

Dell™ Backup and Recovery Manager V1.0



Users Guide

www.dell.com | support.dell.com

Notes and Cautions

📌 **NOTE:** A NOTE indicates important information that helps you make better use of your computer and software.

⚠ **CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

**Information in this document is subject to change without notice.
© 2009 Dell Inc. All rights reserved.**

Reproduction of this material in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell* and the *DELL* logo are trademarks of Dell Inc.; *Microsoft*, *Windows*, and *Windows Vista* are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

June 2009 Rev. A00

Table of Contents

1	Dell™ Backup and Recovery Manager V1.0 Overview	4
2	Overview Screen	5
2.1	If You Have Created a System Backup.....	6
2.2	If You Have Not Created a System Backup.....	6
3	Data Backup and Restore	7
3.1	Backing up your data files	7
3.2	Restoring your data files.....	9
4	Backing up your system.....	11
5	Restoring your system.....	13
6	Managing your system backups.....	15
6.1	Exporting a system backup	15
6.2	Deleting a system backup.....	16
6.3	Renaming a system backup	17
7	Dell Recovery Tools.....	18
7.1	Dell Recovery Media (Windows Vista only – not available in Windows XP)	19
7.2	Dell Diagnostics (Available only if installed on your system)	21
7.3	OS Media (Available only if installed on your system)	22
8	Windows Recovery Environment	24
9	Operating Systems Supported.....	27
10	Supported Optical Media	28
11	Other information you need to know	29
12	Why do I need to back up?	31
13	Backup Options Summary	32
14	Restore Options Summary	33

1 Dell™ Backup and Recovery Manager V1.0 Overview

Dell™ Backup and Recovery Manager V1.0 is a basic and easy to use tool that helps you create and manage your file and system backups, and recover your computer and data in the event of a failure. Using the program, you will also be able to:

- **Create a bootable [Recovery DVD](#)** or a bootable external storage device that includes the [Windows Recovery Environment](#) and can include your Dell Factory Image (user choice). Your Dell Factory Image includes your operating system, and any drivers and applications installed when your system was built in the Dell factory (Windows Vista only - not available in Windows XP).

How does this benefit me? The Windows Recovery Environment allows you to automatically fix problems that are preventing Windows from starting. It also allows you to restore Windows to an earlier point in time, access a command prompt and among other things, launch **Dell Backup and Recovery Manager** and restore your system from a previously saved system backup image, all without having to be in Windows.

- ✎ **NOTE:** It is strongly recommended that you include your Dell Factory Image on your Recovery disk.

- **Create a bootable Dell Hardware [Diagnostic CD](#).**

How does this benefit me? The **Dell Hardware Diagnostic CD** contains a variety of hardware component troubleshooting tools that assist you in isolating your hardware problem.

- **Create a single legal backup copy of your [Microsoft Windows Operating System](#)** on a DVD (from either Windows XP or Windows Vista) or an external storage device (from Windows Vista only). The copy also includes your Dell factory-installed drivers.

How does this benefit me? This allows you to create a one-time DVD backup copy of your original Microsoft Windows operating system. DBRM also includes all your system drivers separately in their own Drivers folder on the DVD. This allows you to get back to your original Windows operating system state and re-install your system drivers. It's another tool great in your arsenal.

- △ **CAUTION:** Reformatting your primary hard drive or deleting its utility partition will delete the Dell Factory Image. As a result, the image will no longer be available as a Restore option.

- △ **CAUTION:** For desktops and notebooks, it is recommended that you temporarily disable your Power Management settings to avoid potential interruption to the backup and recovery process. Interrupting the backup and recovery process can result in potential data loss.

2 Overview Screen

The **System Backup Status** screen indicates whether you have created a system backup. If you have not created a system backup, you should create a backup now by clicking the [Backup System Now ...](#) link.

The **System Backup Status** screen is the first screen to display when you open the Dell Backup and Recovery Manager. You can also access it from other screens in the Dell Backup and Recovery Manager by clicking the **Overview** button.



- ❏ **NOTE:** It is recommended that you make frequent and regular system backups as a safeguard against possible future software or hardware failures that may occur unexpectedly. See [12 Why do I need to back up?](#)
- ❏ **NOTE:** it is recommended that you backup your system before and after downloading any security updates and installing any applications.

2.1 If You Have Created a System Backup

If you have created a system backup, the **System Backup Status** screen displays the following information about the last successful backup:

- Name of the backup, which you choose when creating a backup (for example, **Dell Factory Image**)
- Date and time the backup occurred
- Location on the system where the backup occurred



The screen also provides the link **Backup System Now** For information about backing up the system, see [4 Backing up your system](#).

To back up specified files on a system, see [3 Data Backup and Restore](#).

2.2 If You Have Not Created a System Backup

If you have not created a system backup, the **System Backup Status** screen displays the following message:

You have not created a backup. It is recommended that you create at least one backup to use to enable your recovery in the event of catastrophic failure.

The screen also provides the link **Backup System Now** For information about backing up the system, see [4 Backing up your system](#).

To back up specified files on a system, see [3 Data Backup and Restore](#).



3 Data Backup and Restore

The **Data Backup and Restore** screen provides links that execute Microsoft® Windows data backup and recovery functions for specific file types.

You can access the **Data Backup and Restore** screen from other screens in the Dell Backup and Recovery Manager by clicking the **Data Backup and Restore** button.

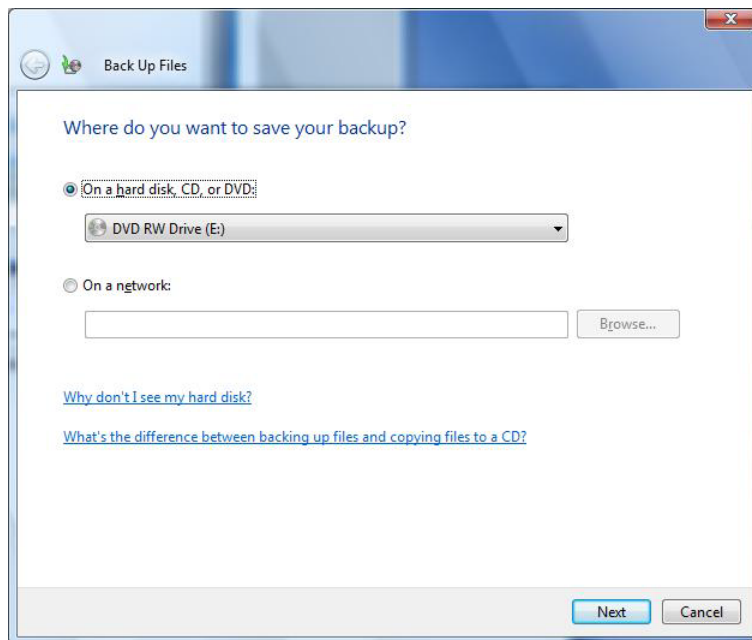


3.1 Backing up your data files

△ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

1. Click **Backup files...**

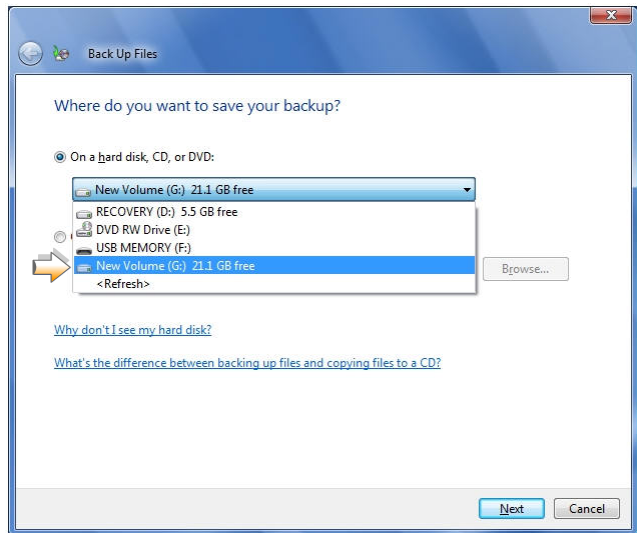
The **Where do you want to save your backup?** screen appears.



- Specify the location where you want to save the backup file.

You can save the backup to a hard drive, CD, DVD, or network location.

- Click **Next**.

