



# **UBDR GOLD**

**VERSION 3.0**

# **USER GUIDE**

**ULTRABAC**  
DISASTER RECOVERY

## **UBDR Gold Version 3.0 User Guide**

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## FEATURES AND RESTRICTIONS

### UBDR Gold Capabilities:

- Restore to alternate hardware.
- Perform physical-to-virtual disaster recovery with VMware and Microsoft Virtual Server.
- Perform image or file-by-file backups and restores from universal boot CD.
- FTP device backup and restore option.
- Tivoli Storage Management (TSM) server backup and restore option.
- Back up and restore from remote tape devices.
- Control local and remote media libraries.
- 100% scripted restores for unassisted recoveries.
- Live OS backup to tape, disk, or network UNC path.
- Back up active sectors only to minimize media requirements.
- Ignores page files and hibernation file data.
- Back up one or all partitions on a disk.
- Automatically compresses backups.
- Boot from a universal CD with no advance setup.
- Recover from tape, disk, network UNC path, or USB/FireWire attached disk device.
- Up to 3GB/minute restore speed.
- Differential and incremental image backups.
- Resize partitions when restoring to one physically larger than the original.
- Recover a non-system partition while Windows is operating.
- Initiate and monitor restore(s) from remote machine.
- Built-in encryption option for security.
- Allows static "mirroring" of local disks.
- Volume Shadow Copy Service (VSS) support for Windows XP and 2003.

### UBDR Gold Restrictions:

- NT4 supports P2V ONLY. P2P, V2P, and V2V are NOT supported by NT4.
- Incremental and differential restores are not supported for P2V or dissimilar hardware restores.
- Multiprocessor machines show as uniprocessor, and processor drivers must be manually updated after restore.

## NETWORK CONFIGURATION

If restoring from a locally attached device, it is possible to click "OK" without entering any network configuration information. To prevent UBDR from attempting to retrieve an IP address, uncheck "Enable DHCP."

The screenshot shows the 'UltraBac UBDR - Network Configuration' dialog box. It features a menu bar with 'File' and 'Help'. The 'TCP/IP Configuration' section includes a dropdown menu for 'Adapter' (currently showing 'Intel 21140-Based PCI Fast Ethernet Adapter (Gener...)', checkboxes for 'Enable DHCP' and 'Force 100 Full-Duplex', a 'Specify Advanced Driver Options' button, and text boxes for 'IP Address', 'Subnet Mask', 'Default Gateway', 'DNS Server', and 'WINS Server'. The 'User Identification - (Necessary if restoring from UNC paths)' section includes text boxes for 'Account', 'Password', and 'Domain', and a larger text area for 'Specify machine(s) for which you need connectivity: (computer names that host backups)'. An 'OK' button is located at the bottom right of the dialog.

- Adapter – Allows the selection of the NIC to be used by UBDR from a drop-down menu, if multiple NIC cards are installed in the UBDR Gold host system.
- Enable DHCP – Allows UBDR to use a DHCP server to specify the network settings. When disabled, the network fields (i.e. IP Address, Subnet Mask, etc.) are used to configure the network settings.
- Force 100 Full-Duplex – Instructs UBDR to force the NIC to use 100 Full-Duplex.

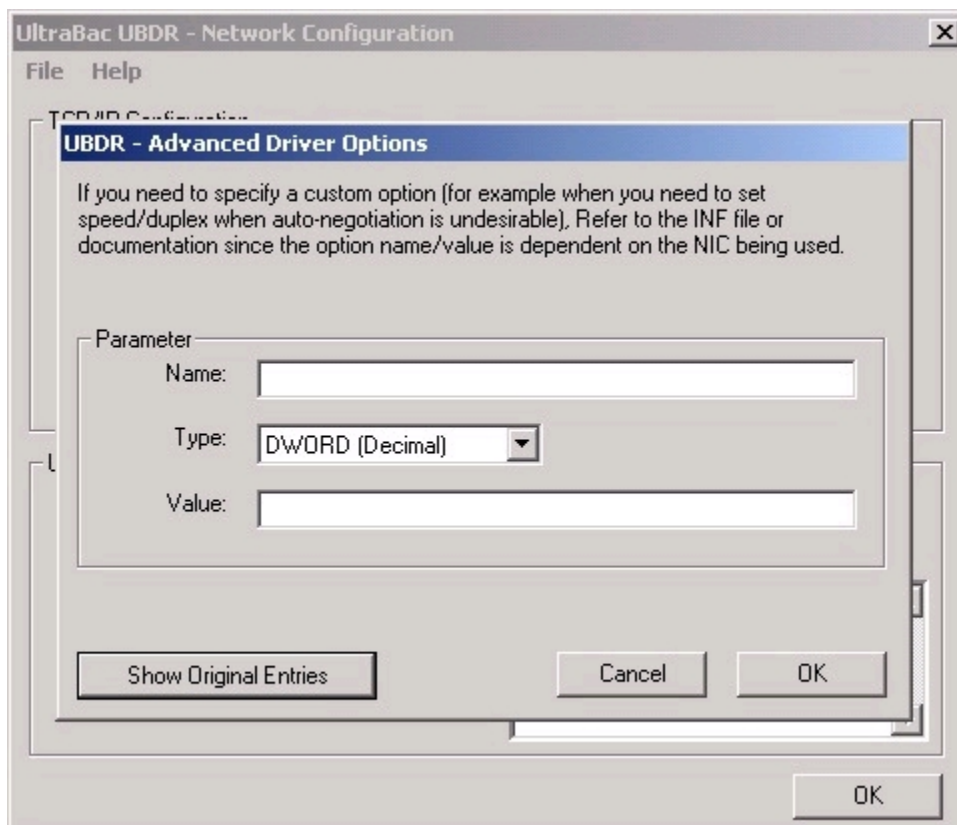
Network options used when DHCP is unselected:

- IP Address – Specify the IP address to be used by UBDR when DHCP is not enabled. This address should correspond with the address used by the system or device hosting the image backup, or the network with internet access if an FTP device was used.
- Subnet Mask – Specify the subnet mask of the IP address used.
- Default Gateway – Specify the IP address for the default gateway to be used by UBDR. This field can be left blank if UBDR does not need to connect to the internet.
- DNS Server – Specify the IP address of the DNS server used by the system or device hosting the image backup. This field can be left blank if IP addresses are to be used for device configuration.
- WINS Server – Specify the IP address of the WINS server used by the system or device hosting the image backup. This field can be left blank if IP addresses are to be used for device configuration.

## User Identification

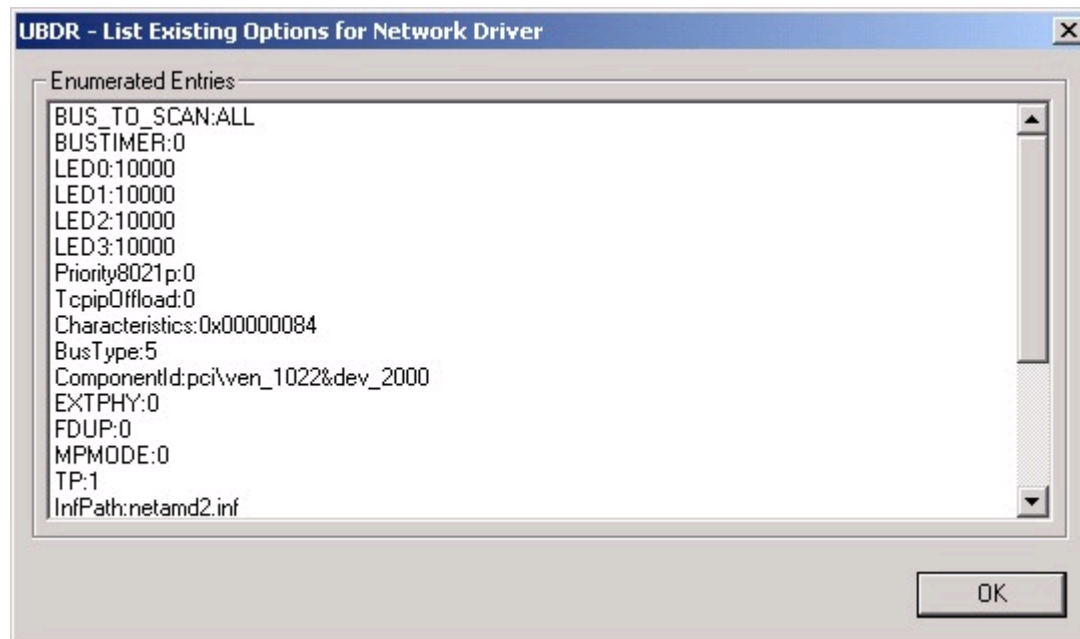
- Account – Specify an account that has full read/write access on the system (or share) hosting the image backup.
- Password – Specify the password for the account above.
- Domain – Specify the domain of the account above. If in a workgroup, specify the name or IP address of the system hosting the image backup.
- Specify Machine(s) – This field is used to specify all machines with which UBDR will need to establish a connection. It is usually only necessary to specify the machine name or IP address of the system hosting the image backup.

