



Bare Machine Recovery for NetWorker

Installation and Licencing Guide

For Windows

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Version 6.3

Cristie Software Ltd.
New Mill
Chestnut Lane
Stroud GL5 3EH
United Kingdom
Tel: +44(0)1453 847000
Fax: +44(0)1453 847001
cbmr@cristie.com

Cristie Data Products GmbH
Nordring 53-55

63843 Niedernberg
Germany
Tel: +49 (0) 60 28/97 95-0
Fax: +49 (0) 60 28/97 95 7-99
cbmr@cristie.de

Cristie Nordic AB
Gamla Värmdövägen 4

SE-131 37 Nacka
Sweden
Tel: +46(0)8 718 43 30
Fax: +46(0)8 718 53 40
cbmr@cristie.se

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Cristie Software Ltd
New Mill
Chestnut Lane
Stroud
GL5 3EH
UK

*Tel: +44 (0) 1453 847000
Email: cbmr@crisie.com
Website: <http://www.crisie.com>*

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1 Overview

This document describes the Installation and Licensing of the Bare Machine Recovery for NetWorker (NBMR) product.

NBMR installation uses the standard Microsoft Windows Installer MSIEXEC so enabling NBMR 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)

NBMR installation is currently available in English only.

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

2 NBMR Installation and Removal

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

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

2.1 Install NBMR

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 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 a Command window.

NBMR 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.

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

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

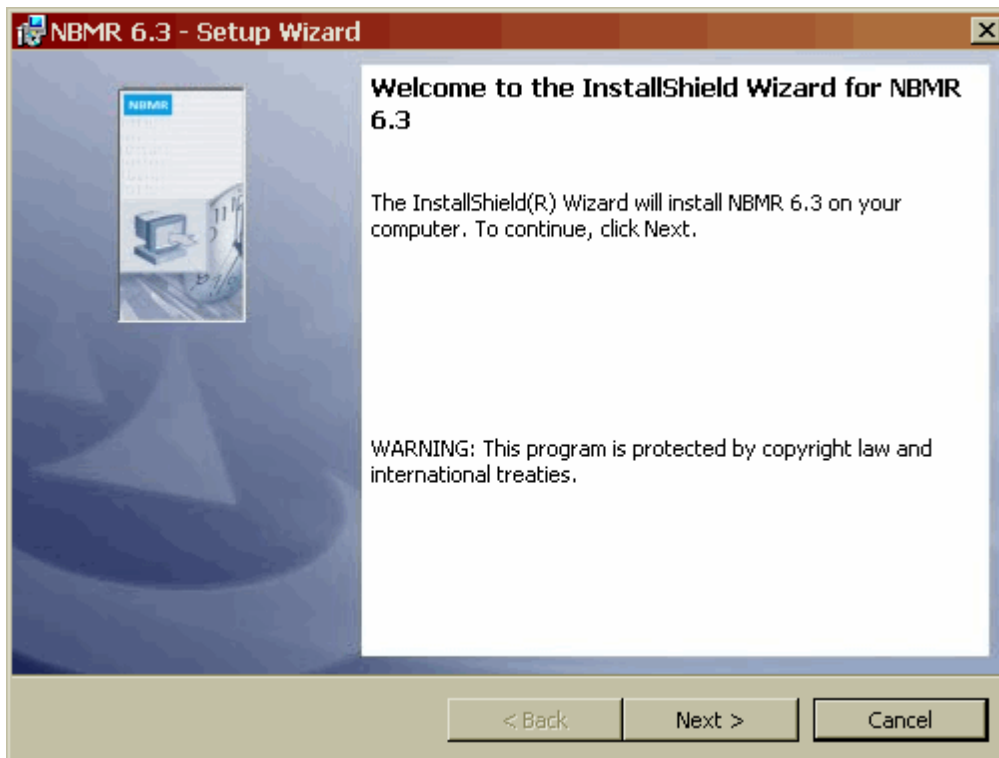
Select **Browse CD Contents** to view the CD installation folders/files in a Windows Explorer window.

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.