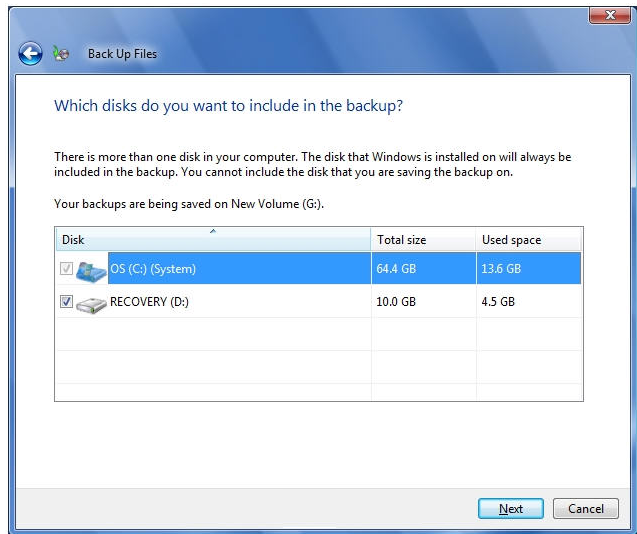


The **Which disks do you want to include in the backup?** screen appears, displaying a list of disks.

- Select all of the disks you want to back up by selecting the check box beside each disk.

NOTE: The disk on which the Windows operating system is installed is always automatically included in the backup. However you cannot include the disk where the backup image will be stored.

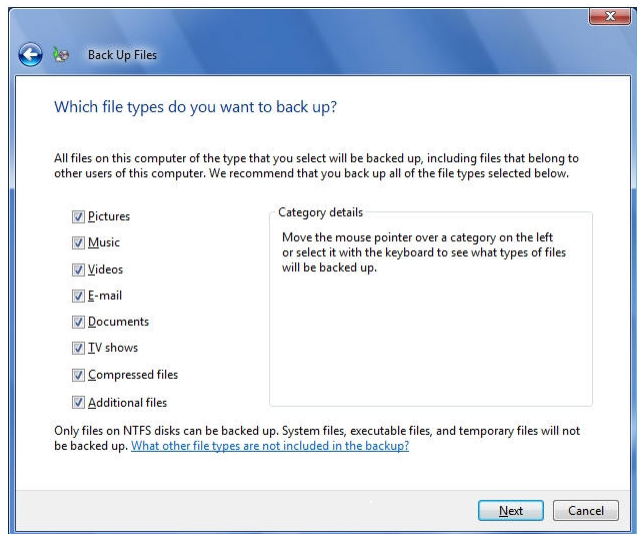
- Click **Next**.



The **Which type of files do you want to back up?** screen appears, displaying a list of file types.

- Select the check box for each file type you want to back up.

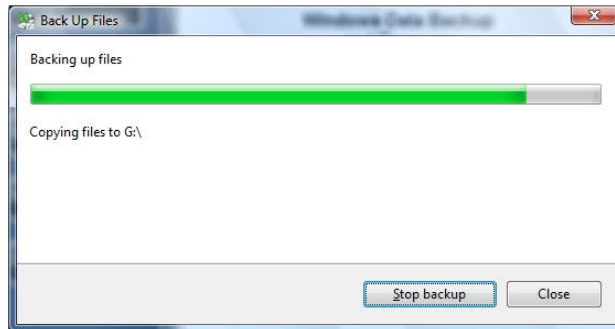
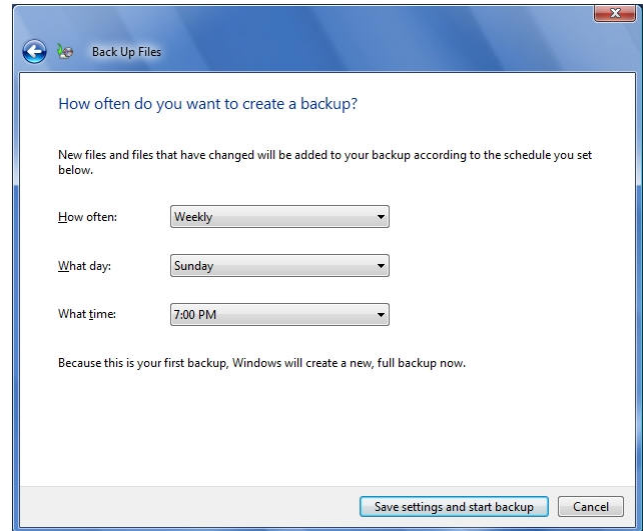
- Click **Next**.



The **How often do you want to create a backup?** screen appears.

- Using the drop-down menus, select the time increment, day of the week, and the time of day you want to run the backup.
- Click **Save settings and start backup** to begin the backup process.

A progress bar displays as Windows creates the backup. When the backup is complete, Windows displays a balloon message above the system tray indicating the backup was successful.



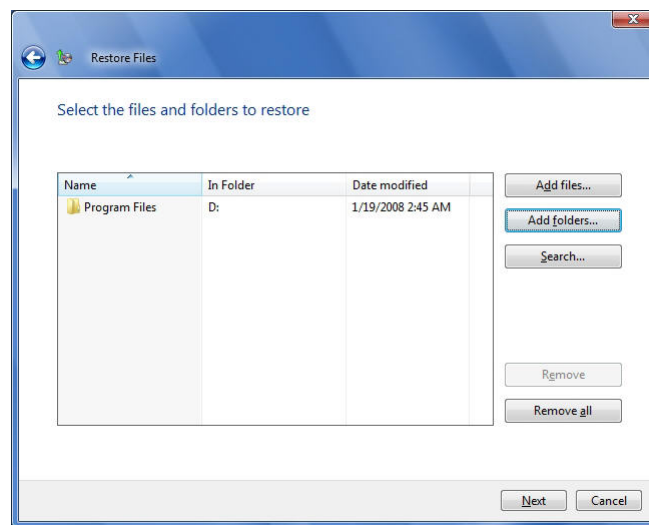
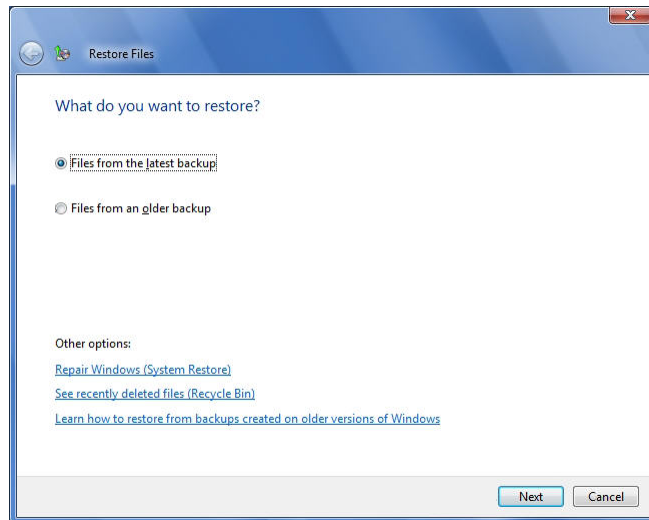
3.2 Restoring your data files

- △ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

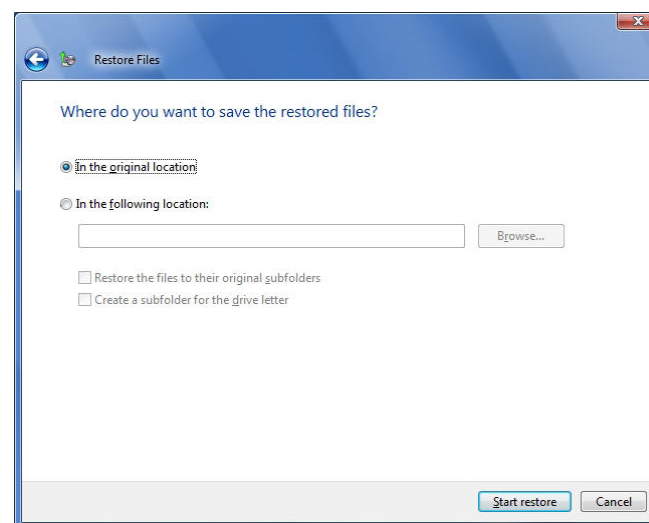
1. Click **Restore files....**
2. Select the backup from which you want to restore files: **Files from the latest backup**, or **Files from an older backup**.
3. Click **Next**.

