



**Cristie Bare Machine Recovery**

# **Installation And Licensing Guide**

## **For Windows**

**July 2011**

**Version 6.3**

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# 1 Introduction

This document describes the Installation and Licensing of the Cristie Bare Machine Recovery (CBMR) product.

CBMR installation uses the standard Microsoft Windows Installer MSIEXEC so enabling CBMR to be installed, re-configured or removed from any supported Windows platform. This version 6.3 supports the following platforms:

- 2003 32/64-bit
- XP 32/64-bit
- Vista 32/64-bit
- Windows 7 32/64-bit
- 2008 32/64-bit (including Core)
- 2008 R2 (including Core)

CBMR installation is currently available in English, French, German and Japanese.

Before CBMR can be used it must also be correctly licensed. Cristie provides a 30 day trial license with the product.

## 2 CBMR Installation and Removal

The CBMR distribution media is provided for x86/x64 OS's only.

*Note: CBMR must be installed and run by a user that has Local Administrator privileges.*

### 2.1 Install CBMR

When you insert the CD into a drive that will Autoplay (not on 2008 Server Core), the following menu is displayed:



To launch the menu on Server 2008 Core and 2008 R2 Core you may need to run the AutoRun.exe directly from the CD - e.g. "D:\AutoRun.exe" (where "D" is the CD drive). This will need to be performed from the Command window on Core systems.

CBMR is available in both 32-bit (x86) and 64-bit (x64) versions. The installation program will choose the correct 32-bit or 64-bit form as appropriate for the detected target OS.

If AutoPlay is disabled for your CD-ROM drive, display the CD contents in Explorer and double click on AutoRun.exe.

Select **Browse CD Contents** to view the CD installation folders/files in a Windows Explorer window.

Select **View Our Website** to view the Cristie website in your default browser.

Select **Install Acrobat** to view the Adobe website in your default browser. This will enable you to install Adobe Reader and hence view the Installation Guide.

**Contact Us** starts your default email client to enable you to contact Cristie Support directly.

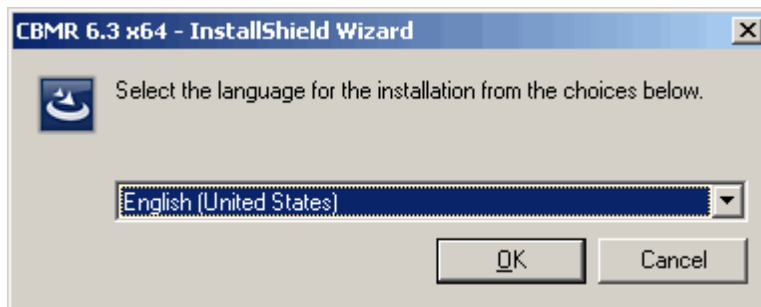
**Installation Guide** will display this manual in PDF format. Adobe Reader (or equivalent) must be installed to do this.

**ReadMe** details the product overview, current limitations, requirements, known issues and version enhancements.

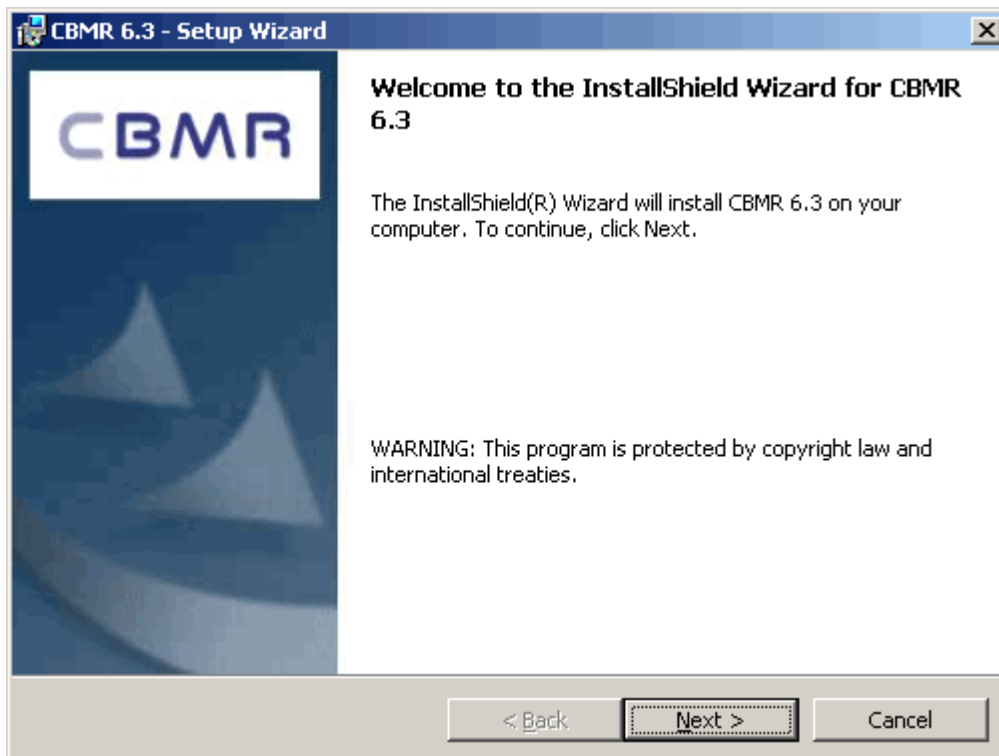
After clicking on the **Install CBMR Server** or **CBMR Desktop** button, the installation will commence.

*Note that the CBMR Desktop version will only install to Desktop platforms (i.e. XP, Vista and Windows 7).*

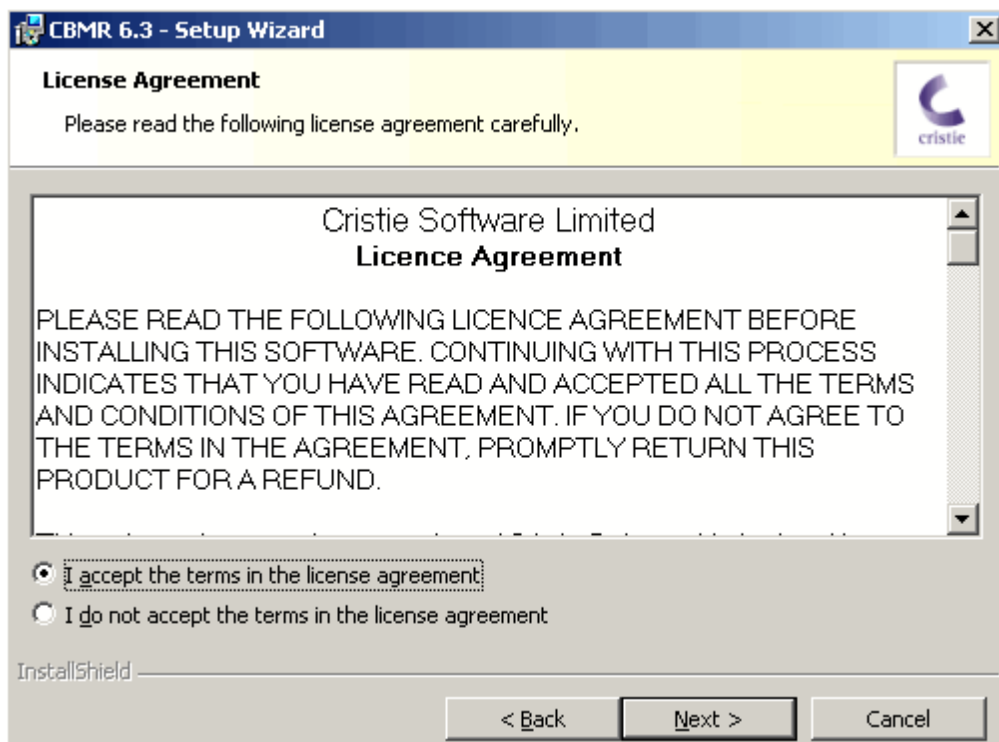
Firstly select the required installation language from the drop down menu.