## Advanced Driver Options



This allows users to specify custom parameters for the selected NIC by creating registry entries that control the behavior of the NIC. For more information on the values that can be entered into the Advanced Driver Options, please consult the NIC manufacturer's documentation.

## Show Original Entries



This shows the registry entries as they currently exist for the selected NIC.

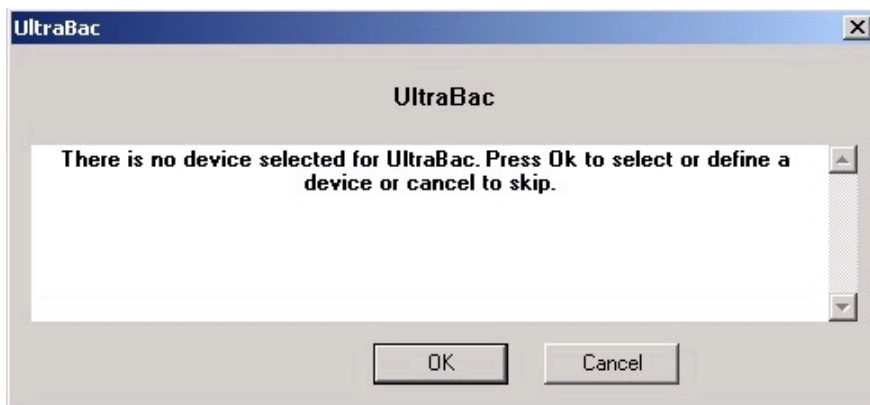
## DEVICE SELECTION

Once the network settings are entered, the storage device can be created/selected. UBRD Gold has the ability to use any type of backup device used by UltraBac. This includes FTP, Tivoli, Media Libraries, and Remote devices.

If the backup was written to CD or DVD by any third-party software (i.e. Nero, etc.), specify the CD/DVD drive letter as a "BackupPath" Device.

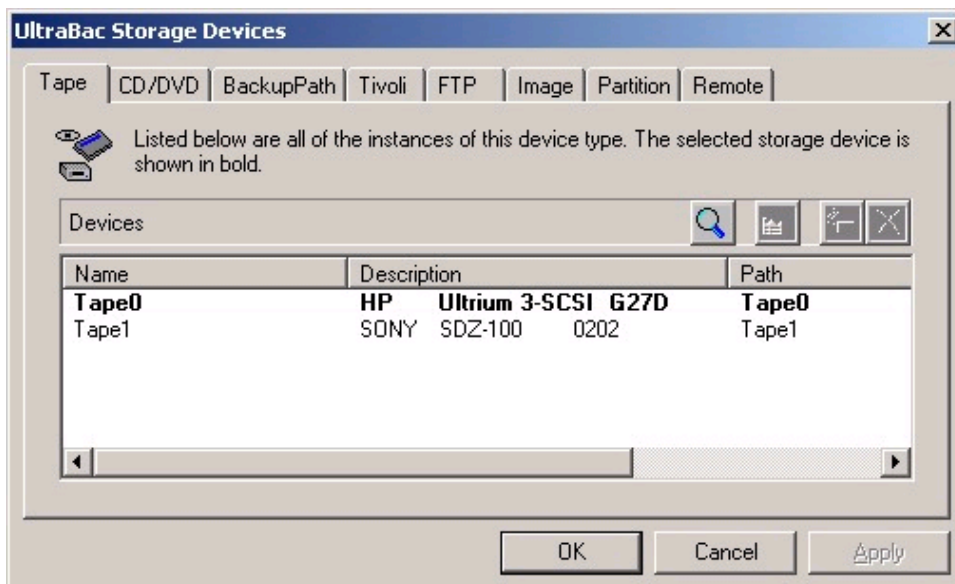
After clicking "OK" in the "Network Configuration" screen, the device creation process will automatically begin.

- To open the UltraBac "Storage Device Manager," click "OK."
- To open a storage device wizard, click "Cancel."



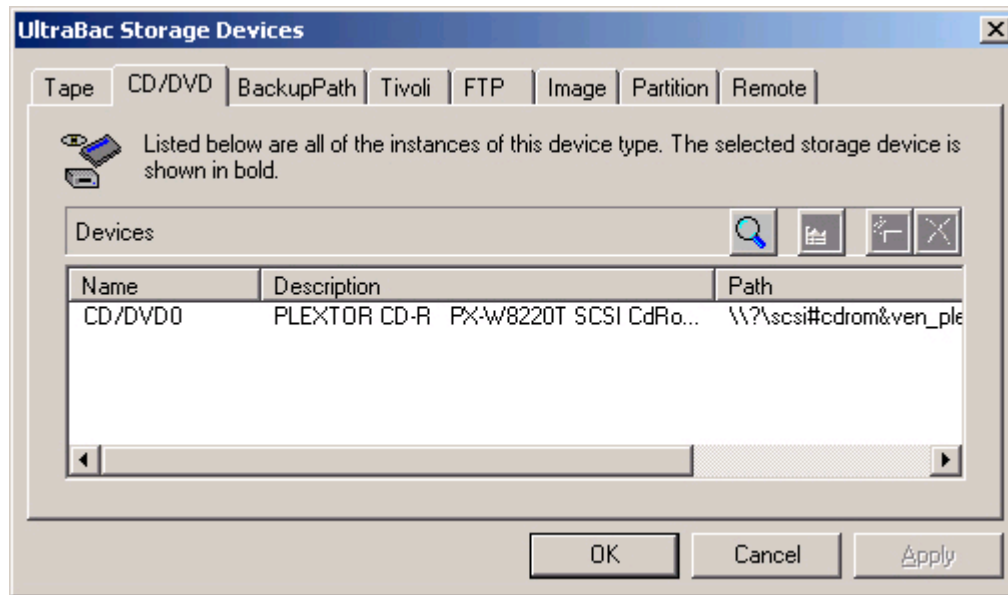
## Tape Devices

In the UltraBac "Storage Device Manager," tape devices will automatically be listed. UltraBac will automatically assign names to these devices, starting with "Tape0."



## CD/DVD Device

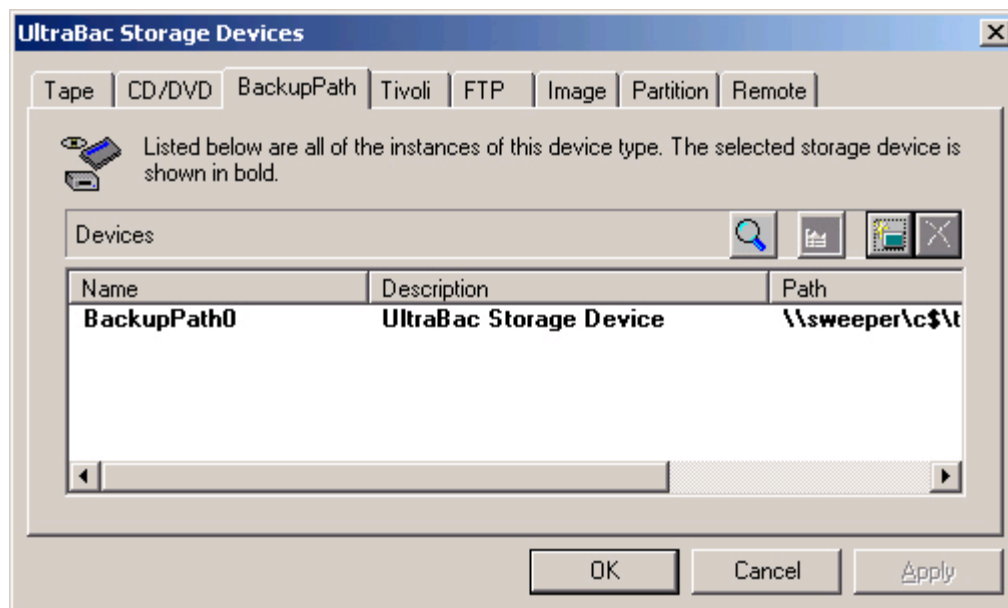
If a CD/DVD writable drive is installed in the backup host, it will automatically appear in the CD/DVD tab.