The **Select the files and folders to restore** screen appears.

4. Select files and folders to restore:
 - a. To add individual files, click the **Add files...** button, browse to the location of each file, and then select the file to add it to the list. Repeat for each file you want to restore.
 - b. To add folders and their contents, click the **Add folders...** button, browse to the location of each file, and select the file to add it to the list. Repeat for each folder you want to restore.
 - c. To search rather than browse for files and folders, click **Search....**



5. Click **Next**.
The **Where do you want to save the restored files?** screen appears.
6. Select where you want the files restored.
7. Click **Start restore**.
8. When complete, click **Finish**.



4 Backing up your system

△ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run computer on AC power rather than battery power to avoid the potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

☑ **NOTE:** To use the Dell Backup and Recovery Manager, you must have Administrator log-in rights or be listed in the Windows® Administrators Group.

☑ **NOTE:** When you perform a system backup, only your primary partition where your Operating System is stored (commonly labeled C:) will be backed up. Other content that resides in this partition will also be included in the system backup. However if you have information stored on external drives, other internal drives, or on other hard disk partitions, you must use the [Data Backup and Restore](#) tool in the Dell Backup and Recovery Manager to back up this information. This tool is accessed by clicking the [Data Backup and Restore](#) button.

☑ **NOTE:** Store your DVD backup media in a cool dark place and handle it with care using protective sleeves or cases. USB Flash media is not recommended for long term storage. External hard drives offer the greatest ease of use, best performance and are very stable. However they are subject to damage from heat, physical shock, electromagnetic pulse, and files can be deleted by other users in a non-secure environment.

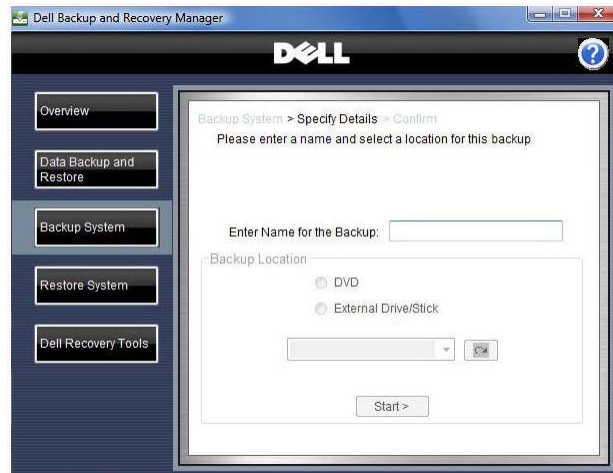
1. Click **Backup System**.

The **Specify Details** screen appears.

2. Type a name for the backup.

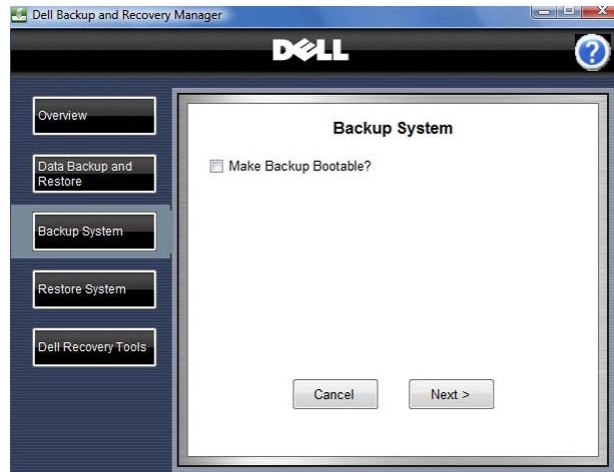
3. Select the location where you want to save the backup (**DVD** or **External Storage Device**) and then select the device from the drop-down menu.

If you select DVD or insert a small USB flash drive, the backup will automatically be made bootable. If you select a large External Storage Device, a check box labeled **Make Backup Bootable?** will appear.



△ **CAUTION:** The process of making a bootable backup will erase all content on the external storage device.

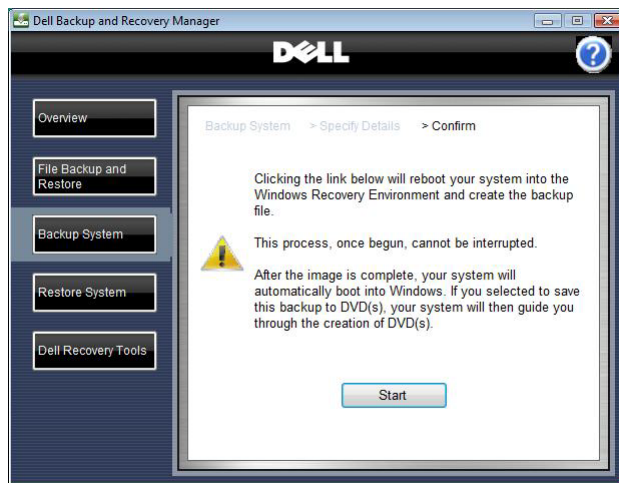
The default state of this check box is unchecked because the drive may contain content you do not want erased. Check this box only if you want to make the External Storage Device bootable (Strongly recommended. A bootable backup is necessary to restore a backup image to a new or replacement hard drive in the event of a primary hard drive failure).



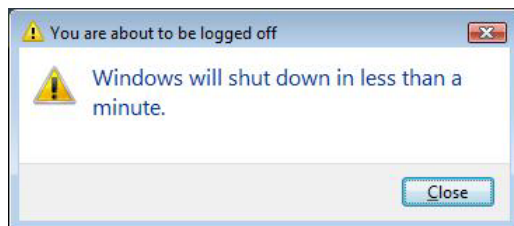
4. Click **Next >**

The **Confirm** screen appears.

- △ **CAUTION:** The following step starts the process of creating the backup. When you start the process, your system automatically reboots into the Windows Recovery Environment to create the backup. When the process is complete, your system automatically reboots the Windows operating system, after which you may resume your normal activities. To avoid potential data loss, close any open files and applications before proceeding to the next step.



5. Click **Start**.



You will be logged off and your system will reboot into the Windows Recovery Environment (Windows Vista only).

A window appears displaying a progress bar as the restore operation completes. When backup creation is complete, your system automatically reboots.

5 Restoring your system

- ☑ **NOTE:** To use the Dell Backup and Recovery Manager, you must have Administrator log-in rights or be listed in the Windows® Administrators Group.

From the **Restore System** screen, you can restore your system using a saved backup file.

You can access the **Restore System** screen from other screens in the Dell Backup and Recovery Manager by clicking the **Restore System** button.

- ☑ **NOTE:** When you perform a system restore, only your primary partition where your operating system is stored (commonly labeled C:) will be overwritten. Other partitions you may have created on the primary drive will not be overwritten or changed in any way.

If you backed up your system using the [Backup System](#) tool, and your files from other drives and/or partitions using the [Data Backup and Restore](#) tool, you will be able to restore your system to the exact state when your backups were made, even after a catastrophic hard disk failure. System backups made on an external storage device are bootable and can be used to completely restore your primary partition including your applications and data that are stored there. Once restored, use your file backup to restore your applications and data to other drives and partitions.

- △ **CAUTION:** Restoring your system using a previously created backup, your system and its data will be overwritten. It is strongly recommended that you back up current data that you want to keep before proceeding with the restore process.

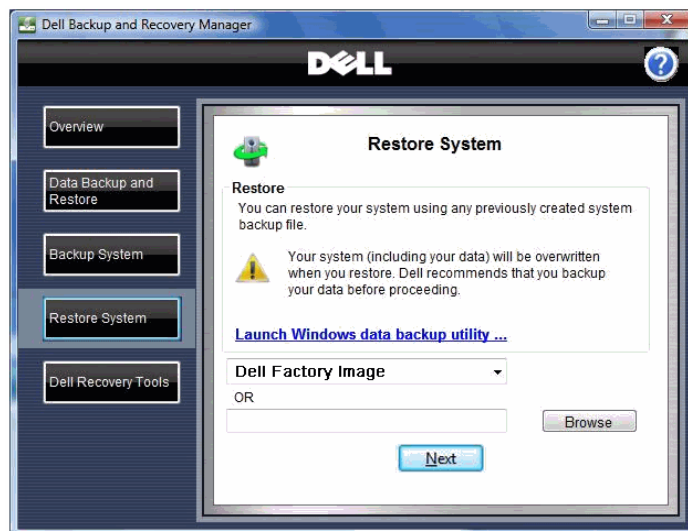
- △ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

1. Click **Restore System**.

2. Select the backup file (also called "backup image") you want to use to restore your system.

You can select a backup file from the drop-down menu, or click **Browse** to select the backup file from your system.