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

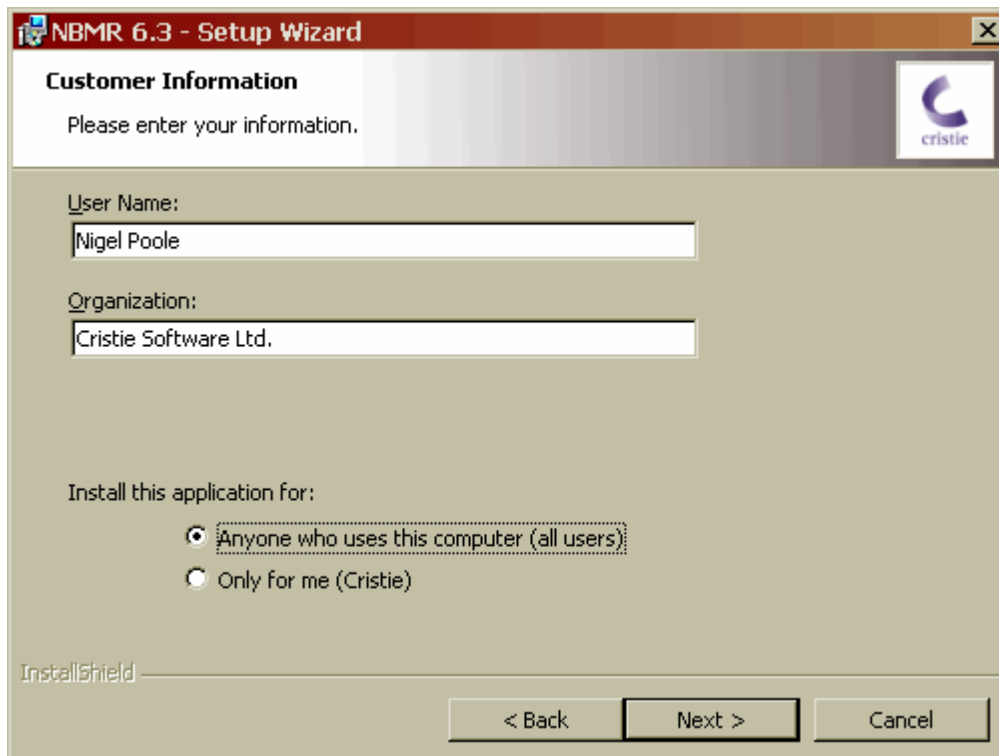
After clicking on the **Install NBMR** button, the installation will commence:



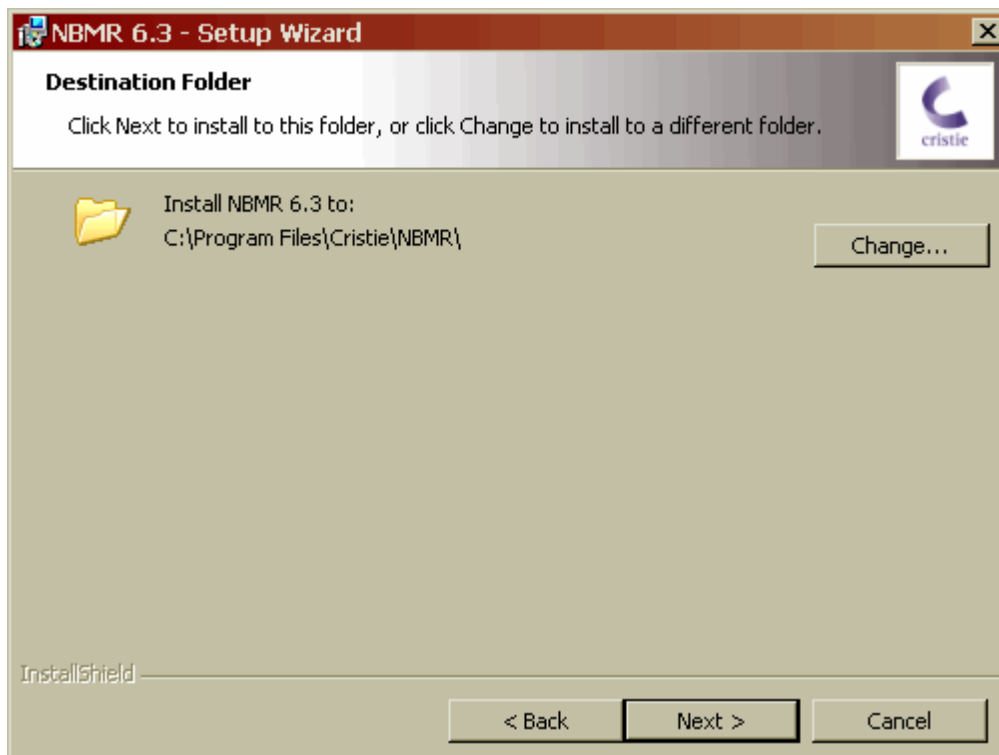
Selecting [Next>](#) results in the display of the Cristie Licence agreement.