## BackupPath Device

BackupPath devices are user-created output targets that point to a folder on the backup host, or on a network path. To specify a BackupPath device:

1. Select the "BackupPath" tab.
2. Click the "Add New" icon.



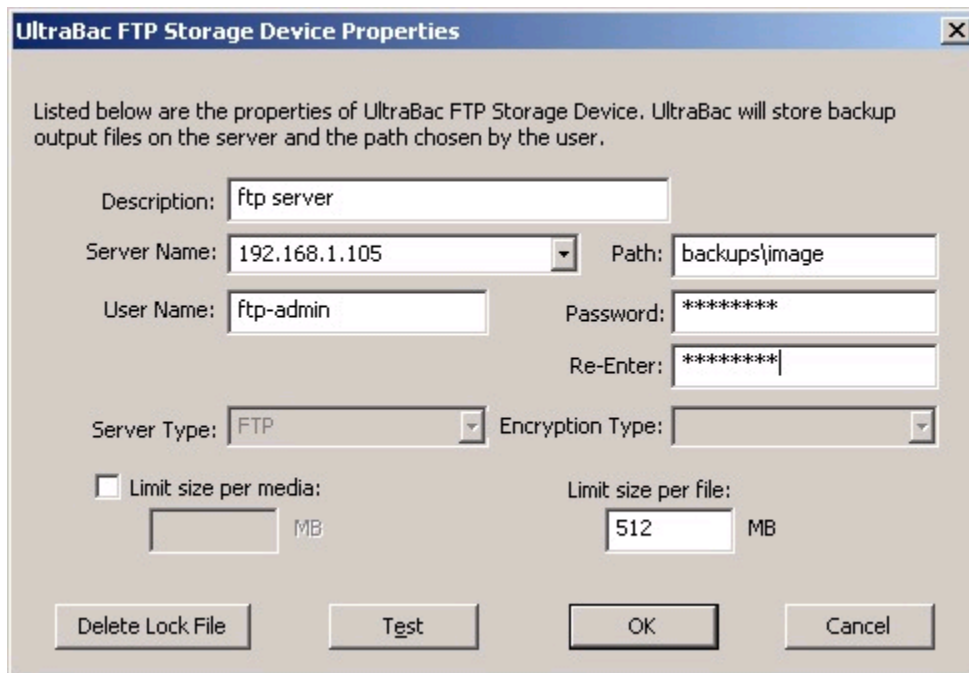
3. Enter a unique name in the "Device Name" field.
4. Enter a local or UNC path, to be used as an output target, in the "Directory for Device" field. Click "OK" to save.

It is not necessary to enter the maximum folder size in the "Limit size per media" field, or to enter a size in the "Limit size per file" field. It is recommended to leave both these items at the default value.

## FTP Device

To add an FTP device:

1. Select the "FTP" tab.
2. Click the "Add New" icon.



The screenshot shows a dialog box titled "UltraBac FTP Storage Device Properties". It contains the following fields and controls:

- Description: ftp server
- Server Name: 192.168.1.105 (dropdown menu)
- Path: backups\image
- User Name: ftp-admin
- Password: \*\*\*\*\*
- Re-Enter: \*\*\*\*\*
- Server Type: FTP (dropdown menu)
- Encryption Type: (dropdown menu)
- Limit size per media: (checkbox) [ ] MB
- Limit size per file: 512 MB
- Buttons: Delete Lock File, Test, OK, Cancel

3. Type a device description into the "Description" field.
4. Type an FTP server name or IP address in the "Server Name" field.
5. Type a folder path to be used to store backup data in the "Path" field. This must be the full path to where the backup files will be stored.
6. Type the user name for the FTP server in the "User Name" field.
7. Type the password for the user name in the "Password" field.
8. Re-type the password for the user name in the "Re-Enter" field.
9. Click "OK" to save.

It is not necessary to enter the maximum folder size in the "Limit size per media" field, or to enter a size in the "Limit size per file" field. It is recommended to leave both these items at the default value.

## Tivoli Storage Manager Device

**NOTE:** To use the Tivoli device, the backup host must be running the Tivoli client software. You can download the client software from the following link:

[http://www.tivoli.com/support/storage\\_mgr/clients.html#xp](http://www.tivoli.com/support/storage_mgr/clients.html#xp)

To define a Tivoli device:

1. Select the "Tivoli" tab.
2. Click the "Add New" icon.
3. Enter a unique device name in the "Device Name" field.
4. Enter the name or IP address of the Tivoli server in the "Server" field.
5. Enter the password defined on the selected Tivoli server for the Node name in the "Password" field.
6. Enter the folder (high-level name) to use for backup in the "Folder" field.
7. Enter the output file size in the "Object Size" field.
8. Click "OK" to save.

UltraBac Tivoli Storage Manager Device Properties

Below are the properties of an UltraBac Tivoli Storage Manager Device.  
UltraBac will store backups in logical storage hosted by the given Tivoli server.

Device Name:

Server:  Password:

Folder:  Object Size:  MB

Advanced Properties:

Configuration File:

Use DSMI\_CONFIG environment variable, if available.

Node:  Filespace:

### Advanced Properties

- Configuration File – This is the TSM Client config file, and defines things like the communication protocol and port number to use when communicating with the server.
- Use DSMI\_CONFIG environment variable, if available – Selects whether the DSMI\_CONFIG environment variable, if set, overrides the above path.
- Node – The node name that UltraBac passes to the Tivoli server.
- Filespace – Part of an object's full name and stems from ADSM being designed to back up servers.

Click "Test" to ensure the device is working correctly.

## Image and Partition Devices

If UBDR Gold is being used to perform a static mirror image backup, the creation of either an "Image" or "Partition" device is required. It is necessary to have either "Partition" or "Image" devices that are of the same size (or larger) than the original disk/partition. These backups can only be performed to a local disk.

- Image device – If a hard disk is present with all partitions deleted, it will be available for addition as an Image device.

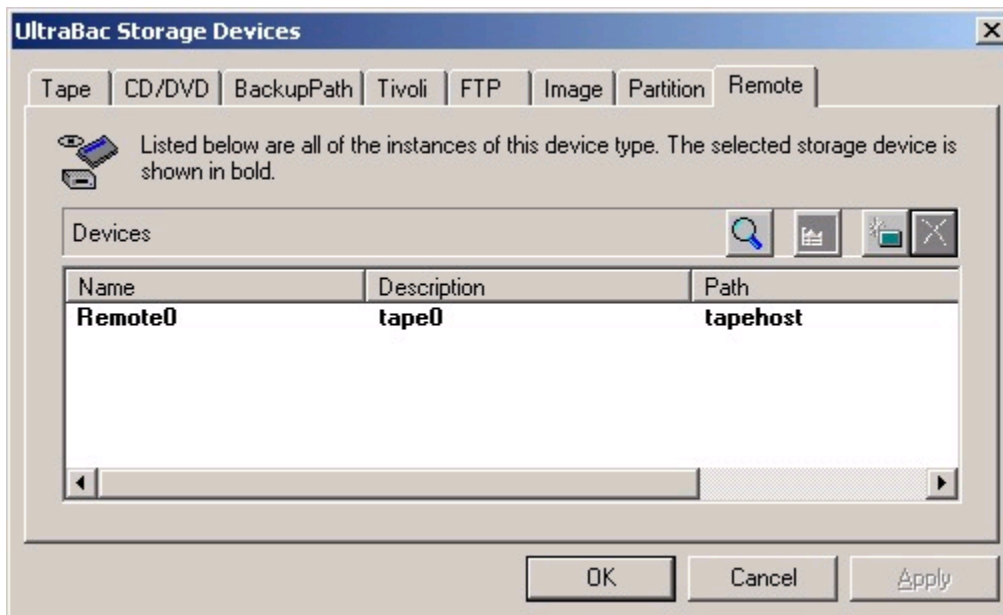
- Partition – If a partition is created on a hard disk, with no assigned drive letter, it will be available for addition as a Partition device.