3. Click **Next**.



4. If the backup file you selected contains multiple backup files, the **Select Backup Image** screen appears. Select the name of the backup file from the drop-down menu.

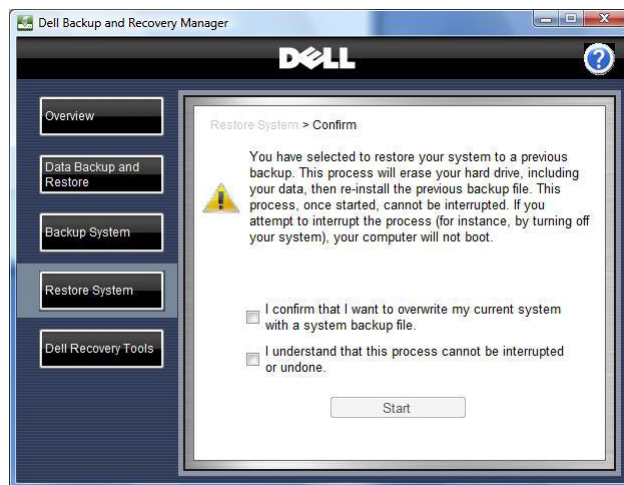
The **Confirm** screen appears.

- △ **CAUTION:** The following step starts the process of restoring your system. This process reboots your system into the Windows Recovery Environment, erases your hard drive, and then installs data from the selected backup file. Once you start this process, it cannot be stopped or interrupted. If you attempt to interrupt the restore process by turning off the system, the system will not reboot.

5. Read the Caution on the screen, and then select the check boxes to confirm that you want to overwrite your system with the selected backup file and that you understand that the restore process cannot be interrupted or undone.

6. Click **Start**.

A window appears displaying a progress bar as the restore operation completes.




7. Click **Finish**.

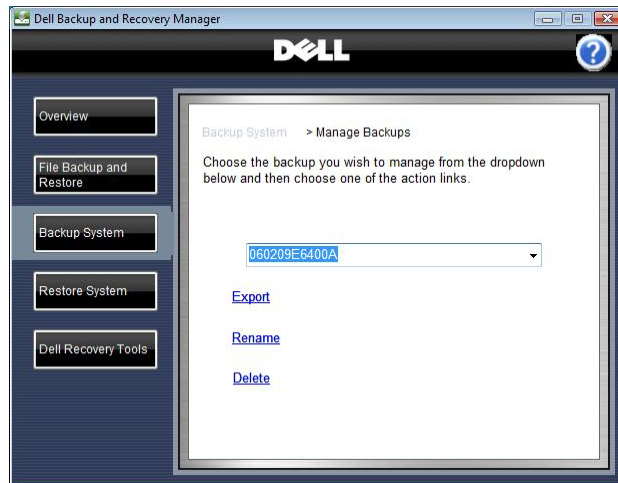


6 Managing your system backups

6.1 Exporting a system backup

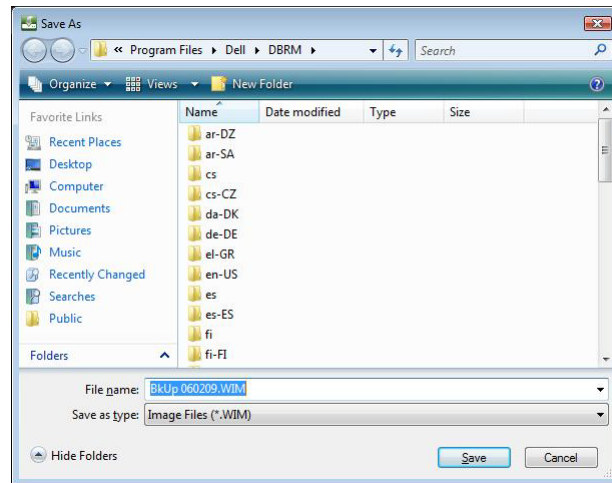
1. From the **Backup System** screen, click **Manage backups**
2. Select the backup you want to export from the drop-down menu, and then click **Export**.

 **NOTE:** You cannot export an image to DVD that is larger than the capacity of a single DVD.



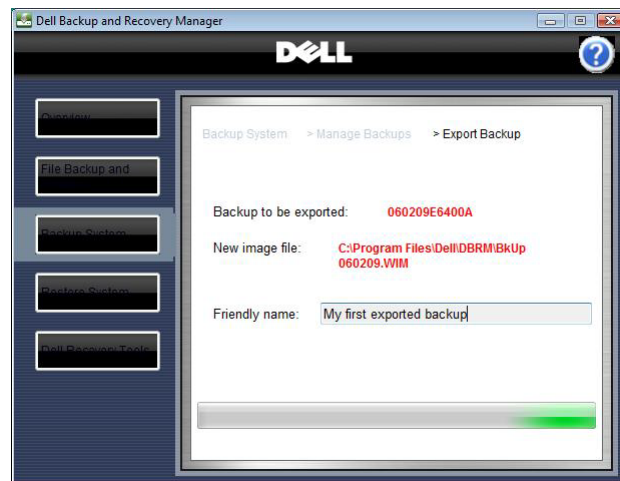
A Windows **Save As** dialog box appears.

3. Type a new file name or select an existing file to export, and then click **Save**.
 - o *If you typed a new file name, the **Export Backup** screen appears. Proceed to step 3.*
 - o *If you selected an existing file, the **Append to File Confirm** dialog box appears. Click **Add** to append the exported file to the existing file, or click **Overwrite** to replace the existing file with the exported file. The **Export Backup** screen appears.*



4. Type a **Friendly name** and then click **Save**.

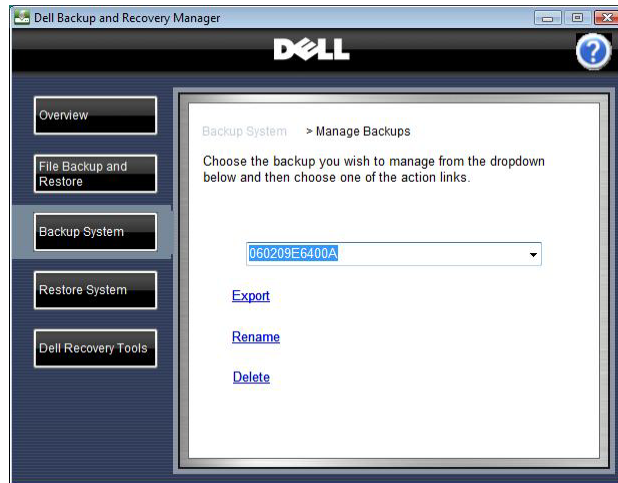
A progress bar appears at the bottom of the **Export Backup**



screen. When this function completes, the **Manage Backups** screen appears.

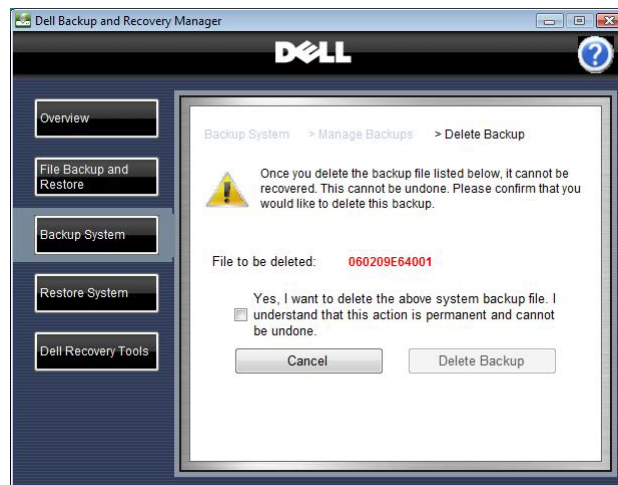
6.2 Deleting a system backup

1. From the **Backup System** screen, click **Manage backups**
2. Select the backup you want to delete from the drop-down, and then click **Delete**.



