

# ECHOplatform Physical Imaging Bare Metal Recovery User Guide

In support of Physical Imaging to Cloud Version 5.8,  
Patch 1



#### Document Notes

Status	Changes	Date
Final.	N/A.  BMR procedures updated to support the Physical Imaging to Cloud Version 5.8, Patch 1 release.	February 2018

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## INTRODUCTION

This chapter includes the following topics:

- Audience
- What's New
- About This Document
- ECHOpatform Backup Agent Software Requirements
- Related Documentation
- Partner Support

### Audience

This document is intended for IT professionals and partners providing their clients with Barracuda MSP data backup and security services.

### What's New

The following updates apply to the ECHOpatform Physical Imaging Bare Metal Recovery.

- The Windows Assessment and Deployment Kit (ADK) 10 is required to create the pre-installation media necessary to perform a bare metal recovery.
- The Bare Metal Recovery (BMR) procedures for Physical Imaging Standard and for Physical Imaging Rapid Recovery have been updated to include new catalog restore page options, as described in the following table.

Restore Type	Catalog Restore Options
Physical Imaging Standard	<ul style="list-style-type: none"><li>• Restore from Cloud Catalog</li><li>• Restore from Secondary Catalog</li></ul>
Physical Imaging Rapid Recovery	<ul style="list-style-type: none"><li>• Restore from Cloud Catalog</li><li>• Restore from Local Catalog (in Local Storage)</li></ul>

### About This Document

The following table provides the information contained in this User Guide.

Section	Contents
Introduction	Information about this release and this document.
PART I	Physical Imaging Bare Metal Recovery <ul style="list-style-type: none"><li>• Physical Imaging Standard Bare Metal Recovery</li><li>• Physical Imaging Rapid Recovery Bare Metal Recovery</li></ul>
PART II	How to Prepare for and Contact Partner Support.
Appendix	Navigating to the Computer Page.

## Related Documentation

The following documentation is available:

- *ECHOpatform Physical Imaging Standard to Cloud Backup User Guide\_v5.8* – provides details on how to perform backups and restores for Physical Imaging Standard.
- *ECHOpatform Backup and Restore Reference Guide* – provides details on how to perform backups and restores for each backup type.
- *ECHOpatform Best Practices Partner Guide* - provides details on best practices for performing backups and restores.
- *ECHOpatform Quick Start Partner Guide* - provides information about setting your preferences, creating templates, and installing the software.
- *ECHOpatform - Autotask Integration Guide* - provides information about setting up Autotask integration with the ECHOpatform Backup Agent.
- *ECHOpatform - ConnectWise Integration Guide* - provides information about setting up ConnectWise integration with the ECHOpatform Backup Agent.

## ECHOpatform Backup Agent Software Requirements

The following table provides the requirements for running the ECHOpatform Backup Agent software.

ECHOpatform Backup Agent Software Requirements	
<b>Supported Operating Systems</b> <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2008 SP2/2008 R2 SP1, SP2/2012/2012 R2/2012 R2 Essentials/2016</li> <li>• Microsoft Windows 7 SP1/8.0/8.1/10</li> <li>• Microsoft Windows Small Business Server 2008/2011 SP1</li> <li>• Microsoft Windows Vista SP2</li> </ul> <b>Physical Imaging and BMR Supported Operating Systems</b> <ul style="list-style-type: none"> <li>• Microsoft Windows 7.0 (SHA2 is required)/8.1/10</li> <li>• Microsoft Windows Server 2008 SP2 (Rapid Recovery only, Standard is not supported)/2008 R2 SP1 (SHA2 is required)/2012/2012 R2/2012 R2 Essentials/2016</li> <li>• Microsoft Windows Small Business Server 2008/2011 SP1</li> </ul> <b>BMR Support</b> <ul style="list-style-type: none"> <li>• Microsoft Windows ADK 10</li> </ul>	<b>Minimum Requirements for File and Folder Backups</b> <ul style="list-style-type: none"> <li>• 2 GHz dual-core CPU</li> <li>• 1 GB of total RAM (500 MB free RAM during backup, restore, or delete operation)</li> <li>• Free disk space equaling twice the size of your largest protected file (not required for VM backups)</li> <li>• Broadband Internet Connection</li> <li>• MS.NET Framework 4.5.2</li> </ul> <b>Minimum Requirements for Exchange, SQL, Imaging, VMware, and Hyper-V Backups</b> <ul style="list-style-type: none"> <li>• 2GHz quad-core CPU</li> <li>• 4 GB of Total RAM (1 GB free RAM during backup, restore, or delete operation)</li> <li>• Free disk space equaling twice the size of your largest protected file (not required for VM backups)</li> <li>• Broadband Internet Connection</li> <li>• MS.NET Framework 4.5.2 (to allow backup/restore/delete management from the web)</li> </ul> <b>Exchange</b>

ECHOplatform Backup Agent Software Requirements	
<ul style="list-style-type: none"> <li>• <b>Hard Disk Controllers</b> <ul style="list-style-type: none"> <li>— SCSI</li> <li>— IDE</li> <li>— SATA</li> </ul> </li> <li>• <b>Boot Types/Disk Partition Styles</b> <ul style="list-style-type: none"> <li>— MBR</li> <li>— GPT</li> </ul> </li> <li>• <b>Supported File Systems (for backup source)</b> <ul style="list-style-type: none"> <li>— NTFS (Unless it is a System volume that is part of the Boot Volumes group.)</li> </ul> </li> <li>• <b>Supported Backup Destinations</b> <ul style="list-style-type: none"> <li>— 512 byte sector disks</li> <li>— 4K native sector disks</li> </ul> </li> </ul> <p><b>Web Portal Requirements</b></p> <ul style="list-style-type: none"> <li>• Chrome (most recent version)</li> <li>• Edge (most recent version)</li> <li>• Internet Explorer 10/11 (desktop mode)</li> <li>• Firefox (most recent version)</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Exchange 2007 SP1/2010/2010 SP1, SP2/2013/2013 SP1/2016 (when installed on Windows Server 2008 R2 with SP2/2012 Standard Editions or Small Business Server 2008/2011. Does not support DAG or clustered environments.)</li> </ul> <p><b>SQL</b></p> <ul style="list-style-type: none"> <li>• SQL 2008/2012/2014/2017 Standard Edition</li> <li>• SQL Servers must be running in simple recovery mode</li> <li>• Support for SQL 2005 is not provided.</li> </ul> <p><b>Virtual Machines</b></p> <ul style="list-style-type: none"> <li>• VMware ESXi/vCenter 5.0/5.1/5.5/6.0/6.1/6.5/</li> <li>• VMware vSphere 6.5. (TLS 1.0 must be enabled on all hosts managed by the vCenter Server.)</li> <li>• All supported VMware versions require VMware Essentials license or higher.</li> <li>• Hyper-V 2012 R2/2012/2008 R2 (does not include clustered support)</li> <li>• Windows Server 2012 R2 Essentials is not supported as a virtualization host</li> </ul>

## Partner Support

Partner Support is available 8 AM to 9 PM (EST).

**Phone:** 800-569-0155, option 1 or 617-948-5300

**Email:** [support@barracudamsp.com](mailto:support@barracudamsp.com)

You also can use the live chat service 8 AM to 6 PM (EST).

Click the following link:

**Link:** <http://www.barracudamsp.com/support/contact.php>



## PART I. PHYSICAL IMAGING BARE METAL RECOVERY

This part includes the following chapters:

- Physical Imaging Standard Bare Metal Recovery
- Physical Imaging Rapid Recovery Bare Metal Recovery

### Chapter 1. Physical Imaging Standard Bare Metal Recovery

This chapter includes the following topics:

- Overview
- Downloading the Recovery Media Creator as an ISO File
- Downloading the Recovery Media Creator as a USB Flash Drive
- Running Recovery Media
- Adding Missing Drivers

#### Overview

Bare Metal Recovery (BMR) allows you to restore a physical image to either a similar or a dissimilar physical machine. You can create the Recovery Media as a USB thumb drive or create the Recovery Media as an .ISO file, which can then be burned to a CD.

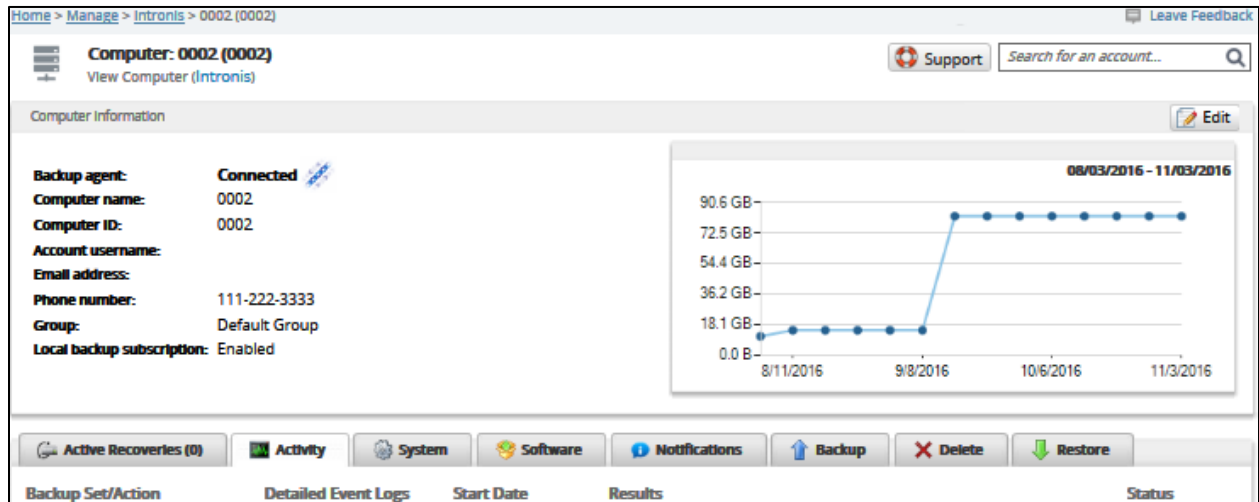
The following tasks are performed using BMR:

1. Downloading the BMR Media Creator.
2. Downloading and installing Microsoft ADK is required to create the pre-installation media required to perform a bare metal recovery.
3. Running recovery media creator generates the Recovery Media restore.
4. Running the Recovery Media restore.

## Downloading the Recovery Media Creator as a USB Flash Drive

To download the Recovery Media Creator, perform the following steps.

1. Navigate to the Computer page. See *Navigating to the Computer Page* for instructions.



1. Select the **Restore** tab.

The Restore Selections page is displayed.



2. Click **Bare Metal Recovery**.

The Download Recovery Media Creator screen is displayed.

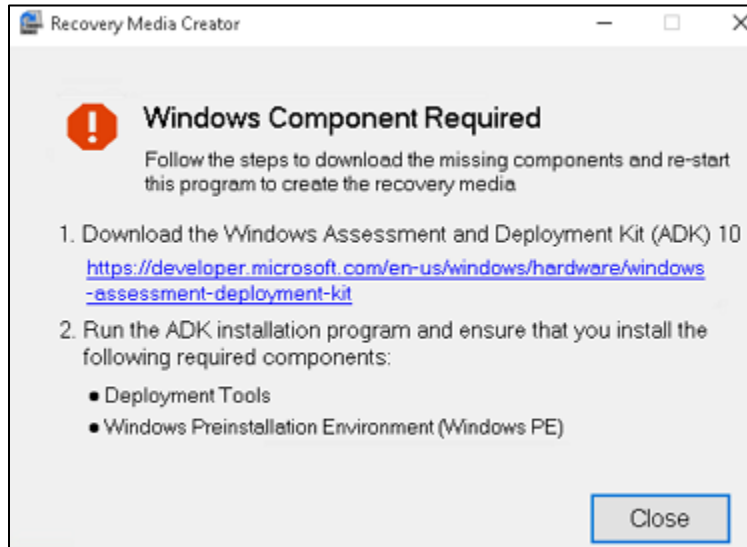


3. Click the **Download** button.

The Recovery Media Creator zip file is downloaded to your Downloads folder.

4. Open the Recovery Media Creator zip file and run the Recovery Media Creator executable (.exe).

The Windows Component Required screen is displayed, if Windows ADK 10 is not installed.

