

## PCSUITE BACKUP - Rescue System

### Overview

The software allows you to create a rescue CD, DVD or USB-Stick. This rescue system is intended for two kinds of situations:

1. To restore a backup to your main hard disk. This cannot be done while your normal system is running, so you need the rescue system for that.
2. To restore a backup when your system is so damaged that it does not start anymore.

The rescue system can only be used to restore image based backups at the moment. I.e. complete backups of one or more hard disks or partitions. Use the normal windows application to restore just selected files and folders.

### Creating the rescue system

You will find instructions on how to create the rescue system on this website:  
[http://www.pcsuite.de/rescue-cd\\_en/](http://www.pcsuite.de/rescue-cd_en/)

### Using the rescue system

The rescue medium is bootable. That means that your computer can start directly from this medium, without using your normal operating system.

Please note that simply starting the rescue system will not yet make any changes to your computer. Backups are never restored automatically. The rescue system will ask for confirmation before any data is restored.

1. Put the disc it into your disc drive.

*If you are using an external drive* with a separate power supply then please make sure that you connect this power supply, even if it usually works without

! Some computers will not be able to boot from the drive otherwise. Note that this is only important if the external drive actually provides a separate powersupply - if it does not have one then none is needed.

*If you are using a USB-Stick:* Plug the stick into your computer. Please do not use a USB hub, as some computers are not able to boot from USB-Sticks that are connected via a hub.

2. Restart your computer.

If you use Windows 8 or later then please make sure that you use the „Restart“ function to reboot the computer. DO NOT use the „Shutdown“ function with Windows 8. It prevents the computer from starting any other boot media.

3. The rescue system should now start. After a few seconds you should see a simple boot menu labelled „Rescue System“. If you see this menu then you can proceed to the next step.

*If your normal Windows system* tries to start, or if you get a message about a missing operating system then your computer must first be told that it should try and start from CD/DVD or USB (depending on what kind of rescue medium you use). This is specified in the computer's BIOS / UEFI settings. Unfortunately, these settings are accessed in a slightly different way for every computer. But on most computers you need to perform the following steps:

- a. Note that you ONLY need to perform these additional steps if the rescue system does not start! If it does start then skip these troubleshooting steps and continue with the process below.
- b. Changing the BIOS / UEFI settings is a pretty technical and risky process. If you make a mistake then the result can be that your computer will not start anymore! If you have any doubts regarding your ability to make the correct changes, then we advise you to ask an expert for help!
- c. First you need to open the BIOS / EFI settings. Usually this is done by pressing a certain key multiple times quickly when the computer begins to start. For most computers it will be one of the following keys: F2, F1, DEL, ESC, F10. You can try pressing one of these quickly and multiple times directly after restarting your computer. If it does not bring up the settings, then restart the computer and try the next key.
- d. Once you are in the settings you need to navigate to the screen that contains the boot settings. There should be instructions shown on how to navigate to the different screens (for example, with the cursor keys, TAB, F-keys or similar).
- e. Next you need to look for a setting that indicates the „Boot order“ or „Startup order“ or similar. This will be a list that defines in which order the computer tries to boot from the connected storage devices. You need to change this order so that the drive with the rescue system (either CD/DVD or USB, depending on what medium you are using) is tried first. USB sticks are sometimes called „USB HDD“, CD drives sometimes have the word „Optical“ in their name.

Please be careful when changing this. Please do not remove entries from this list. Only change the order.

- f. Once you have made these changes you need to save the settings and restart the computer. Look for instructions on the screen on how this is done. There is usually a menu entry called „Exit“ or „Quit“ that will show options for saving and exiting the settings.
  - g. If the settings are correct then the rescue system should start and the start menu should be displayed (as described above).
4. The start menu of the rescue system is only shown for a few seconds. It allows you to select how the rescue system should be started: in normal mode or in „Safe Mode“. When you start the rescue system for the first time and do not encounter any problems (see below) then you should choose normal mode. If you do not make a selection within a few seconds then the rescue system will automatically start in normal mode.
  5. The rescue system will now load. *Note this can take up to 15 minutes!* If the rescue system does not load properly or you see long graphical distortion then you should restart the computer and choose one of the „Safe Mode“ option from the rescue system start menu. In safe mode the rescue system may be a little bit slower because it uses fewer hardware drivers, but it works the same otherwise.
  6. When the rescue system has loaded it will show a language selection screen. Please select your preferred language there.
  7. If your computer has a wireless network adapted then the rescue system will ask for the settings to access your local network. You can usually skip this step, unless you need internet or network access to restore your backup.

8. Next it asks for your general location in the world. This is needed so that time information can be displayed in the correct time zone.
9. On the next screen you are asked to select the type of keyboard you use. On the left side you can select the keyboard language (usually the same as your own language) and on the right side you can select the type of keyboard. If you do not know what to select on the right side then you can usually simply leave the default selection.
10. The general configuration process is now done and the rescue system will complete the startup process. This can again take several minutes to complete.
11. The rescue system will automatically start the restore application. This is almost identical to the restore functionality in the normal backup software on Windows. First it will ask you to select the folder that contains the backup data. Please note that you do not have to select any sub-folders or files inside the backup data folder. Simply selecting the backup data folder itself is sufficient (the software will later allow you to select what exactly you want to restore from the backup data).
12. In the next step you select what restore mode you would like to use:

- This option is intended for cases where you want to overwrite the contents of a hard disk partition (i.e. of a drive like „D:“). If there are other partitions (drives) on the same hard disk they are left untouched.

You can only use this function to overwrite existing partitions. You can not restore to a blank hard disk that does not have any partitions. Use the option to restore a complete hard disk („with boot information“) for those cases.

You will see the backed-up drives on the left and the drives in your system on the right. Use your mouse to drag&drop a backup drive from the left to the desired destination drive on the right. You can overwrite more than one drive if you like.

Once you have selected what you would like to restore simply click on Next. The software will then restore the data. Once the restore process is complete you should restart your computer.

- Use this to restore a complete hard disk. All data on the hard disk is overwritten. It does not matter whether the disk is blank or not.

You will see the backed-up hard disks on the left and the hard disks in your system on the right. Use your mouse to drag&drop a backup from the left to the desired destination disk on the right. You can assign multiple backups to multiple disks if you like.

When you are done making the selection click on Next to begin restoring. Once the restore process is complete you should restart your computer.