The **Delete Backup** screen appears, displaying in red the name of the file you want to delete.

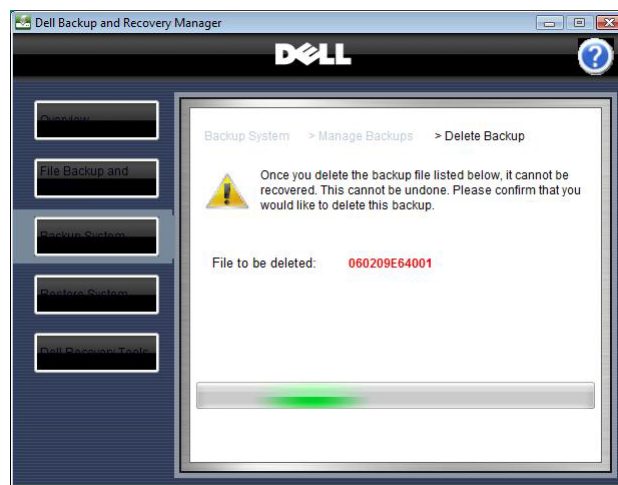
3. To confirm deletion, select the check box by **Yes, I want to delete the above system backup. I understand this action is permanent and cannot be undone.**



△ **CAUTION:** Backup deletion cannot be undone. Before proceeding to the next step, ensure that you have selected the correct backup for deletion.

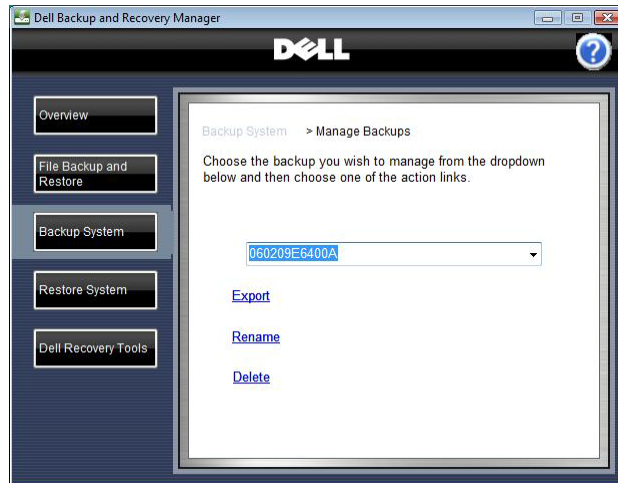
4. Click **Delete Backup**.

A progress bar appears at the bottom of the **Delete Backup** screen. When this function completes, the **Manage Backups** screen appears.



6.3 Renaming a system backup

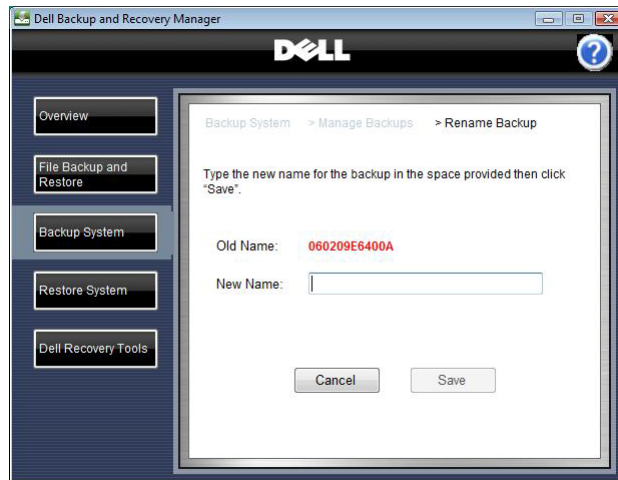
1. From the **Backup System** screen, click **Manage backups**
2. Select the backup you want to rename from the drop-down menu, and then click **Rename**.



The **Rename Backup** screen appears, displaying in red the name of the file you want to rename.

3. Type a new name for the backup.
4. Click **Save**.

When this function completes, the **Manage Backups** screen appears.

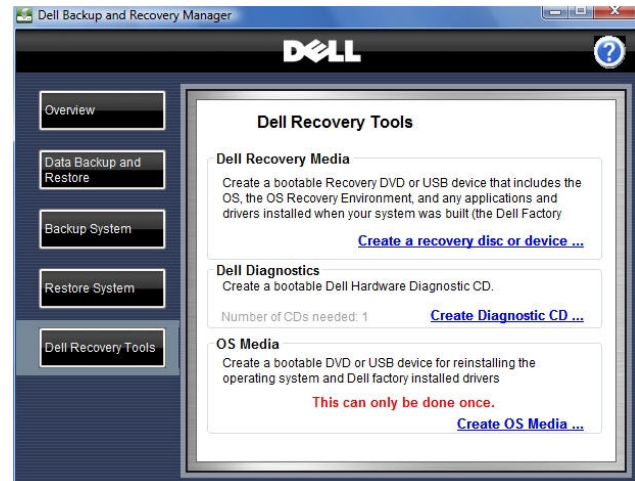


7 Dell Recovery Tools

- ✎ **NOTE:** To use the Dell Backup and Recovery Manager, you must have Administrator log-in rights or be listed in the Windows® Administrators Group.

The **Dell Recovery Tools** provides the following recovery tools for creating bootable media:

- **Dell Recovery Media (Windows Vista only):** Use this tool to create a bootable recovery DVD or External Storage Device that includes the Windows Recovery Environment, and can include your factory-installed image. The recovery disk is used to restore a backup, including your Dell factory image (if included), or repair your operating system. For information on recovering in Windows XP, see [8 Windows Recovery Environment](#).



- **Dell Diagnostics:** Use this tool to create a bootable Dell Hardware Diagnostics CD.

- ✎ **NOTE:** This option appears only if Dell Diagnostics is installed on your system.

- **OS Media:** Use this Windows tool to create a bootable DVD (Windows XP and Windows Vista) or External Storage Device (Windows Vista only) for reinstalling the operating system and Dell factory-installed drivers.

- ✎ **NOTE:** This option appears only if the "OS Media" directory is installed on your system.

You can access the **Dell Recovery Tools** screen from other screens in the Dell Backup and Recovery Manager by clicking the **Dell Recovery Tools** button.

7.1 Dell Recovery Media (Windows Vista only – not available in Windows XP)

△ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

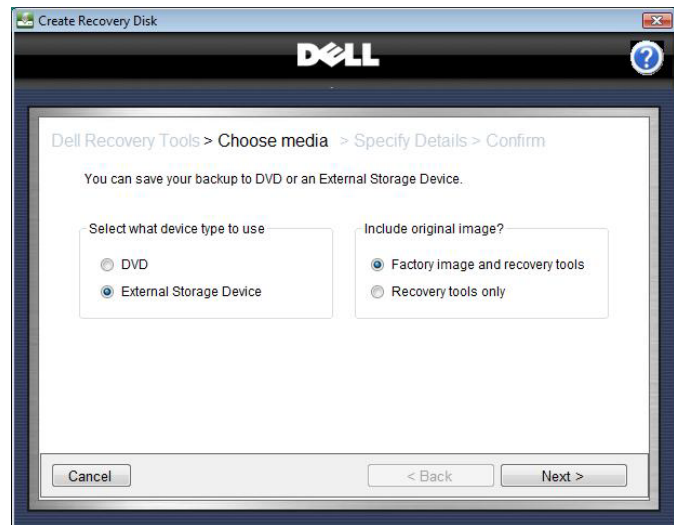
1. Click **Create a recovery disk or device...**

The **Choose Media** screen appears.

2. Select the type of media (**DVD** or **External Storage Device**) to which you want to save your backup.

Options for using a factory image appear on the screen.