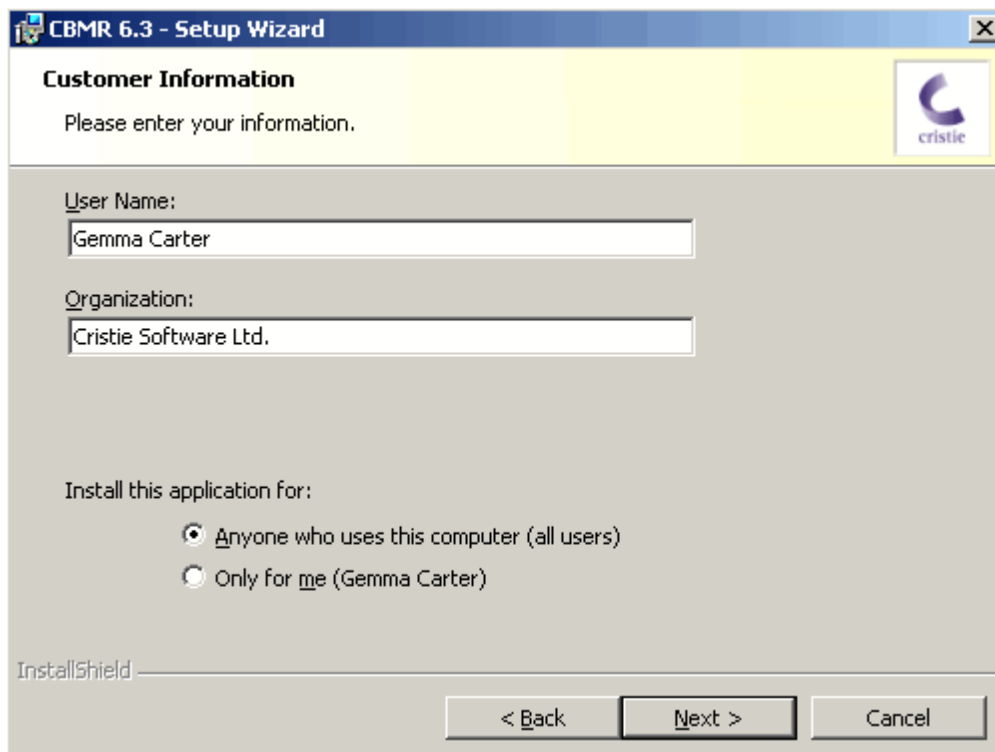
The installation will continue from this point in the selected language. Select **OK** to continue to the **Welcome** dialogue.



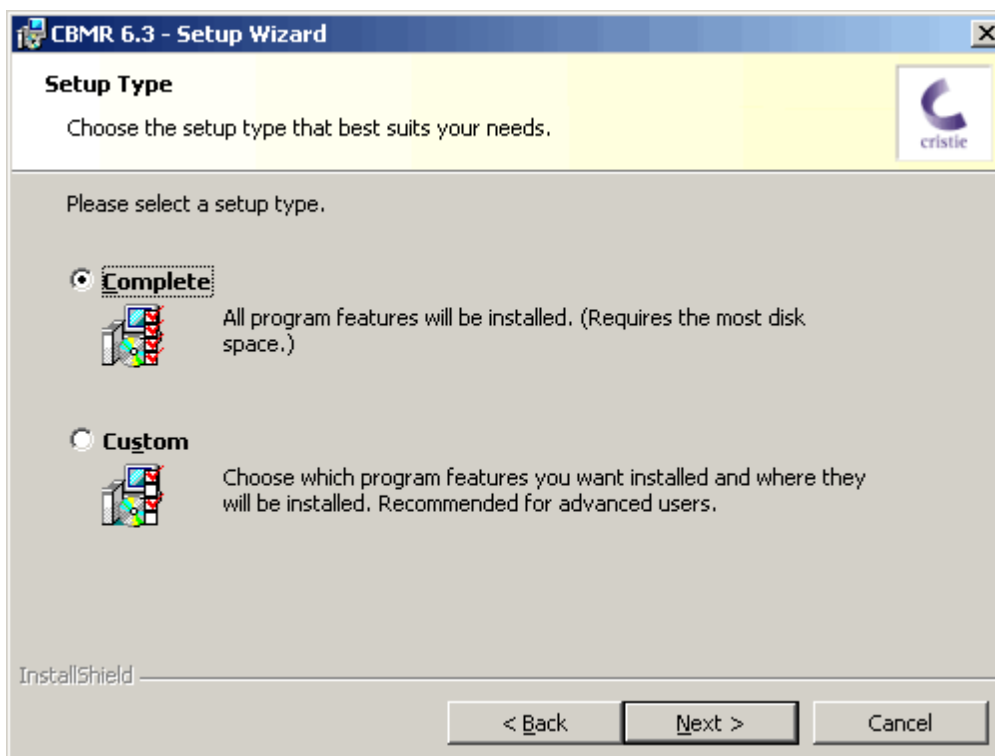
Selecting [Next>](#) results in the display of the Cristie Licence Agreement.



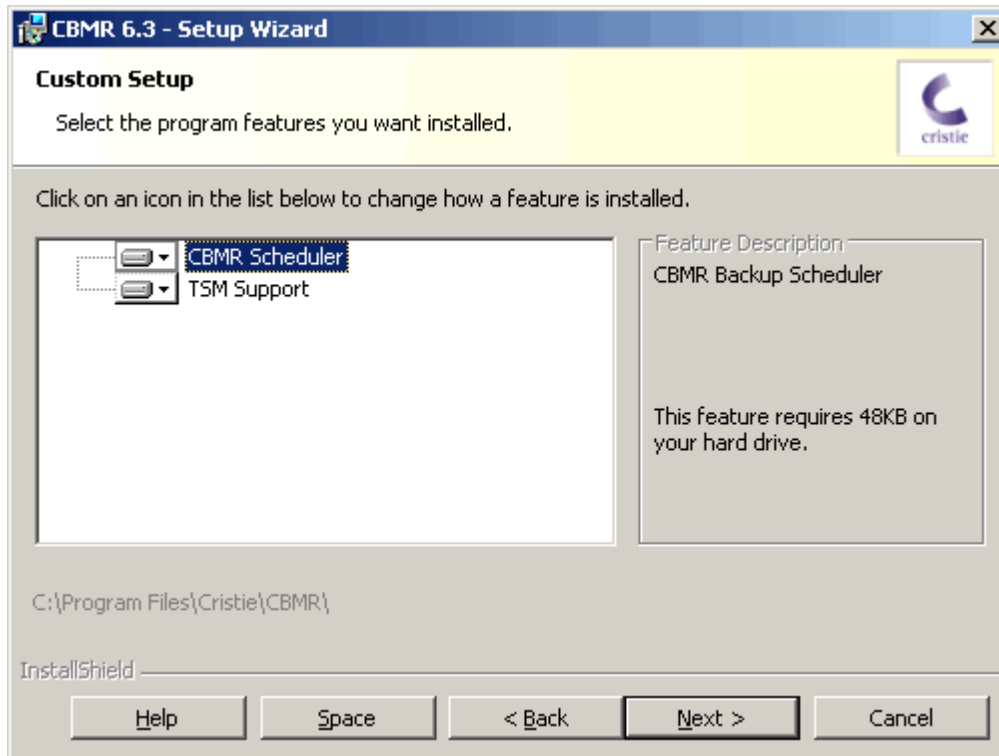
If you accept the Licence Agreement, press [Next>](#).