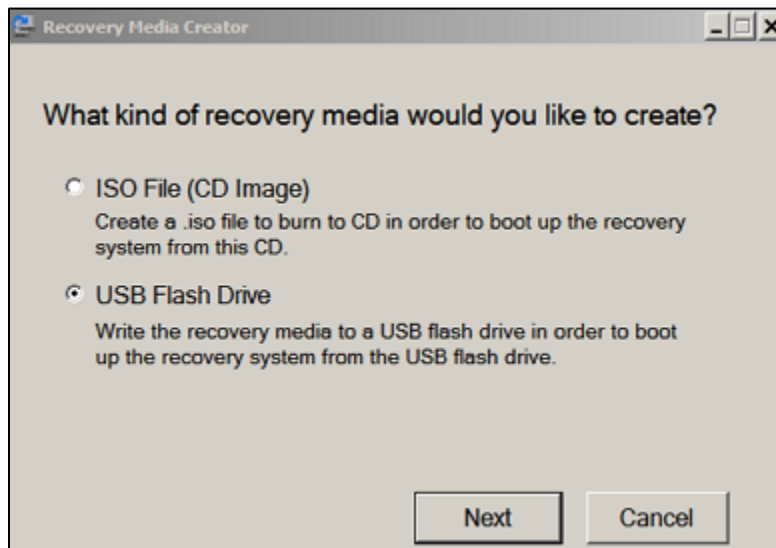


5. Click the link, download, and then install ADK.

**Note:** Ensure that the Deployment Tools and Windows PE check boxes are selected. Save disk space by clearing the other options.

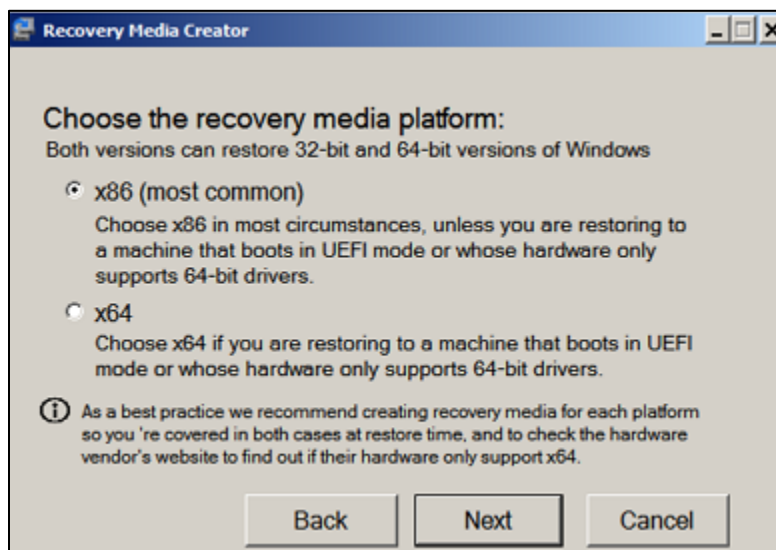
6. Click the **Close** button, and restart this procedure.

The Recovery Media options screen is displayed.



7. Select the **USB Flash Drive** radio button, and then click **Next**.

The Platform options screen is displayed.

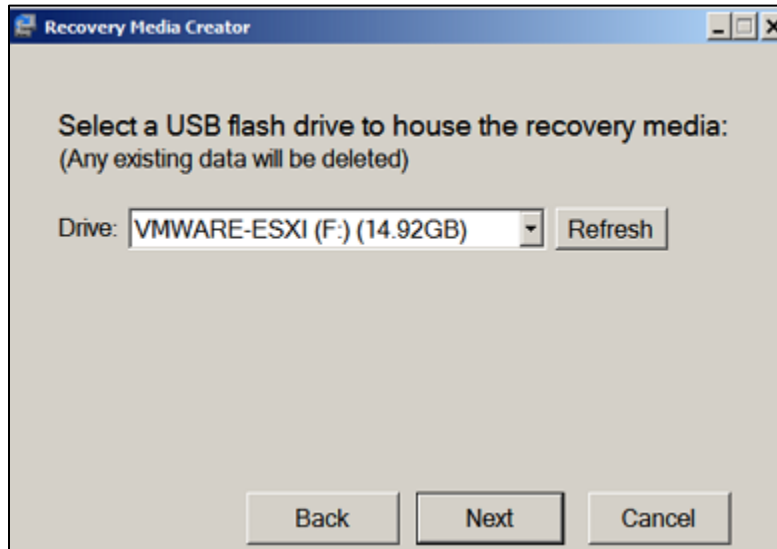


8. Select your recovery media platform's radio button.
  - Select x86 in most circumstances, unless you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.
  - Select x64 if you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.

**Note:** It is recommended to create recovery media for each platform so you are covered in both cases at restore time. Check the hardware vendor's website to determine if their hardware supports only x64.

9. Click **Next**.

The Drive Destination screen is displayed.



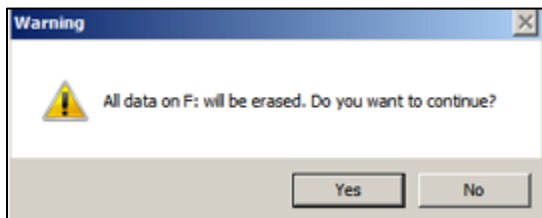
10. Type the drive destination and click **Next**.

**CAUTION!** The following caution is displayed advising you to back up all the data before it is erased.



11. Back up your data from the USB drive, and then click the **Create** button.

The following warning is displayed.



12. Click **Yes**.

After the Recovery Media is created, the following screen is displayed.

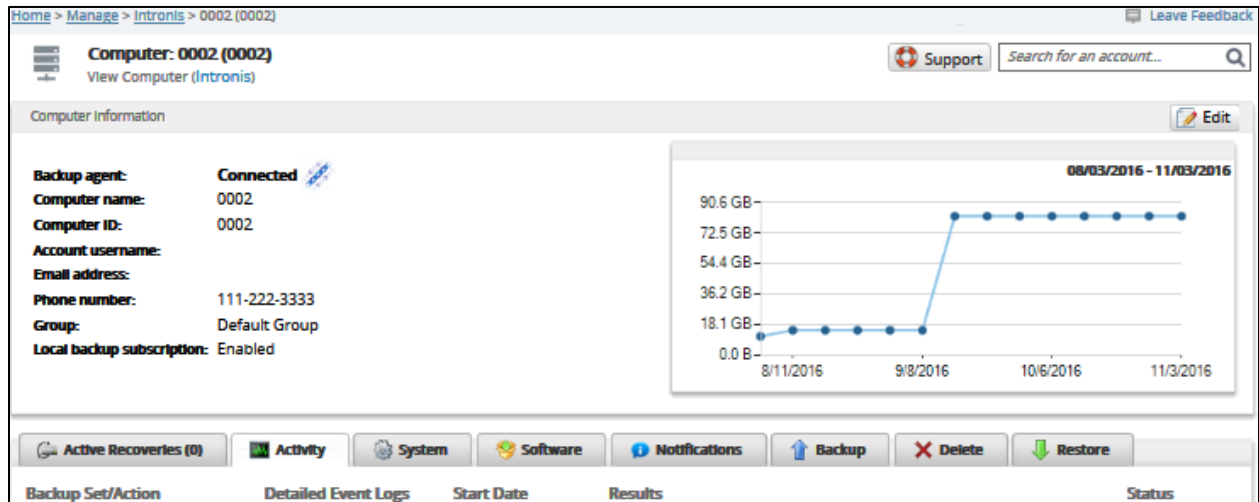


13. Click the **Close** button, and then boot your recovery machine from the USB flash drive to begin a Bare-Metal Restore.

## Downloading the Recovery Media Creator as an ISO File

To download the Recovery Media Creator, perform the following steps.

1. Navigate to the Computer page. See *Navigating to the Computer Page* for instructions.



2. Select the **Restore** tab.

The Restore Selections page is displayed.



3. Click **Bare Metal Recovery**.

The Download Recovery Media Creator screen is displayed.

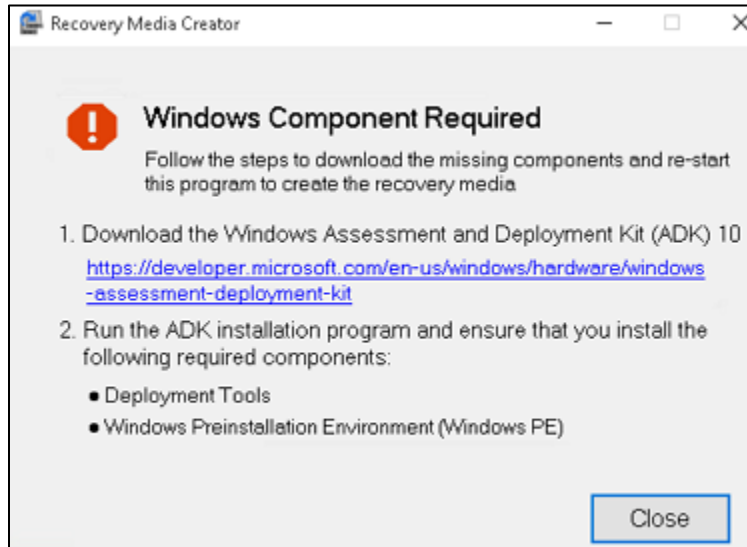


4. Click the **Download** button.

The Recovery Media Creator zip file is downloaded to your Downloads folder.

5. Open the Recovery Media Creator zip file and run the Recovery Media Creator executable (.exe).

The Windows Component Required screen is displayed, if Windows ADK 10 is not installed.



6. Click the link, download, and then install ADK.

**Note:** Ensure that the Deployment Tools and Windows PE check boxes are selected. Save disk space by clearing the other options.

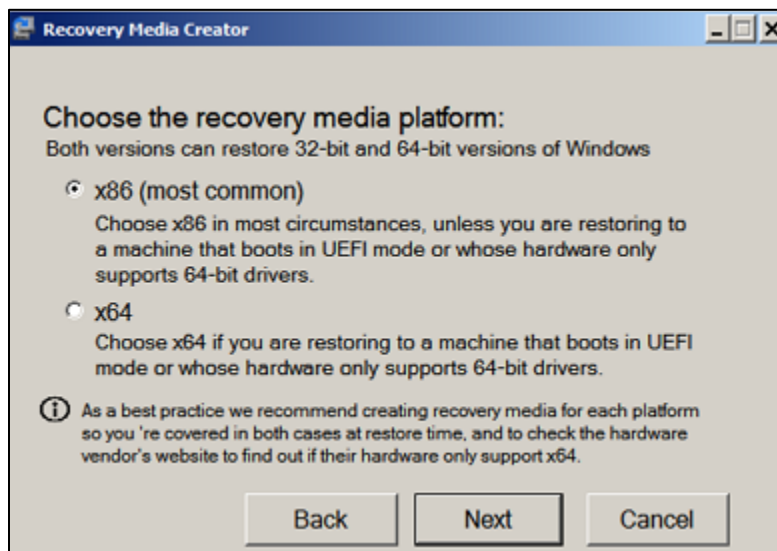
7. Click the **Close** button, and restart this procedure.

The Recovery Media options screen is displayed.



8. Select the **ISO File** radio button, and then click **Next**.

The Platform options screen is displayed.

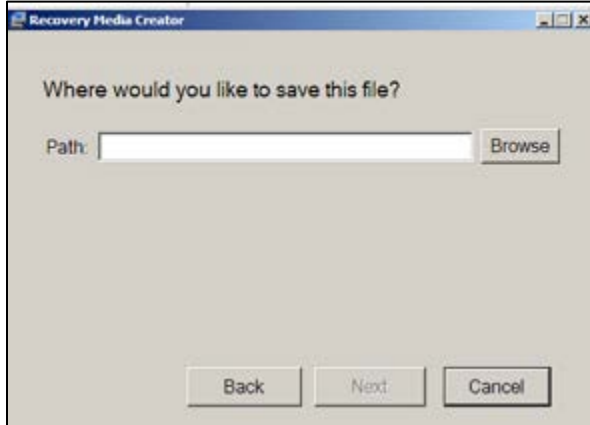


9. Select your recovery media platform's radio button.
  - Select **x86** in most circumstances, unless you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.
  - Select **x64** if you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.

**Note:** It is recommended to create recovery media for each platform so you are covered in both cases at restore time. Check the hardware vendor's website to determine if their hardware supports only x64.

10. Click **Next**.

The Path screen is displayed.



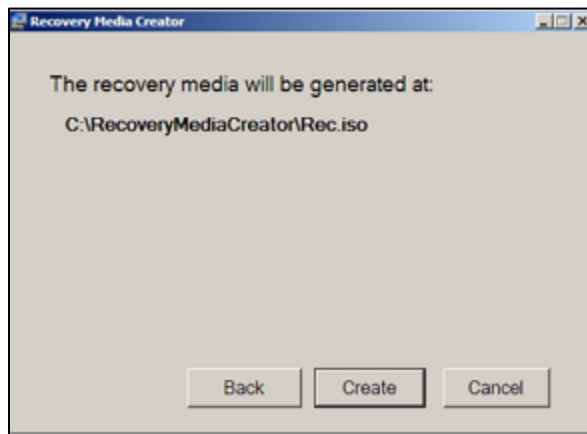
11. Select the **Browse** button and choose your folder location.

