

[MultiShields Backup Documentation](#)

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## 1. Introduction to restoring a drive image

Your MultiShields drive image backup preserves 100% of everything on your drive.

In these situations, you'll be glad you have a complete backup:

- Your main drive crashes,
- A vital part fails
- MS Windows becomes corrupted, or
- The entire computer is destroyed

The drive image restore process brings back everything faster than any other method.

You can **avoid days of extra work and long delays** by restoring from a drive image.

**Important Note:** This guide is really long. It shows a screenshot for almost every click and text entry. The [Quick Guide - Drive Image Restore](#) is far shorter and still shows what you need.

### 1.1 Comparison to other backup methods

Most backup systems protect only data files and folders. They do not preserve:

- Operating system software
- Operating system configurations
- Software installations
- Software settings
- Updates to the operating system and software applications

Without preserving those vital parts of your computer system, you face a long, arduous path to recovery.

**Without a drive image backup**, this work would have to be done:

- Find or download your operating system installer (OS) files.
- Find your OS product key.

- Find your software installers.
- Find your software product keys.
- Go to the website of each software program to find out how to transfer your license from one computer to another.
- Find out that some companies require you to deactivate the software first, which you cannot do because the drive or computer is dead. Contact Tech Support at each of those companies for help.
- End up buying new licenses for some software because Tech Support is “busy helping other customers” and finally asks you for information you don’t have because it was on your computer that died.
- Find your documentation of all your OS and software settings. You or your technician documented all those settings and changes and saved them off your computer, right?
- ... and still there is **much more work** to do! This is just the start. The software installation, updating and data restoration **has not yet begun!**

With your drive image backup, you have far fewer steps, delays and missing pieces.

## ***2. Important: Before you start***

### **2.1 What you must have now**

To restore your drive from a MultiShields drive image backup, you need to have these essentials.

1. The drive image backup files - Typically saved on a USB drive, NAS, other computer and/or our cloud data center. Have the name and size of the drive handy.
2. A recovery flash drive - A flash drive, 32 GB or smaller, that was configured as a MultiShields Backup recovery drive. This is a drive that was created and saved in a safe place when MultiShields Backup was installed.
3. Your MultiShields Backup username and password - You should already have received them from us. If you do cannot find them, contact us at: support@securemyfirm.com or 952.922.1120. You will need them log into MultiShields Backup and begin the restore process.
4. The drive letter of your Backup Drive - If restoring from a USB drive, you need the drive letter used during backups. This is the place where your nightly backups are stored.
5. This MultiShields Backup Image Restore Guide - Have it printed on paper or available on a laptop or tablet. This guide is available at <https://securemyfirm.com/help>. It may have been updated since this version was printed or downloaded.
6. Your original or replacement computer - Your original computer with a working drive or a replacement computer with a drive as large or larger that the old drive.

### **2.2 Precautions before you start the restore**

Restoring your drive image backup will **erase absolutely everything** on the destination drive. That is exactly what you want to happen. However, first determine the following:

1. Were any important files created or changed **after** your most recent backup?
  1. If so, is there any possibility that those files could be copied off of the original drive? Sometimes files can be rescued directly from a failed hard drive.
2. Are you sure you have a good, recent backup of the drive? With MultiShields Backup, you have a high level of confidence. Still, you may choose to perform a **test restore** of a few files on a different computer to confirm that the backup works.

1. If for some highly unusual reason the test restore does not work, you may need to resort to another backup.
2. If you do not have a good backup, do not attempt to restore from a bad backup to your original computer. That could prevent a data recovery company from being able to extract files from the original, failed hard drive.
3. If you are restoring to a new computer:
  1. If the computer comes with pre-installed MS Windows or other software, make a drive image backup of the new computer.
  2. Test the drive image backup. See our guide: [How to test your MultiShields Backup](#).

If you have any questions, you may: - Review our Help pages at: <https://securemyfirm.com/help> - Write to us at: [support@securemyfirm.com](mailto:support@securemyfirm.com) - Call us at: 952.922.1120

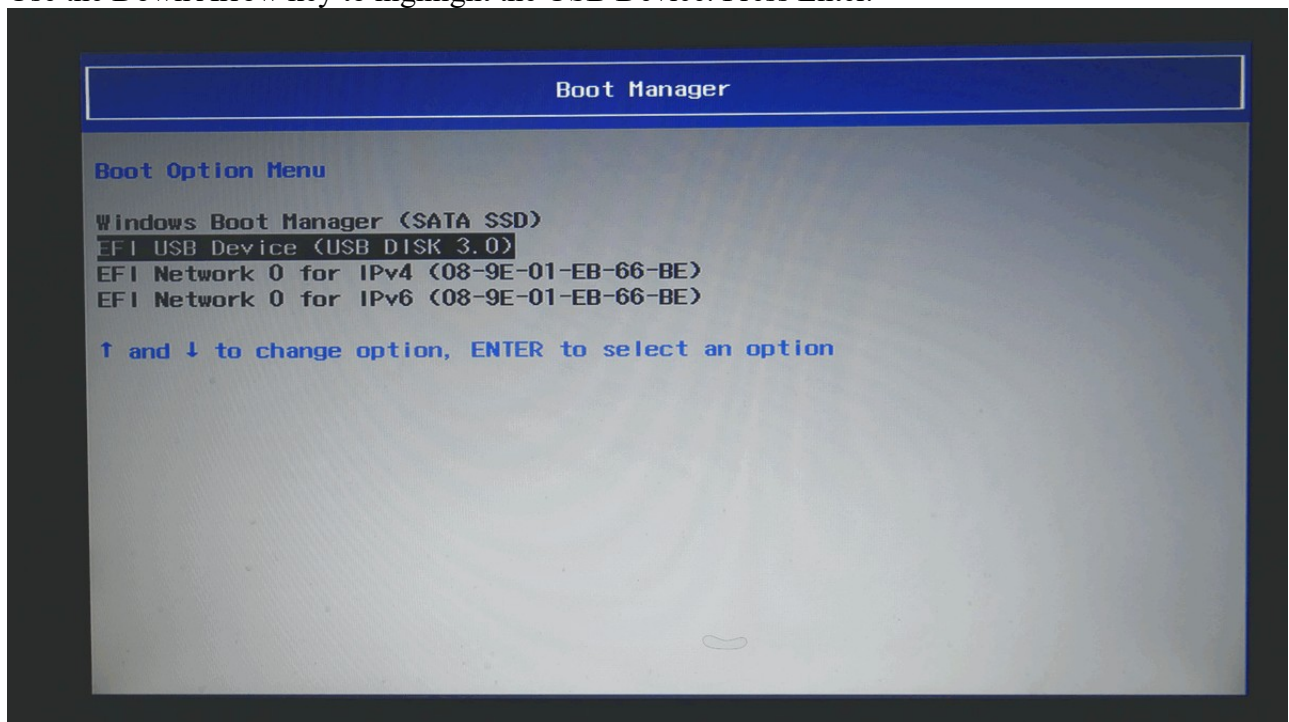
## **2.3 Overview of the drive image restore steps**

1. If the original hard drive failed, replace it with a new one. If the original computer is unusable, set up a replacement computer.
2. Connect the USB recovery flash drive and the MultiShields Backup drive.
3. Power on the computer and press F12 (or a different BIOS key for your computer) repeatedly on seeing the vendor logo (splash screen)
4. Follow the steps for launching the MultiShields Backup restore process.
5. Wait for the process to finish in 30 minutes or several hours, depending on the size of your backup and the speed of your drives.
6. Review any error messages and optionally export the restore log file, saving it on the USB flash recovery drive.
7. Close the MultiShields Backup restore program and restart the computer.
8. Check to see that your software is working and your data files and be opened.

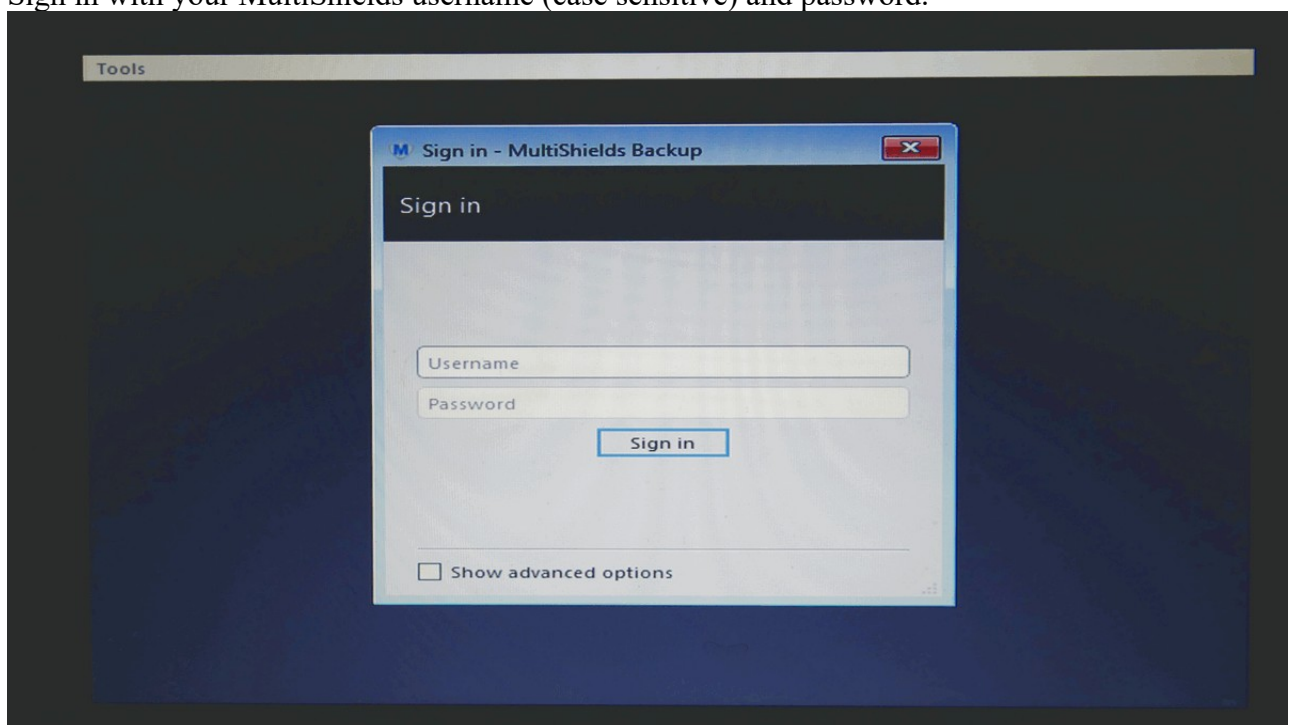
## **3. Step-by-step: MultiShields drive image restore**

1. Connect your backup drive to your computer.
2. Connect your Recovery USB flash drive to your computer.
3. Restart your computer.
4. Repeatedly press the F12 key once every second until the Boot Menu screen appears.

