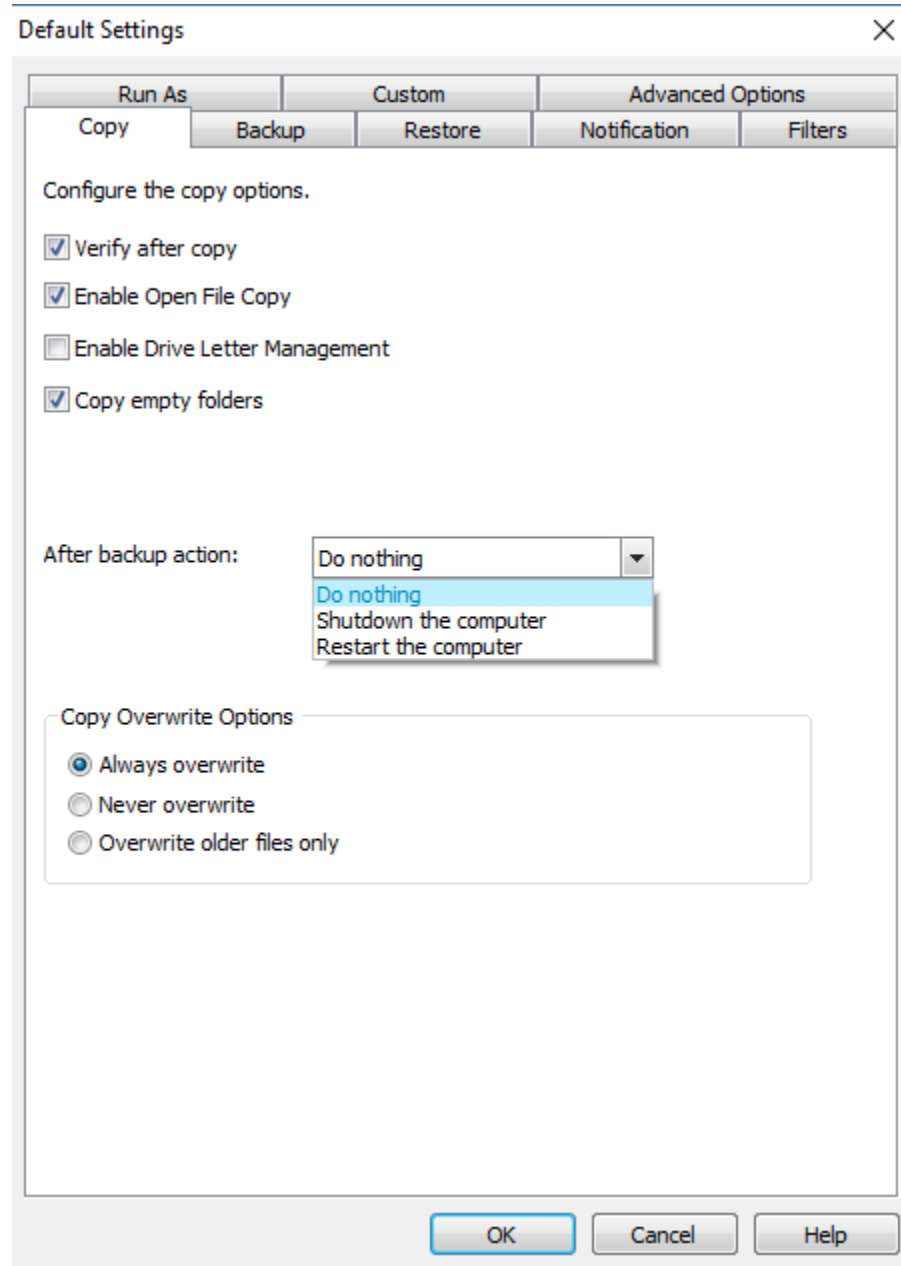
Default Settings

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.

After copy "backup" action Options

After the copy job completes you can have the computer do nothing, shutdown or restart.