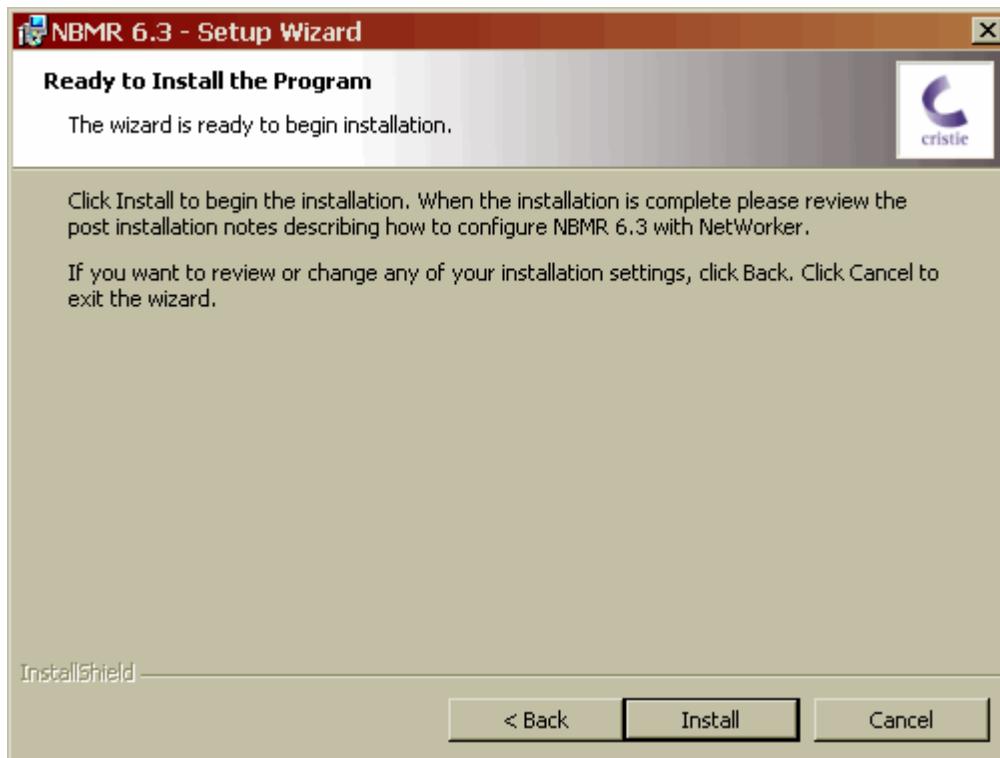
If you accept the licence agreement, press [Next>](#).



Confirm the User information and press [Next>](#) to select the NBMR installation folder.



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

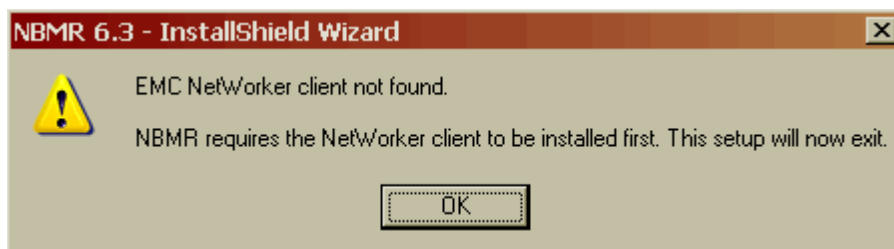


If you are happy to proceed with the installation click on [Install](#). If the installer detects insufficient memory for the Cristie Windows PE DR environment to boot, then a warning is issued:



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

NBMR requires the NetWorker client to be pre-installed; it will show a warning message if it is not present and the setup will then end:



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.



Please ensure the NBMR backup client is configured as summarised in the post installation actions.

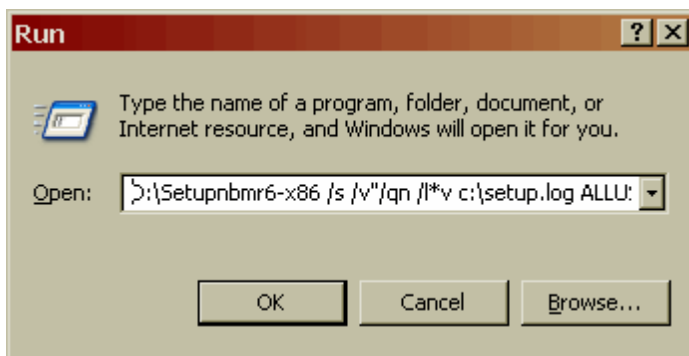
To optionally view the Readme file immediately upon exit, tick the relevant box. No reboot is required after installation.

2.1.1 Silent Install

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

The installation utility `SetupNBMR6-X86.exe` is supplied on the **NBMR** 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):

```
SetupNBMR6-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 NBMR 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,

```
SetupNBMR6-X86.exe /s /v"/qn ADDLOCAL=NBMR ALLUSERS=1 INSTALLDIR="%  
systemdrive%\Program Files\Cristie\NBMR".
```

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 NBMR 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 NBMRx86.msi /qn ALLUSERS=1.
```

However, you will first need to extract the NBMRx86.msi from the InstallShield SetupNBMR6-X86.exe file. The file NBMRx86.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 NBMR. (The XXXX reference is system dependent).

You will need to search for NBMRx86.msi if there is more than one such folder in "Downloaded Installations".

For x64 versions, use the SetupNBMR6-x64.exe and NBMRx64.msi files instead.

Note: NBMR 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 NBMR via the MSI file will NOT install these program redistributable files. These must be installed separately before running any of the NBMR programs for the first time.

Note: NBMR setup also creates an initial copy of the system configuration. If installing NBMR via the MSI file, this will NOT happen. It is vital for the correct operation of the DR process that this configuration is created MANUALLY prior to making the first NetWorker backup post installation. Refer to the NBMR User Guide for details on how to do this.