Confirm the User information and press **Next>** to select the CBMR Setup Type dialogue.

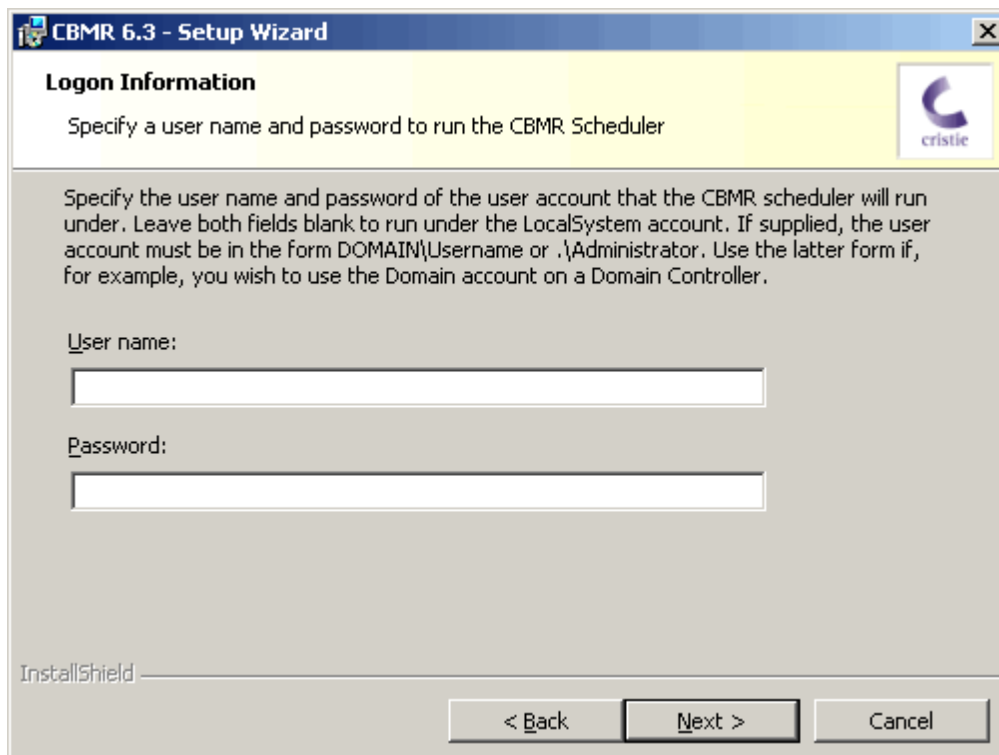


Selecting **Custom** allows either TSM and CBMR scheduling support to be disabled as required.



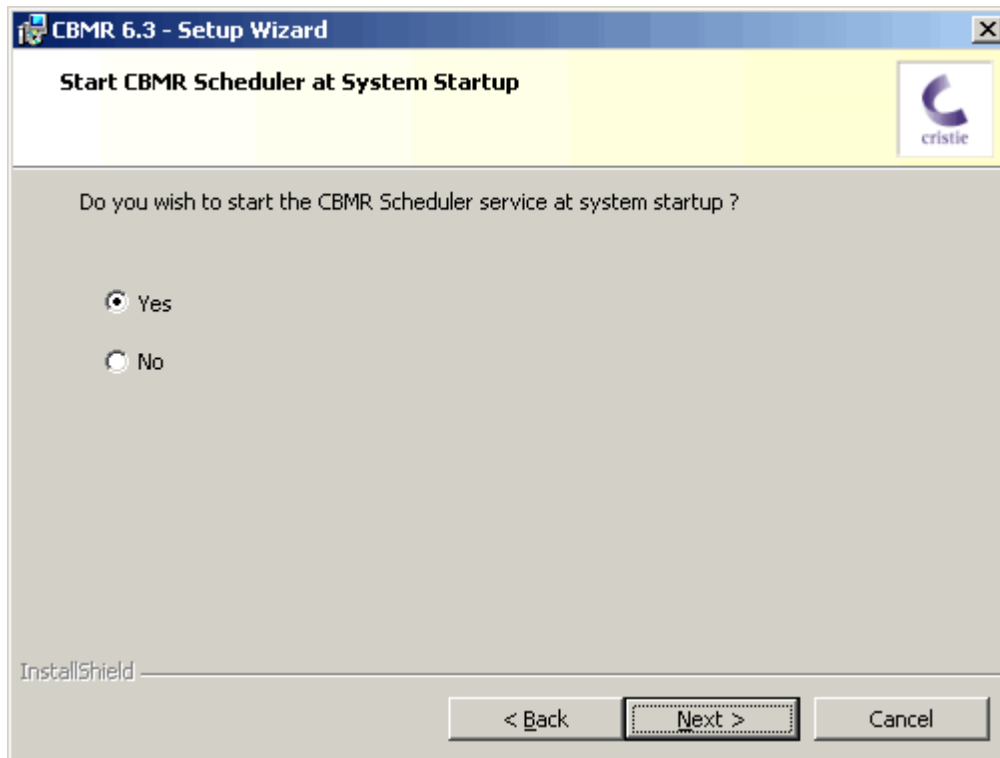
*Note that the TSM support option will only be shown if the IBM TSM API already installed. However this may be installed later via the Add/Remove Programs option in the Control Panel if the TSM API is subsequently installed.*

If the CBMR scheduler is selected for installation then the next dialogue will prompt for the scheduler Logon credentials.



Next indicate whether the scheduler service should always be started whenever the system is

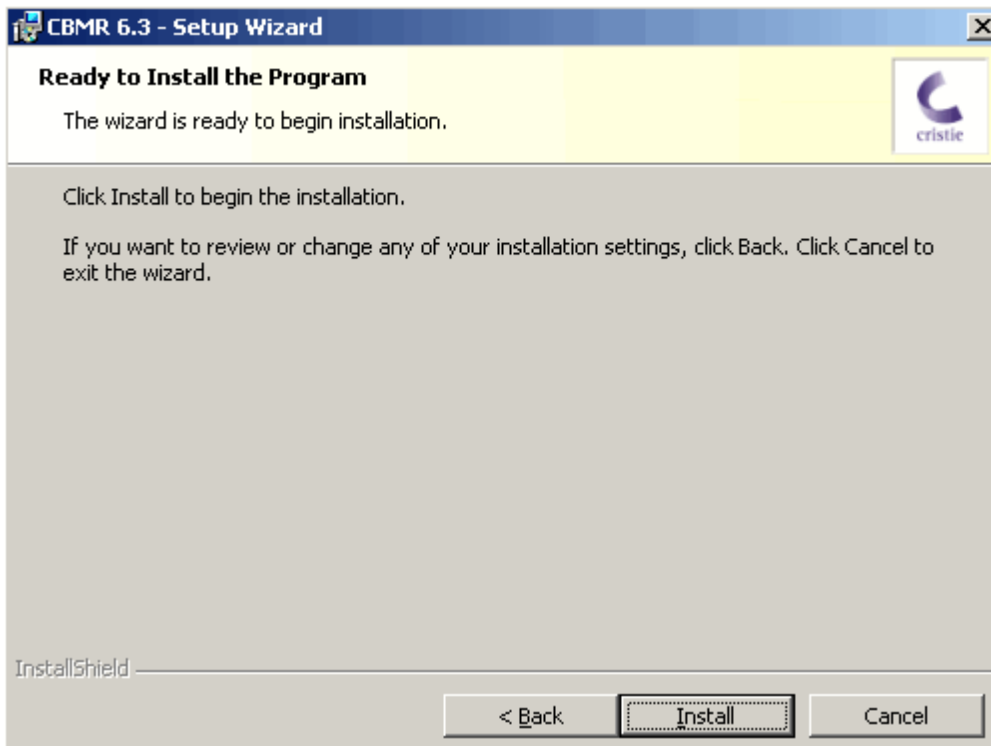
booted.