Do nothing

Nothing will occur after the copy job completes.

Shutdown the computer

Shutdown the computer when the copy job completes.

Restart the computer

Restart the computer when the copy job completes.

Copy Overwrite Options

Always Overwrite

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

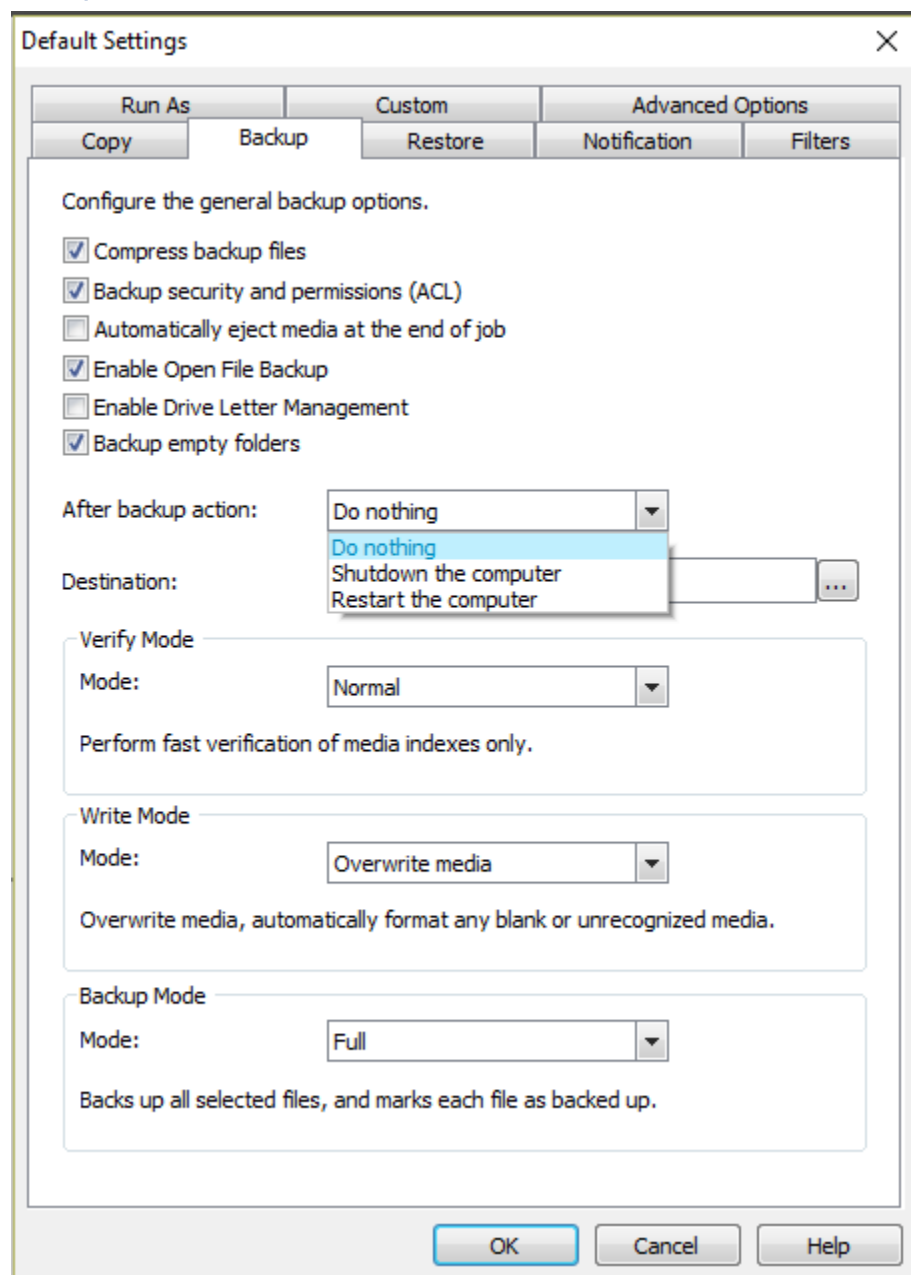
Never Overwrite

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.