2.2 Existing Installations of other Cristie BMR products

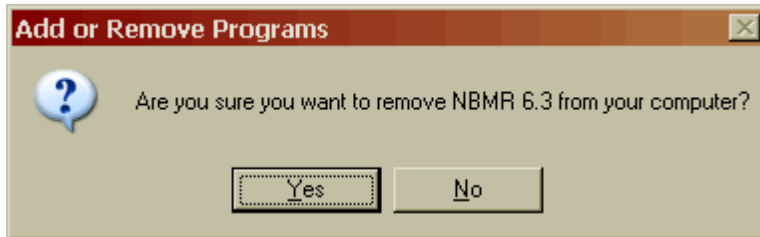
Any existing installations of other Cristie BMR products such as CBMR 4.11/4.30.x/5.x.x/6.x.x, PC-BaX 4.11/4.30.1 or TBMR 6.x.x can co-exist with NBMR. However, NBMR must have its own separate Cristie license.

2.3 Remove NBMR

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



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



2.3.1 Silent Uninstall

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

```
SetupNBMR6-X86.exe /s /v"/qn REMOVE=ALL"
```

To perform the same operation using MSIEXEC directly, enter:

```
msiexec /x NBMRx86.msi /qn
```

The file NBMRx86.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 NBMR (the XXXX reference is system dependent). You will need to search for NBMRx86.msi if there are more than one such folders in "Downloaded Installations".

For x64 versions, use the SetupNBMR6-x64.exe and NBMRx64.msi files instead.

3 Product Licencing

When first installed, NBMR may be used for a trial period of 30 days. During that period NBMR 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.

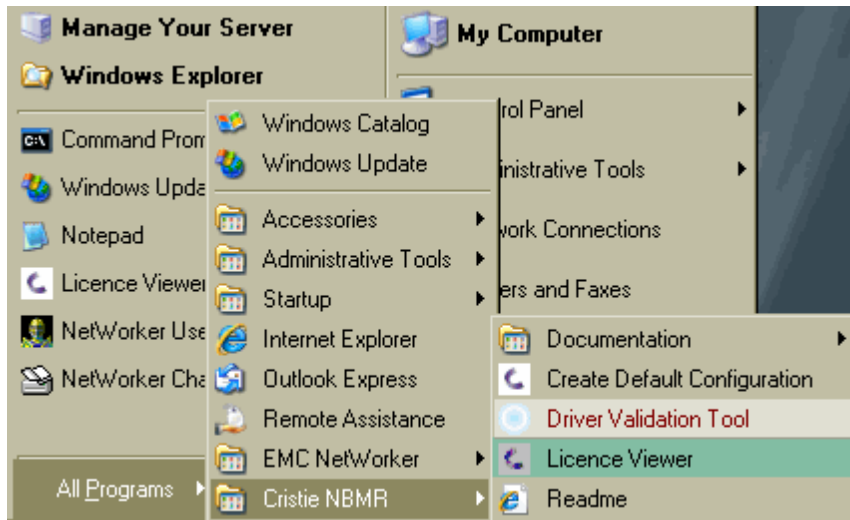
If you purchase the product, then a new licence file and activation key will be sent to you.

The following sections discuss this in more detail.

3.1 Trial Licence

A 30-day trial licence commences from the date of installation. The NBMR configuration file generator (**NBMRCfg.exe**) will not run after this period expires.

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

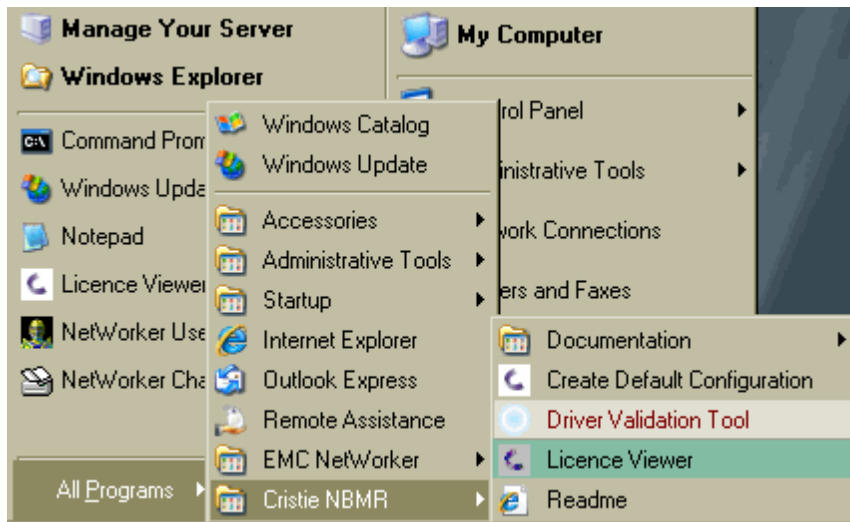


The NBMR configuration file generator will become active again as soon as a full licence has been purchased from Cristie and copied to the program folder.