The Next button is activated.



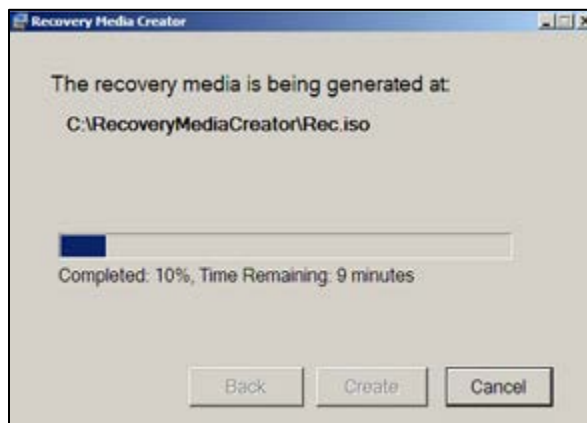
12. Click the **Next** button.

The Create screen is displayed.

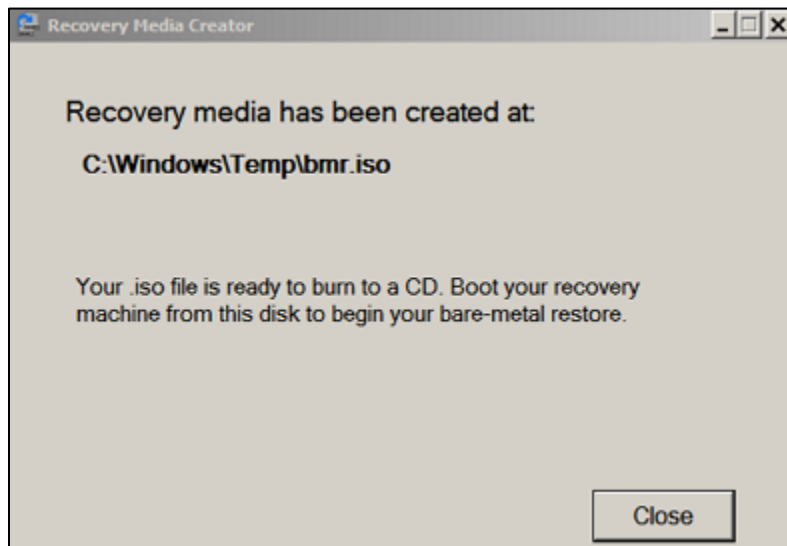


13. Click the **Create** button.

The progress screen is displayed.



After the Recovery Media is created, the following screen is displayed.



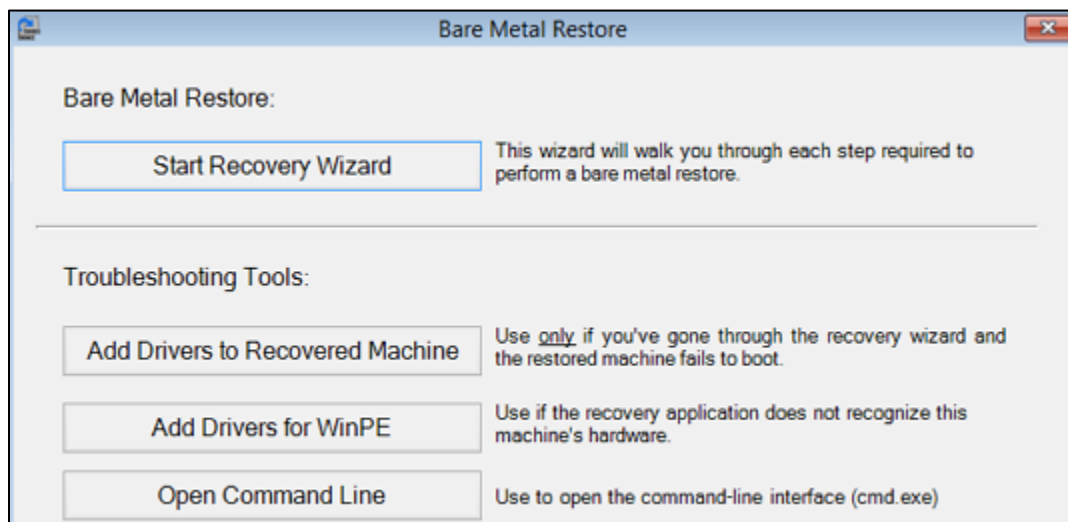
14. Click the **Close** button, and then burn the .ISO file to a CD.
15. Use the CD to boot your recovery machine to begin a Bare Metal Restore.

### Running Recovery Media

To run the Recovery Media, perform the following steps.

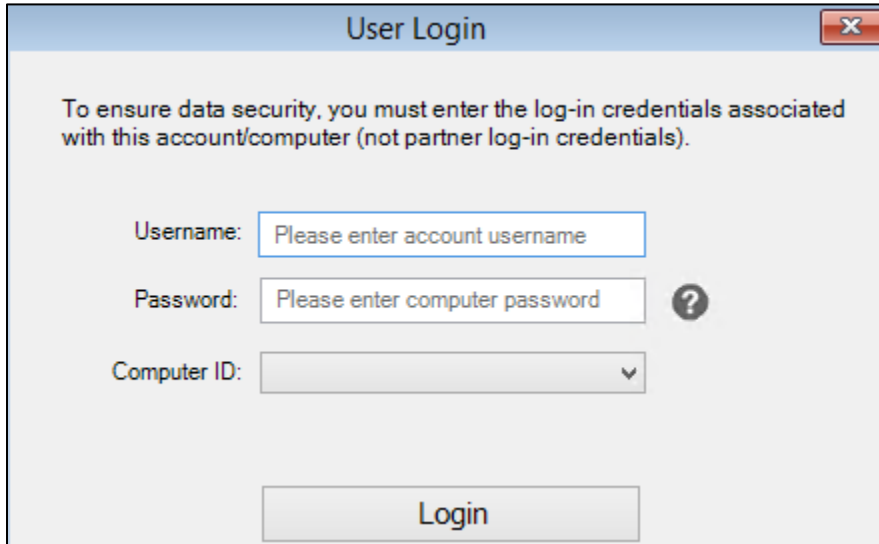
1. Boot the recovery machine from the disk or from the flash drive to start the recovery application.

The Bare Metal Restore screen is displayed.



2. Click **Start Recovery Wizard**.

The log in screen is displayed.



The 'User Login' dialog box has a title bar with a close button. The main text reads: 'To ensure data security, you must enter the log-in credentials associated with this account/computer (not partner log-in credentials).' Below this, there are three input fields: 'Username:' with a text box containing 'Please enter account username', 'Password:' with a text box containing 'Please enter computer password' and a question mark icon to its right, and 'Computer ID:' with a dropdown menu. At the bottom is a 'Login' button.

3. Type your credentials, select the Computer ID, and then click the **Login** button.

**Note:** If you have a private key associated to your computer, you are prompted to enter it.

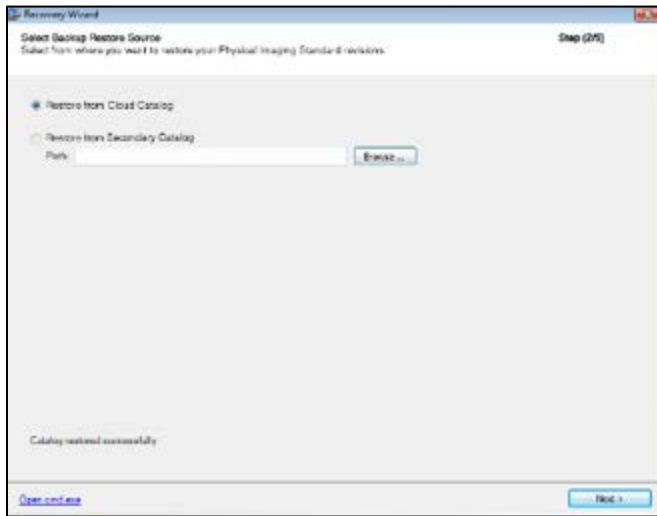
The SelectBackup Set Type screen is displayed.



The 'Recovery Wizard' dialog box, 'Step 1/5', is titled 'Select Backup Set Type'. It instructs the user to 'Select the backup set type you want to restore physical imaging revisions from:'. There are two radio button options: 'Physical Imaging Rapid Recovery' (unselected) and 'Physical Imaging Standard' (selected). At the bottom, there is a 'Cancel and exit' link on the left and a 'Next >' button on the right.

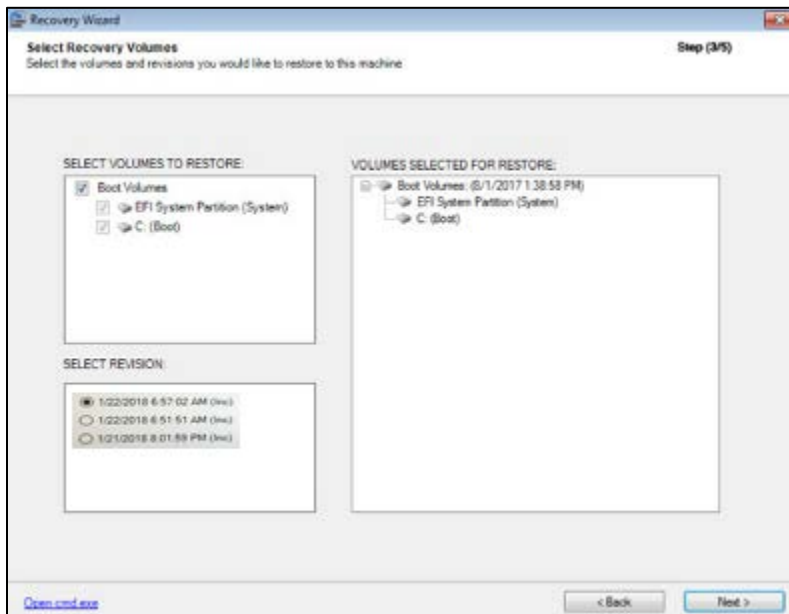
4. Select the **Physical Imaging Standard** radio button, and then click **Next**.

The Select Backup Restore Source page is displayed.



5. Select the **Restore from Cloud Catalog** or, the **Restore from Secondary Catalog** radio button.

The Select Recovery Volumes screen is displayed.



6. Select the volumes and the revisions to be restored.

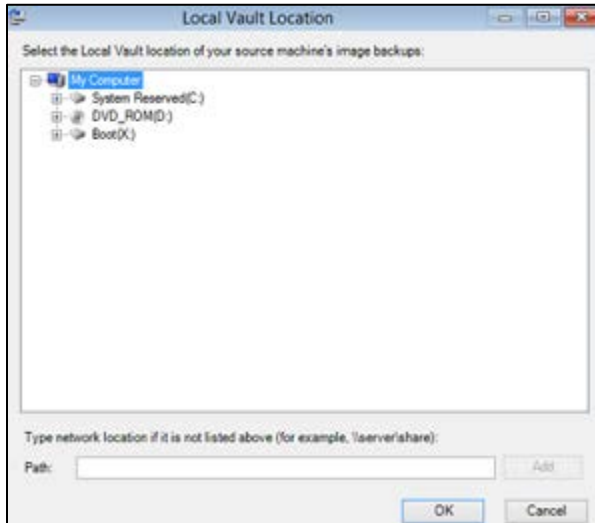
The selections are displayed in the right pane.

**Note:** The latest version of a volume is selected for restore by default. You can restore older versions of volumes by clicking on the volume name and selecting the revision in the SELECT REVISION pane.

7. Click the **Next** button.

If the backup was online only, the recovery media downloads the blocks directly from the Cloud.

If the backup was online & local or local only, the Local Vault Location is displayed, as shown below.