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).

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.

After backup action Options

After the backup job completes you can have the computer do nothing, shutdown or restart.

Do nothing

Nothing will occur after the copy job completes.

Shutdown the computer

Shutdown the computer when the copy job completes.

Restart the computer

Restart the computer when the copy job completes.

Destination

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

Verify Mode Options

The verify mode options are utilized to verify your backup to the original source. The verify modes are None, Normal, and Advanced. Normal is the default verify mode.

None

Do not perform any verification.

Normal

Perform fast verification of media indexes only.

Advanced

Perform full comparison of the backup file to the original file. The "Advanced" verification mode performs a read-back and may double backup times.

Note: It is highly recommended to select the "Advanced" verify mode 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.

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.

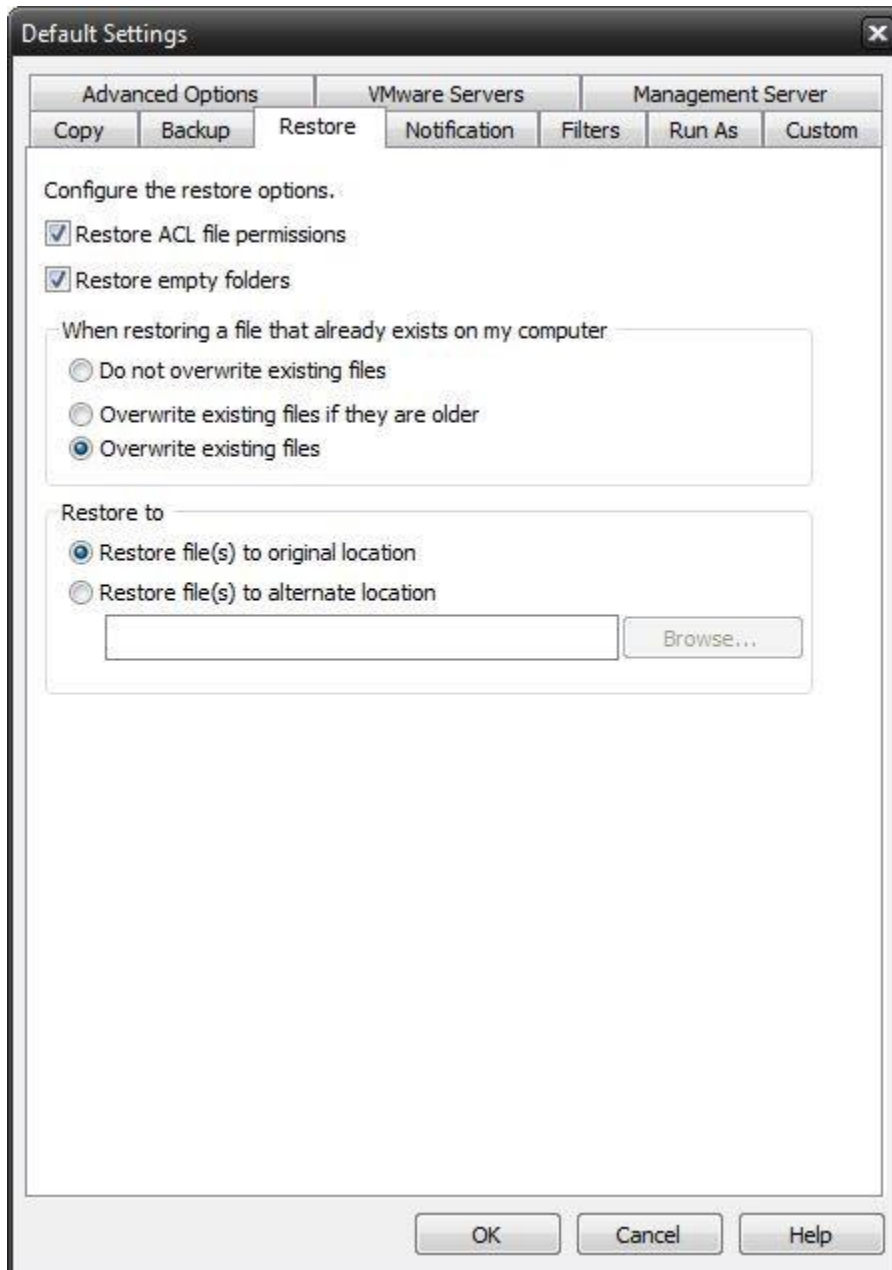
Differential

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.

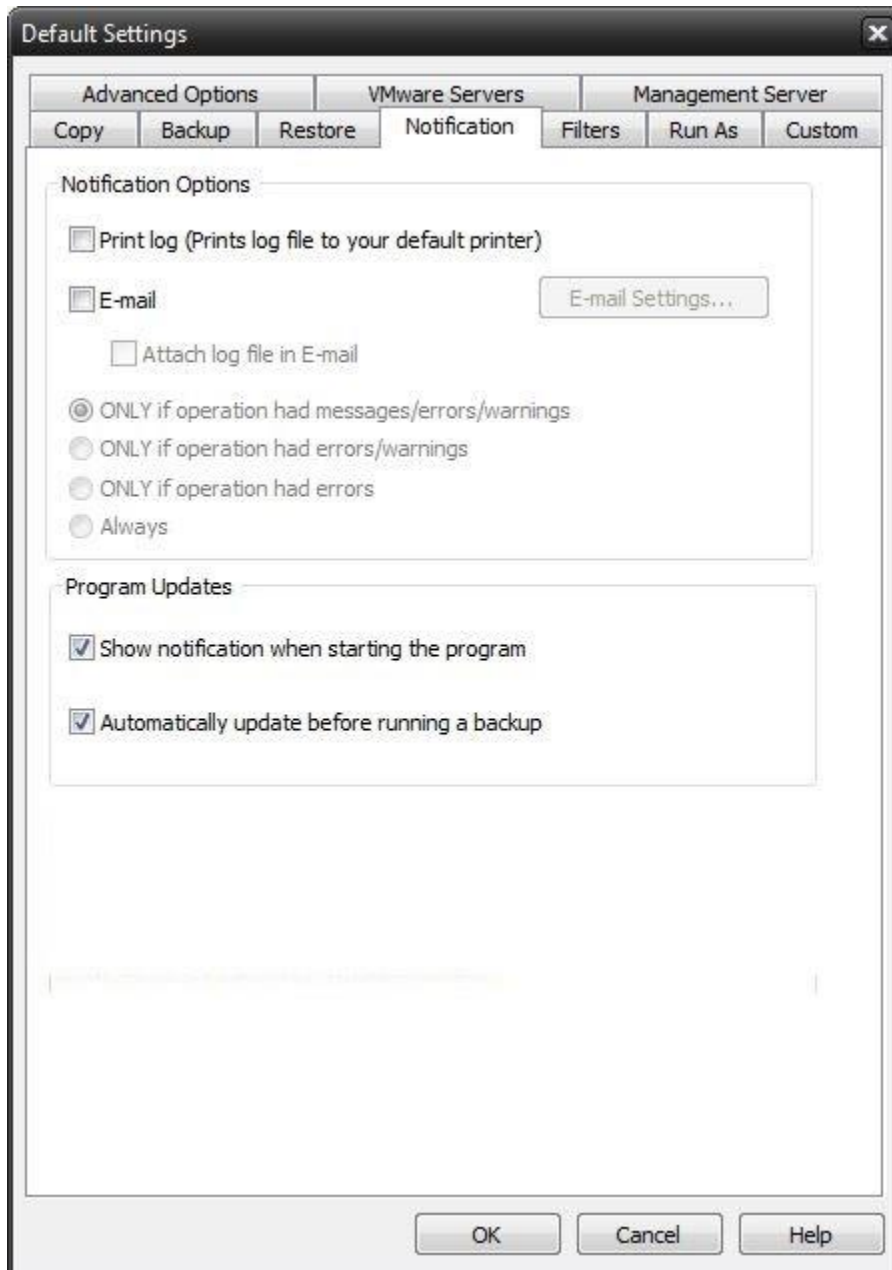
Restore file to its original location

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

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.