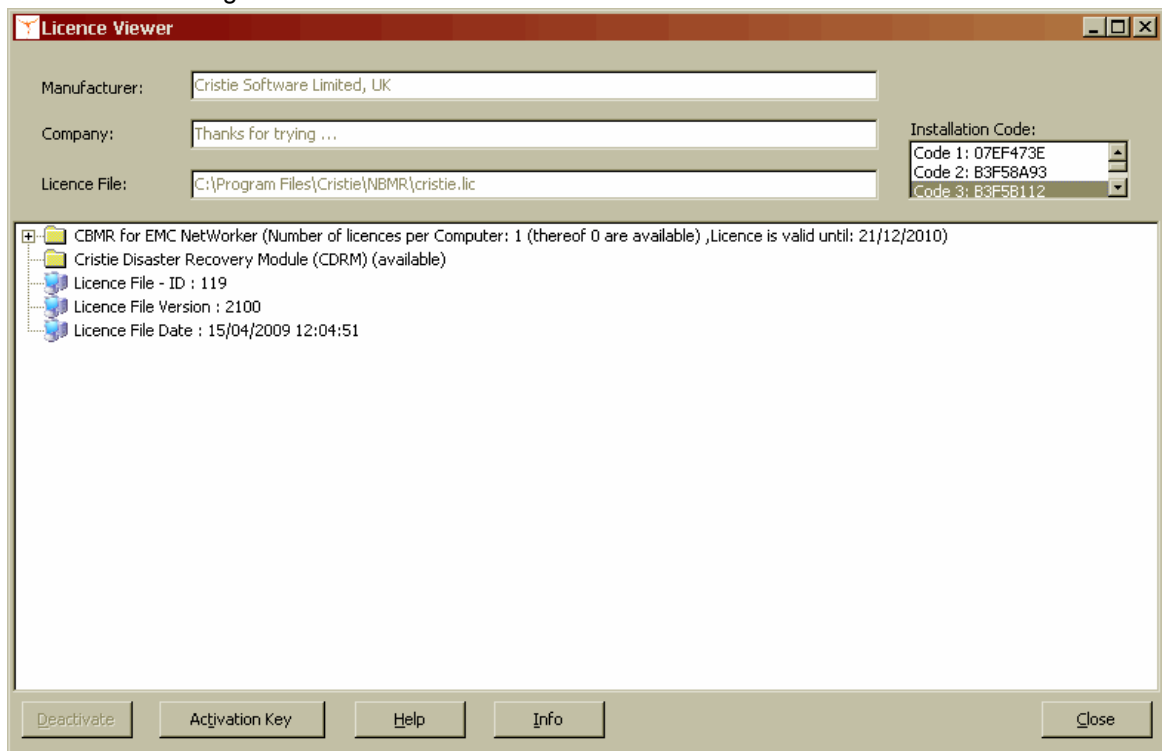
3.2 Full Licence

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.

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

Site search: Go Choose language:

How quickly can your mission-critical servers be restored?

Software Solutions | Products | Download | Purchase | **Support** | News | About Cristie

You are here: > Support

Documentation
Videos
Knowledge Base
Knowledge Base Test
IBM
Resellers

English

If you are a STOREX user and would like to register your PC-BaK Professional, please use the link : pobax.storex.fr

Complete and submit this form to obtain either a 30-day Trial or a Full licence for purchased software.
Mandatory fields are marked *

Name *

Company *

Telephone *

Email *
This Email address must be able to receive a binary file attachment.

System ID *
The System ID field will be the 8 character value displayed in the splash screen.

Version * Trial Full
You can obtain either a 30 day Trial licence for selected Cristie products, or a Full licence for already purchased Cristie products.

Product *

Proof of purchase
The Proof Of Purchase field should only be used when upgrading to full versions.
For C2MR this should be your Cristie Agreement/Contract Number or, for PC-BaK, your Cristie UK Sales Order number.
If your software was supplied with storage hardware, this is the Item Serial number.

Notes

Note: It may take up to two working days to process your submission for a Full licence. Trial licences will be sent immediately.

Disaster Recovery | Data Backup | Server Migration | Console

Microsoft Gold Certified Partner | Compatible with Windows 7 | Advanced Business Partner | IBM | Tivoli | Sales: +44 (0) 1453 947030 | Email: sales@cristie.com | © Cristie Software Ltd 2010 | Site map | Legal | Contact