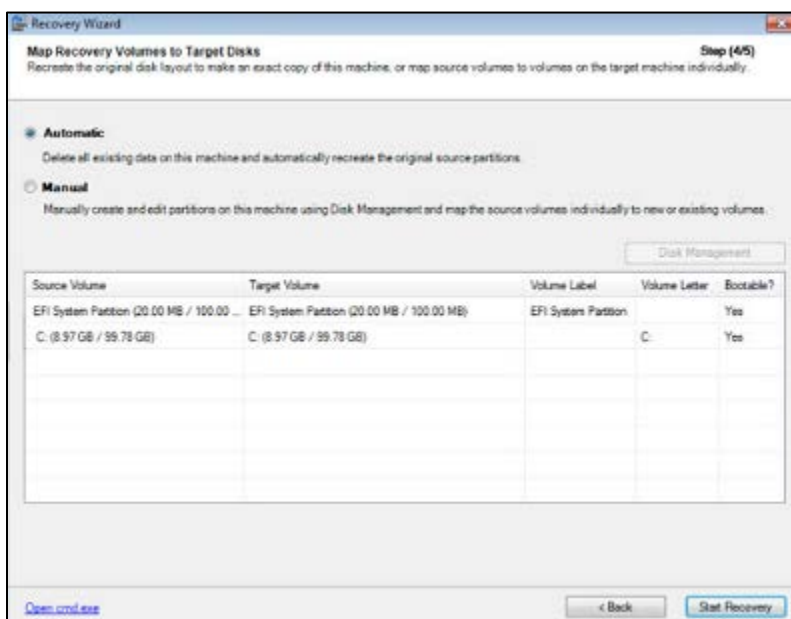


**Note:** If the backup was local only, you must select the path for Local vault.

If the backup was online & local, you can click **Cancel** to advance to the Map Recovery Volumes to Target Disks page.

8. Select the Local Vault location of your source machine's image backups, and then click **OK**.

The Map Recovery Volumes to Target Disks screen is displayed.



**Important!**

- The automatic option erases all data on the target machine. You can retain data using the manual option, but as a best practice it is recommended to back up any data to be kept on the target machine before starting a bare metal restore.
  - Ensure that the disk has enough space to store those volumes.
9. To automatically restore all selected volumes to the target machine's disk, select the **Automatic** radio button.
  10. To manually create volumes on the target machine, select the **Manual** radio button.

The manual fields are displayed.

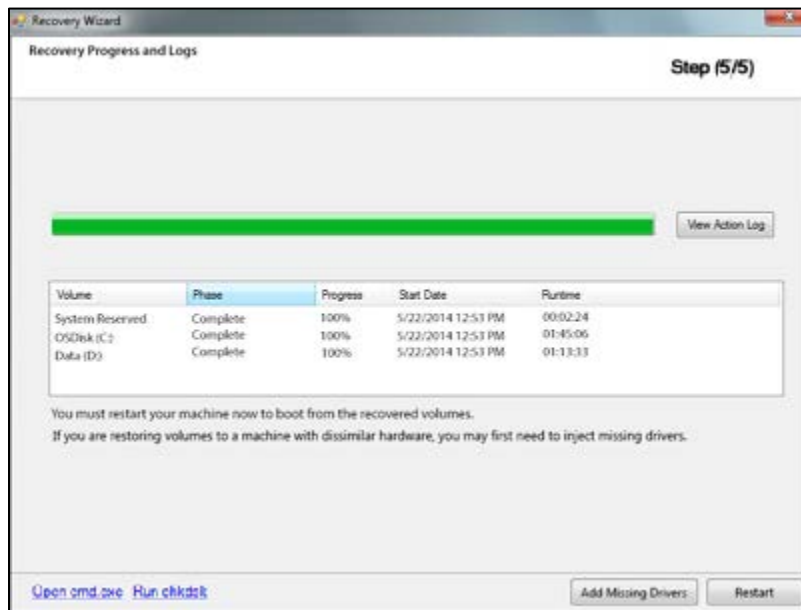
11. For manual restore, click the **Disk Management** button, and then select which source volume to restore to the target volume.

**Note:** This option allows for a higher degree of flexibility upon restore (for example, you can restore a source volume as a larger target volume; or change the layout of volumes across disks).

**Note:** If WinPE cannot recognize the target machine's disks and the target machine is using a RAID controller, you are prompted to supply the RAID controller driver.

12. Click the **Start Recovery** button to begin the restore.

The Recovery Progress and Logs screen is displayed.



- Click the **View Action Logs** button to observe progress.

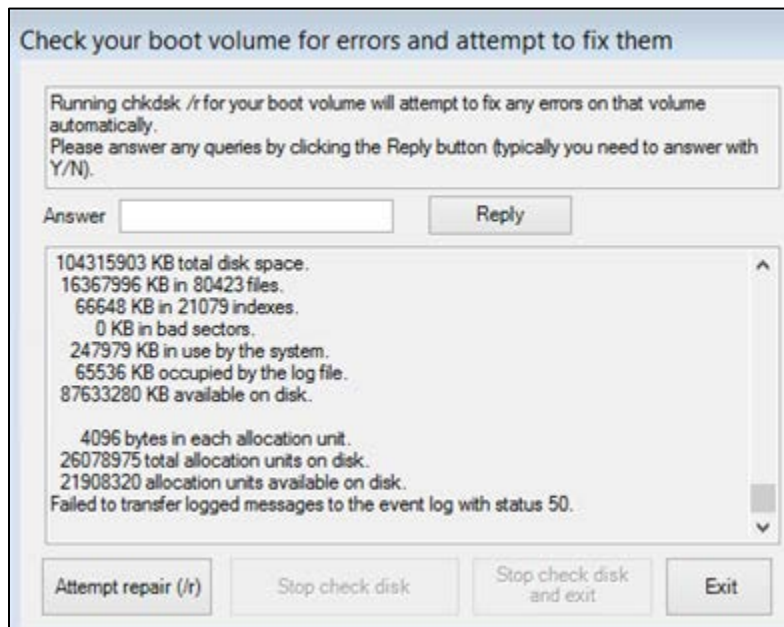
When successfully restored, the following message is displayed.



- If you are restoring volumes to a machine with dissimilar hardware, inject missing drivers by rebooting the machine or by clicking the **Add Missing Drivers** button. See [Adding Missing Drivers](#).

If the boot volume is being restored then the following occurs:

After the restore is completed, chkdsk runs automatically.



15. Check your boot volume for errors:

- If errors are found during chkdsk, click **Attempt repair**.
- If no errors are found, click the **Exit** button.

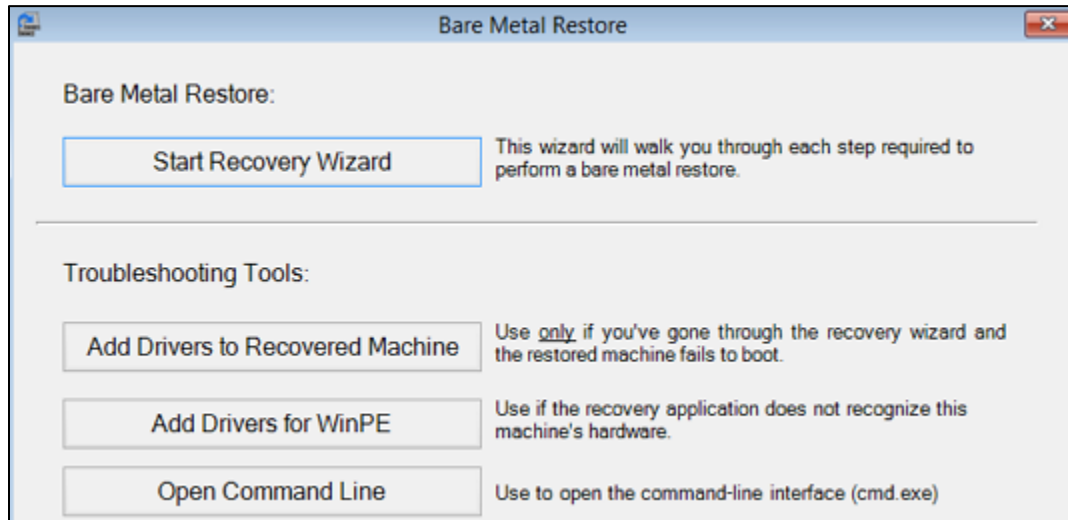
16. Click the **Restart** button to boot from the recovered volumes.

## Adding Missing Drivers

To Add Missing Drivers, perform the following steps.

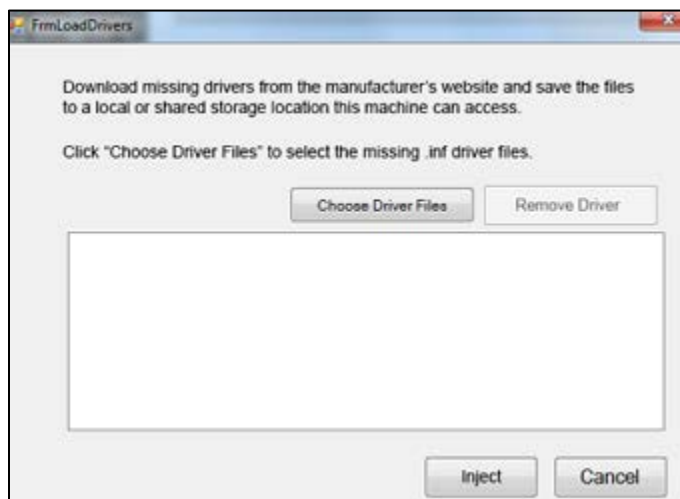
1. Boot the recovery machine from the disk or from the flash drive to start the recovery application.

The Start Recovery Wizard and Add Missing Drivers screen is displayed.



2. If the machine does not boot because of a driver issue, after a BMR, click **Add Drivers to Recovered Machine**.

The Missing Drivers screen is displayed.



3. Click the **Choose Driver Files** button, select missing drivers, and then click the **Inject** button.

The drivers are added.



## Chapter 2. Physical Imaging Rapid Recovery Bare Metal Recovery

This section includes the following topics:

- Overview
- Downloading the Recovery Media Creator as an ISO File
- Downloading the Recovery Media Creator as a USB Flash Drive
- Running Recovery Media
- Adding Missing Drivers

### Overview

Bare Metal Recovery (BMR) allows you to restore a physical image to either a similar or a dissimilar physical machine. You can create the Recovery Media as a USB thumb drive or create the Recovery Media as an .ISO file, which can then be burned to a CD.

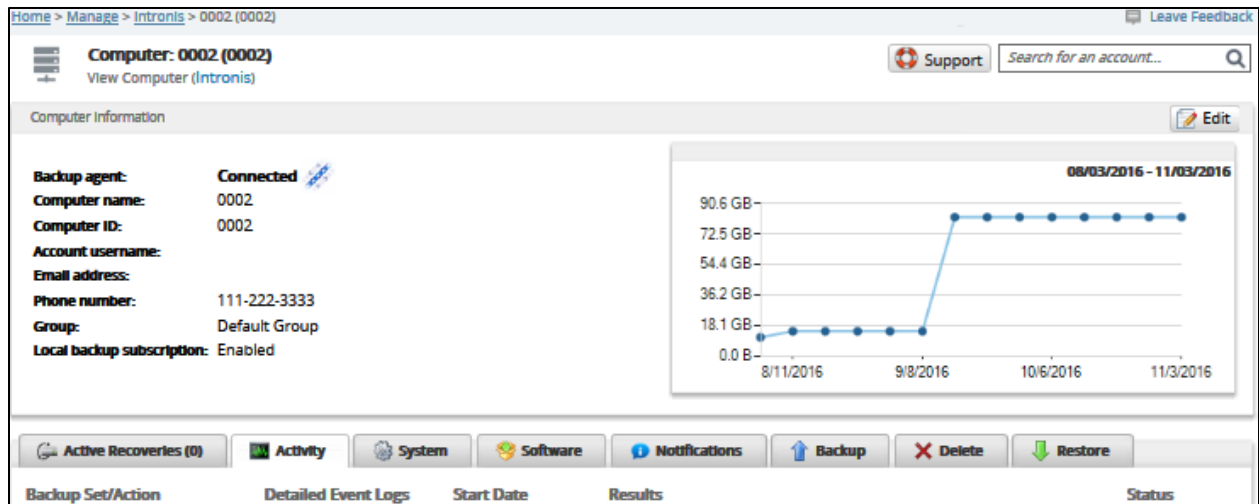
The following tasks are performed using BMR:

1. Downloading the BMR Media Creator.
2. Downloading and installing Microsoft ADK is required to create the pre-installation media required to perform a bare metal recovery.
3. Running recovery media creator generates the Recovery Media restore.
4. Running the Recovery Media restore.