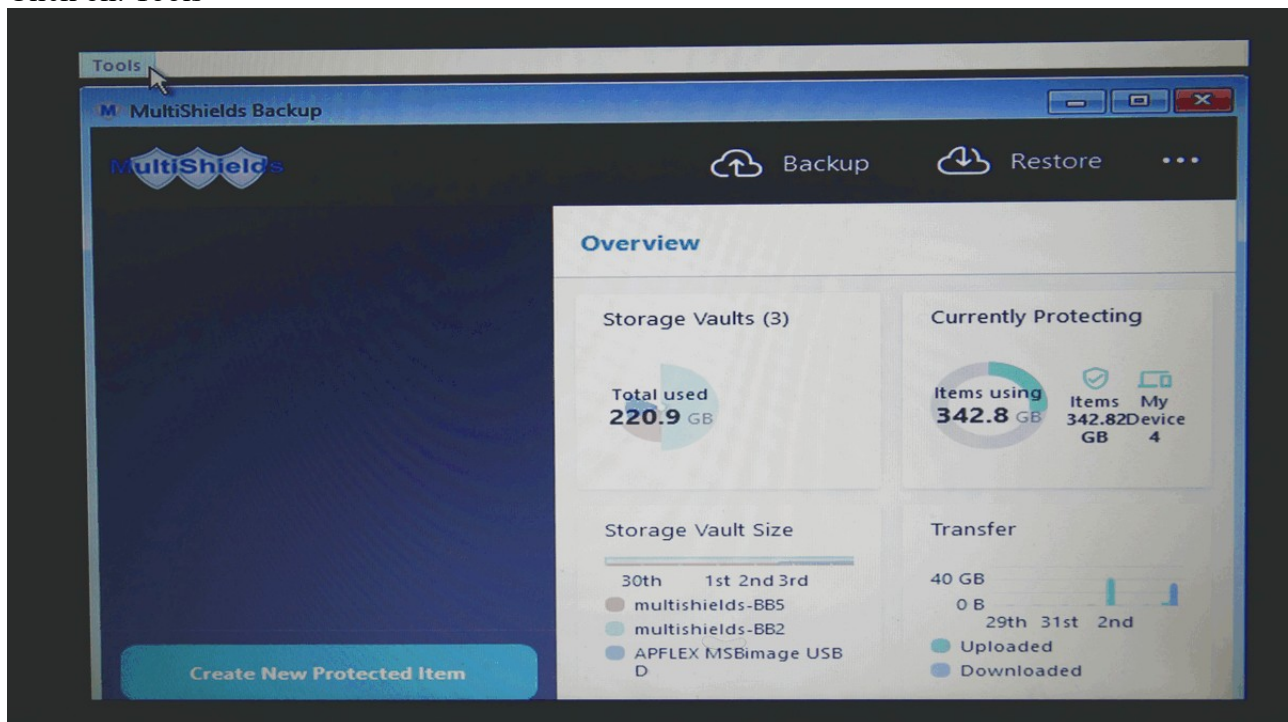
5. Use the Down Arrow key to highlight the USB Device. Press Enter.



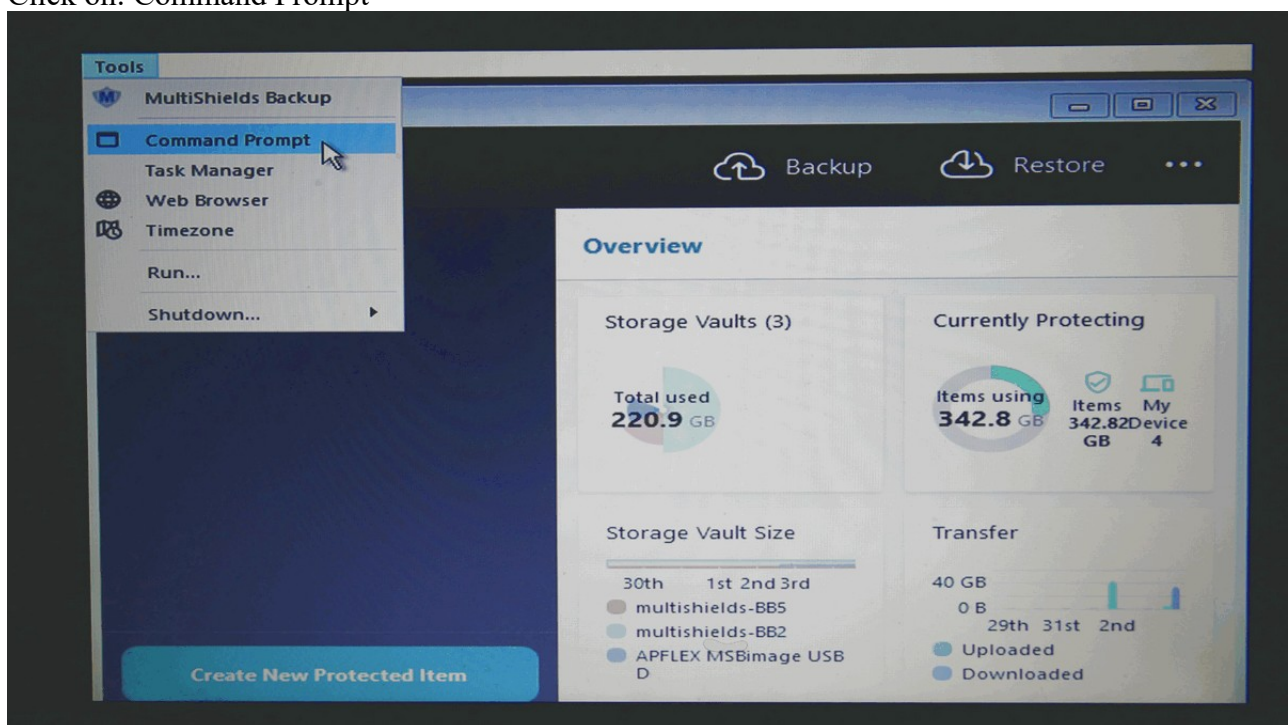
6. Sign in with your MultiShields username (case sensitive) and password.