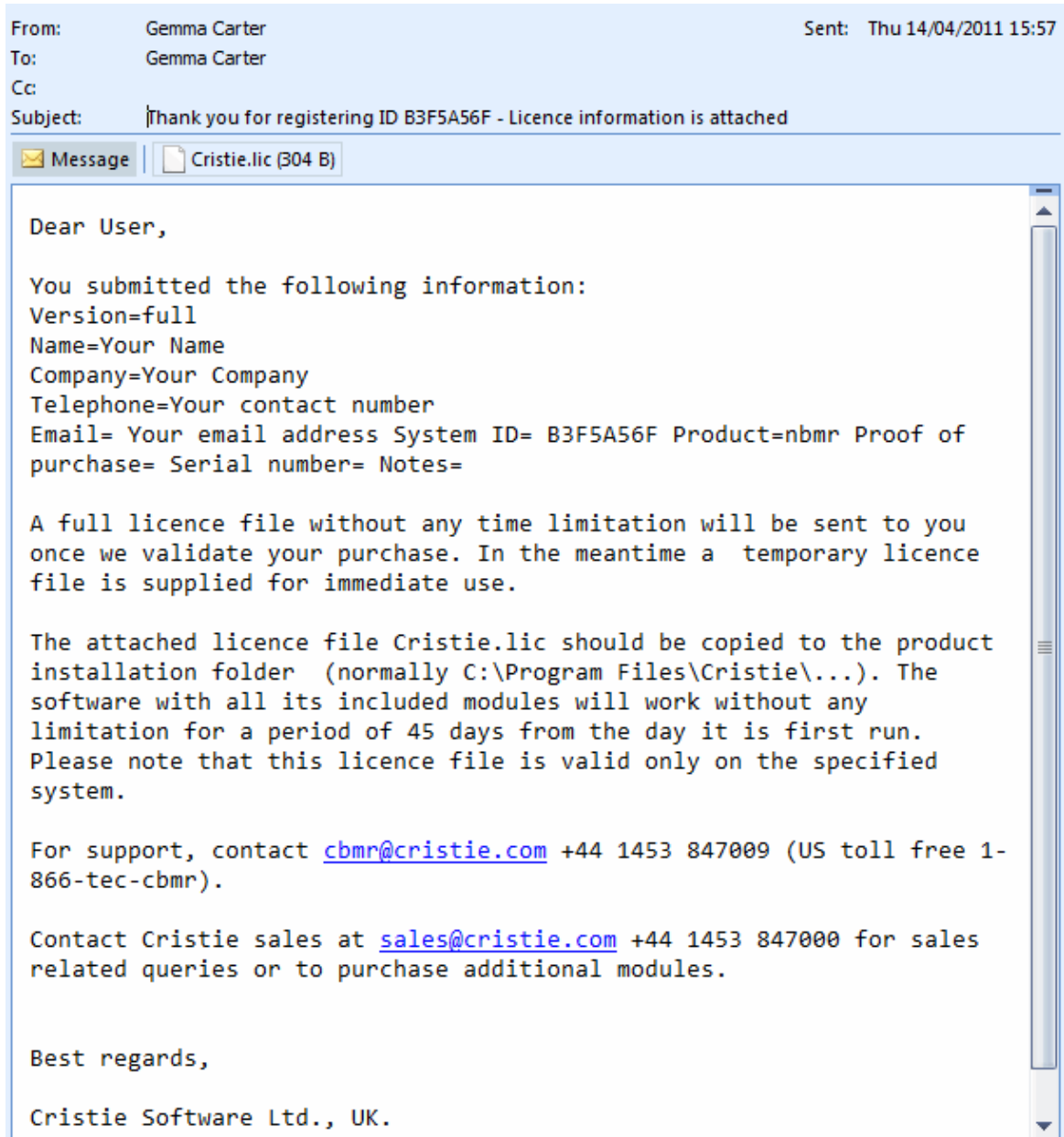
Enter the following details on the web page:

- 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 (NBMR in this case)
- your **Contract/Agreement No.** as Proof of Purchase