3. Select whether you want to include the factory image (recommended).
4. Click **Next**.

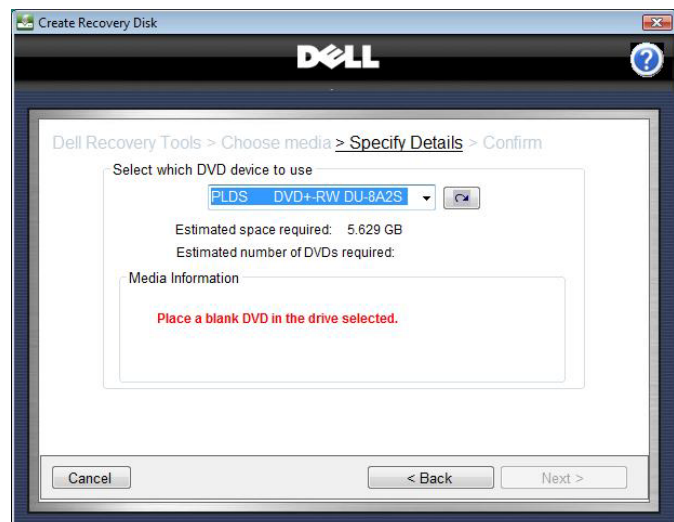


The **Specify Details** screen appears.

5. If you selected **DVD** in step 2:
 - a. Select the device for recording the DVD from the drop-down menu.
 - b. Place a blank DVD into the selected DVD-recording device.

The **Specify Details** screen refreshes, displaying the media capacity of the DVD.

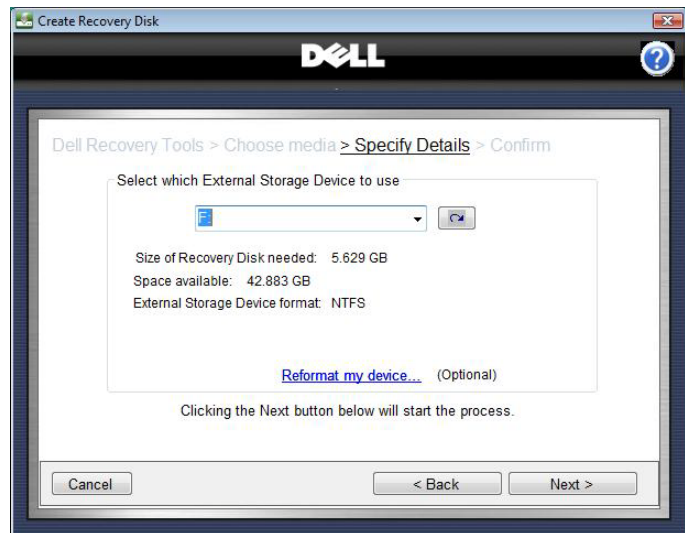
- c. Click **Next**.




The **Progress** screen appears, displaying a progress bar. When the recording is complete, a message appears indicating that your recovery media has been created.

- d. Click **Finish**.
6. If you selected an **External Storage Device** in step 2:
 - a. Select the External Storage Device you want to use from the drop-down menu.

The **Specify Details** screen refreshes, displaying the capacity of the selected External Storage Device.



-  **NOTE:** If the selected device has insufficient total space, insufficient free space, or if the device is not of the required NTFS format, a message will display indicating the problem.

If the device has insufficient total space, you must select another device.

*If the device has insufficient free space, you can select another device or choose to reformat the device. Reformatting the device erases all existing data on the device. To reformat the device, click **Reformat my device...**, select the **Remove all my data and reformat my External Storage Device** check box, and then click **Next**.*

*If the device is not of the required NTFS format, you can select another device or choose to reformat the device to the required NTFS format. Reformatting the device erases all existing data on the device. To reformat the device, click **Reformat My External Storage Device to NTFS...**, select the **Remove all my data and reformat my External Storage Device** check box, and then click **Next**.*

- b. Click **Next**.

The **Progress** screen appears, displaying a progress bar. When the recording is complete, a message appears indicating that your recovery media has been created.

- c. Click **Finish**.

7.2 Dell Diagnostics (Available only if installed on your system)

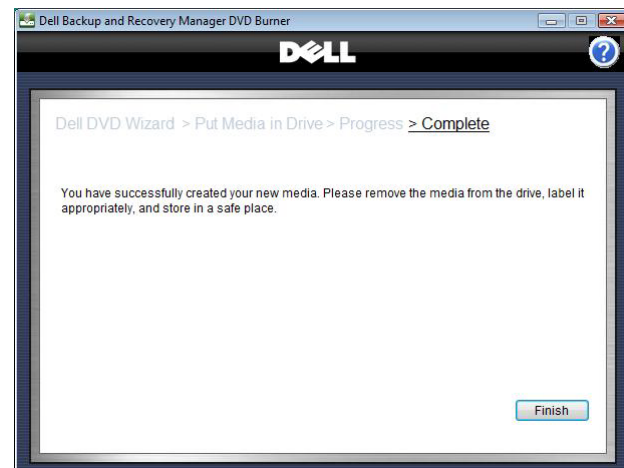
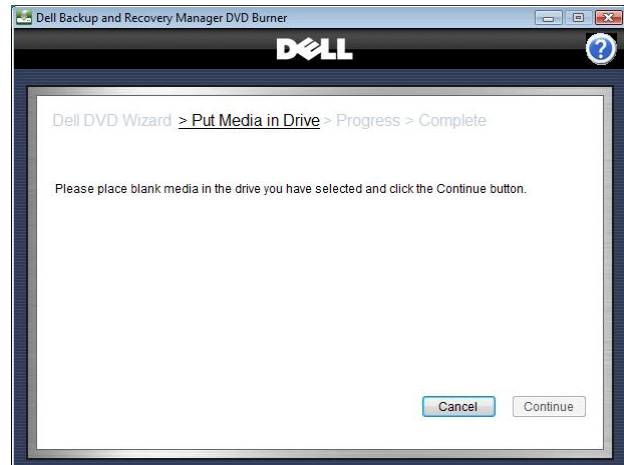
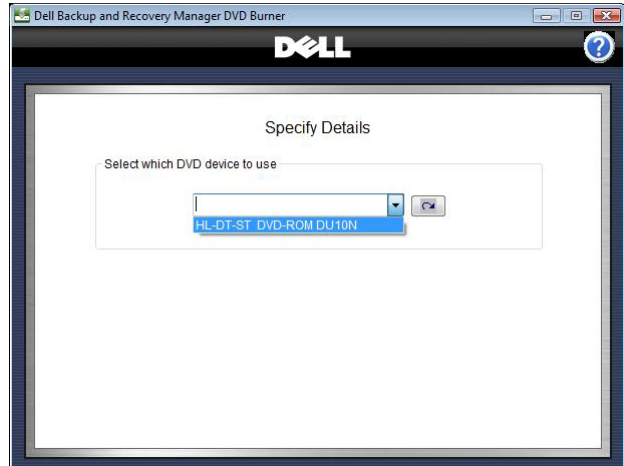
△ **CAUTION:** If you are using a notebook computer for backup or recovery, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.

1. Click **Create Diagnostic CD...**
2. The **Specify Details** screen appears.
3. Select the recording device you want to use from the drop-down menu.
4. Place a blank CD or DVD into the selected recording device.
5. Click **Continue**.

The **Progress** screen appears, displaying a progress bar. If an additional disk is required, the screen will prompt you to place a new blank disk into the recording device.

When the recording is complete, a message appears indicating that your recovery media has been created.

6. Click **Finish**.



7.3 OS Media (Available only if installed on your system)

- △ **CAUTION:** In accordance with your Microsoft® End User Licensing Agreement, you can make only one legal backup copy of the operating system media. When you create a backup copy of the operating system media following the steps below, the OS Media option is no longer available on the Dell Recovery Tools screen.
- △ **CAUTION:** If you are using a notebook computer for this operation, it is strongly recommended that you run the computer on AC power rather than battery power to avoid potential interruption to the backup and recovery process. Interrupting a backup and recovery process can result in potential data loss.
- △ **CAUTION:** To avoid losing the ability to create an operating system media backup copy, it is strongly recommended that you do not abort or interrupt the operating system media backup process once it has started.

1. Click **Create OS Media...**

The **OS Media** screen appears.

2. Select the type of media (**DVD** or **External Storage Device**) to which you want to save your backup and then select the device from the drop-down menu.