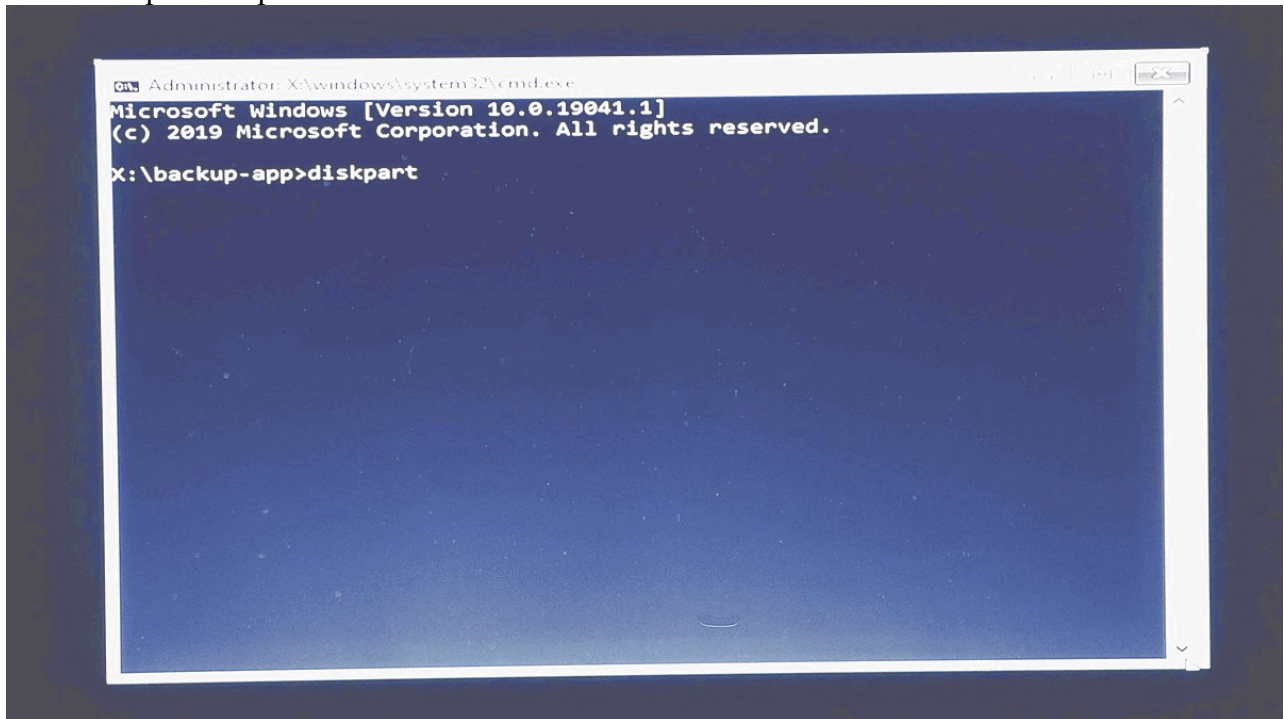
7. Click on: Tools



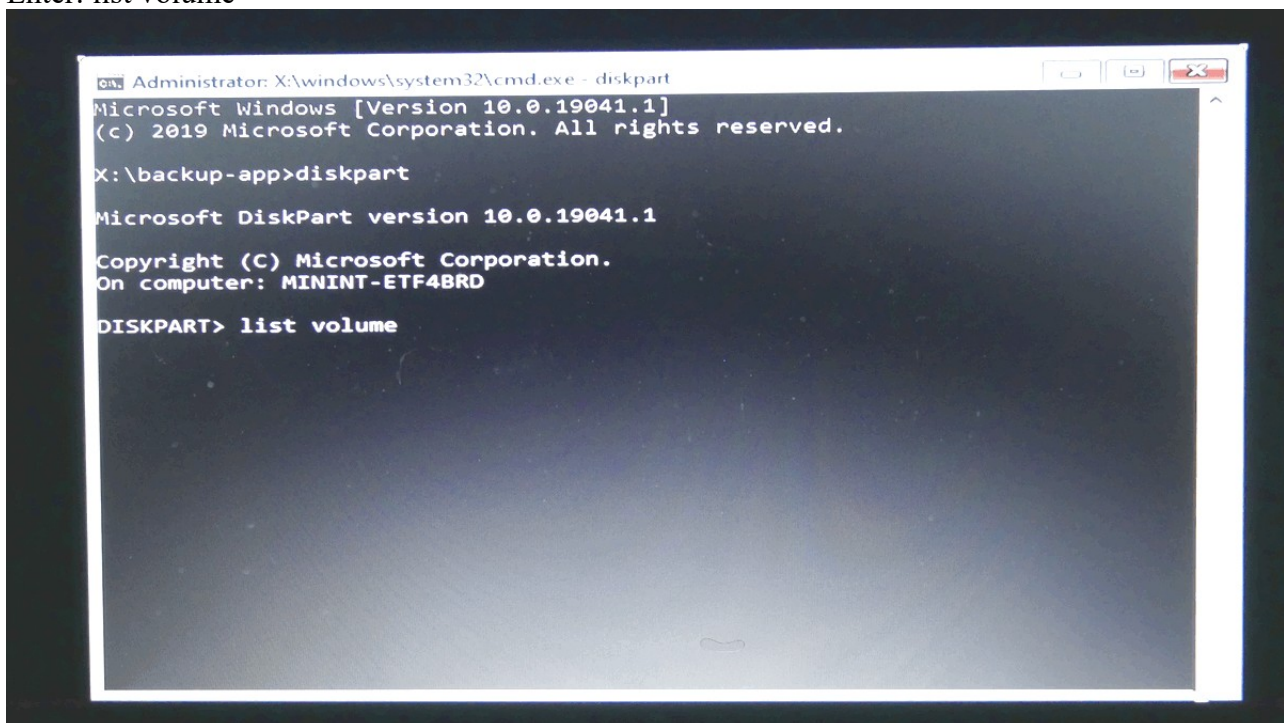
8. Click on: Command Prompt



9. Enter: diskpart and press Enter



10. Enter: list volume



11. Study the list. Your Backup Image Drive likely has a letter that is different from the letter it had when backups ran each night. If so, you need to change .
- In this example, the Backup Image Drive has the letter E in the list below.

- It needs to be assigned the letter D, its letter during nightly backups.

```

Administrator: X:\windows\system32\cmd.exe - diskpart
X:\backup-app>diskpart

Microsoft DiskPart version 10.0.19041.1

Copyright (C) Microsoft Corporation.
On computer: MININT-ETF4BRD

DISKPART> list volume

   Volume ###  Ltr  Label           Fs      Type        Size     Status       Info
   -----
   Volume 0      C             NTFS     Partition    143 GB    Healthy
   Volume 1                      NTFS     Partition     509 MB    Healthy
   Volume 2             FlexData      NTFS     Partition    810 GB    Healthy
   Volume 3                      FAT32     Partition    100 MB    Healthy    Hidd
   Volume 4      D    MSBRECOVER      FAT32     Removable    28 GB    Healthy
   Volume 5      E    MSBImage        NTFS     Removable   460 GB    Healthy

DISKPART> select volume 4
  
```

12. The next steps show you how to remove the letter D from another drive and assign it to the Backup Image Drive.

- Volume 4 in this example has the letter D, the letter that needs to be freed up, the example command is: select volume 4
- Enter that command, but use the volume # opposite your Backup Image Drive.

```

Administrator: X:\windows\system32\cmd.exe - diskpart
X:\backup-app>diskpart

Microsoft DiskPart version 10.0.19041.1

Copyright (C) Microsoft Corporation.
On computer: MININT-ETF4BRD

DISKPART> list volume

   Volume ###  Ltr  Label           Fs      Type        Size     Status       Info
   -----
   Volume 0      C             NTFS     Partition    143 GB    Healthy
   Volume 1                      NTFS     Partition     509 MB    Healthy
   Volume 2             FlexData      NTFS     Partition    810 GB    Healthy
   Volume 3                      FAT32     Partition    100 MB    Healthy    Hidd
   Volume 4      D    MSBRECOVER      FAT32     Removable    28 GB    Healthy
   Volume 5      E    MSBImage        NTFS     Removable   460 GB    Healthy

DISKPART> select volume 4
  
```

13. Enter: remove letter=d

- d is an example. Use the letter that your Backup Image Drive used for nightly backups.

```

Administrator: X:\windows\system32\cmd.exe - diskpart
Copyright (C) Microsoft Corporation.
On computer: MININT-ETF4BRD

DISKPART> list volume

   Volume ###  Ltr  Label        Fs      Type        Size     Status     Info
   -----
   Volume 0      C             NTFS     Partition   143 GB    Healthy
   Volume 1              NTFS     Partition    509 MB    Healthy
   Volume 2      FlexData      NTFS     Partition   810 GB    Healthy
   Volume 3              FAT32     Partition    100 MB    Healthy    Hidd
   Volume 4      D  MSBRECOVER  FAT32     Removable    28 GB    Healthy
   Volume 5      E  MSBImage    NTFS     Removable   460 GB    Healthy

DISKPART> select volume 4
Volume 4 is the selected volume.

DISKPART> remove letter=d_
  
```

14. Enter: select volume 5

- 5 is an example. Here it is the Volume # of the Backup Image Drive.
- Use the number opposite your Backup Image Drive in this command.

```

Administrator: X:\windows\system32\cmd.exe - diskpart

   Volume ###  Ltr  Label        Fs      Type        Size     Status     Info
   -----
   Volume 0      C             NTFS     Partition   143 GB    Healthy
   Volume 1              NTFS     Partition    509 MB    Healthy
   Volume 2      FlexData      NTFS     Partition   810 GB    Healthy
   Volume 3              FAT32     Partition    100 MB    Healthy    Hidd
   Volume 4      D  MSBRECOVER  FAT32     Removable    28 GB    Healthy
   Volume 5      E  MSBImage    NTFS     Removable   460 GB    Healthy

DISKPART> select volume 4
Volume 4 is the selected volume.

DISKPART> remove letter=d
DiskPart successfully removed the drive letter or mount point.

DISKPART> select volume 5_
  
```

15. Enter: remove letter=e

- e is an example. Here it is the letter assigned to the Backup Image Drive.
- Use the letter opposite your Backup Image Drive in this command.

16. Enter: assign letter=d

- d is an example. It is the letter used for nightly backups to the Backup Image Drive.
- Use the letter that was used on your computer for nightly backups.

17. Enter: exit

```

Administrator: X:\windows\system32\cmd.exe - diskpart
en
Volume 4      D      MSBRECOVER  FAT32  Removable   28 GB  Healthy
Volume 5      E      MSBImage   NTFS   Removable  460 GB  Healthy

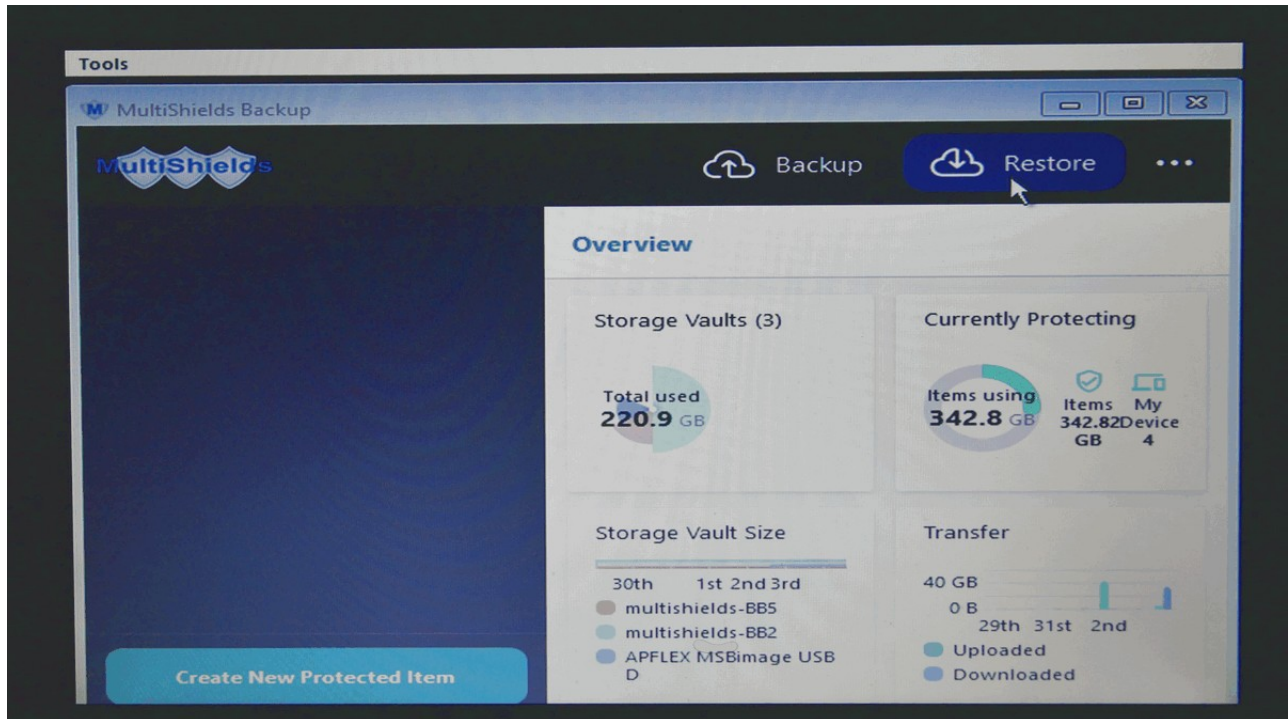
DISKPART> select volume 4
Volume 4 is the selected volume.
DISKPART> remove letter=d
DiskPart successfully removed the drive letter or mount point.
DISKPART> select volume 5
Volume 5 is the selected volume.
DISKPART> remove letter=e
DiskPart successfully removed the drive letter or mount point.
DISKPART> assign letter=d
DiskPart successfully assigned the drive letter or mount point.
DISKPART> exit
  