## Downloading the Recovery Media Creator as a USB Flash Drive

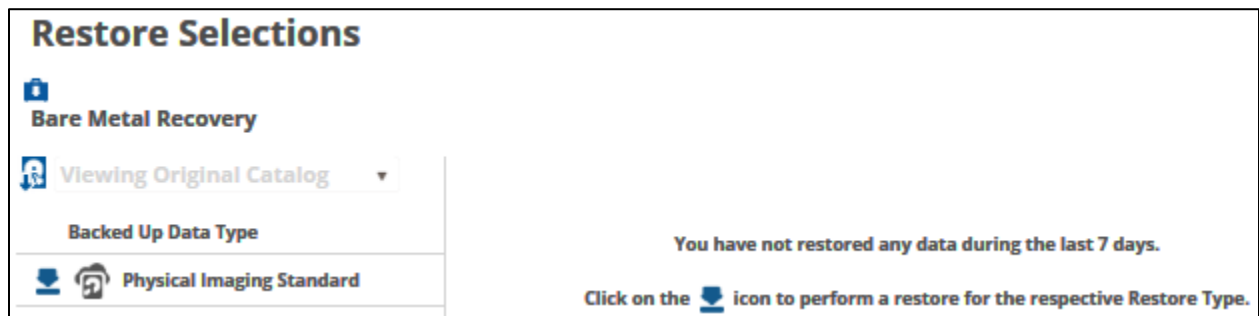
To download the Recovery Media Creator, perform the following steps.

1. Navigate to the Computer page. See *Navigating to the Computer Page* for instructions.



2. Select the **Restore** tab.

The Restore Selections page is displayed.



3. Click **Bare Metal Recovery**.

The Download Recovery Media Creator screen is displayed.

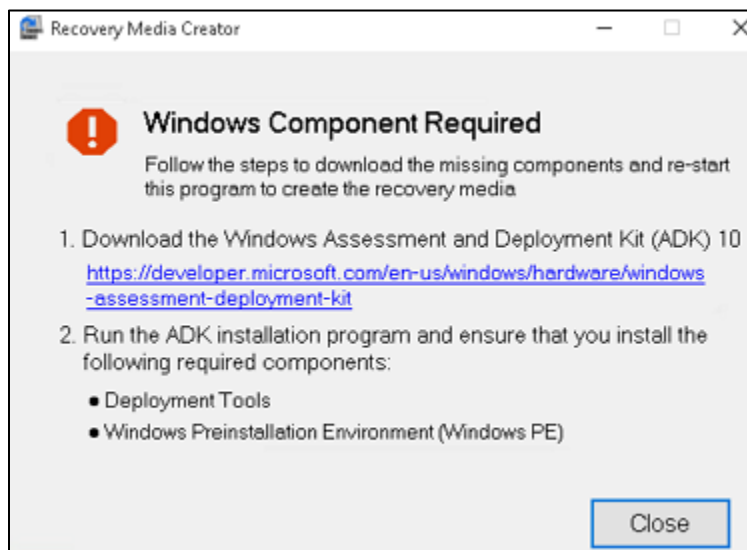


4. Click the **Download** button.

The Recovery Media Creator zip file is downloaded to your Downloads folder.

5. Open the Recovery Media Creator zip file and run the Recovery Media Creator executable (.exe).

The Windows Component Required screen is displayed, if Windows ADK 10 is not installed.



6. Click the link, download, and then install ADK.

**Note:** Ensure that the Deployment Tools and Windows PE check boxes are selected. Save disk space by clearing the other options.

7. Click the **Close** button, and restart this procedure.

The Recovery Media options screen is displayed.



8. Select the **USB Flash Drive** radio button, and then click **Next**.

The Platform options screen is displayed.

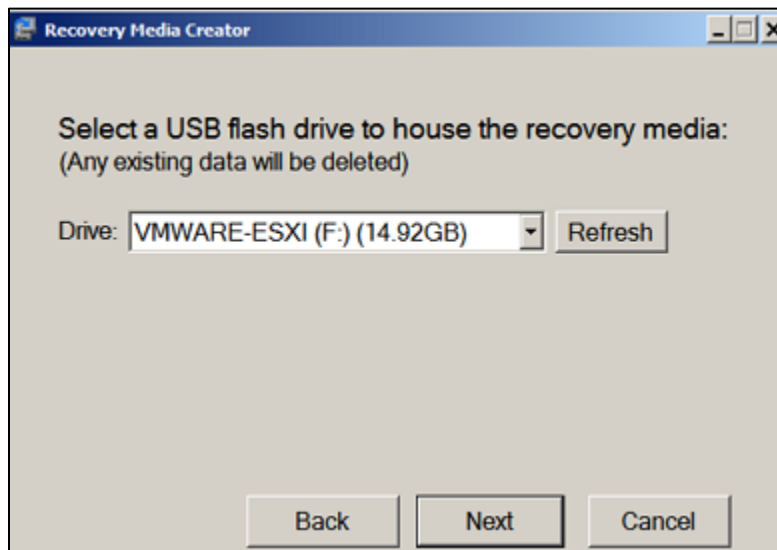


9. Select your recovery media platform's radio button.
  - Select **x86** in most circumstances, unless you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.
  - Select **x64** if you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.

**Note:** It is recommended to create recovery media for each platform so you are covered in both cases at restore time. Check the hardware vendor's website to determine if their hardware supports only x64.

10. Click **Next**.

The Drive Destination screen is displayed.



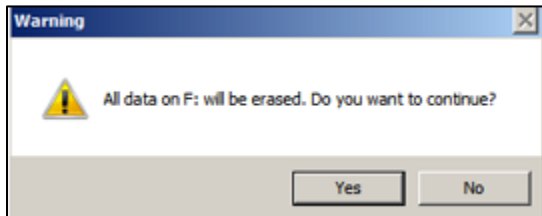
11. Type the drive destination and click **Next**.

**CAUTION!** The following caution is displayed advising you to back up all the data before it is erased.



12. Back up your data from the USB drive, and then click the **Create** button.

The following warning is displayed.



13. Click **Yes**.

After the Recovery Media is created, the following screen is displayed.

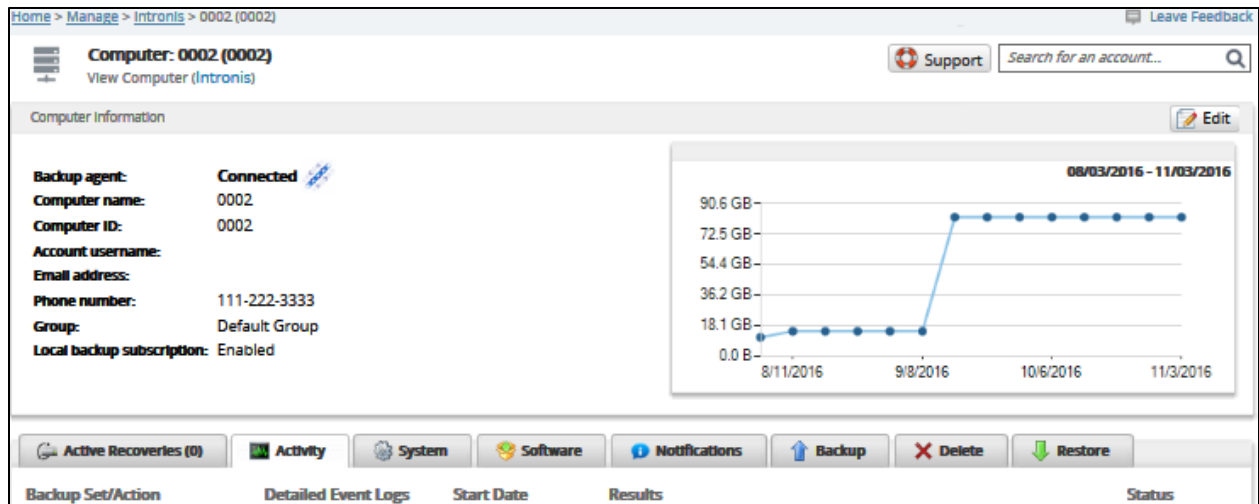


14. Click the **Close** button, and then boot your recovery machine from the USB flash drive to begin a Bare-Metal Restore.

## Downloading the Recovery Media Creator as an ISO File

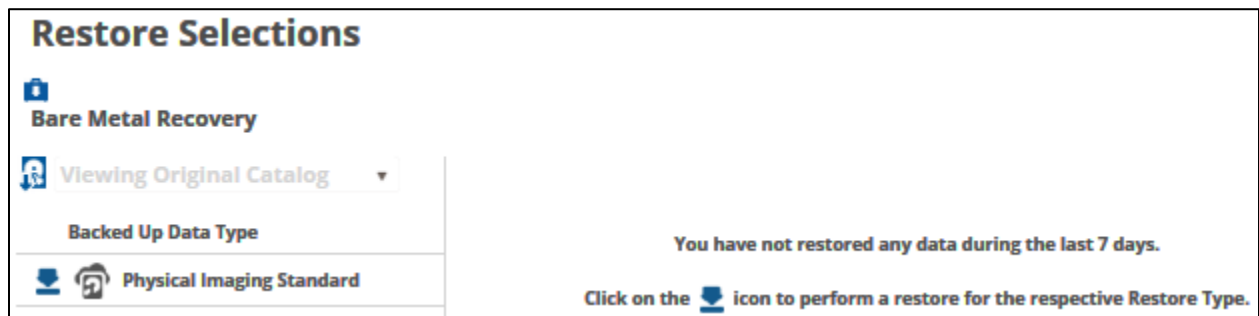
To download the Recovery Media Creator, perform the following steps.

1. Navigate to the Computer page. See *Navigating to the Computer Page* for instructions.



2. Select the **Restore** tab.

The Restore Selections page is displayed.



3. Click **Bare Metal Recovery**.

The Download Recovery Media Creator screen is displayed.

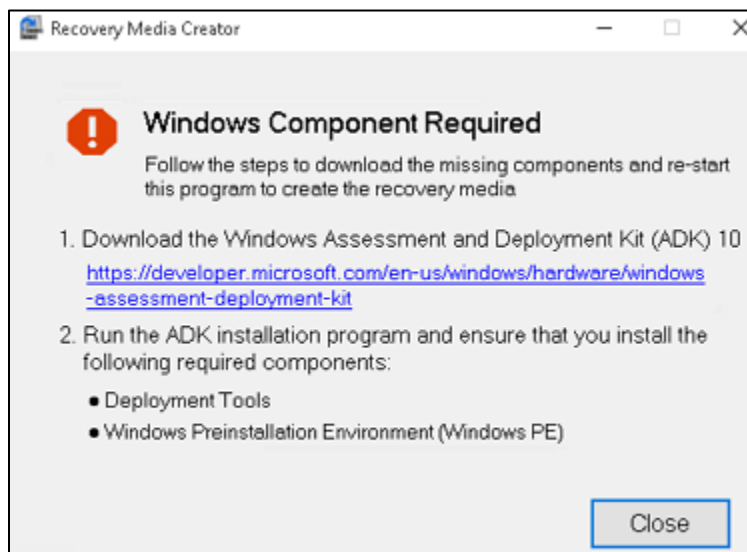


4. Click the **Download** button.

The Recovery Media Creator zip file is downloaded to your Downloads folder.

5. Open the Recovery Media Creator zip file and run the Recovery Media Creator executable (.exe).

The Windows Component Required screen is displayed, if Windows ADK 10 is not installed.



6. Click the link, download, and then install ADK.

**Note:** Ensure that the Deployment Tools and Windows PE check boxes are selected. Save disk space by clearing the other options.

7. Click the **Close** button, and restart this procedure.

The Recovery Media options screen is displayed.



8. Select the **ISO File** radio button, and then click **Next**.

The Platform options screen is displayed.



9. Select your recovery media platform's radio button.
  - Select x86 in most circumstances, unless you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.
  - Select x64 if you are restoring to a machine that boots in UEFI mode, or whose hardware supports only 64-bit drivers.

**Note:** It is recommended to create recovery media for each platform so you are covered in both cases at restore time. Check the hardware vendor's website to determine if their hardware supports only x64.

10. Click **Next**.

The Path screen is displayed.



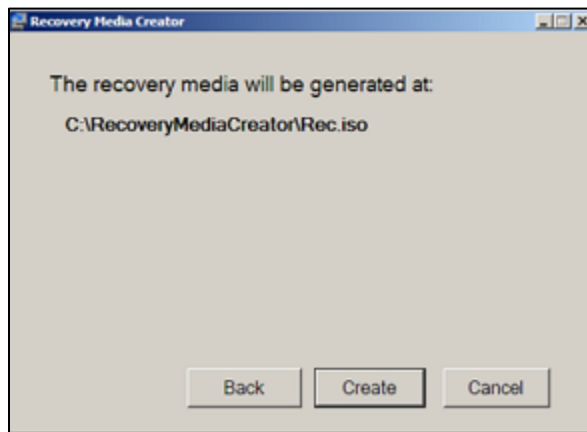
11. Select the **Browse** button and choose your folder location.