## Remote Device

The Remote device option allows UltraBac to use a storage device attached to or created on a system other than the UltraBac backup host.

**NOTE:** The "Remote Device" controls must be installed on the system hosting the tape drive. Tape devices are automatically enumerated when UltraBac is installed on the tape host, and these devices are numbered in sequential order starting with the lowest SCSI ID. UltraBac will automatically assign names to these devices, starting with "Tape0."

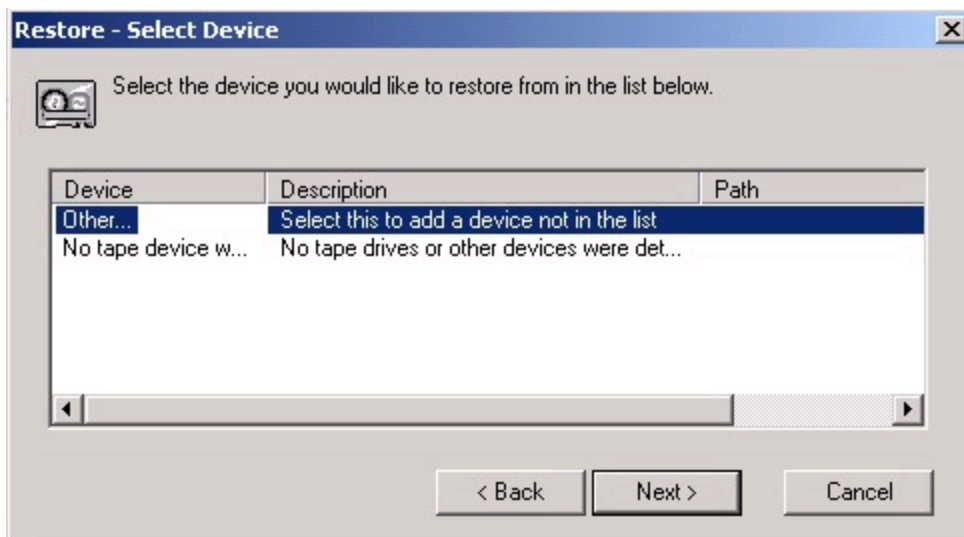
1. Select the "Remote" tab.
2. Click the "Add New" icon.
3. Enter the Windows name or IP address of the tape host in the "Device Host" field.
4. Enter the UltraBac assigned device name in the "Remote Device" field.
5. Click "OK" to save.



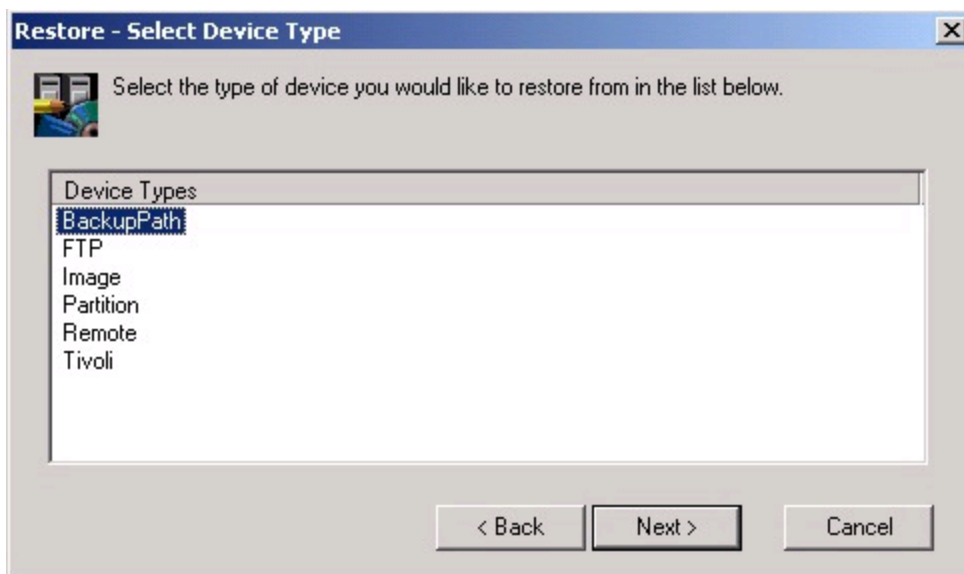
After entering in the name of the device host, it is possible to click "Browse" to select the device from a list of devices available on that host.

## Device Selection Wizard

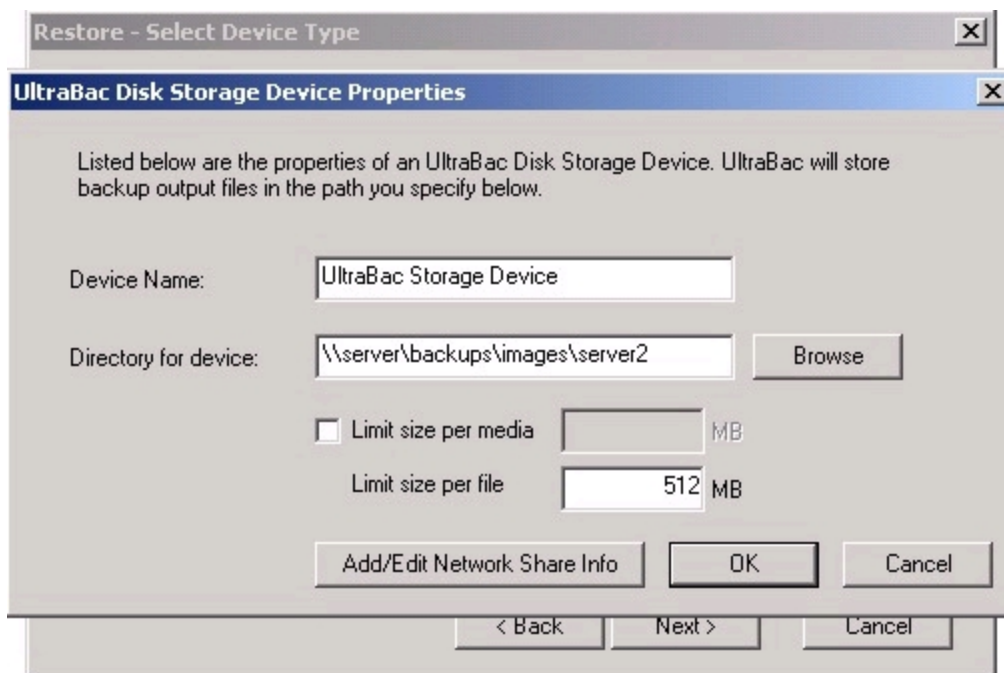
If "Cancel" was selected at the initial device prompt, the device selection wizard will be launched. In the device selection wizard, tape and CD/DVD devices will automatically be listed.



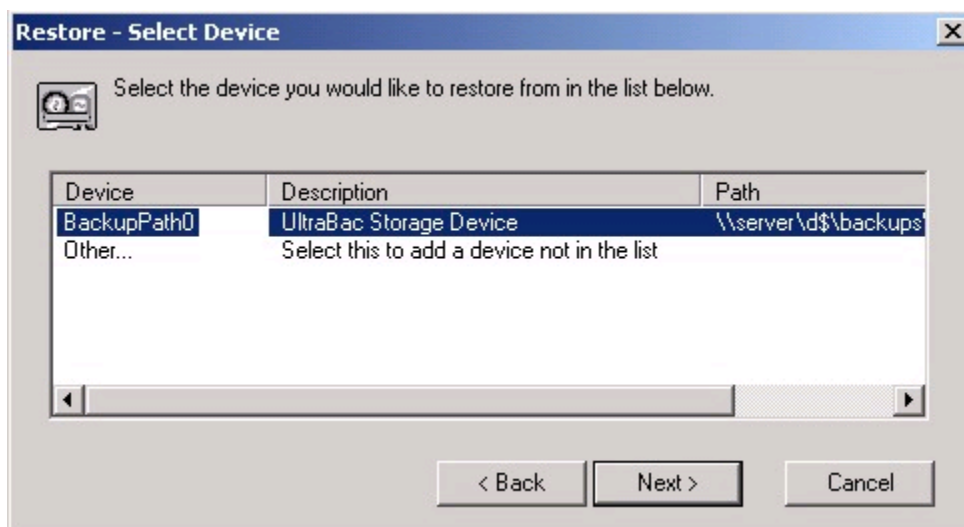
If the restore is to be done from a device other than tape or CD/DVD, select "Other." If the backup was written to CD or DVD by any third-party software (i.e. Nero, etc.), select "Other," and specify the CD/DVD drive letter as a "BackupPath" device.