```

18. Enter: exit

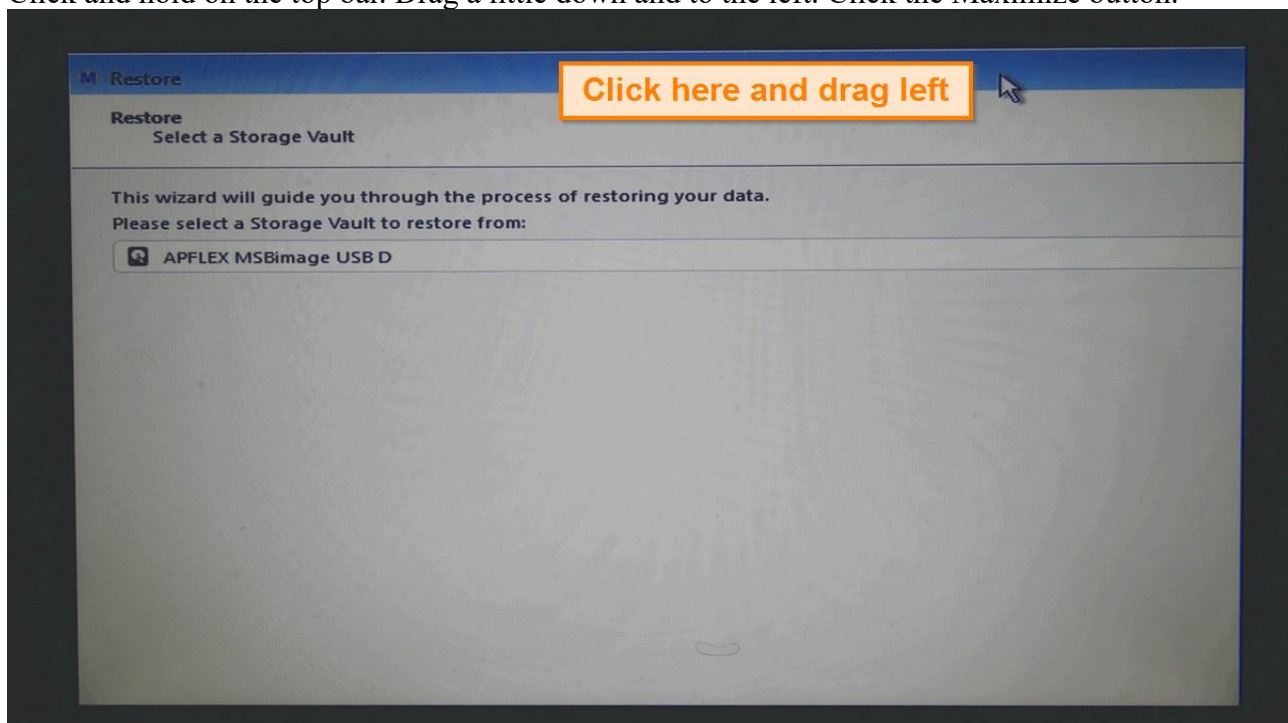
```

Administrator: X:\windows\system32\cmd.exe
DISKPART> select volume 4
Volume 4 is the selected volume.
DISKPART> remove letter=d
DiskPart successfully removed the drive letter or mount point.
DISKPART> select volume 5
Volume 5 is the selected volume.
DISKPART> remove letter=e
DiskPart successfully removed the drive letter or mount point.
DISKPART> assign letter=d
DiskPart successfully assigned the drive letter or mount point.
DISKPART> exit
Leaving DiskPart...
X:\backup-app>exit_
  
```

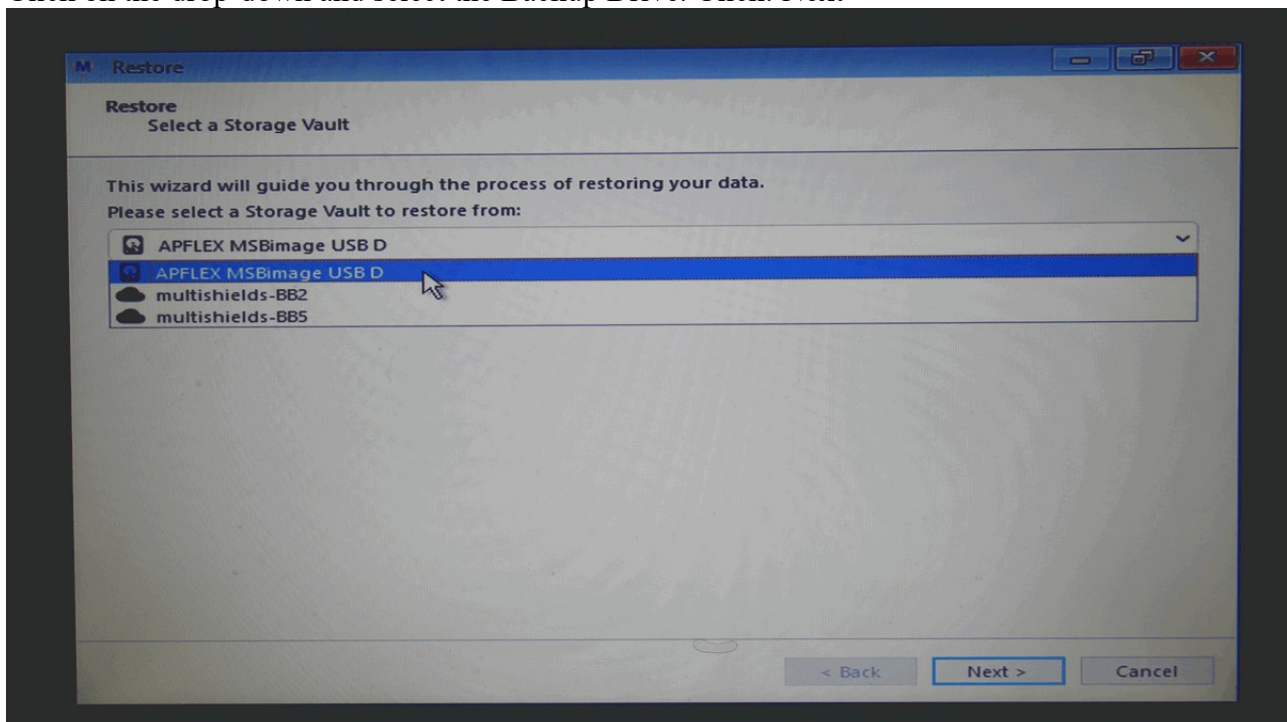
19. Click: Restore



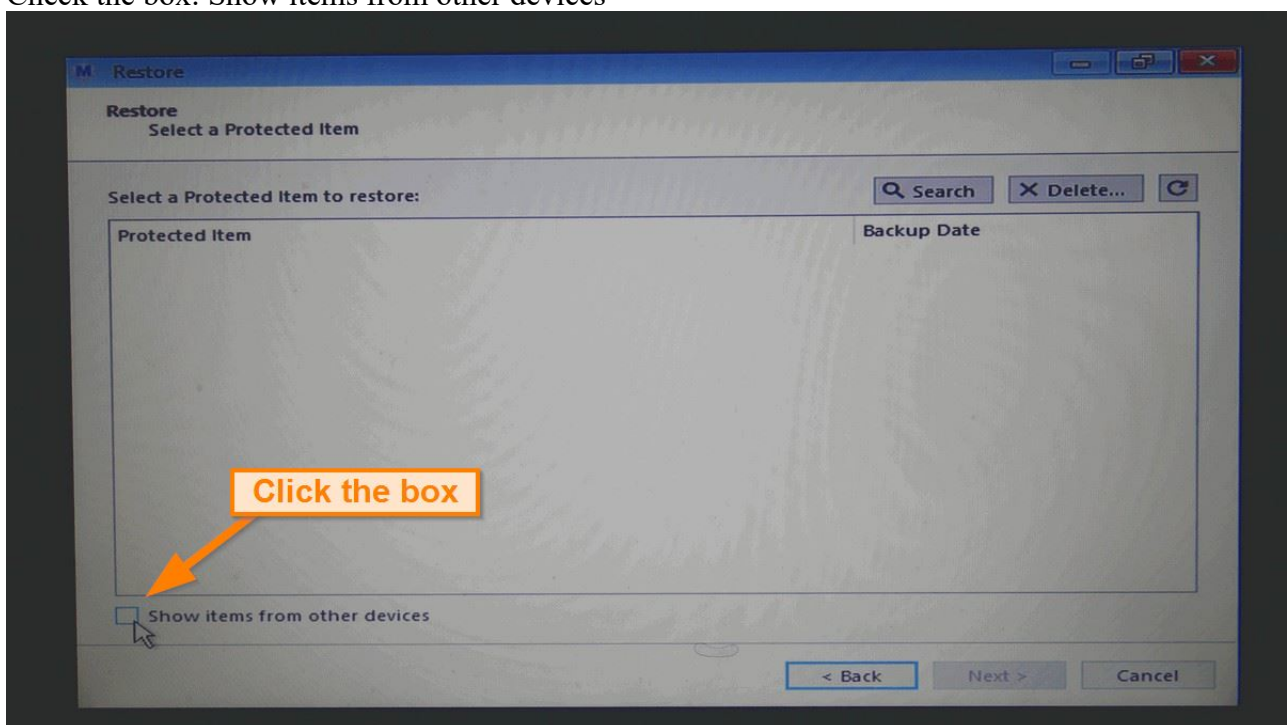
20. Click and hold on the top bar. Drag a little down and to the left. Click the Maximize button.