The Next button is activated.



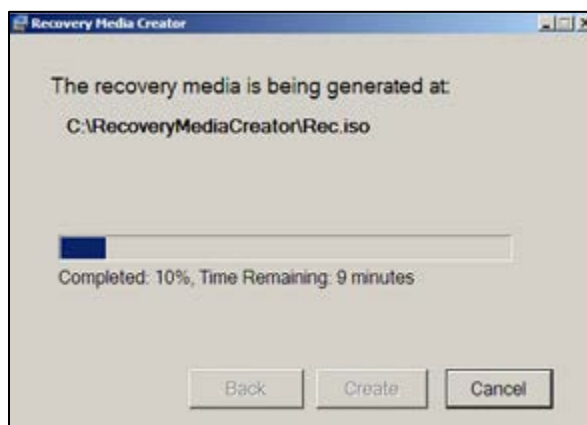
12. Click the **Next** button.

The Create screen is displayed.

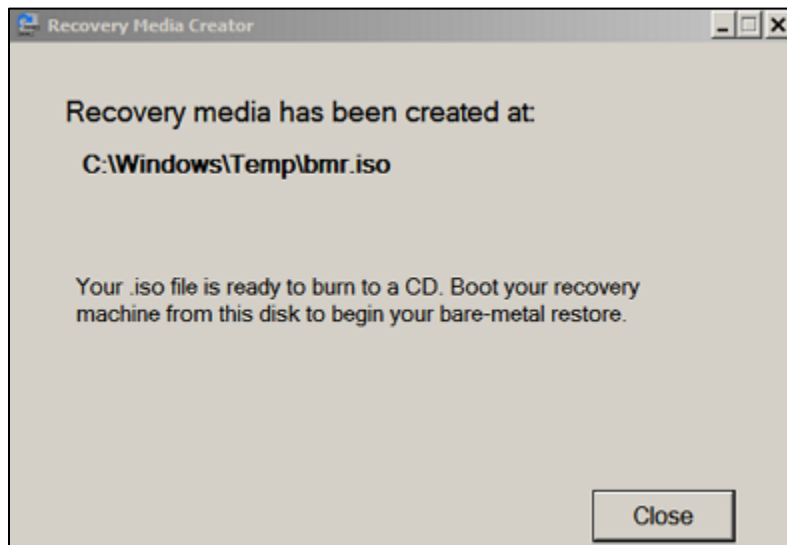


13. Click the **Create** button.

The progress screen is displayed.



After the Recovery Media is created, the following screen is displayed.



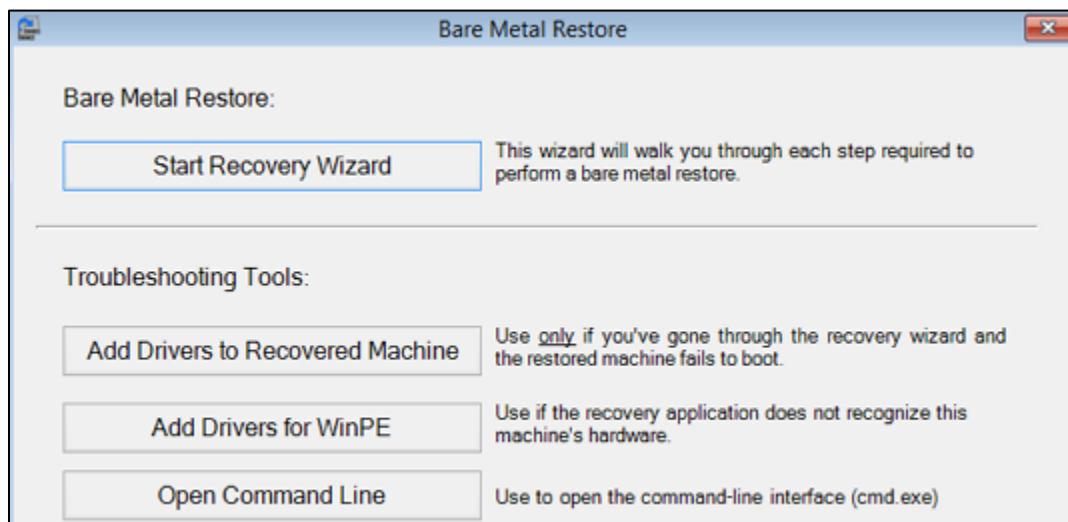
14. Click the **Close** button, and then burn the .ISO file to a CD.
15. Use the CD to boot your recovery machine to begin a Bare Metal Restore.

## Running Recovery Media

To run the Recovery Media, perform the following steps.

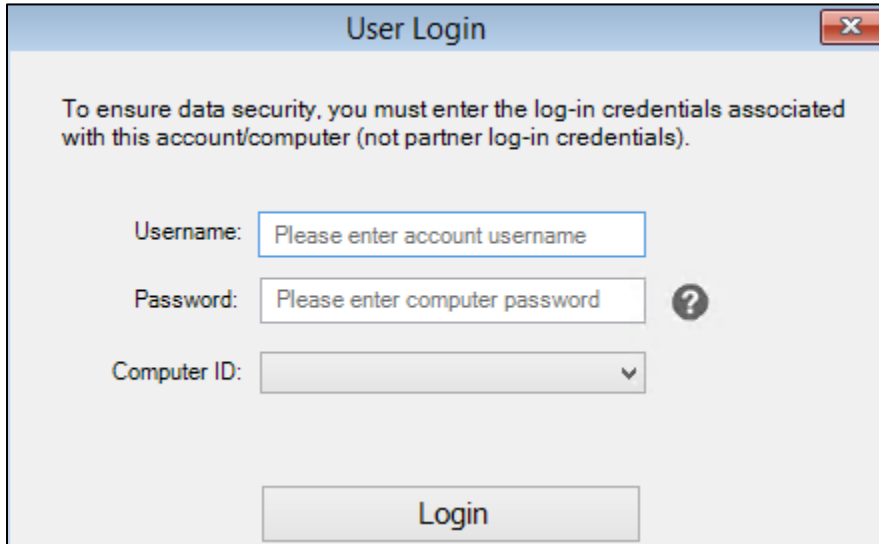
1. Boot the recovery machine from the disk or the flash drive to start the recovery application.

The Bare Metal Restore screen is displayed.



2. Click **Start Recovery Wizard**.

The log in screen is displayed.

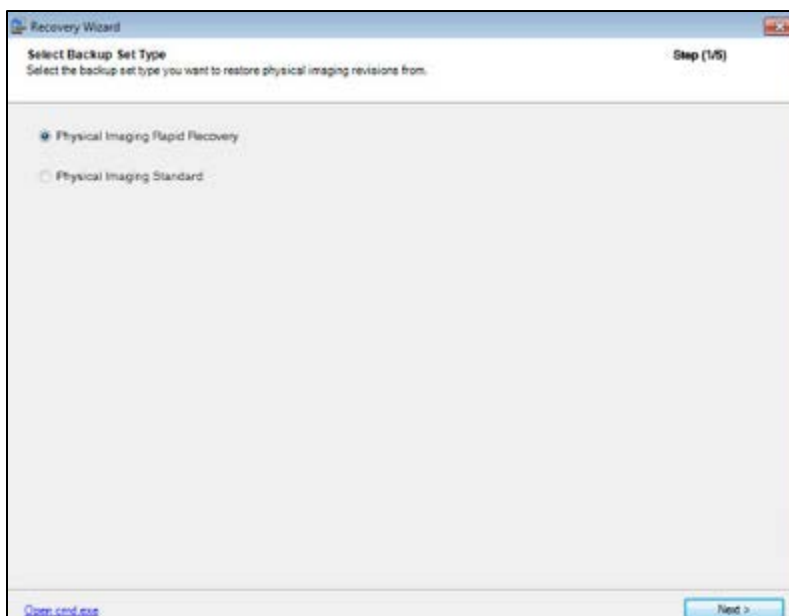


The 'User Login' dialog box has a title bar with a close button. The main text reads: 'To ensure data security, you must enter the log-in credentials associated with this account/computer (not partner log-in credentials).' Below this, there are three input fields: 'Username:' with a text box containing 'Please enter account username', 'Password:' with a text box containing 'Please enter computer password' and a help icon, and 'Computer ID:' with a dropdown menu. At the bottom is a 'Login' button.

3. Type your credentials, select the Computer ID, and then click the **Login** button.

**Note:** If you have a private key associated to your computer, you are prompted to enter it.

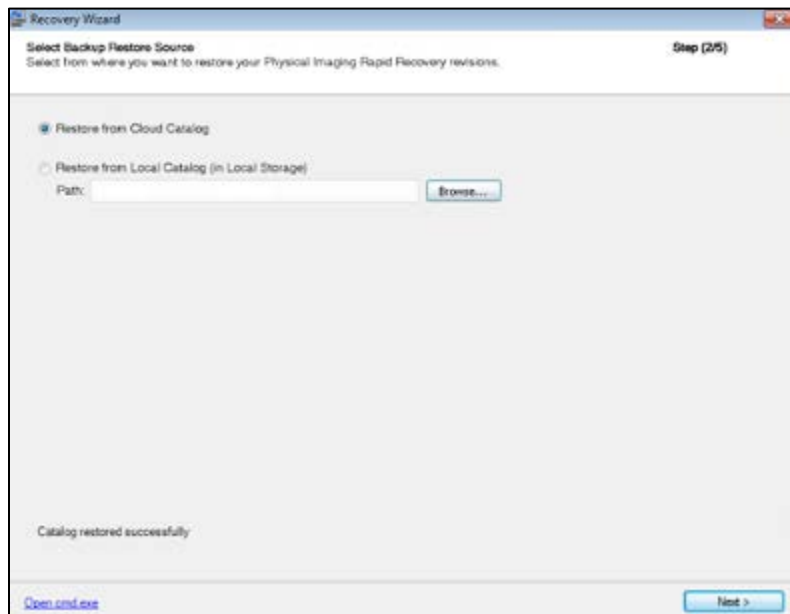
The Select Backup Set Type page is displayed with Physical Imaging Rapid Recovery selected as the default.



The 'Recovery Wizard' dialog box is titled 'Select Backup Set Type'. It instructs the user to 'Select the backup set type you want to restore physical imaging revisions from.' There are two radio button options: 'Physical Imaging Rapid Recovery' (which is selected) and 'Physical Imaging Standard'. At the bottom right is a 'Next >' button. The bottom left corner has a link that says 'Open cmd.exe'. The top right corner indicates 'Step 1/5'.

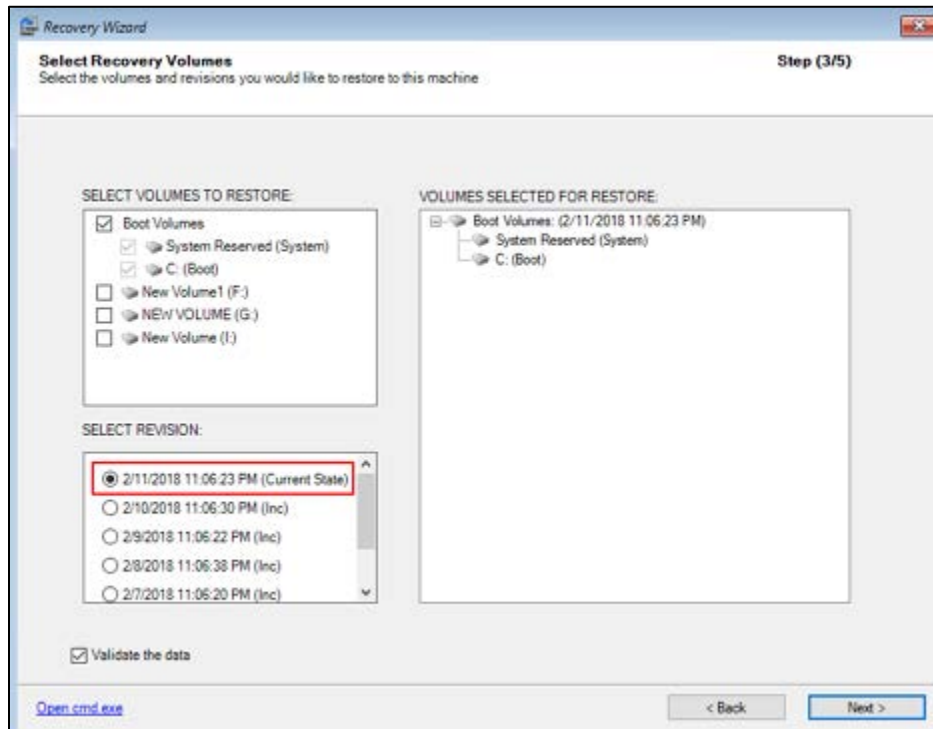
4. Click **Next**.