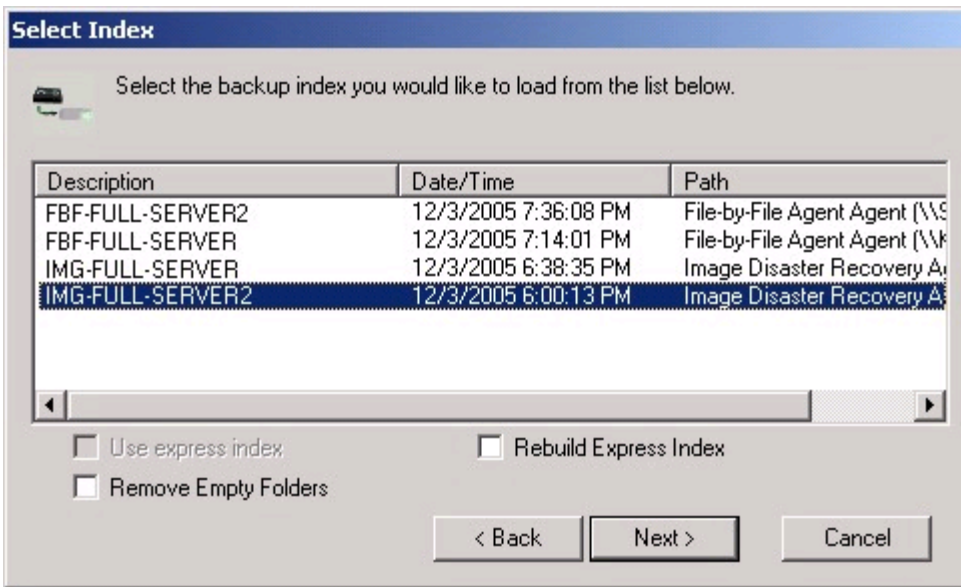
Select device type, click "Next."



Enter in the path to the device, and click "OK."



Highlight the newly created device, and click "Next." UBDR Gold will automatically begin searching the media for backup sets.

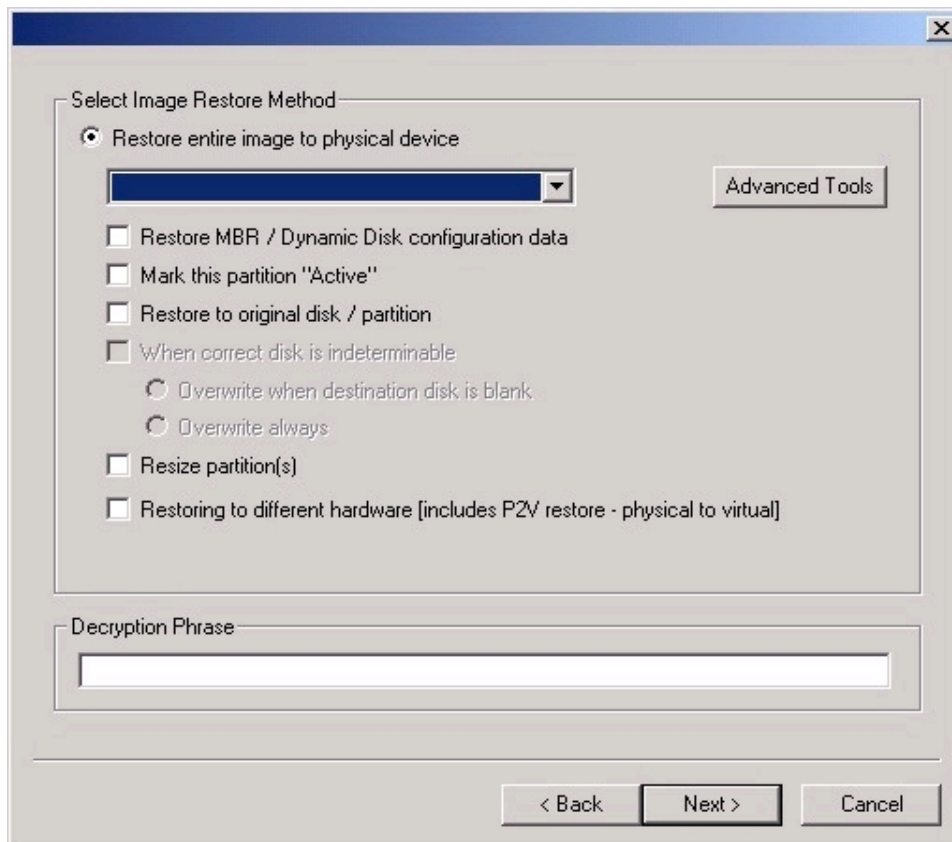


Select the backup to restore and click "Next."

## RESTORING THE IMAGE

The Image Restore Method options allow an image backup to be restored to the original server with either a new disk or the original drive. These options also allow the backup to be restored to a virtual server (both VMware and Microsoft Virtual Server) or even a new system with dissimilar hardware.

By default, all disks and partitions in the backup index are selected for restore. Click "Cancel" on the "Image Restore Method" screen to return to the main UltraBac window. This window will allow the selection of individual tools, and allows other advanced operations and utilities to be accessed.



### Image Restore Method Options

- Restore entire image to physical device – The drop-down menu lists all partitions available for restore.
- Restore MBR / Dynamic Disk configuration data – Forces the restore of the Master Boot Record or the Dynamic Disk configuration table. If no partitions exist on the restore target disk, this can be used to quickly configure the disk to match the original partition configuration.
- Mark this partition "Active" – Used when restoring the OS partition to a user-created partition; this will signify that the restored partition is the OS partition.
- Restore to original disk / partition – This option instructs the restore to write the selected image to the original disk location (i.e. Disk0/Partition1, Disk0/Partition2). This option must be used when restoring multiple partitions. Enabling this option also enables the following options:
  - Restore MBR / Dynamic Disk configuration data

- When correct disk is indeterminable:

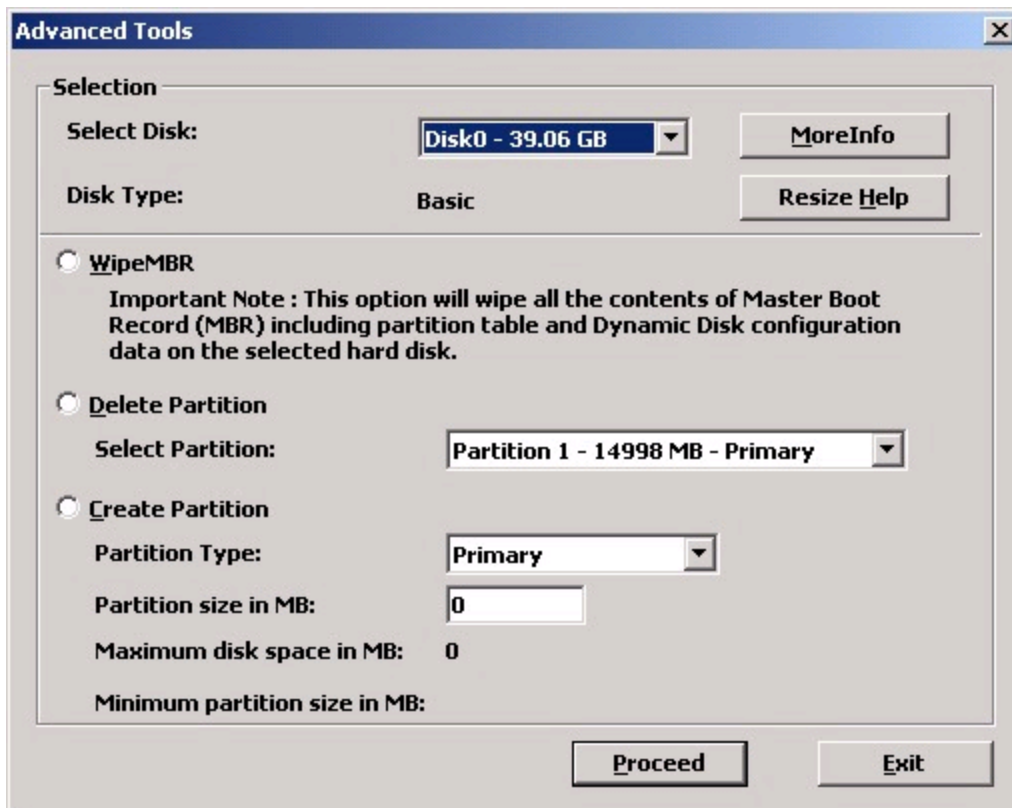
Overwrite when blank – Overwrite the target disk only if that disk has no disk signature.