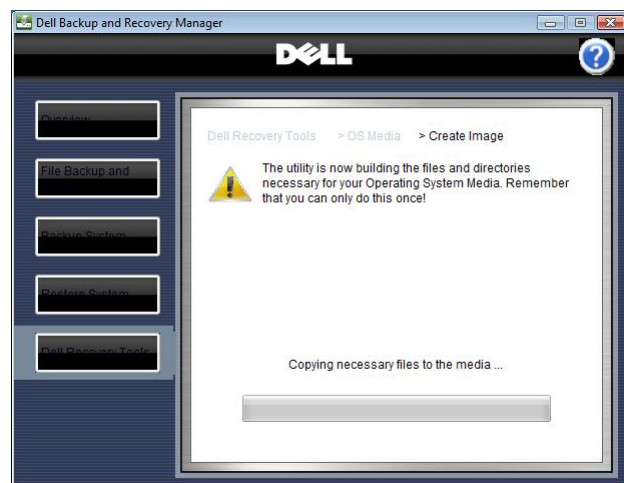
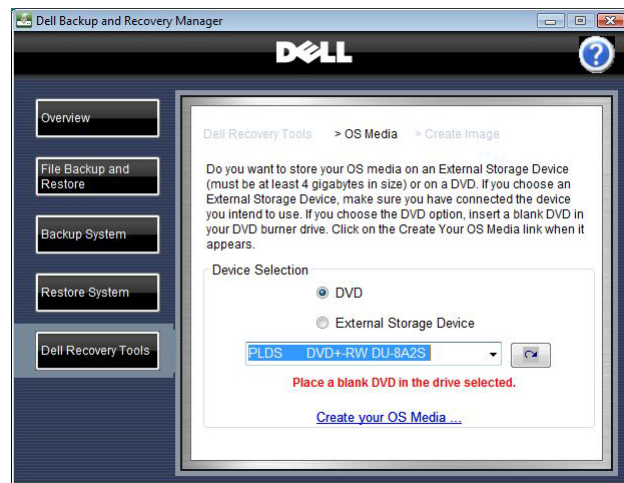
- ✎ **NOTE:** Windows XP is only able to create OS Media on DVD. Only Windows Vista is able create OS Media on DVD or an external storage device

If you selected DVD, place a blank DVD in the drive selected.

3. Click **Create your OS Media...**


The **Create Image** screen appears.

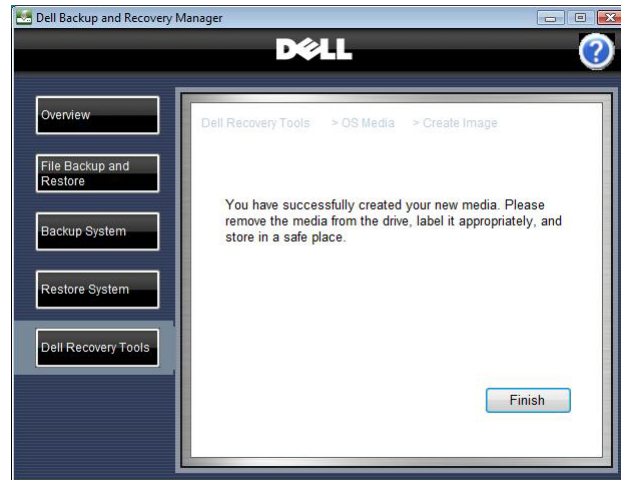
A **Progress** bar is displayed along the bottom of the screen.



When the recording is complete, a message appears indicating that your OS media has been created.

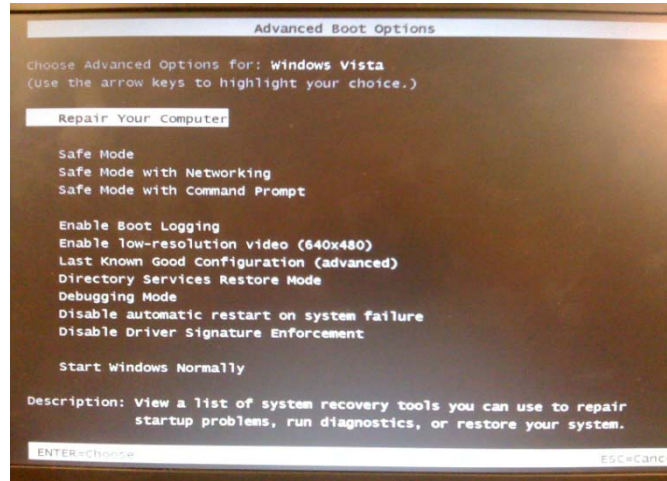
Click **Finish**.

 **NOTE:** The operating system on the OS Media disk is the backup copy of your original licensed Microsoft operating system. It will not automatically install your Dell drivers. Your Dell drivers are located in a separate folder named **Drivers** and must be installed manually following the instructions for your particular version of Windows.



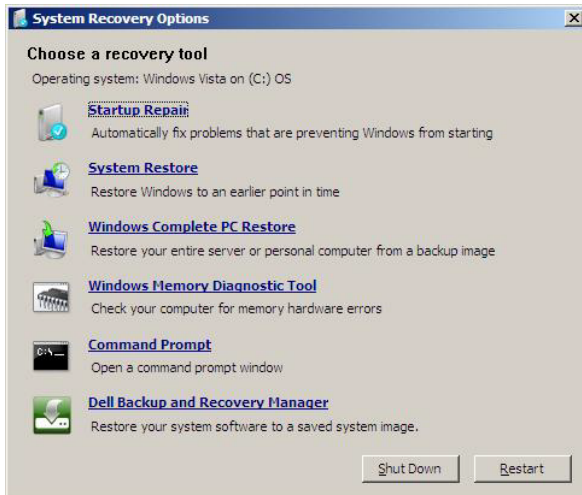
8 Windows Recovery Environment

The Windows Vista operating system includes a Recovery Environment (WinRE) to assist users in troubleshooting their system. A user can get access to the Recovery Environment by pressing function key **F8** during boot. **F8** will display the **Advanced Boot Options** screen. This is different from the function key **F12 Boot Options** screen that allows you to select the desired boot device.



The **Advanced Boot Options** screen displays a list of available troubleshooting options. The first item listed is **Repair Your Computer**. By selecting **Repair Your Computer**, you will enter the Windows Recovery Environment.

After you log on, the **System Recovery Options** screen displays the various recovery tools available.



Listed among the tools is **Dell Backup and Recovery Manager**. This tool allows you to restore your system using one of your saved backup images.

Click **Dell Backup and Recovery Manager**.

To restore an image, select an image from the dropdown.

Click **Next>**.

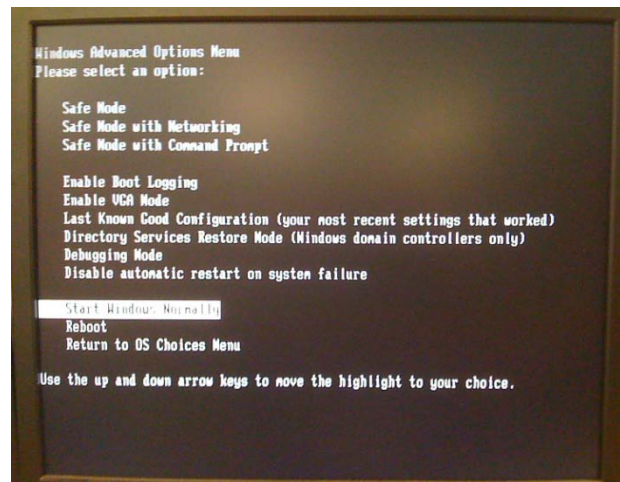


The next screen is the **Restore System** screen. It informs you of the actions that are about to take place and asks for your confirmation. If you intend to restore the selected image, select the check box and click **Next>**.

Dell Backup and Recovery Manager will erase your current operating system partition. A progress bar will be shown at the bottom of the screen and upon finishing, it will apply the selected backup image. When these processes complete, a screen appears informing you that image has been restored. Click **Finish**.



Windows XP Professional does *not* have a Windows Recovery Environment. However it does have a **Windows Advanced Options Menu** screen. To access the **Windows Advanced Options Menu**, press **F8** during boot. This directs you to the **Windows Boot Manager** screen. From here, press the **Enter** key and repeatedly press **F8** again to get to the **Windows Advanced Options Menu** screen.



This menu is very similar to Windows Vista's **Advanced Boot Options** screen. However you do *not* have the **Repair Your Computer** link in Windows XP.