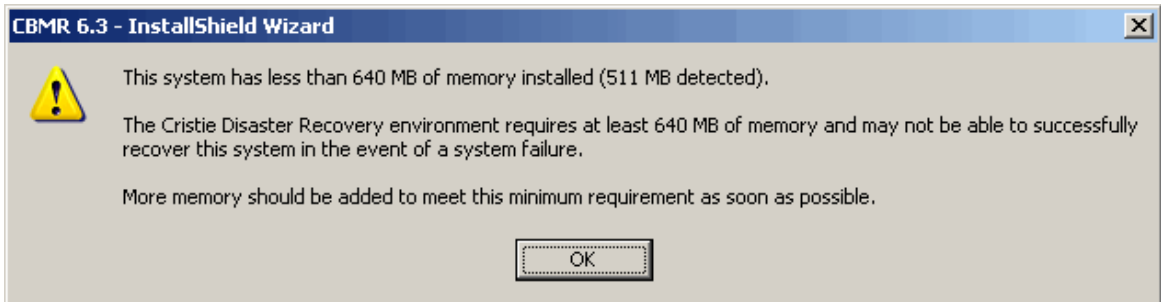
Both of the above dialogues will be skipped if the scheduler installation is disabled as part of a custom install. Select [Next>](#) to display the CBMR installation folder dialogue.



Click [Next>](#) and you have completed the installation parameters.

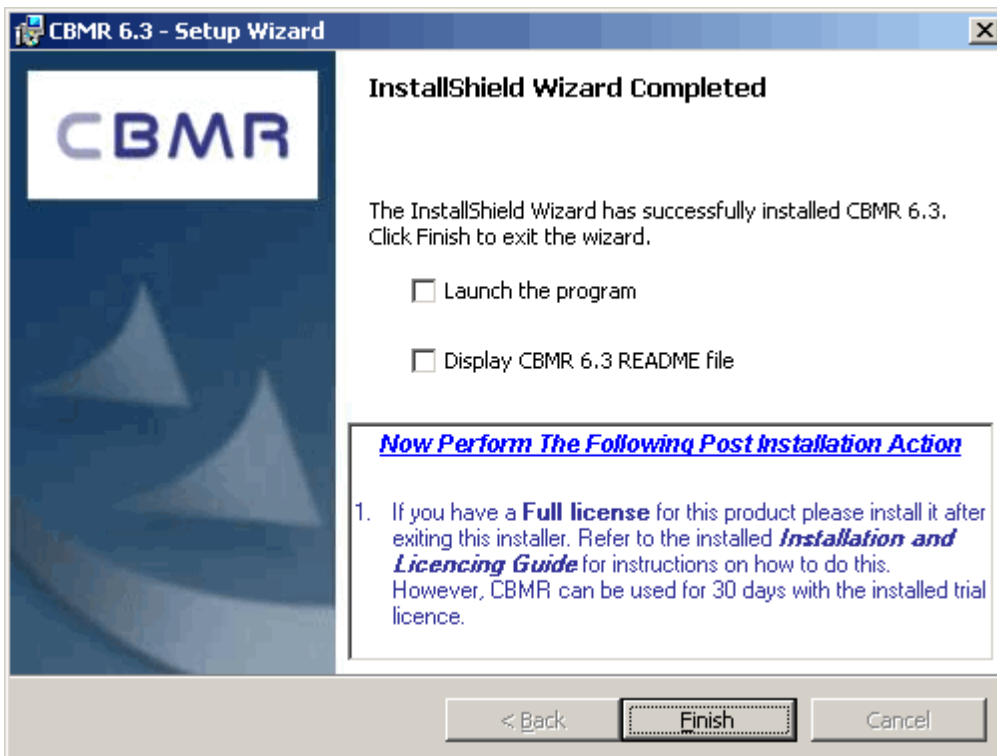


If you are happy to proceed with the installation click on [Install](#). If the installer detects insufficient memory for the Cristie Windows PE DR environment to boot, then a warning is issued:



To use CBMR successfully, please upgrade your system to the stated minimum memory requirement.

Successful completion results in the dialogue below. Press **Finish** to complete the installation. An initial configuration will be created automatically - this is mandatory. This could take some minutes to complete.



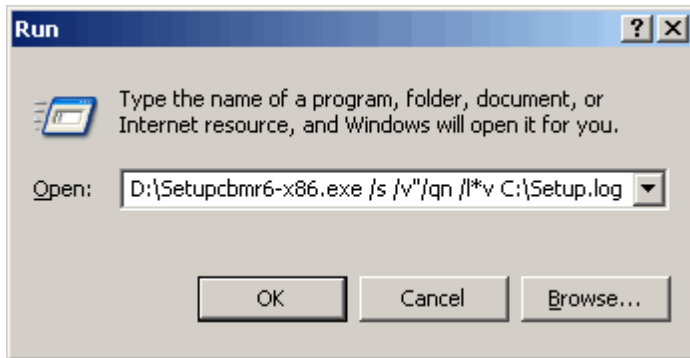
To optionally view the Readme file immediately upon exit, tick the relevant box. No reboot is required after installation.

### 2.1.1 Silent Install

If you need to install CBMR repeatedly with the same options, you can install CBMR from the command line without operator interaction.

The installation utility `SetupCBMR6-x86.exe` is supplied on the **CBMR** CD and uses the InstallShield environment called MSIEXEC. Invoke the command line via Start/Run/cmd and enter the command (the example shows the 32-bit version being installed):

```
SetupCBMR6-x86.exe /s /v"/qn /l*v c:\setup.log ALLUSERS=1"
```



The example above will create a log of the installation in `c:\setup.log`. Note that CBMR should always be installed for "ALLUSERS=1".

The command will select all of the default values that have been specified for the installation. You may change some of the default values by adding parameters to the command line. For example,

```
SetupCBMR6-x86.exe /s /v"/qn ADDLOCAL=CBMR ALLUSERS=1 INSTALLDIR="%  
systemdrive%\Program Files\Cristie\CBMR".
```

The ADDLOCAL, ALLUSERS and INSTALLDIR properties in the above example are overridden from their default values. Note that the ADDLOCAL setting in the above example installs the main CBMR program only. It does not install any optional components. Please refer to the [Microsoft Windows Installer \(MSIEXEC\) Property Reference](#) for a full listing of the properties and switches that can be applied to the installation.

To install silently and directly via MSIEXEC, you need to enter a command such as:

```
msiexec /i CBMRx86.msi /qn ALLUSERS=1.
```

However, you will first need to extract the CBMRx86.msi from the InstallShield SetupCBMR6-x86.exe file. The file CBMRx86.msi can be found in `C:\Documents and Settings\All Users\Application Data\Downloaded Installations\{XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}` after a successful install of CBMR. (The XXXX reference is system dependent).