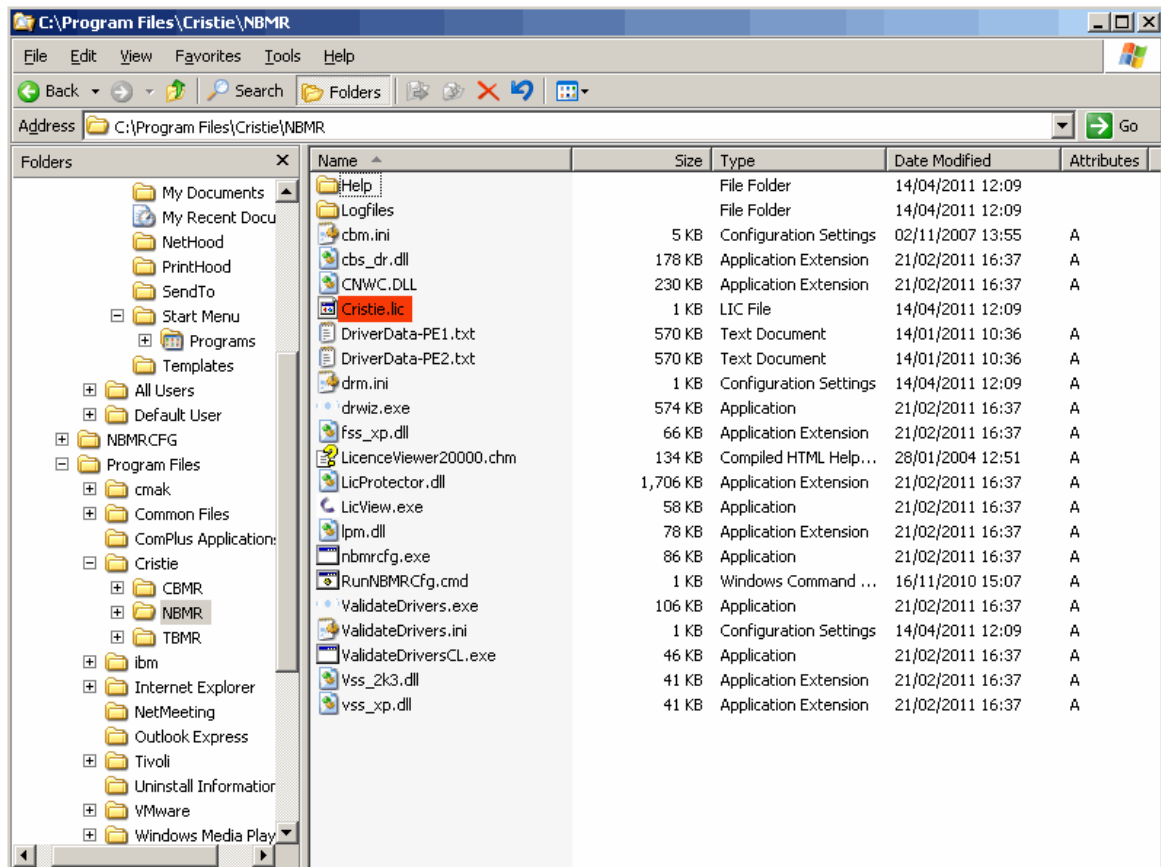
Select [Submit](#).

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).

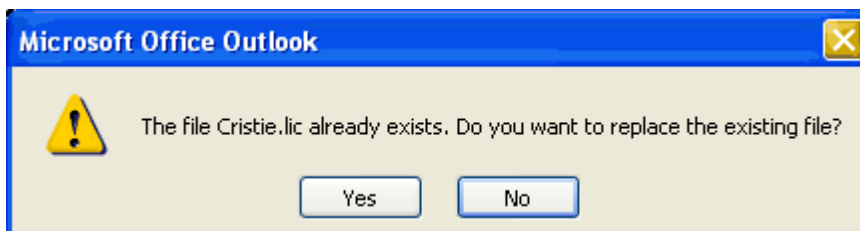


This email contains an attachment ([Cristie.lic](#)) which is a binary file. Make certain that your email server permits binary file attachments and does not remove the attachment or quarantine the email.

Once you have received the email with the attachment, you will need to copy the attached file from the email into the NBMR directory on your hard drive, which is normally located in “C:\Program Files\Cristie\NBMR”. 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 NBMR folder . Alternatively simply drag and drop the file from the email to the folder.

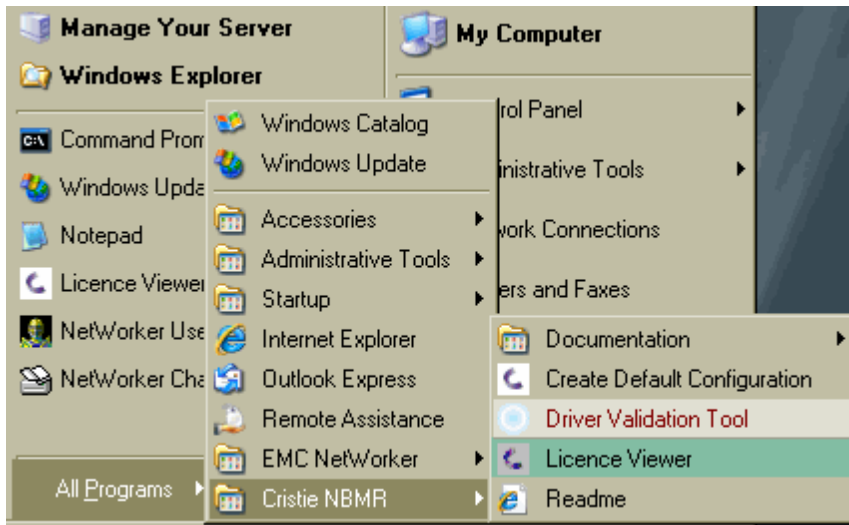


When you paste this file in to the NBMR folder, a pop-up box will appear asking if you wish to overwrite the file. Click **Yes** to this message.