Overwrite always – Overwrite the target disk, regardless of existing data.

- Resize partitions – Used when restoring to a larger partition, this option allows the restored partition to use the full amount of space in the target partition. This option cannot be used when restoring multiple partitions.
- Restoring to different hardware – This option allows UBRD Gold to update the OS partition after restore, to allow the image to be restored to a different physical or virtual system.

**NOTE:** When restoring from backup data hosted on a locally attached USB hard drive, "Overwrite when blank" should **ALWAYS** be used, or the backup data may be overwritten.

## Advanced Tools

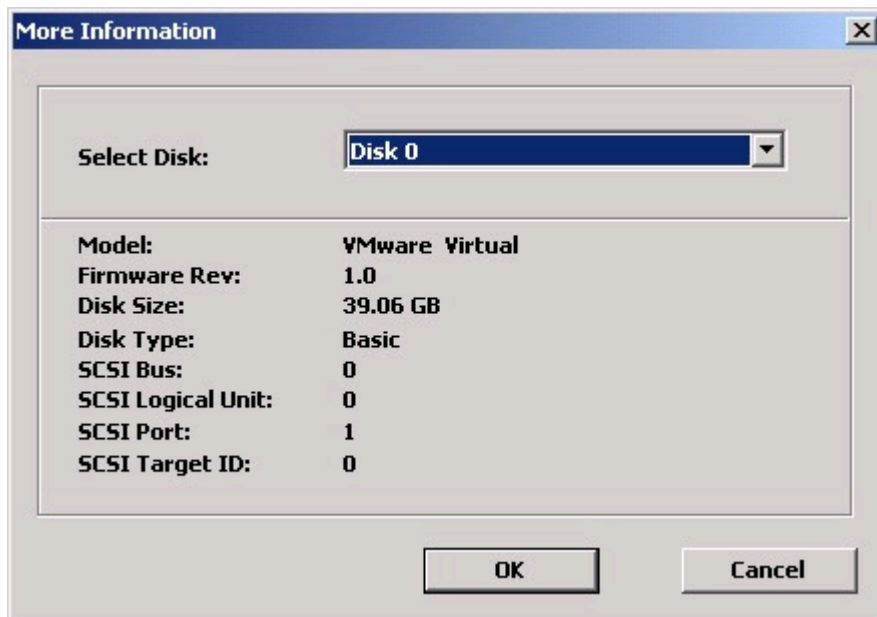


- Select Disk – This drop-down menu allows the selection of all disks in the system for viewing in the "Advanced Tools" screen.
- Wipe MBR – This option will delete the Master Boot Record (including all partition information) on the selected disk.
- Delete Partition – This option allows one partition to be deleted via drop-down menu.
- Create Partition – This option allows the creation of one partition, either Primary, Extended or Logical.

- Partition size in MB – Specifies the size of the partition to be created.
- Maximum disk space in MB – Specifies the available space on disk.
- Maximum partition size in MB – Specifies the maximum size available for a partition.

After manually creating a partition, ensure the partition has been successfully created by checking the “Select Partition” drop-down menu. It may be necessary to create a partition up to 8MB smaller than the available space in order for the partition to actually be created.

## More Information (Physical Disks)



The “More Information” option allows the following disk information to be viewed:

- Model
- Firmware Revision
- Disk Size
- Disk Type
- SCSI Bus Number
- SCSI Logical Unit ID
- SCSI Port
- SCSI Target ID

Clicking “OK” or “Cancel” will close the “More Information” screen.

## Restoring to the Original Server

There are several common scenarios for doing an Image restore, each requiring different options to be set. These include:

There are several common scenarios for doing an Image restore, each requiring different options to be set. These include:

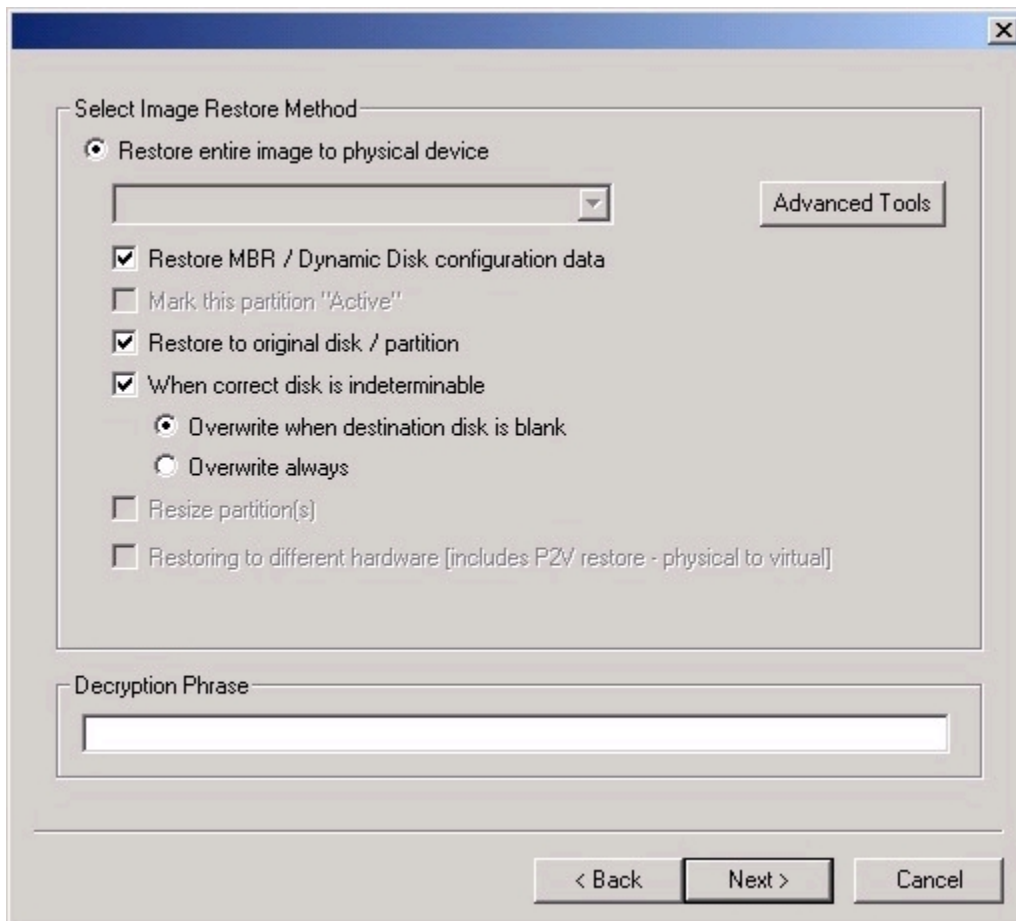
- Restoring to the original disk(s).
- Restoring to a new partition/disk/array of the same size.
- Restoring to a new partition/disk/array of a larger size.

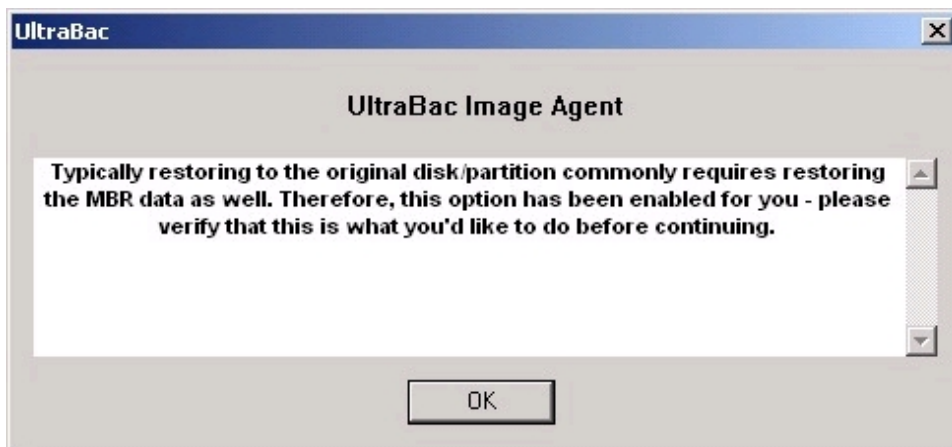
Many of these options will require the de-selection of partitions prior to restore. To enter the file selection screen, click the "Cancel" button in the "Restore Options" screen.