You will need to search for CBMRx86.msi if there is more than one such folder in "Downloaded Installations".

For x64 versions, use the SetupCBMR6-x64.exe and CBMRx64.msi files instead.

For the Desktop version of CBMR use the SetupCBMR6dt-x86.exe, CBMRDesktopx86.msi, SetupCBMR6dt-x64.exe and CBMRDesktopx64.msi files instead.

*Note: CBMR requires the installation of the Microsoft Visual C++ SP1 x86/x64 redistributable packages. The supplied Setup program will install these automatically as part of the normal installation, even if installed silently. However, installing CBMR via the MSI file will NOT install these program redistributable files. These must be installed separately before running any of the CBMR programs for the first time.*

## 2.1.2 Upgrade Install

If an existing version CBMR 4.x.x, 5.x.x or PC-BaX 4.11/4.30.1 is detected during the installation sequence it will be first uninstalled. Attempting to install the Server version of CBMR on a system that currently contains CBMR Desktop (on either Windows XP or Vista) will result in the Desktop

version being uninstalled first. This is also true if CBMR Desktop is being installed over the Server version.

During the upgrade sequence from CBMR 4.x.x, 5.x.x or PC-BaX 4.x.x the following items will be migrated to the new installation:

1. CBMR licence file (not for version 4.10 where a new licence file must be obtained from Cristie). PC-BaX upgrades will require a new license file. Upgrades from version 5.x.x Desktop to Server will also require a new licence.
2. Defined backup locations (storage devices)
3. Default backup location setting
4. User specified file and folder backup exclusions
5. Any existing script and log files (version 5.x.x only)
6. TSM dsm.opt file (version 5.x.x only)

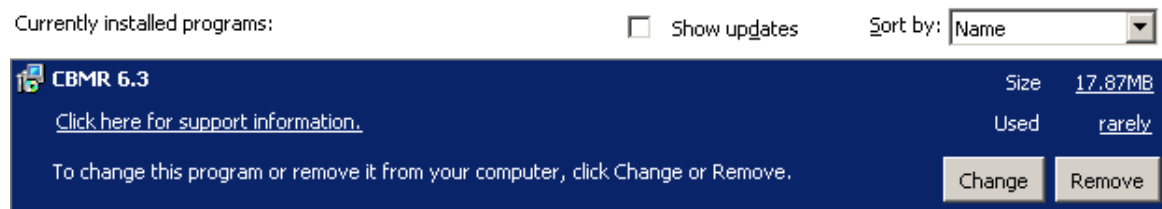
The current configuration will always be preserved when upgrading version 6.x.x.

### 2.1.3 Existing Installations of other Cristie BMR products

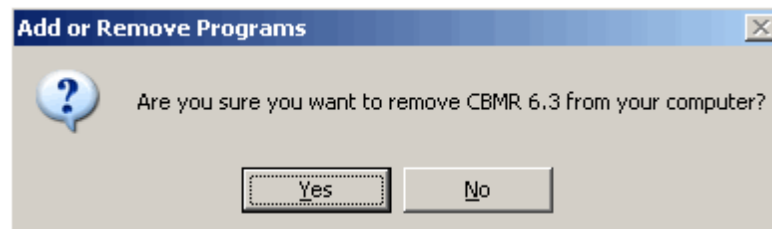
Any existing installations of other Cristie BMR products such as TBMR 5.x.x/6.x.x, NBMR 6.x.x or PC-BaX 4.11/4.30.1 can co-exist with CBMR. However, CBMR must have its own separate Cristie license.

## 2.2 Remove CBMR

From the Start menu, select the **Control Panel** dialogue. Select **Add/Remove Programs** and select the **Remove** button for CBMR.



Select **Remove** to uninstall CBMR. A confirmation dialogue is displayed. Select **Yes** to proceed and complete the removal.



## 2.2.1 Silent Uninstall

To silently uninstall an existing CBMR 6.3 x86 version installation from the command line, enter the following command:

```
SetupCBMR6-x86.exe /s /v"/qn REMOVE=ALL"
```

To perform the same operation using MSIEXEC directly, enter:

```
msiexec /x CBMRx86.msi /qn
```

The file CBMRx86.msi can be found in:

```
C:\Documents and Settings\All Users\Application Data\Downloaded  
Installations\{XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}
```

after a successful install of CBMR (the XXXX reference is system dependent). You will need to search for CBMRx86.msi if there are more than one such folders in "Downloaded Installations".

For x64 versions, use the SetupCBMR6-x64.exe and CBMRx64.msi files instead.

For the Desktop version of CBMR use the SetupCBMR6dt-x86.exe, CBMRDesktopx86.msi, SetupCBMR6dt-x64.exe and CBMRDesktopx64.msi files instead.

## 3 Product Licencing

When first installed, CBMR may be used for a trial period of 30 days. During that period CBMR is fully functional. If the software is subsequently un-installed and later re-installed on the same system, the 30 day period continues from the date of the first installation.

If you wish to use the software beyond the trial period, you must register and purchase a licence from Cristie. Alternatively, and in special circumstances, Cristie may extend the licence period if you wish to trial the software beyond that period.

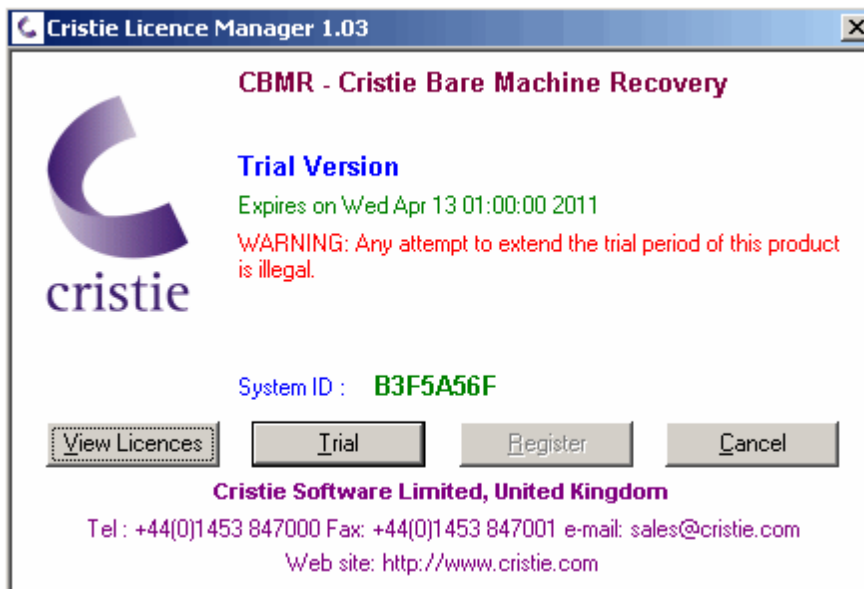
If you purchase the product, then a new licence file and activation key will be sent to you.

The following sections discuss this in more detail.