Although you do not have WinRE in Windows XP, you may still restore your Windows XP system using one or more of the following steps:

1. Restore from a bootable system backup created using **Dell Backup and Recovery Manager** (this restores only your operating system partition, including **Dell Backup and Recovery Manager** and your files that you stored on that partition. Skip step 2 but you will need to perform step 3).
2. Reinstall your Microsoft Windows operating system from the OS Media disk you created using **Dell Backup and Recovery Manager** or the OS media that may have been provided in your system box (either of these will re-install your original Microsoft Windows operating system).
 - a. Manually install your Dell factory-installed drivers. The drivers are located in the Drivers folder on your OS Media disk. If you received an RCD or RDVD with your system, you should also find your drivers there. (This step installs your Dell drivers.)Perform step 3.
3. Reinstall your files and folders from a recent backup using the **File restore...** function in **Dell Backup and Recovery Manager** (this restores your files and folders, i.e. you data from other partitions or drives). You will need to

perform this step after performing either step 1 or 2 above. See [3.2 Restoring your data files](#).

These same steps work equally well in Windows Vista. However you do have additional options.


1. Boot into WinRE and the **System Recovery Options** screen, and select **Dell Backup and Recovery Manager**. Select the system backup image you want to restore i.e., your original Dell Factory Image or a later system backup image (This restores your operating system partition and any files you stored there at the time of the backup. You still need to perform step 3 above to recovery your data).
2. Boot from your recovery disk. If you included your Dell Factory Image on your Recovery disk, you will be able to restore it. See [7 Dell Recovery Tools](#) and [7.1 Dell Recovery Media](#).

9 Operating Systems Supported

- Microsoft® Windows Vista® Ultimate 32-bit with SP1 (Service Pack 1)
- Windows Vista Business 32-bit with SP1
- Windows Vista Home Premium 32-bit with SP1
- Windows Vista Home Basic 32-bit with SP1
- Windows® XP Professional 32-bit with SP3

10 Supported Optical Media

- Single-layer DVD media for creating system backup images (dual-layer media is not supported for this operation)
- Single and dual-layer DVD media for creating OS Media disk

 **NOTE:** Most Windows 32-bit operating system images can be created on single-layer DVD media except some images containing multiple language sets. Depending on the image, the program may ask for dual-layer media to be inserted.

- Single-layer DVD media for creating Dell Recovery disk (dual-layer media is not supported for this operation)
- CD media for creating Dell Diagnostics disk
- Blu-Ray optical drives are not supported

11 Other information you need to know

1. When using Dell Recovery Tools to create a recovery disk, the close window icon (red button with white x) in the upper right corner is disabled. This is intentional to prevent a user from inadvertently closing the window while performing a task and avoids potential data corruption. To exit, click the Cancel button.
2. The date and time stamp on the backup.WIM file differs from the actual time the backup was made. This occurs because the backup file is actually created in the Windows Recovery Environment, which does not use the same time zone information as the Windows user environment. This is normal behavior.
3. When restoring to a blank hard drive, there will be no factory utility partition on it from which to run the Diagnostic utilities.
4. When making a bootable backup from Windows Vista to an external storage device and the BIOS boot order is changed to boot from the external storage device first, the system will boot into the WinRE environment. To avoid booting into this environment, either unplug the external storage device after the backup completes before the next boot, or change the boot order in BIOS so the external storage device is not the first boot drive.
5. When making a bootable backup from Windows XP to an external storage device, and the BIOS boot order is changed to boot from the external storage device first, the .ini file on the drive will automatically initiate the process of creating the bootable backup. To avoid repeated attempts to make the backup, either unplug the external storage device after the backup completes before the next boot, or change the boot order in BIOS so the external storage device is not the first boot drive.
6. A bootable backup image is required to restore to a blank hard drive.
7. Upon restoring an image to a blank hard drive, at first boot the user will receive notification that the system needs to be restarted to make the changes they performed. This is normal and caused by the fact that the system volume information is included in the backup image. When restored to a blank HDD, the system volume information is no longer correct so a system restart is necessary. This restart will reset the System Volume Information. The system volume information is included in the backup images in order to maintain the system's restore points.
8. Although external FireWire (1394) drives are supported, the BIOS in Dell systems will not boot FireWire drives. Use DVD, or an external USB or eSATA drive to make a bootable system backup image.
9. External eSATA drives should not be used for OS Media. The operating system image cannot be installed from the eSATA drive to the primary internal drive due to the way the eSATA drive enumerates at boot. Use DVD or an external USB drive for your OS Media backup.
10. Restoring to an unformatted hard drive is not supported in this version.

11. When function key F8 is pressed during boot of a system with Windows XP installed, a Windows Boot Manager screen will appear. This screen allows you to choose the operating system to start. You should have only one operating system listed and it will say Windows Vista even though you have Windows XP installed. When you press Enter, Windows XP will start normally. This is a cosmetic issue only and will be fixed in the next version of DBRM. The reason for this issue is that Dell Backup and Recovery Manager uses Windows Vista's boot manager so it was substituted for Windows XP's NTLDR boot manager.
12. A Windows XP system with Dell Backup and Recovery Manager installed will not have the Windows Recovery Environment containing your Dell Factory Image, or the Dell Recovery Media option on the Dell Recovery Tools screen. See [8 Windows Recovery Environment](#) for the restore options available for a Windows XP system.
13. When you restore your Dell Factory Image, for example, you may notice that the names of previous backups are retained in the dropdown list of backups available to restore. While this may seem strange at first, this is normal behavior. If you created backups previously on other media such as DVD or an external USB drive and we did not retain the names in the database for you, you would not be able to restore them. By retaining the names, you still have the option to restore them.

12 Why do I need to back up?

Important files can be unexpectedly lost by accidentally erasing or replacing them. You can also be victimized by a virus or worm attack, or a software or hardware failure including a complete hard disk failure. While these events may be rare, they are unpredictable because they can occur anytime and usually at the worst time. That is why you need to make backups of your files, programs, system settings, etc.

It is strongly recommended that you follow these general guidelines:

- ❖ Back up your business and/or personal files daily. Keep your last 5 backups.
- ❖ Back up your system weekly and again...
 - Before updating drivers, making any system registry changes, or installing a major service pack.
 - After any system security updates and patches are installed
 - Before you install any new software (in case the software misbehaves)
 - After you install any new softwareKeep at least your last 3 system backup images.
- ❖ Keep your anti-virus software up to date
- ❖ Backup to an external drive or DVDs. External USB drives are reliable, convenient, commonly available, and a good value.
- ❖ Do not backup to the same drive or partition where your operating system resides in case your drive becomes infected by a virus or damaged.
- ❖ Set up regular restore points in Windows.

13 Backup Options Summary

What do you want to backup?	What do I use?	Notes:
Personal files , e.g. pictures, music, and documents from any hard drive partition	1. DBRM File Backup and Restore 2. Windows XP Backup or Windows Vista Back Up Files wizard	
Operating System Partition only including all programs and data stored there.	1. DBRM Backup System 2. Windows XP Backup or Windows Vista Back Up Files wizard	
Entire computer including all hard disk partitions	Windows Complete PC Backup	Windows Complete PC Backup is not available in all OS versions.

14 Restore Options Summary

How do get back to these states?	What do I use?	Notes:
Dell Factory Image including OS, and all drivers and applications installed when your system was built in the Dell factory (Windows Vista only)	1. DBRM Restore System to restore Dell Factory Image 2. DBRM Recovery Disk to restore Dell Factory Image 3. DBRM WinRE to restore Dell Factory Image (Windows Vista)	Does not include any applications or data you may have added since your system was received from Dell.
Original Windows operating system image (does not install your Dell system drivers)	1. DBRM OS Media disk 2. Original Windows OS Media (if provided in your system box)	
Original Windows operating system and Dell system drivers	DBRM OS Media disk and install Dell system drivers from Drivers folder also on DBRM OS Media disk	
Most recent backup state for OS partition	DBRM Restore System to restore most recent saved image. Then DBRM File Restore to restore most recent data file backup.	DBRM restore system options are also available from WinRE (Windows Vista) if Windows is corrupted.
Most recent state of entire computer including all hard disk partitions	Microsoft's Complete PC Restore	Complete PC Restore is also available from WinRE (Windows Vista) if Windows is corrupted.
An earlier point in time when my system was working well	Microsoft's Restore System	Uses restore points as a way to undo system changes that may have negatively impacted your system. It does not restore personal files or data. Also available from WinRE if Windows is corrupted.