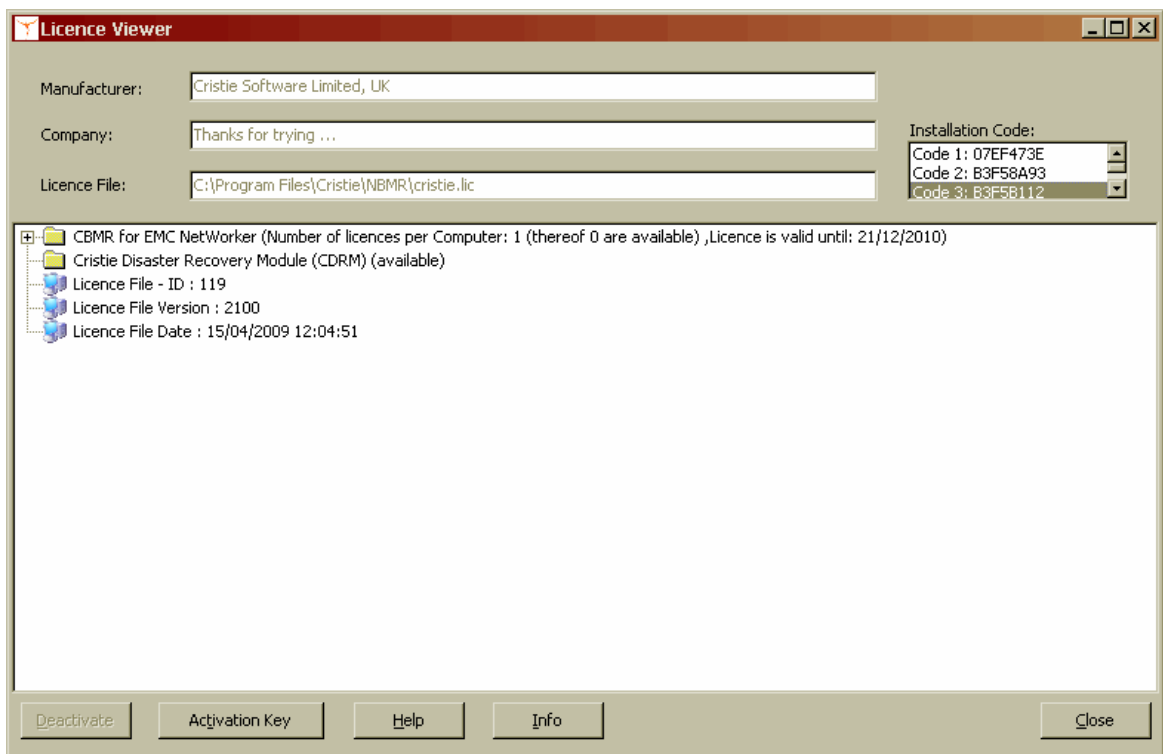


This license file will extend the trial licence period to a total of 45 days (from 30 days). During this time, Cristie will provide you with your full licence file.

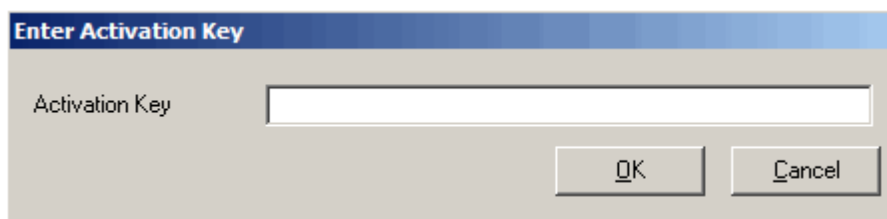
The final part of the activation process is processing the **Activation Key**. Entering this will fully enable NBMR functionality. The **Activation Key** will come as another email containing a text file attachment. Please allow up to two working days for your validation to be issued. To apply the **Activation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



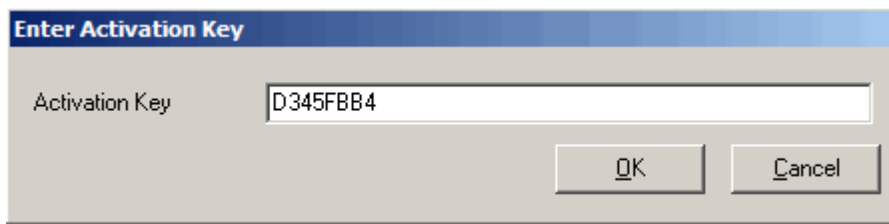
This will then display the **NBMR Licence Viewer**:



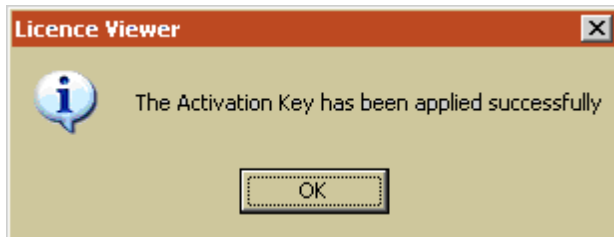
From this screen you are able to see all the licences held on this machine that relate to NBMR. To update your licence code click on **Activation Key**. This then will produce a pop up box:



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 Bare Machine Recovery for NetWorker 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:

- NBMR 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

Web 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/*

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