### 3.1 Trial Licence

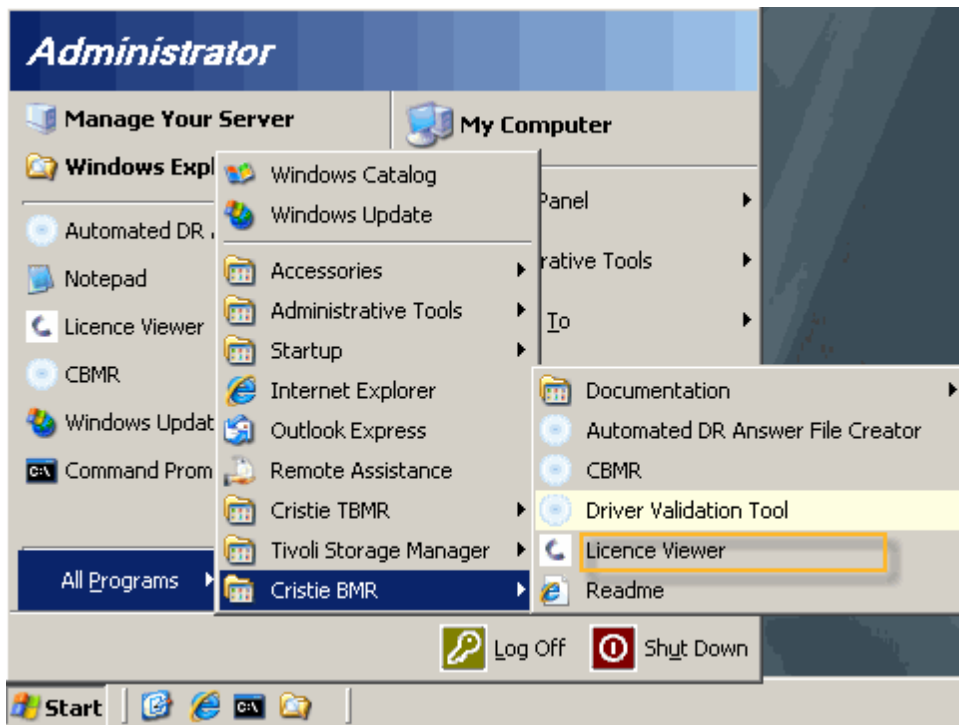
A 30-day trial licence commences from the date of installation. Neither the CBMR backup program or CBMR configuration file generator (**CBMRCfg.exe**) will run after this period expires.

Unless a full licence has already been purchased from Cristie and copied to the program folder, when starting CBMR for the first time, the following screen will be shown:



Select Trial to begin the CBMR trial period of 30 days. This dialogue will be displayed every time the software is started, until either the 30 day trial period expires or the customer purchases and loads a valid licence file.

You may use the **Cristie Licence Viewer** to inspect licence details at any time. Select this from the **Start** menu shortcut:

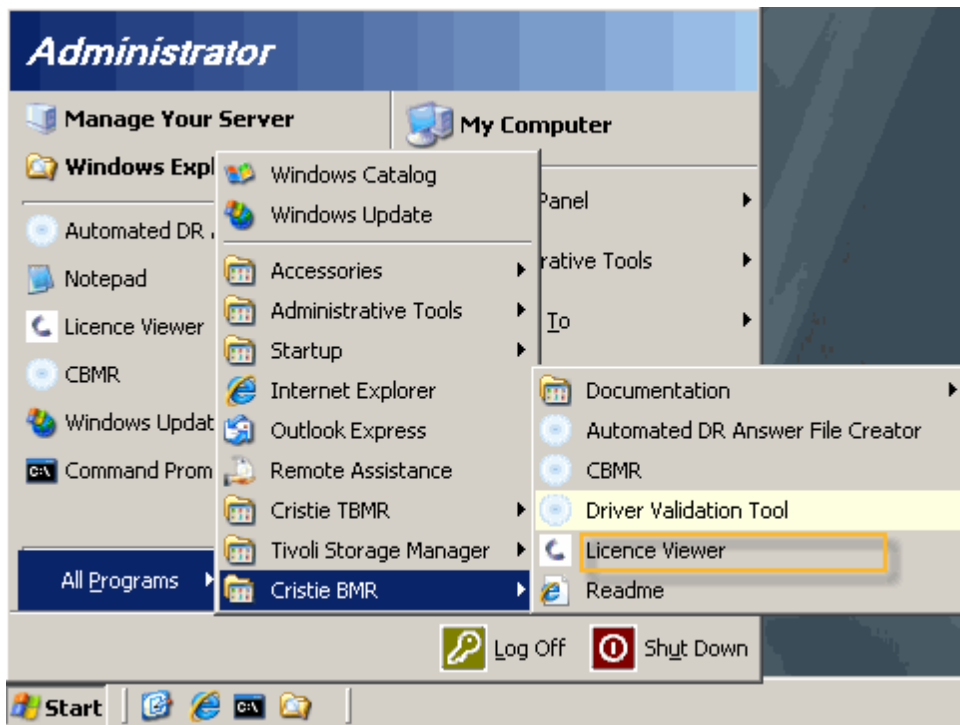


The CBMR configuration file generator will become active again as soon as a full licence has been purchased from Cristie and copied to the program folder.

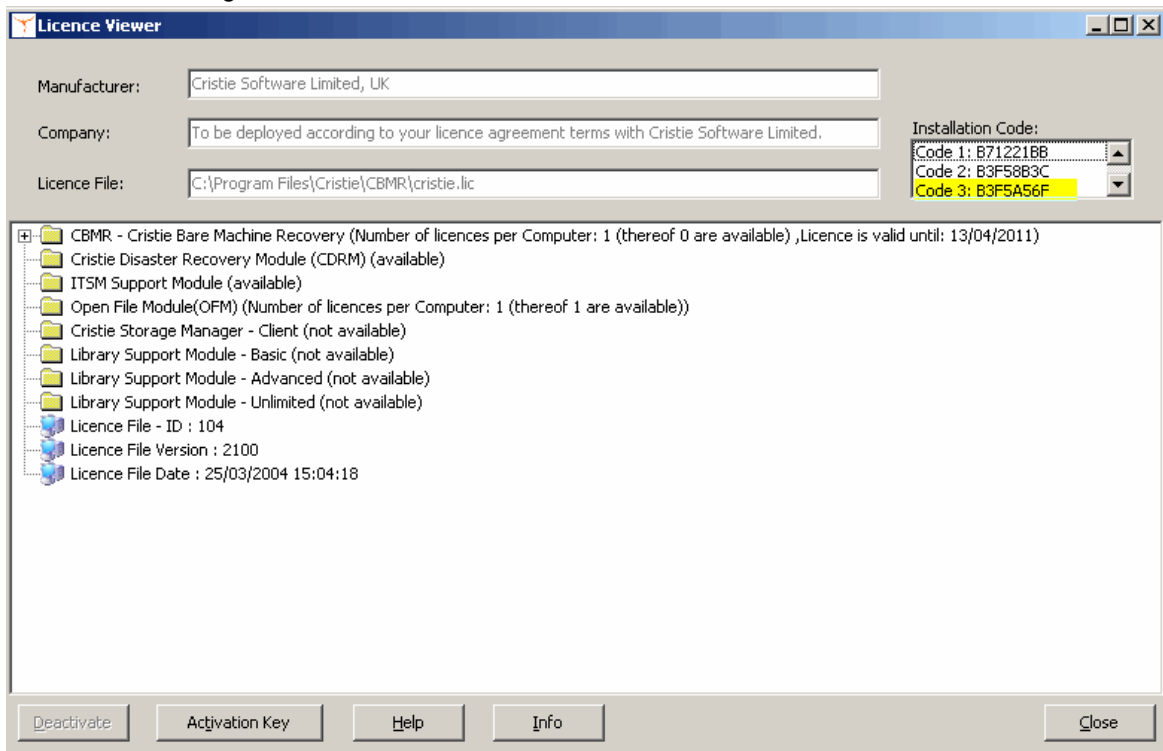
### 3.2 Full Licence

To upgrade from the trial licence to the full licence, you need to apply for an activation code via the Cristie website. The process is identical to the registration for the Trial version, except that you select the '**Full**' option at the Version prompt.