### Restoring to the Original Disk(s)

When restoring to the original disk(s), the following options should be selected:

- Restore entire image to physical device.
- Restore to original disk / partition.
- Partition selection drop down box will be grayed out.





If all partitions are still on the target disk(s), it is not necessary to restore the MBR.

### **Restoring to a New Partition/Disk/Array of the Same Size as Original**

When restoring to a new partition/disk/array of the same size as the original disk, select these options:

- Restore entire image to physical device.
- Restore MBR / Dynamic Disk configuration data.
- Restore to original disk / partition.
- Partition selection drop-down box will be grayed out.

### **Restoring to a New Partition/Disk/Array Larger than the Original**

When restoring to a larger partition/disk/array, only one partition can be restored per restore operation. It is necessary to manually create the larger partition(s) if the partitions do not currently exist on the target disk.

The "Mark this partition Active" option should ONLY be selected when restoring the OS partition:

- Restore entire image to physical device.
- From the drop-down menu select the restore target partition.
- Mark this partition as active (only when restoring the OS partition).
- Resize partitions.

### **Restoring the Partition**

Once the options are set, the image can be restored.

1. Click "Next" to finalize the restore options.
2. Click "Restore" to start the restore process.
3. Reboot the server when the restore is complete.

### **Restoring the System to an Alternate Physical Server**

Before restoring any partitions, the system disk will need to be partitioned. This can be accomplished by either restoring the Master Boot Record or by creating the partitions manually with the "Advanced Tools."

## Restoring the Master Boot Record

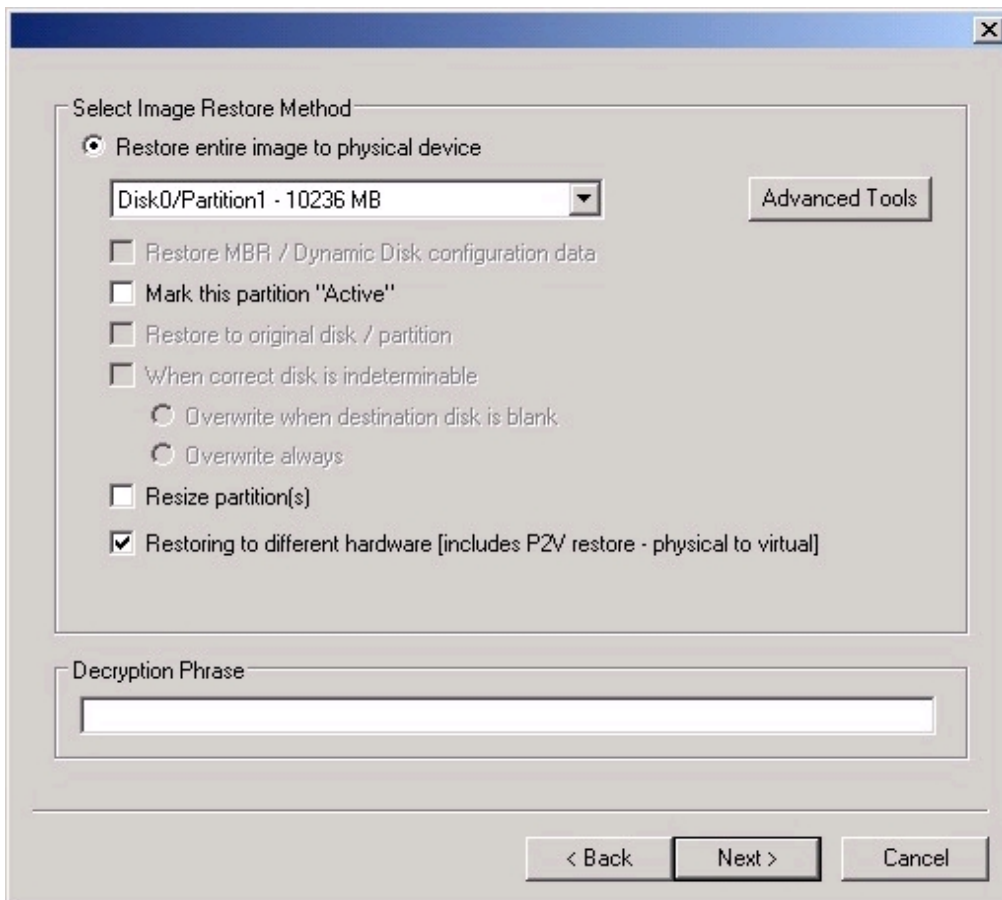
To restore the MBR:

1. Select the OS partition by marking the box directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check the following options:
  - a. Check "Restore MBR / Dynamic Disk configuration data."
4. Click "Next."
5. Click "Restore."

## Restoring OS Partition

After partitioning the disk, the OS partition should be restored. When restoring the OS partition, the following process should be used:

1. Select the OS partition by marking the box directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check the following options:
  - a. Select the restore target partition from the drop-down menu.
  - b. Check "Restoring to different hardware."
  - c. If the target partition was manually created, check "Mark this partition Active."



4. Click "Next."
5. Click "Restore."
6. If only the OS partition is being restored, reboot the system.

## Restoring Data Partition(s)

When restoring data partitions, all data partitions can be restored in one restore operation only if the Master Boot Record has been restored. Do not check "Restoring to different hardware" when restoring a data partition.

1. Select the partitions to be restored by marking the boxes directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check the following options:
  - a. Select the restore target partition from the drop-down menu.
  - b. Check "Restore entire image to physical device."
  - c. If the Master Boot Record was restored, check "Restore to original disk / partition."
  - d. Check "Overwrite always."
4. Click "Next."
5. Click "Restore."
6. Reboot the system when the restore is complete.

## Restoring the System to a Virtual Server

Before restoring any partitions, the virtual disk will need to be partitioned. This can be accomplished by either restoring the Master Boot Record or by creating the partitions manually with the "Advanced Tools."

### Restoring the Master Boot Record

To restore the MBR:

1. Select the OS partition by marking the box directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check "Restore MBR / Dynamic Disk configuration data."
4. Click "Next."
5. Click "Restore."

```
Computer Name: MININT-U6ED9T4U (Windows 5.2.3790)
Log Type: Summary.
Device: BackupPath0 (UltraBac Storage Device (\\server\g$\backups\images\lab-3\))

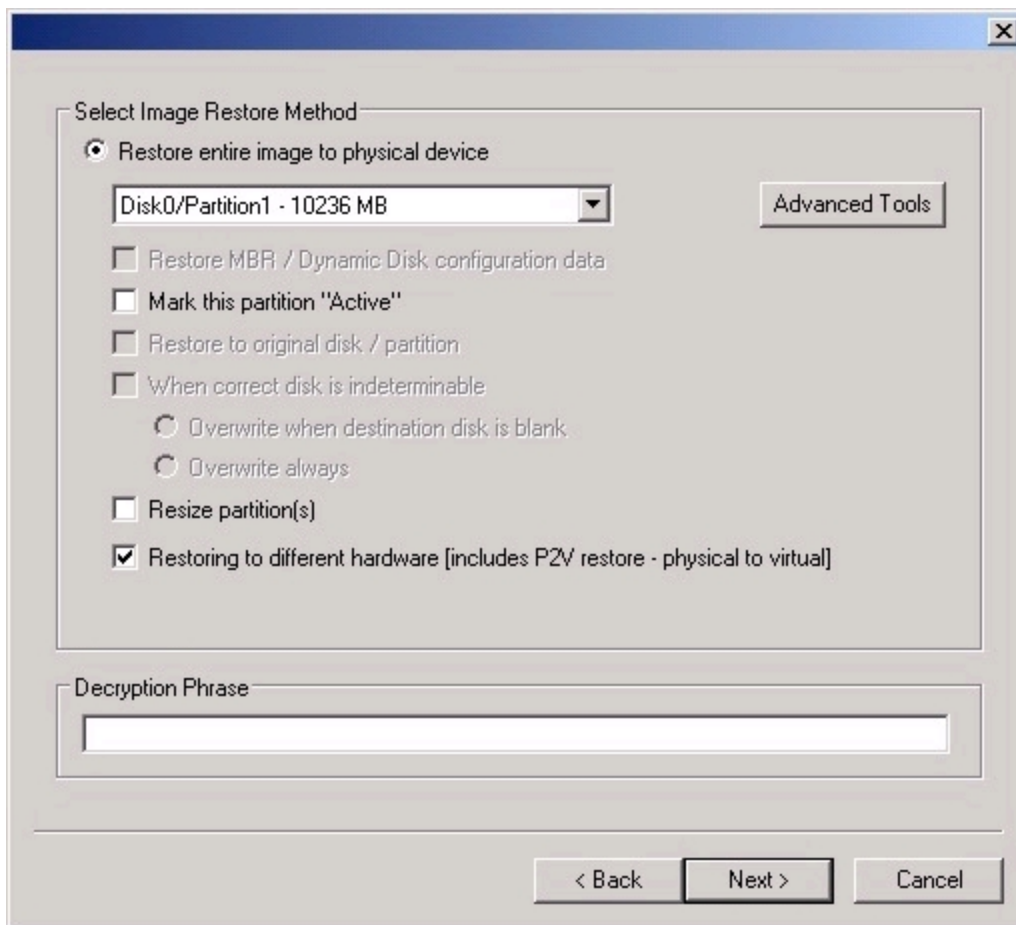
Restore To Path: Using Default
MBR/Dynamic Disk configuration data restore completed successfully for Disk 0.

RESTORE SUMMARY:
Begin: 1/19/2006 1:44:37 PM
End: 1/19/2006 1:44:41 PM
```