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

Use SSL

My SMTP server requires authentication

User Name

Password

Retries

Timeout Interval (in Seconds)

Recipient Information

Please use semicolons (;) to separate multiple e-mail addresses.

To

CC

Subject

You may use any of the following substitutions within the subject:
%1 - Job name, %2 - Job status, %3 - User name
%4 - Computer name, %5 - Date, %6 - Time

Testing Your Email Settings...

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

Static

Save

Cancel

Reset

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

The screenshot shows the 'Default Settings' dialog box with the 'Filters' tab selected. The dialog has a title bar with a close button. Below the title bar are three tabs: 'Advanced Options', 'VMware Servers', and 'Management Server'. Under 'Advanced Options', there are sub-tabs: 'Copy', 'Backup', 'Restore', 'Notification', 'Filters' (selected), 'Run As', and 'Custom'. The 'Filters' tab contains three sections: 'Wildcards', 'Include Files with these Dates and Size', and 'Exclude Files with these Attributes'. The 'Wildcards' section has two checkboxes, 'Include Wildcard' and 'Exclude Wildcard', each followed by a text input field. The 'Include Files with these Dates and Size' section has three rows for 'Created', 'Modified', and 'Accessed'. Each row has a 'From' column and a 'To (including)' column, each with a date input field and a calendar icon. Below these is a 'Size' section with two input fields for size and a unit dropdown menu. The 'Exclude Files with these Attributes' section contains a table with two columns: 'File Attribute' and 'Description'. The table lists 'Read-Only', 'Hidden', and 'System' attributes, each with a checkbox and a description. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

File Attribute	Description
<input type="checkbox"/> Read-Only	Files that can be read but cannot be written or deleted.
<input type="checkbox"/> Hidden	Files that are not included in an ordinary listing.
<input type="checkbox"/> System	Files that are part of the operating system.

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 exclude 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

The screenshot shows a 'Default Settings' dialog box with a tabbed interface. The 'Run As' tab is selected. The dialog has a title bar with a close button. The tabs are 'Advanced Options', 'VMware Servers', 'Management Server', 'Copy', 'Backup', 'Restore', 'Notification', 'Filters', 'Run As', and 'Custom'. The 'Run As' tab contains the following elements:

- A label: 'When running a job, login using this account'
- Two radio buttons:
 - ☒ Run as logged in user
 - ☐ Run as specific user
- A text input field labeled 'Domain Name'.
- A text input field labeled 'User Name'.
- A text input field labeled 'User Password'.
- A 'Check Credentials' button.

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

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

Default Settings

Advanced Options VMware Servers Management Server

Copy Backup Restore Notification Filters Run As Custom

Enter the command(s) or program(s) you want executed before or after a backup or restore operation.

Backup

Run Before Command(s)

Browse...

Run After Command(s)

Browse...

Restore

Run Before Command(s)

Browse...

Run After Command(s)

Browse...

Copy

Run Before Command(s)

Browse...

Run After Command(s)

Browse...