Before you can purchase the software you will need to register the product. This is done by using the **Licence Viewer** utility. Select this from the **Start** menu shortcut:



You will then need to note the **System ID**. This is the **Code 3** number displayed in the top right section of the dialogue titled **Installation Code**.



In this example the **System ID** is B3F5A56F.

Then navigate to the Cristie website page [www.cristie.com/register](http://www.cristie.com/register).

*Note: you have to be connected to the Internet to use this feature.*

Name *	<input type="text" value="My Name"/>
Company *	<input type="text" value="My Company"/>
Telephone *	<input type="text" value="My contact number"/>
Email *	<input type="text" value="My email address"/> <small>This <i>Email</i> address must be able to receive a binary file attachment.</small>
System ID *	<input type="text" value="B3F5A56F"/> <small>The <i>System ID</i> field will be the 8 character value displayed in the splash screen.</small>
Version *	Trial <input type="radio"/> Full <input checked="" type="radio"/> <small>You can obtain either a 30 day <i>Trial licence</i> for selected Cristie products, or a <i>Full licence</i> for already purchased Cristie products.</small>
Product *	<input type="text" value="CBMR"/>
Proof of purchase	<input type="text" value="123456"/> <small>The <i>Proof Of Purchase</i> field should <i>only</i> be used when upgrading to <b>full versions</b>. For CBMR this should be your Cristie Agreement/Contract Number or, for PC-BaX, your Cristie UK Sales Order number.  If your software was supplied with storage hardware, this is the item <i>Serial number</i>.</small>
Notes	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	
<b>Note:</b> It may take up to two working days to process your submission for a Full licence. Trial licences will be sent immediately.	

Enter the following details on the web page:

- your contact name, telephone and email address
- the **System ID** as obtained from the Licence Viewer (see above)
- select **Full** as the licence version
- select the correct product (CBMR in this case)

- your **Contract/Agreement No.** as Proof of Purchase

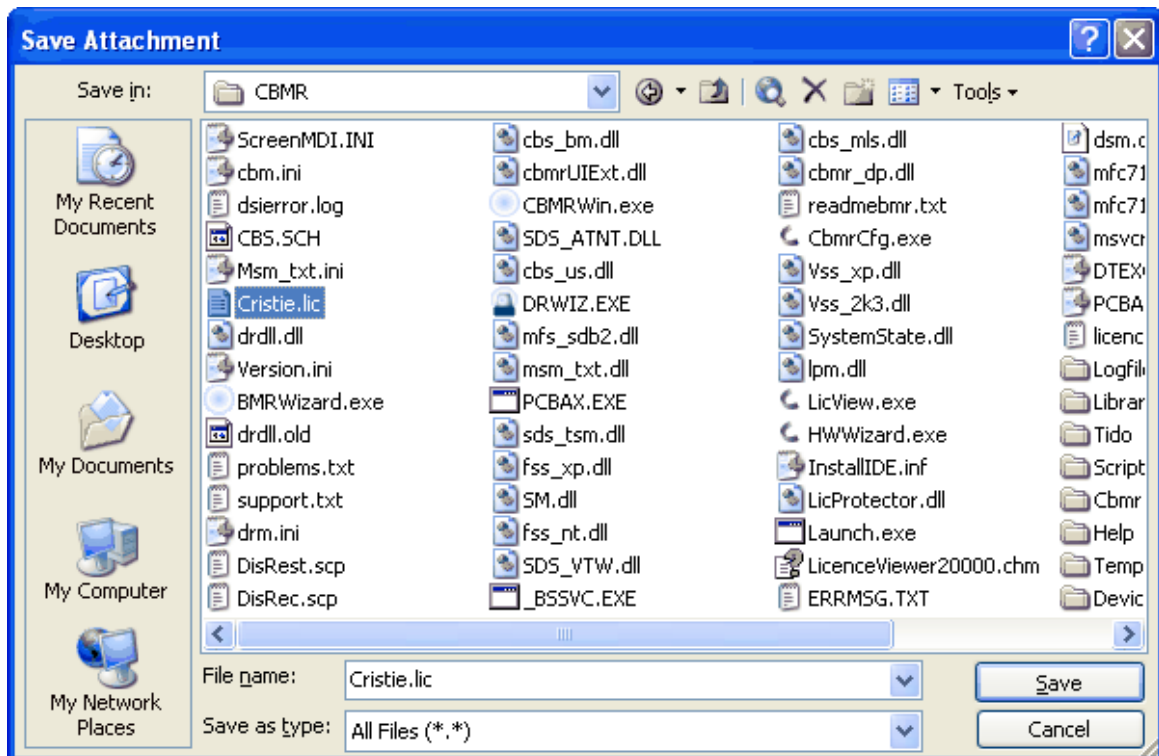
Select [Submit](#).

After you have completed the full registration of the product, an email will be sent to you in the following form (this is an example only).

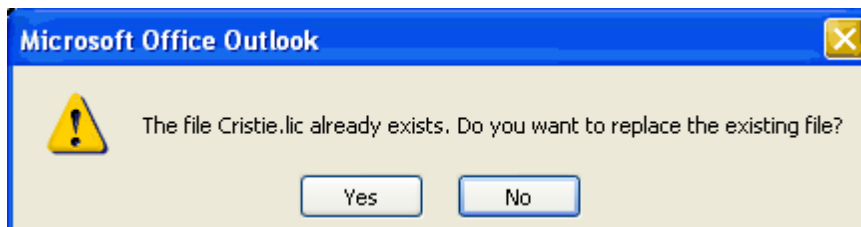


This email contains an attachment (**Cristie.lic**) which is a binary file. Make certain that your email server permits binary file attachments and does not remove the attachment or quarantine the email.

Once you have received the email with the attachment, you will need to copy the attached file from the email into the CBMR directory on your hard drive, which is normally located in "C:\Program Files\Cristie\CBMR". This can be done by right clicking on the attachment then selecting **Save As...** from the drop down menu. You will then have to select the CBMR folder . Alternatively simply drag and drop the file from the email to the folder.