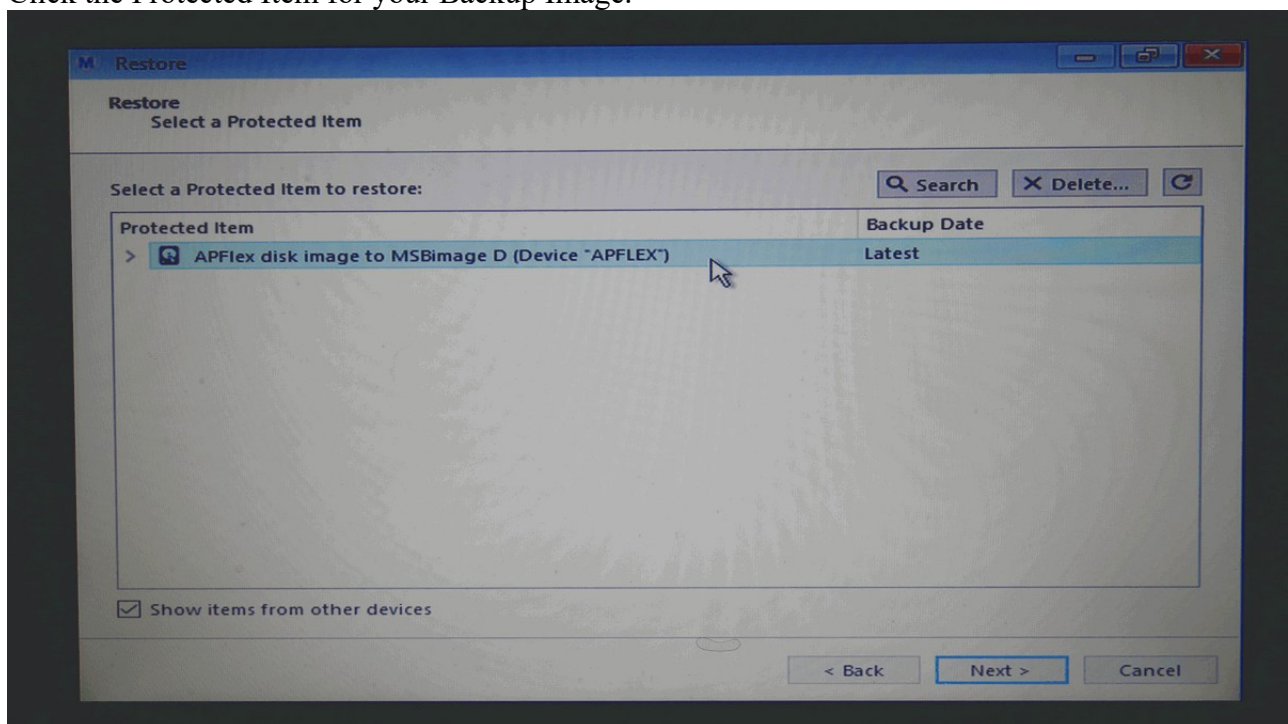
21. Click on the drop-down and select the Backup Drive. Click: Next



22. Check the box: Show items from other devices

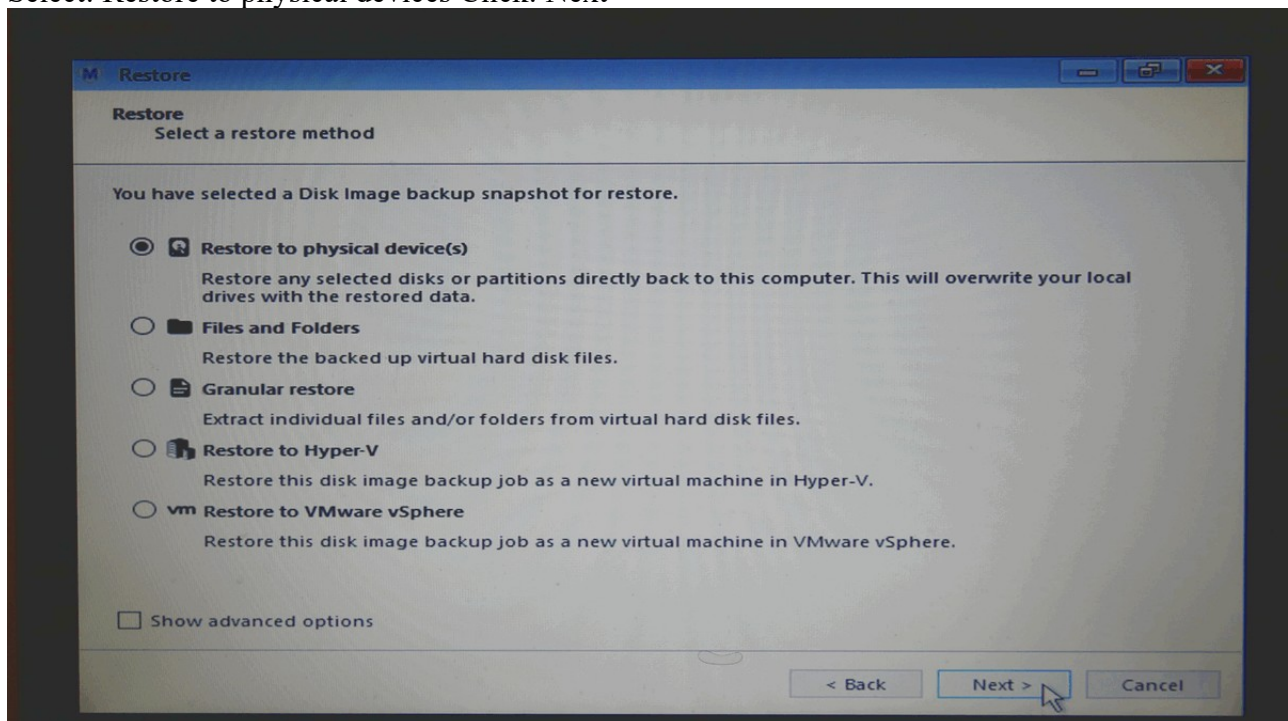


23. Click the Protected Item for your Backup Image.

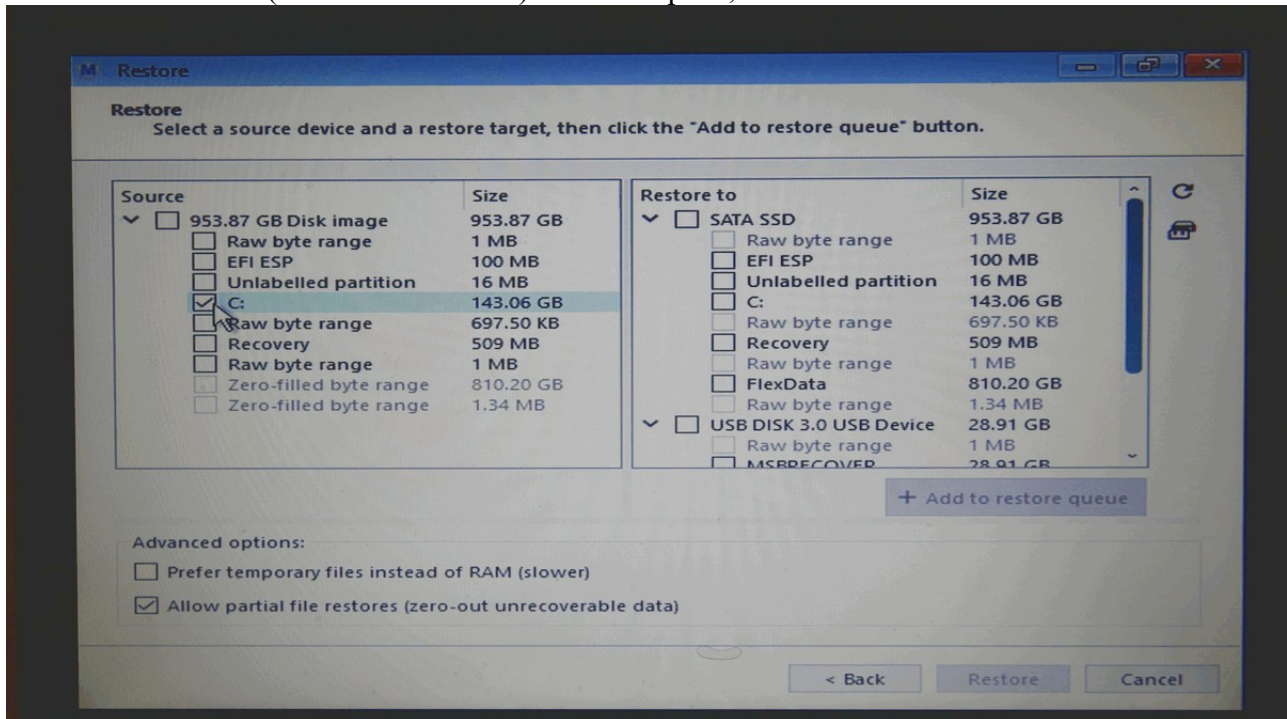


24. Click: Next

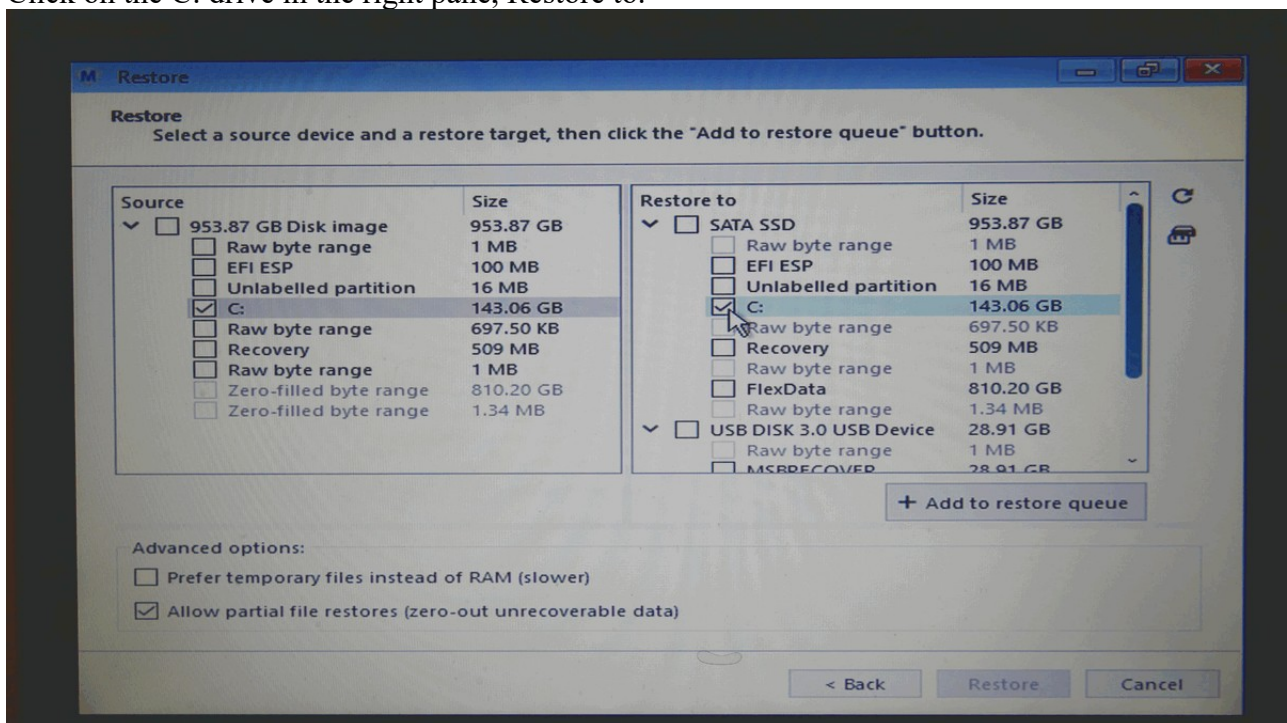
25. Select: Restore to physical devices Click: Next