The SelectBackup Restore Source page is displayed.



5. Select the **Restore from Cloud Catalog** or the **Restore from Local Catalog (in Local Storage)** radio button.

The Select Recovery Volumes screen is displayed with the latest full revision selected as the default (Current State), as shown below.



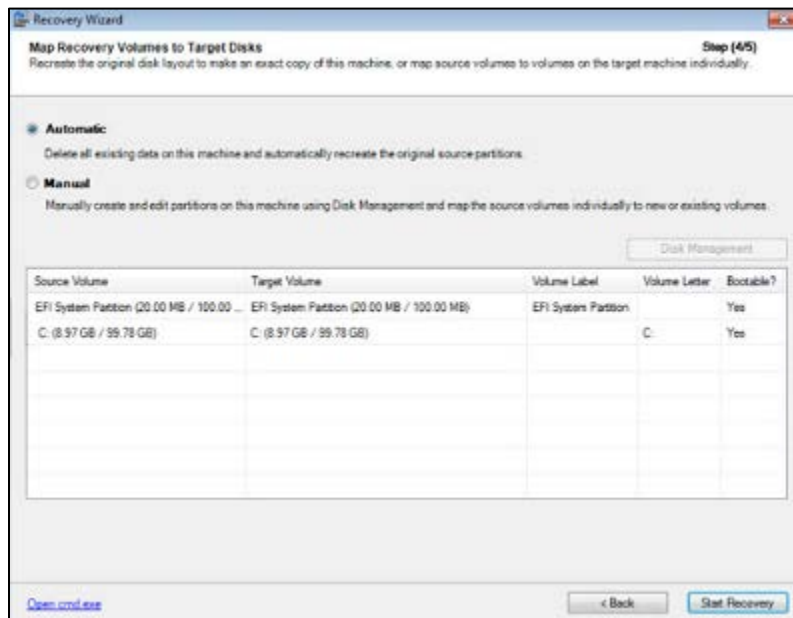
6. Select the volumes and the revisions to be restored.

The selections are displayed in the right pane.

**Note:** The latest version of a volume is selected for restore by default. You can restore older versions of volumes by clicking on the volume name and selecting the revision in the SELECT REVISION pane.

7. Click the **Next** button.

The Map Recovery Volumes to Target Disks screen is displayed.



## Important!

- The automatic option erases all data on the target machine. You can retain data using the manual option, but as a best practice it is recommended to back up any data to be kept on the target machine before starting a bare metal restore.
  - Ensure that the disk has enough space to store those volumes.
8. To automatically restore all selected volumes to the target machine's disk, select the **Automatic** radio button.
  9. To manually create volumes on the target machine, select the **Manual** radio button.

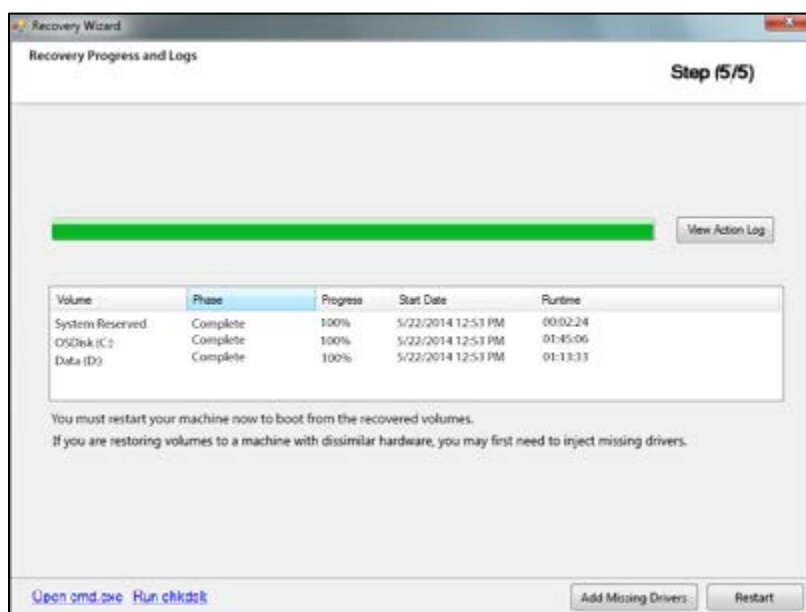
The manual fields are displayed.

10. For manual restore, click the **Disk Management** button, and then select which source volume to restore to the target volume.

## Notes:

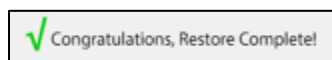
- This option allows for a higher degree of flexibility upon restore (for example, you can restore a source volume as a larger target volume; or change the layout of volumes across disks).
  - If WinPE cannot recognize the target machine's disks and the target machine is using a RAID controller, you are prompted to supply the RAID controller driver.
11. Click the **Start Recovery** button to begin the restore.

The Recovery Progress and Logs screen is displayed.



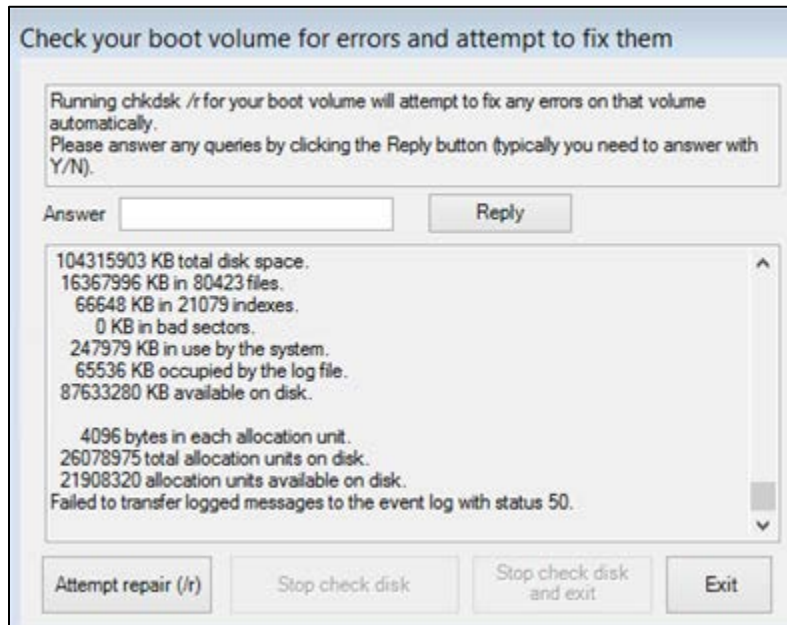
- Click the **View Action Log** button to observe progress.

When successfully restored, the following message is displayed.



- If you are restoring volumes to a machine with dissimilar hardware, inject missing drivers by rebooting the machine or by clicking the **Add Missing Drivers** button. See [Adding Missing Drivers](#).

If the boot volume is being restored then the following occurs:  
After the restore is completed, chkdsk runs automatically.



14. Check your boot volume for errors:

- If errors are found during chkdsk, click **Attempt repair**.
- If no errors are found, click the **Exit** button.

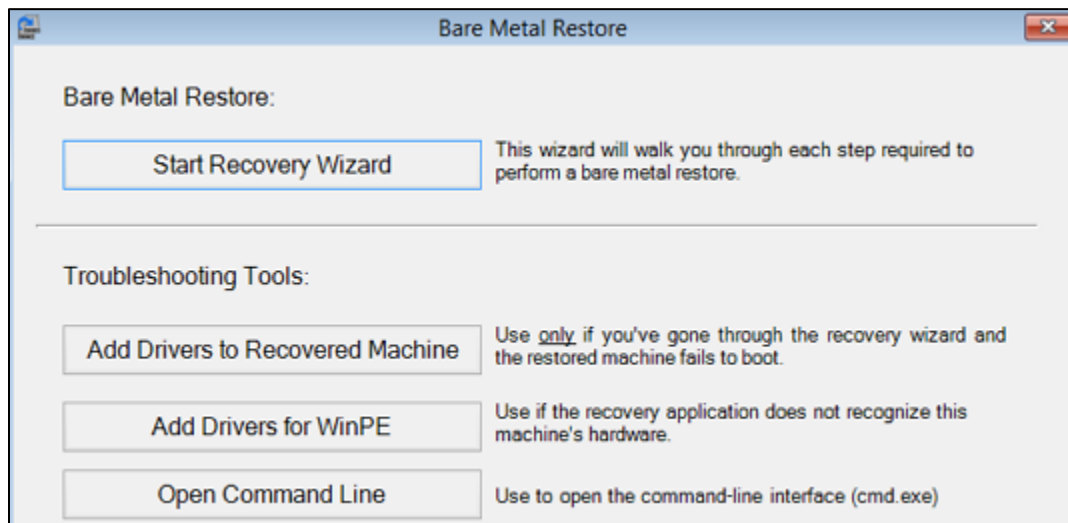
15. Click the **Restart** button to boot from the recovered volumes.

## Adding Missing Drivers

To Add Missing Drivers, perform the following steps.

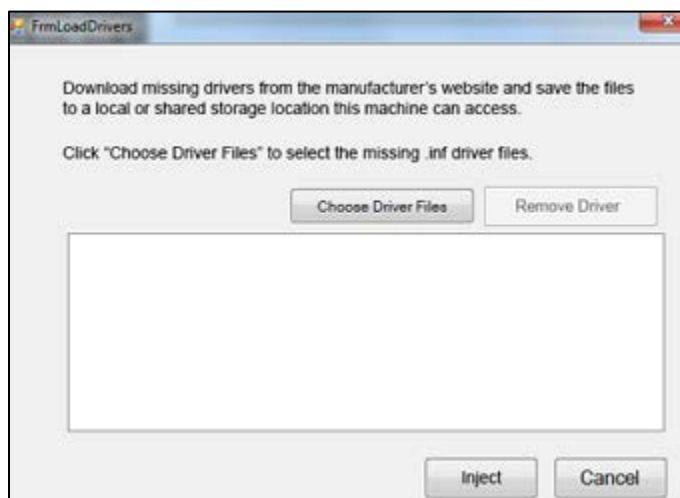
1. Boot the recovery machine from the disk or from the flash drive to start the recovery application.

The Start Recovery Wizard and Add Missing Drivers screen is displayed.



2. If the machine does not boot because of a driver issue, after a BMR, click **Add Drivers to Recovered Machine**.

The Missing Drivers screen is displayed.



3. Click the **Choose Driver Files** button, select missing drivers, and then click the **Inject** button.

The drivers are added.



## PART II. CONTACTING PARTNER SUPPORT

This chapter includes the following topics:

- How and When to Contact Partner Support
- Common Issues You Can Check
- Preparing for Support

### How and When to Contact Partner Support

Partner Support hours are Monday – Friday 8 am – 9 pm EST. Contact Partner Support by:

- Phone at 1-800-569-0155, option 1.
- Live chat from the website or management portal.
- Email [support@barracudamsp.com](mailto:support@barracudamsp.com).

During weekends and holidays, coverage during business hours is provided via email only.

Before contacting the Partner Support Team, attempt level-one troubleshooting of the issue.

### Common Issues You Can Check

Here are some common issues you can check before seeking support.

- Access the logs for flagged issues through the management portal or on the local software.
- When a failed backup notice is received, try to reproduce the issue or manually run a backup.
- Check the network and environmental variables that could cause a backup to fail.
  - Check Event Viewer for corresponding errors
  - VSS writers
  - Permissions
  - Connection/Firewall/Anti-virus
- Check the Knowledge Base for relevant articles.

### Preparing for Support

When you contact the Partner Support Team, be ready to provide the following:

- The user name of the account with the issue and the computer ID.
- Any warnings, exceptions, or error messages.

If an existing case, have that case number available so Support can access it to find all relevant information. Depending on the backup solution, a remote connection to the machine may be necessary.