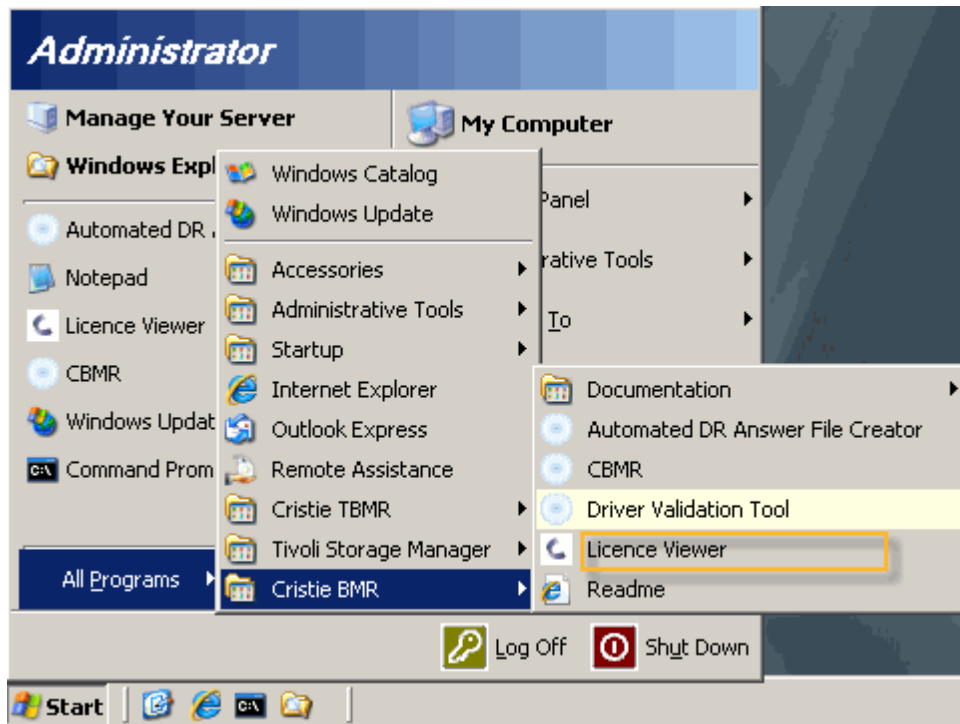


When you paste this file in to the CBMR folder, a pop-up box will appear asking if you wish to overwrite the file. Click **Yes** to this message.

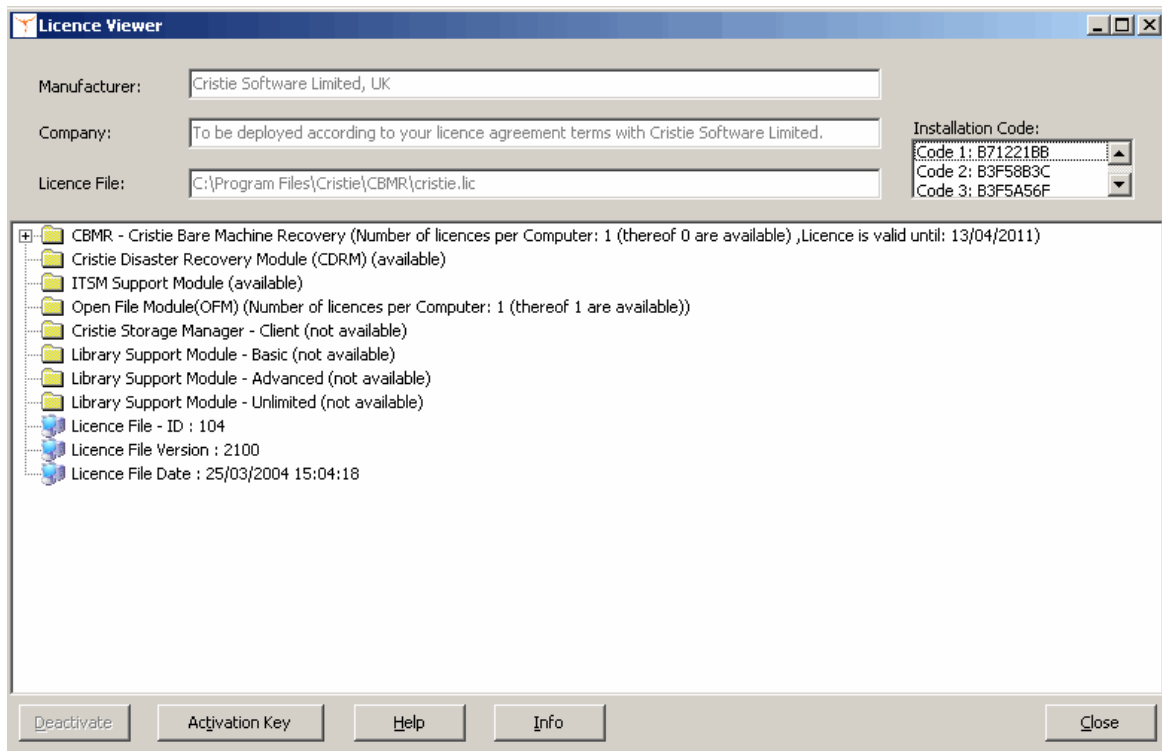


This license file will extend the trial licence period to a total of 45 days (from 30 days). During this time, Cristie will provide you with your full licence file.

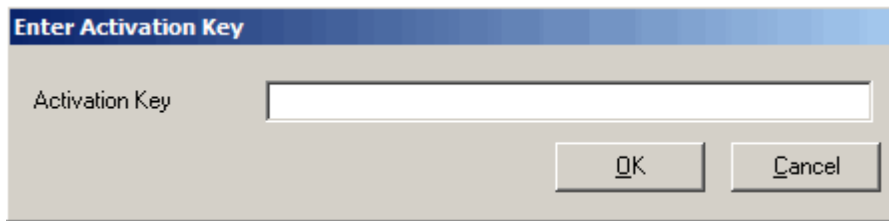
The final part of the activation process is processing the **Activation Key**. Entering this will fully enable CBMR functionality. The **Activation Key** will come as another email containing a text file attachment. Please allow up to two working days for your validation to be issued. To apply the **Activation Key**, run the **Cristie Licence Viewer** from the Start menu Cristie shortcut.




This will then display the **CBMR Licence Viewer**:



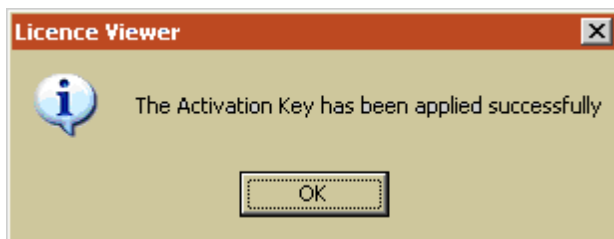
From this screen you are able to see all the licences held on this machine that relate to CBMR. To update your licence code click on [Activation Key](#). This then will produce a pop up box:



Then enter in the activation key that Cristie sales/support has supplied and press [OK](#).



When a correct activation key has been entered, the following dialogue box is produced. This will confirm that the activation key has been applied successfully.



Further information may be found in the Cristie Knowledge Base at <http://support.cristie.com/kb>

## 4 Cristie Technical Support

If you have any queries or problems concerning your Cristie Bare Machine Recovery product, please contact **Cristie Technical Support**. To assist us in helping with your enquiry, make sure you have the following information available for the person dealing with your call:

- CBMR Version Number
- Windows OS and Version Number
- Any error message information (if appropriate)
- Description of when the error occurs

### Contact Numbers - Cristie Software (UK) Limited

**Technical Support** +44 (0) 1453 847 009

**Technical Support Fax** +44 (0) 1453 847 003

**Toll-Free US Number** 1-866-TEC-CBMR (1-866-832-2267)

**Sales Enquiries** +44 (0) 1453 847 000

**Sales Fax** +44 (0) 1453 847 001

**Email** [cbmr@cristie.com](mailto:cbmr@cristie.com)

**Web** [www.cristie.com](http://www.cristie.com)

### Support Hours

05:00 to 17:00 Eastern Standard Time (EST) Monday to Friday

Out-of-Hours support available to customers with a valid Support Agreement - Severity 1 issues\* only

UK Bank Holidays\*\* classed as Out-of-Hours - Severity 1 issues only.

*\*Severity 1 issues are defined as: a production server failure, cannot perform recovery or actual loss of data occurring.*

*\*\*For details on dates of UK Bank Holidays, please see [www.cristie.com/support/](http://www.cristie.com/support/)*

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