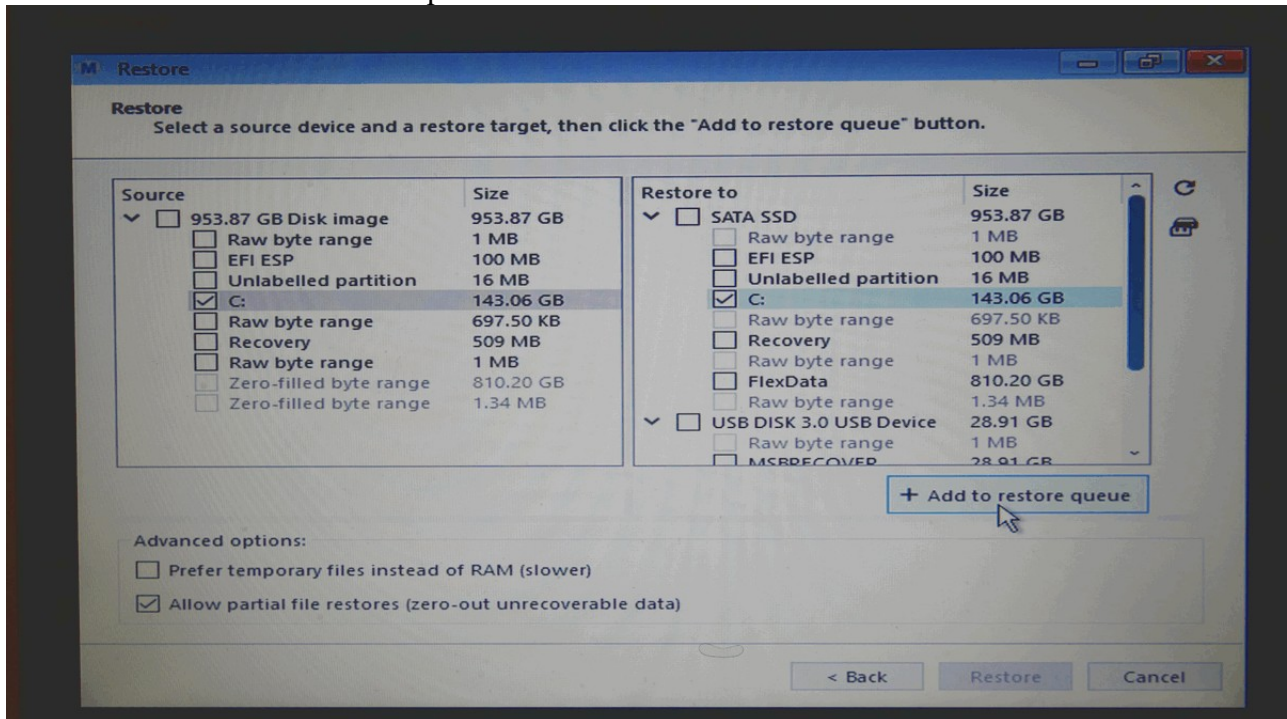
26. Click in the C drive (the Windows drive) in the left pane, Source.



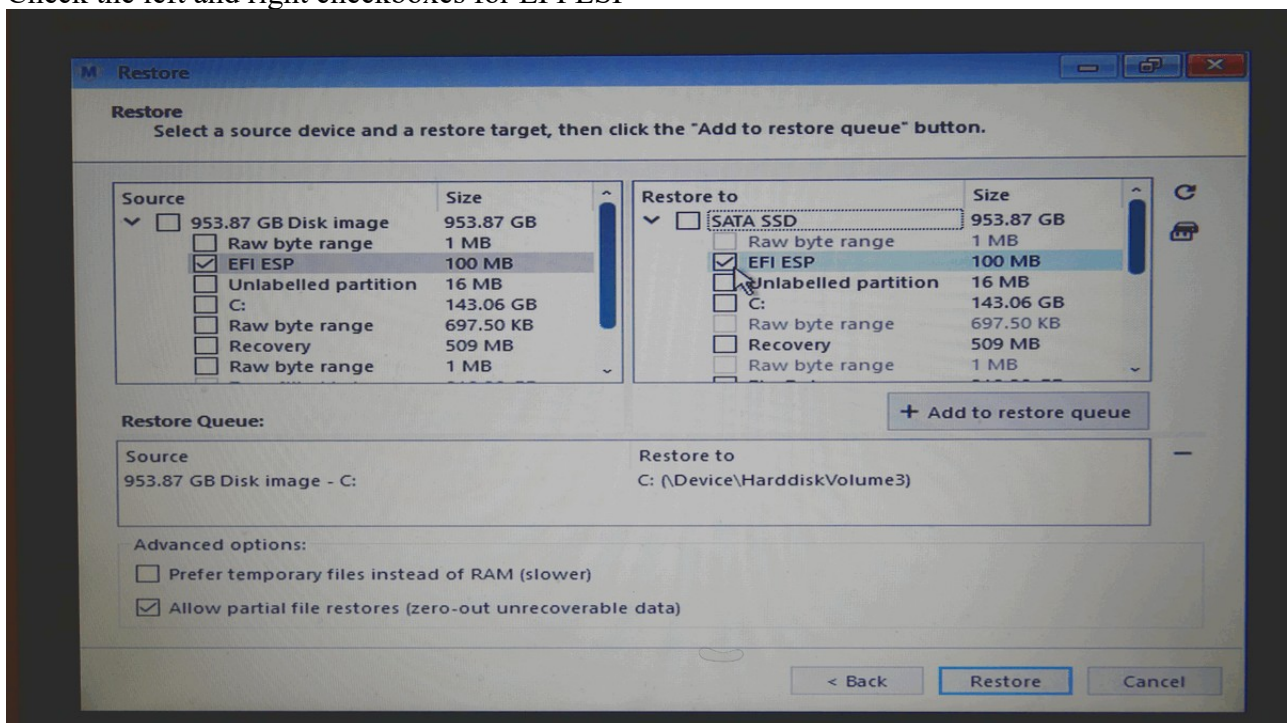
27. Click on the C: drive in the right pane, Restore to.



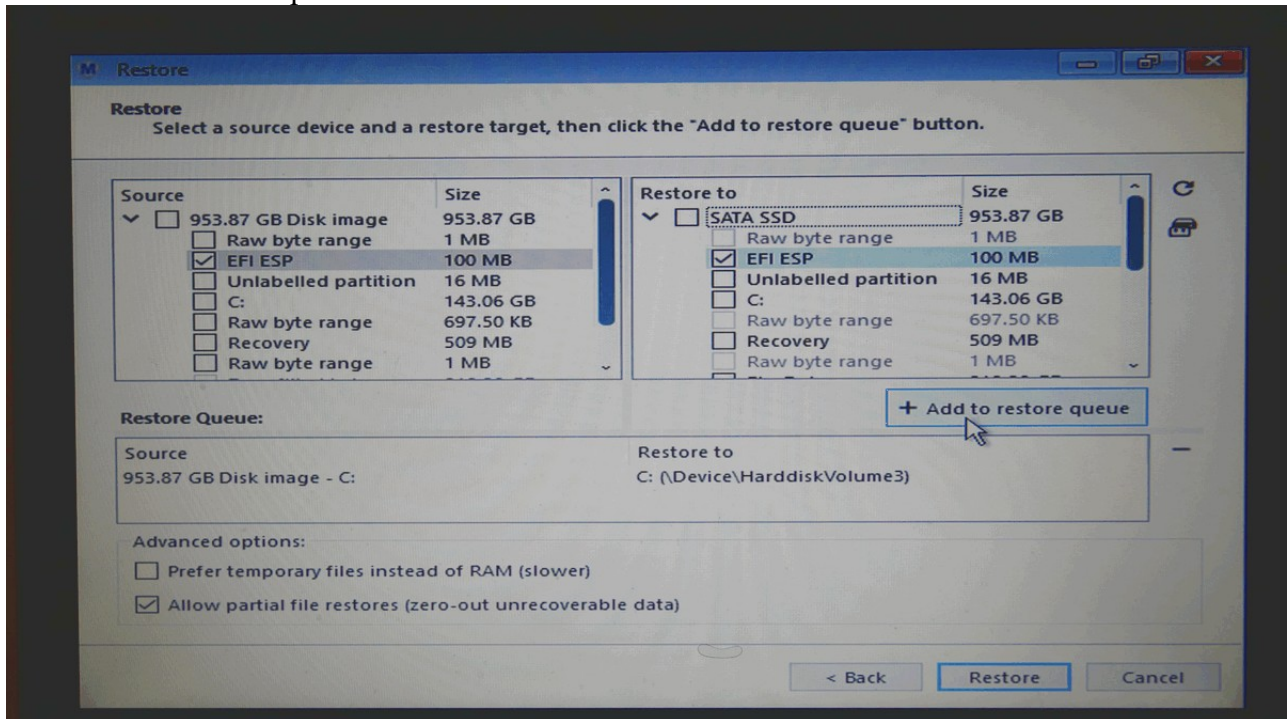
28. Click the button: Add to restore queue