## APPENDIX

This appendix includes the following topics:

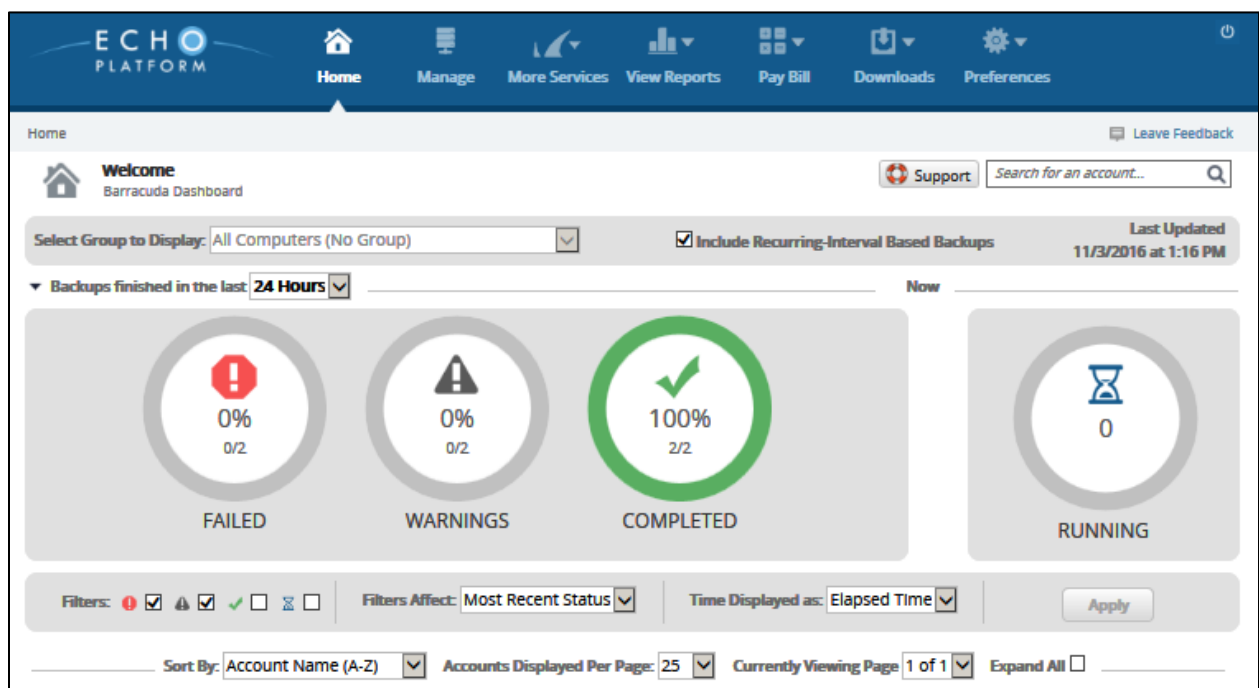
- Navigating to the Computer Page
- Backup Options
- Archiving Rules
- Backup Schedules

### Navigating to the Computer Page

To navigate to the Computer page, perform the following steps.

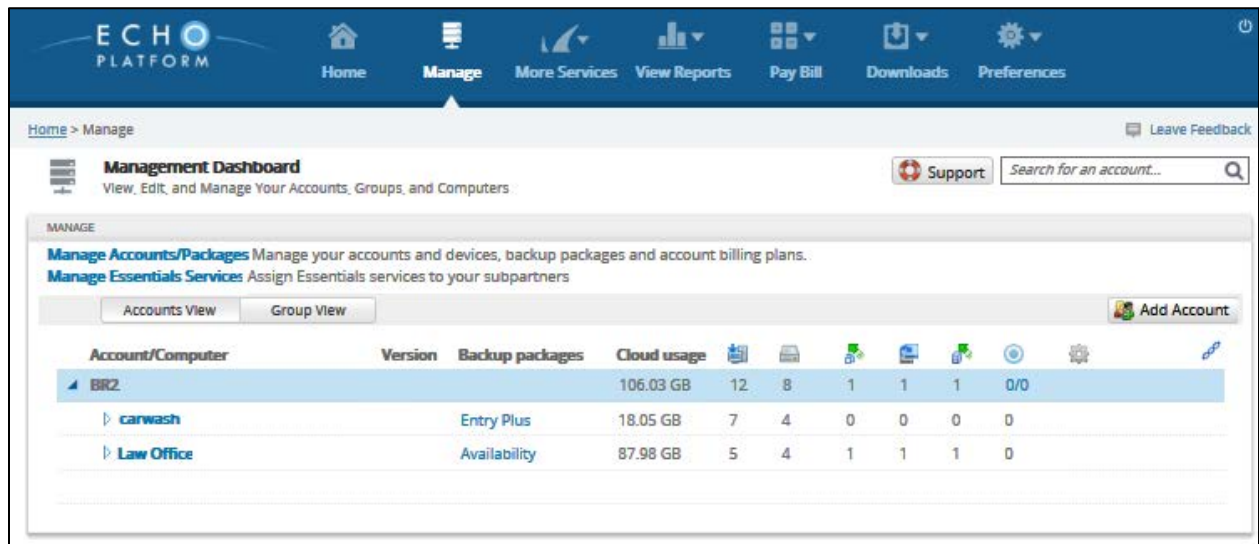
1. Log in to your account.

The Home page is displayed.



- At the ECHOplatform ribbon, click **Manage**.

The Management Dashboard is displayed.

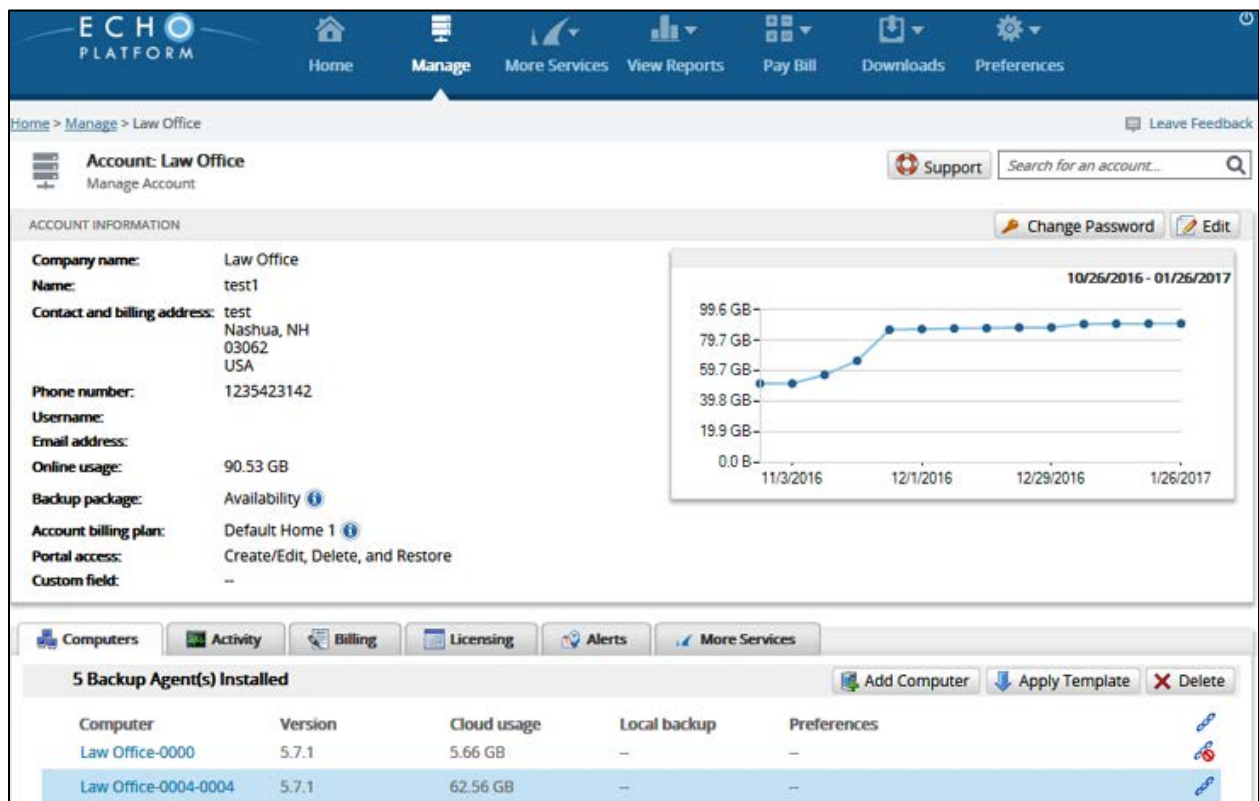


The screenshot shows the ECHOplatform Management Dashboard. The top navigation bar includes Home, Manage, More Services, View Reports, Pay Bill, Downloads, and Preferences. The Manage tab is selected. Below the navigation bar, the breadcrumb trail is Home > Manage. The main content area is titled "Management Dashboard" and includes a sub-header "View, Edit, and Manage Your Accounts, Groups, and Computers". There is a "Support" button and a search bar labeled "Search for an account...". The dashboard is divided into two sections: "MANAGE" and "ACCOUNT INFORMATION". The "MANAGE" section has tabs for "Accounts View" and "Group View", and an "Add Account" button. It displays a table of accounts and computers. The table has columns for Account/Computer, Version, Backup packages, Cloud usage, and various status icons. The data is as follows:

Account/Computer	Version	Backup packages	Cloud usage	Status Icons
BRZ			106.03 GB	12, 8, 1, 1, 1, 0/0
carwash	Entry Plus		18.05 GB	7, 4, 0, 0, 0, 0
Law Office	Availability		87.98 GB	5, 4, 1, 1, 1, 0

- Click the Account/Computer you want to access.

The Manage Account page is displayed.



The screenshot shows the ECHOplatform Manage Account page for the "Law Office" account. The top navigation bar is the same as the previous screenshot. The breadcrumb trail is Home > Manage > Law Office. The main content area is titled "Account: Law Office" and includes a sub-header "Manage Account". There is a "Support" button and a search bar labeled "Search for an account...". The dashboard is divided into two sections: "ACCOUNT INFORMATION" and "COMPUTERS". The "ACCOUNT INFORMATION" section has tabs for "Change Password" and "Edit". It displays account details:

- Company name: Law Office
- Name: test1
- Contact and billing address: test, Nashua, NH 03062, USA
- Phone number: 1235423142
- Username:
- Email address:
- Online usage: 90.53 GB
- Backup package: Availability
- Account billing plan: Default Home 1
- Portal access: Create/Edit, Delete, and Restore
- Custom field: --

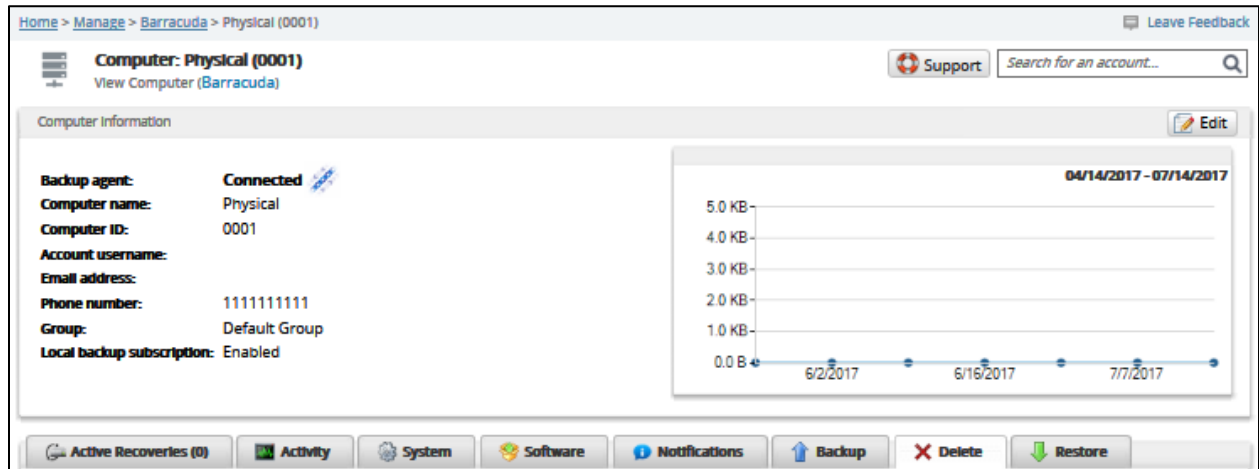
To the right of the account information is a line graph showing cloud usage from 11/3/2016 to 1/26/2017. The y-axis ranges from 0.0 GB to 99.6 GB. The graph shows a steady increase in usage over time.

The "COMPUTERS" section has tabs for "Computers", "Activity", "Billing", "Licensing", "Alerts", and "More Services". It displays a table of computers installed on the account:

Computer	Version	Cloud usage	Local backup	Preferences
Law Office-0000	5.7.1	5.66 GB	--	--
Law Office-0004-0004	5.7.1	62.56 GB	--	--

4. Select a computer from the Computer list.

The Computer page is displayed.



5. Follow the procedures in this guide to perform your backups, restores, and deletes.



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