### Restoring an OS Partition

After partitioning the disk, the OS partition should be restored. When restoring the OS partition, the following process should be used:

1. Select the OS partition by marking the box directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check the following options:
  - a. Select the restore target partition from the drop-down menu.
  - b. Check "Restoring to different hardware."
  - c. If the target partition was manually created, check "Mark this partition Active."



4. Click "Next."
5. Click "Restore."
6. If only the OS partition is being restored, reboot the system.

### Restoring Data Partition(s)

When restoring data partitions, all data partitions can be restored in one restore operation only if the Master Boot Record has been restored. Do not check "Restoring to different hardware" when restoring a data partition.

1. Select the partitions to be restored by marking the boxes directly to the left in blue.
2. Click "Operations"/"Restore Selected Files."
3. Check the following options:
  - a. Select the restore target partition from the drop-down menu.
  - b. Check "Restore entire image to physical device."
  - c. If the Master Boot Record was restored, check "Restore to original disk / partition."
  - d. Check "Overwrite always."
4. Click "Next."
5. Click "Restore."
6. Reboot the system when the restore is complete.

## TROUBLESHOOTING TIPS

### **Issue: Failed attempting to restore to dissimilar hardware.**

Error! 1/13/2006 5:47:56 PM

Failed attempting to restore to dissimilar hardware — unable to find existing registry file at C:\WINDOWS\system32\config\system, error: 3 See <http://www.ultrabac.com/kb/error.asp?error=2237> for additional information.

UltraBac is unable to mount the restored volume to updated critical drivers and registry keys.

Resolution:

1. Wipe the Master Boot Record or delete all existing partitions.
2. Restore the Master Boot Record, or create a target partition manually (using the "Advanced Tools").
3. Restore the OS partition only with "Restore to different hardware" checked.

### **Issue: When browsing to a BackupPath device, UBDR does not show the backup files.**

UBDR does not show the backup files in the "Browse" screen.

Resolution:

1. Browse to the target folder and click "OK."
2. Select "File"/"Load Index For Restore/Verify" to scan the folder for a backup set index.
3. If no sets are found, ensure the correct path is listed in the "BackupPath" tab, under "Select"/"Storage Device."

### **Issue: System fails to boot after restore.**

A system boot failure can show itself in several ways:

- Flashing/blinking cursor
- "Ntldr failed to load" message
- Blue Screen

Resolution:

Run "chkdsk" to find problems with the target disk:

1. Click "View"/"Show tasks."
2. Click "New Task (Run)."
3. Change to the drive letter assigned to the OS partition.
4. Type "chkdsk /f" and press Enter.

```
ca X:\I386\system32\cmd.exe
X:\ubdr>c:
C:\>chkdsk /f
The type of the file system is NTFS.
Cannot lock current drive.

Chkdsk cannot run because the volume is in use by another
process. Chkdsk may run if this volume is dismounted first.
ALL OPENED HANDLES TO THIS VOLUME WOULD THEN BE INVALID.
Would you like to force a dismount on this volume? (Y/N) y
Volume dismounted. All opened handles to this volume are now invalid.

CHKDSK is verifying files (stage 1 of 3)...
File verification completed.
CHKDSK is verifying indexes (stage 2 of 3)...
Index verification completed.
CHKDSK is verifying security descriptors (stage 3 of 3)...
Security descriptor verification completed.

4883728 KB total disk space.
4422944 KB in 20894 files.
6972 KB in 2307 indexes.
0 KB in bad sectors.
71400 KB in use by the system.
26480 KB occupied by the log file.
382412 KB available on disk.

4096 bytes in each allocation unit.
1220932 total allocation units on disk.
95603 allocation units available on disk.

C:\>
```

## Issue: System fails to boot after restore.

A system boot failure can show itself in several ways:

- Flashing/blinking cursor
- "Ntldr failed to load" message
- Blue Screen

Resolution:

The boot partition may not be marked "Active." To mark the partition as "Active" while booted into UBDR Gold:

1. Click "View/Show tasks."
2. Click "New Task (Run)."
3. Type "diskpart" and press Enter.
4. At the DiskPart prompt, type "select disk <n>" and press Enter.
5. At the next DiskPart prompt, type "select partition <n>" and press Enter.
6. Type "active" and press Enter.

```
ca X:\I386\system32\cmd.exe - diskpart
X:\I386>diskpart

Microsoft DiskPart version 5.2.3790.1830
Copyright (C) 1999-2001 Microsoft Corporation.
On computer: MININT-HL039F2P

DISKPART> select disk 0

Disk 0 is now the selected disk.

DISKPART> select partition 1

Partition 1 is now the selected partition.

DISKPART> active
```

## Issue: System fails to boot after restore.

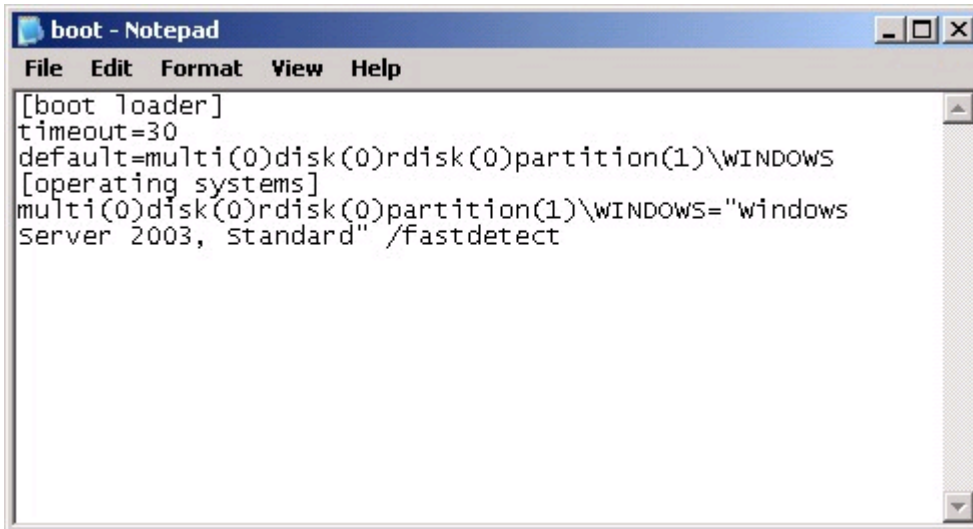
A system boot failure can show itself in several ways:

- Flashing/blinking cursor
- "Ntldr failed to load" message
- Blue Screen

Resolution:

The original system disk had an "EISA" partition and target disk does not have the partition. To fix this problem, edit boot.ini and change the boot partition from 2 to 1:

1. Click "View/Show tasks."
2. Click "New Task (Run)."
3. Type "notepad" and press Enter.
4. Click "File"/"Open," and type "c:\boot.ini."
5. Modify the target partition to show "1" instead of "2."
6. Click "File"/"Save."



```
boot - Notepad
File Edit Format View Help
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="windows
server 2003, standard" /fastdetect
```

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