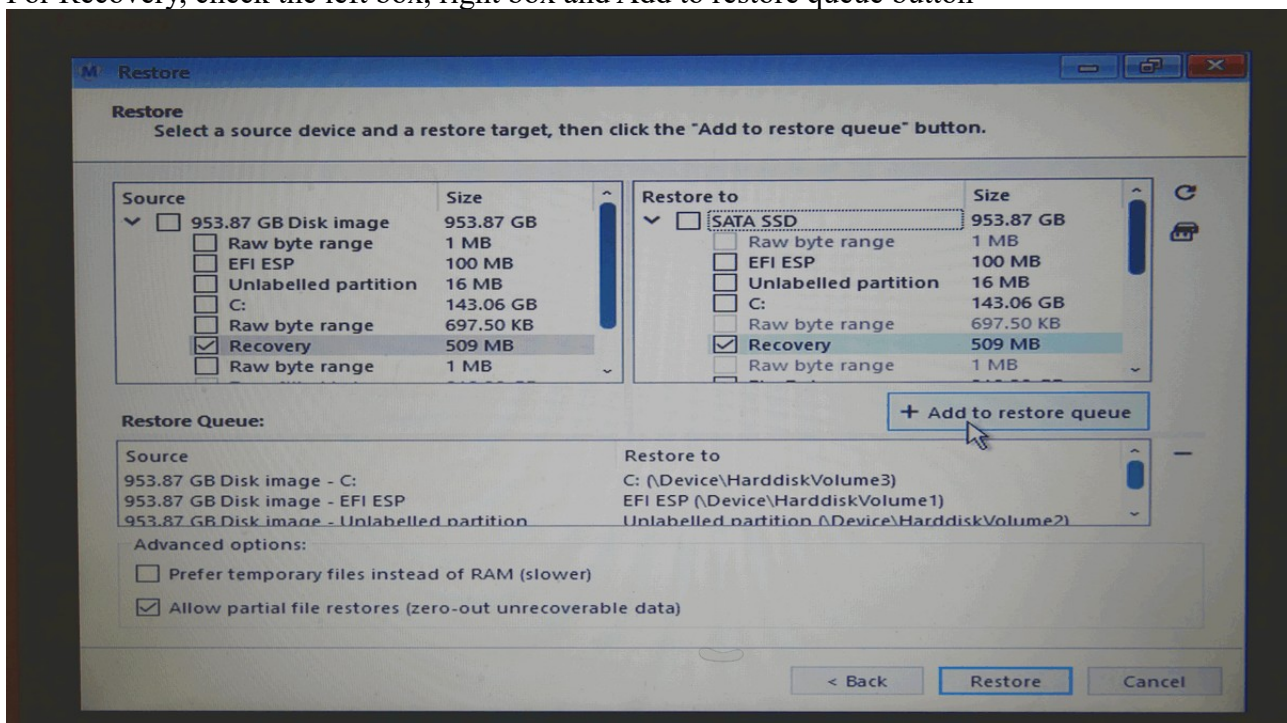
29. Check the left and right checkboxes for EFI ESP



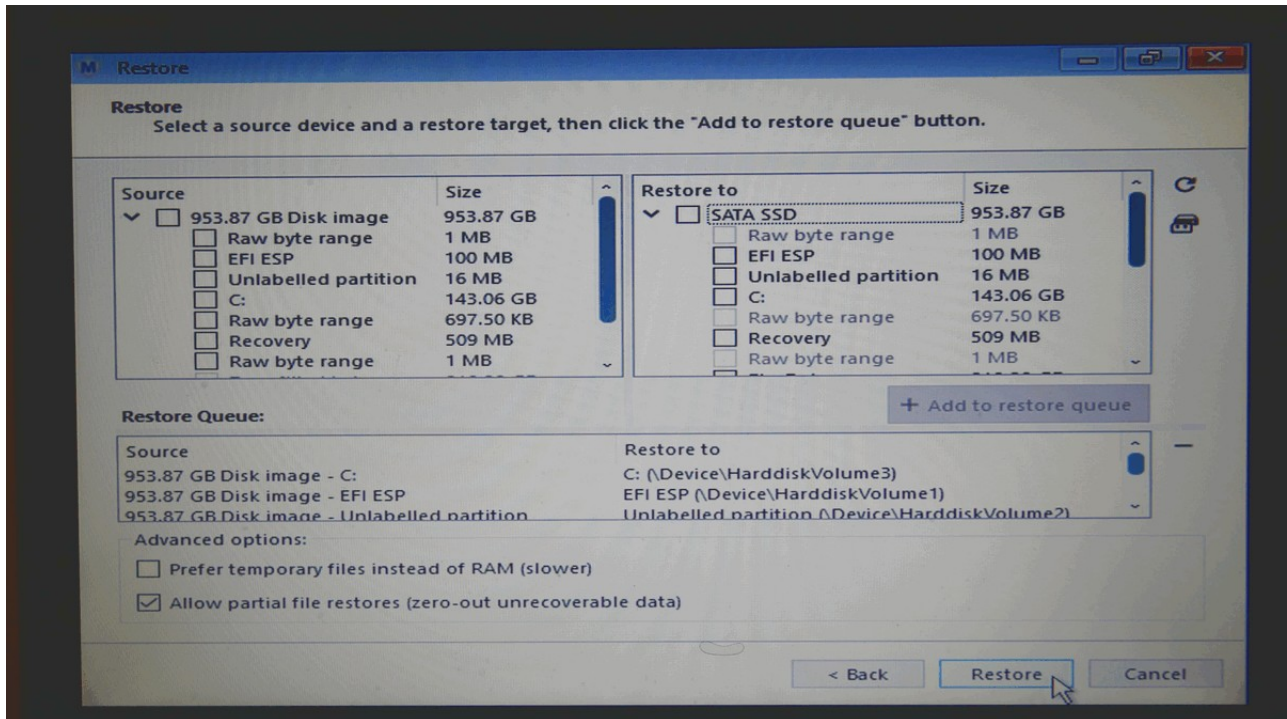
30. Click: Add to restore queue



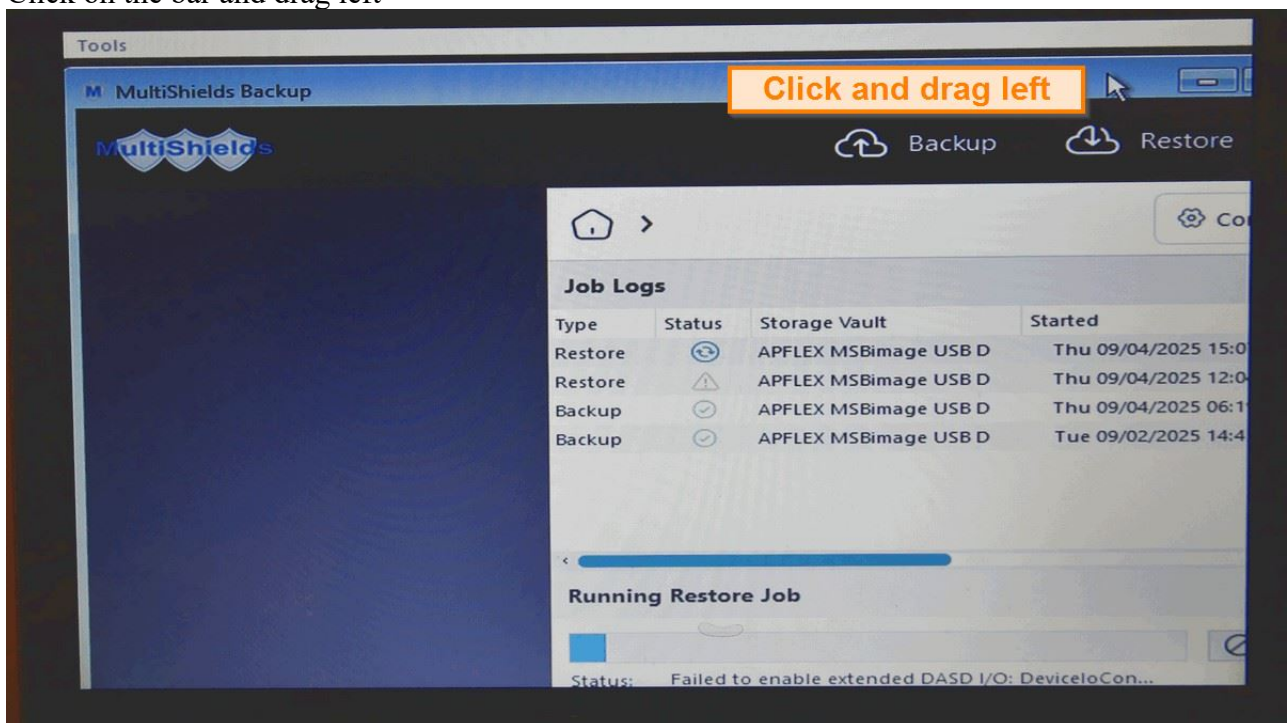
31. For Recovery, check the left box, right box and Add to restore queue button