OK Cancel Help

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

The screenshot shows the 'Default Settings' dialog box with the 'Advanced Options' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Copy', 'Backup', 'Restore', 'Notification', 'Filters', 'Run As', and 'Custom'. Under the 'Advanced Options' tab, there are sub-tabs for 'Advanced Options', 'VMware Servers', and 'Management Server'. The 'Advanced Options' sub-tab is active. It contains a 'Timed Prompts' section with three radio buttons: 'Wait the default amount of time' (selected), 'Wait indefinitely', and 'Wait for a specified number of seconds'. Below these is a 'Seconds to wait' text box. Further down are three text boxes for 'Maximum number of logs to keep' (100), 'Minimum free space to leave on System directory drive (MB)' (1500), and 'Minimum free space to leave on Temp directory drive (MB)' (1500). Below these is a 'Temporary Files directory' section with a text box and a browse button (...). A note states: 'Note: Changing the temporary files directory requires a restart of the backup service.' Below the note is an 'Edit default exclude filter' button. At the bottom is a 'Restore By Time: Restorable Window' section with a text box containing '0' and a dropdown menu set to 'days'. There is also a checked checkbox for 'Automatically refresh when switching to restore after backups complete'. At the very bottom are 'OK', 'Cancel', and 'Help' buttons.

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 value represents 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

Network Device

Add a network location using a device name you would like to use as a backup destination name. Backups will be stored at the network path specified using the domain, username and password if provided. A connection test is performed when clicking Ok.

Device Name
NetDevOne

Network Path
\\my-network\share\user-one

Domain Name (optional)
myDomain

User name (optional)
UserOne

User Password (optional)
.....

OK Cancel

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.



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:

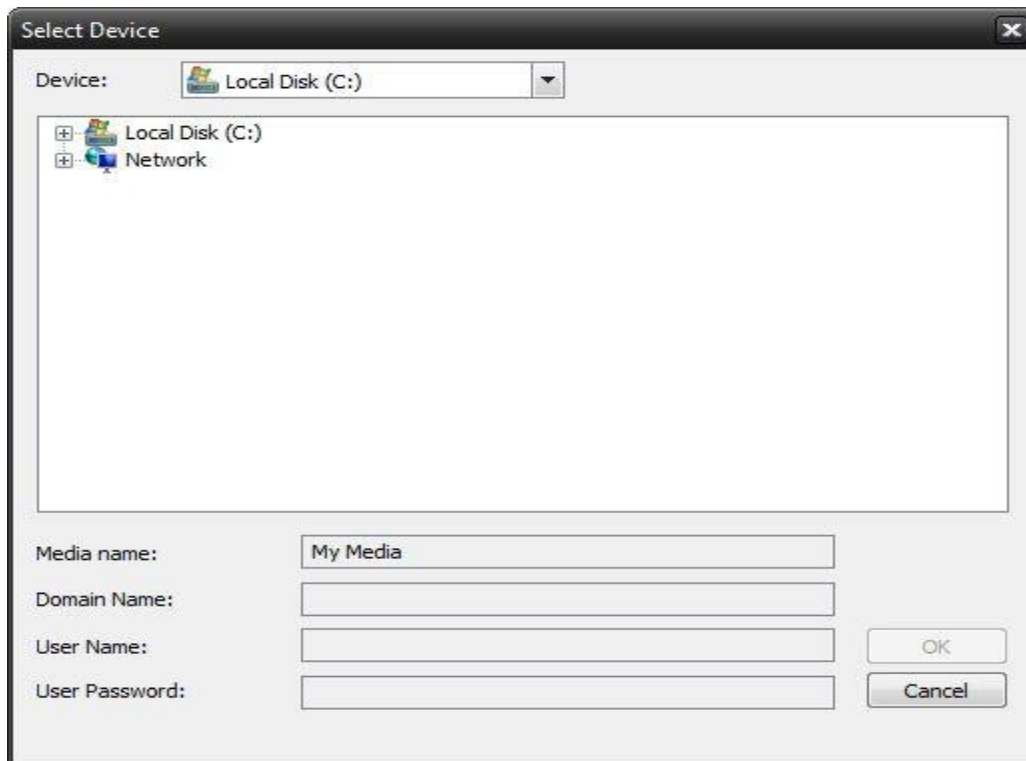
- Boot files, including the system files, and all files protected by Windows File Protection (WFP).
- Active Directory (on a domain controller only).
- Sysvol (on a domain controller only).
- Certificate Services (on certification authority only).
- Cluster database (on a cluster node only).
- The registry.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

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

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.