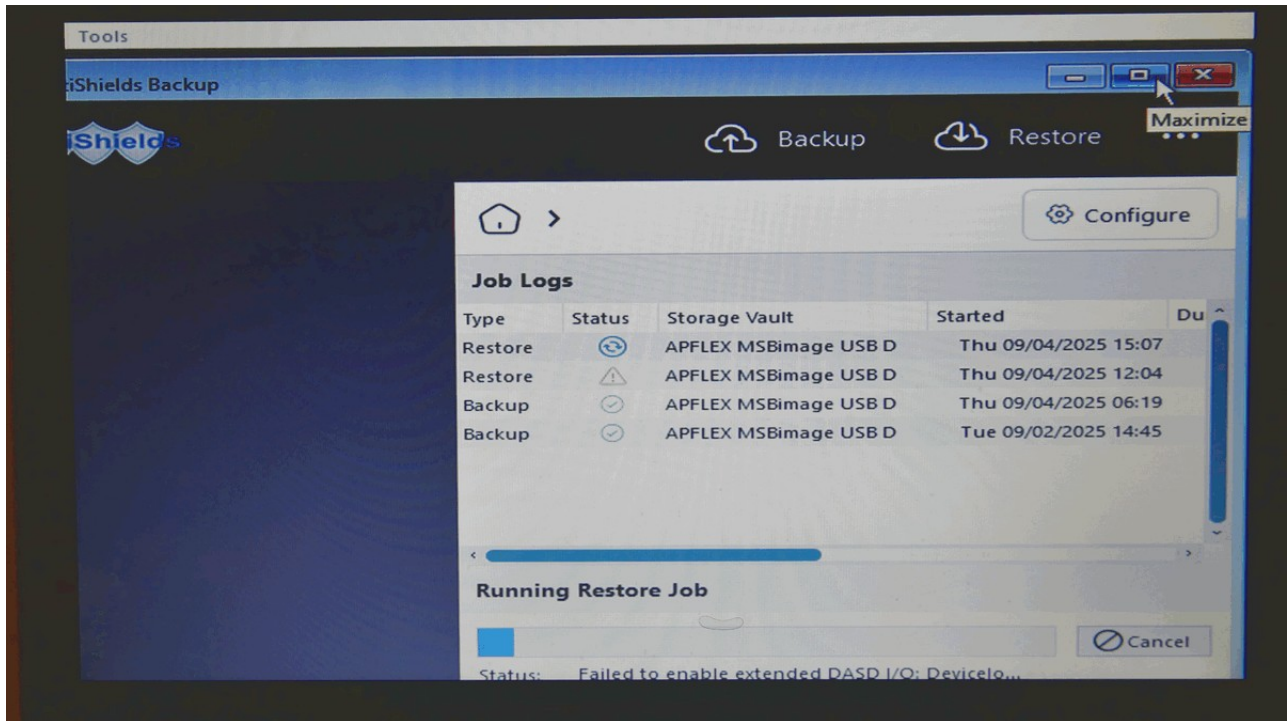
32. Click the Restore button



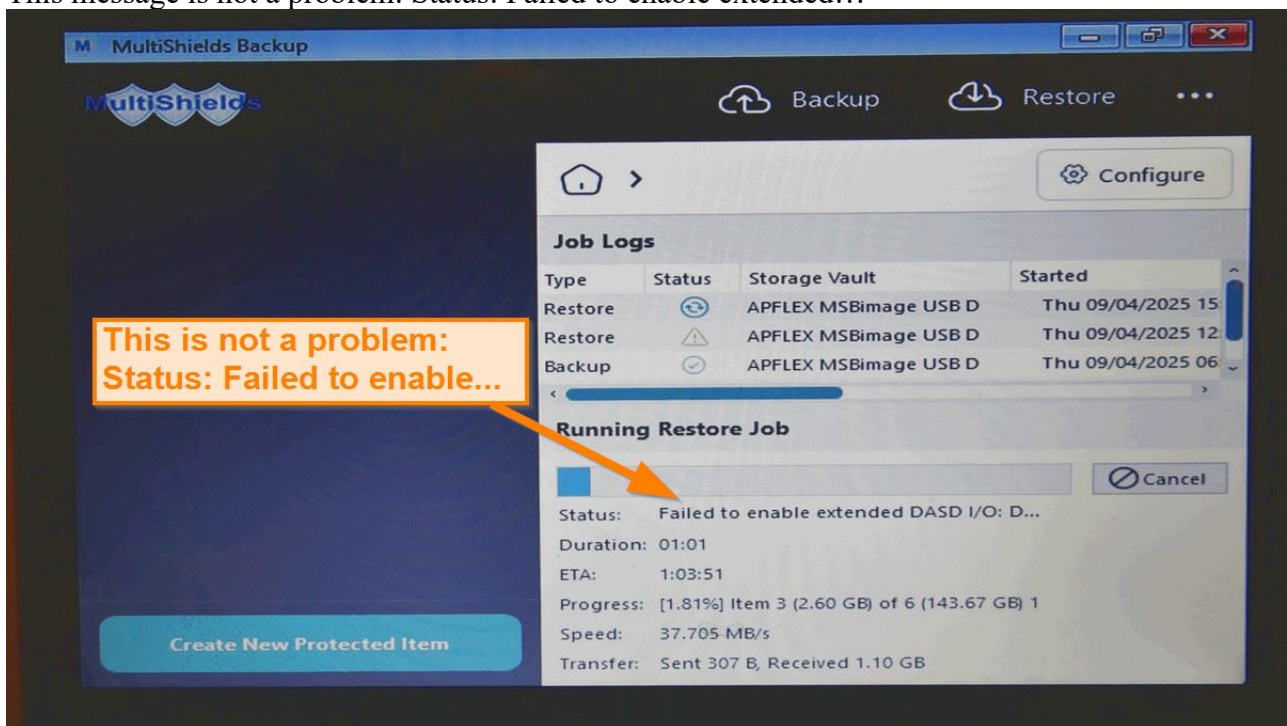
33. Click on the bar and drag left



34. Click the Maximize button.



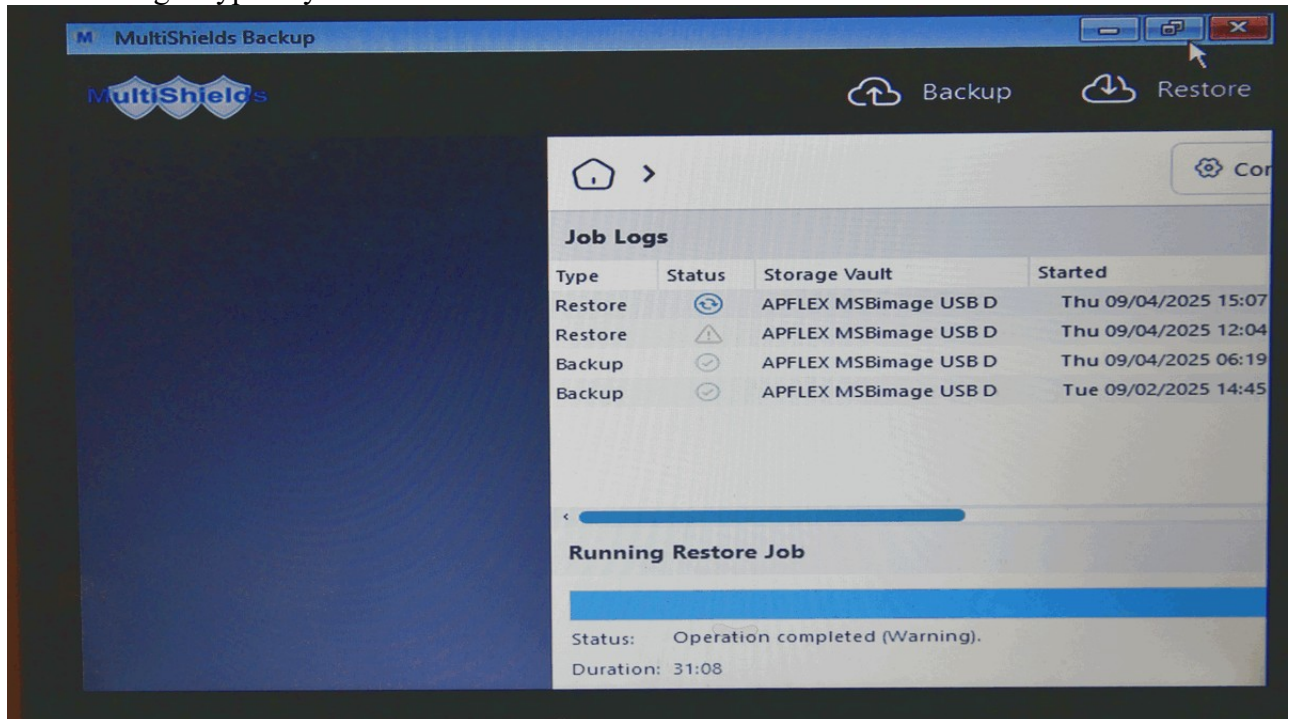
35. This message is not a problem: Status: Failed to enable extended...



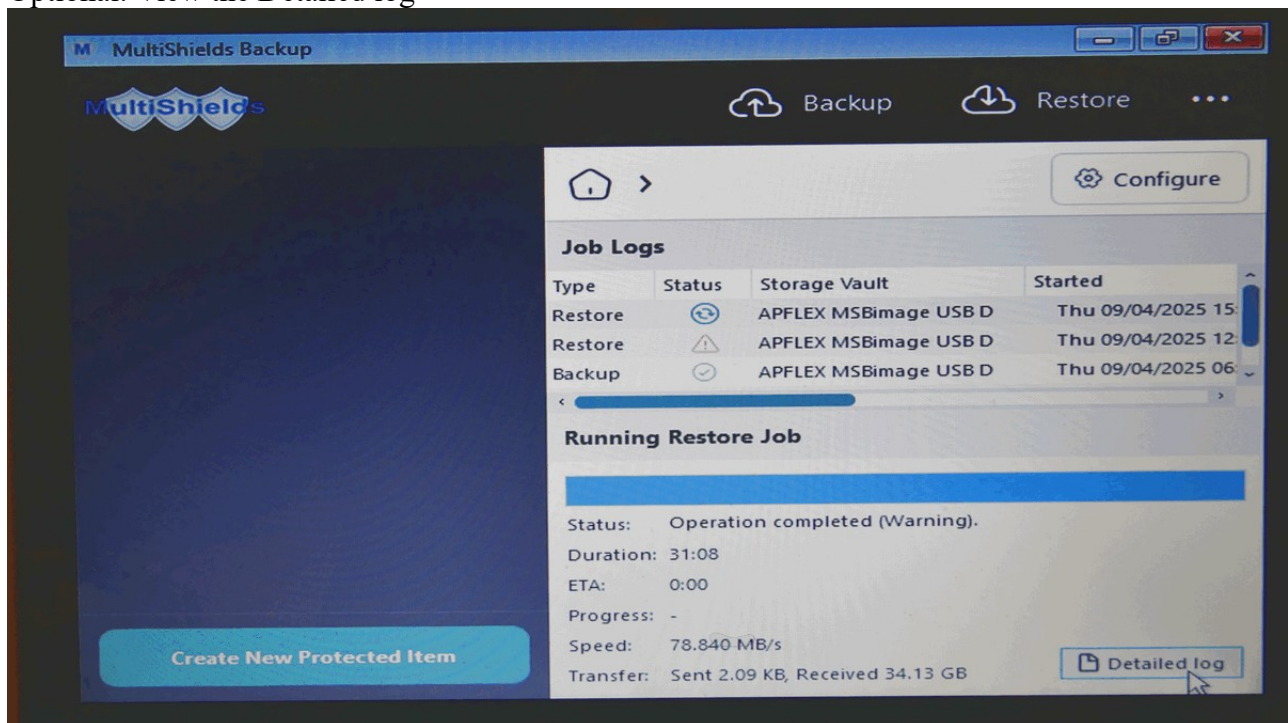
36. The screen may slide to the right while running.

- When done, the message reads: Status: Operation completed (Warning)

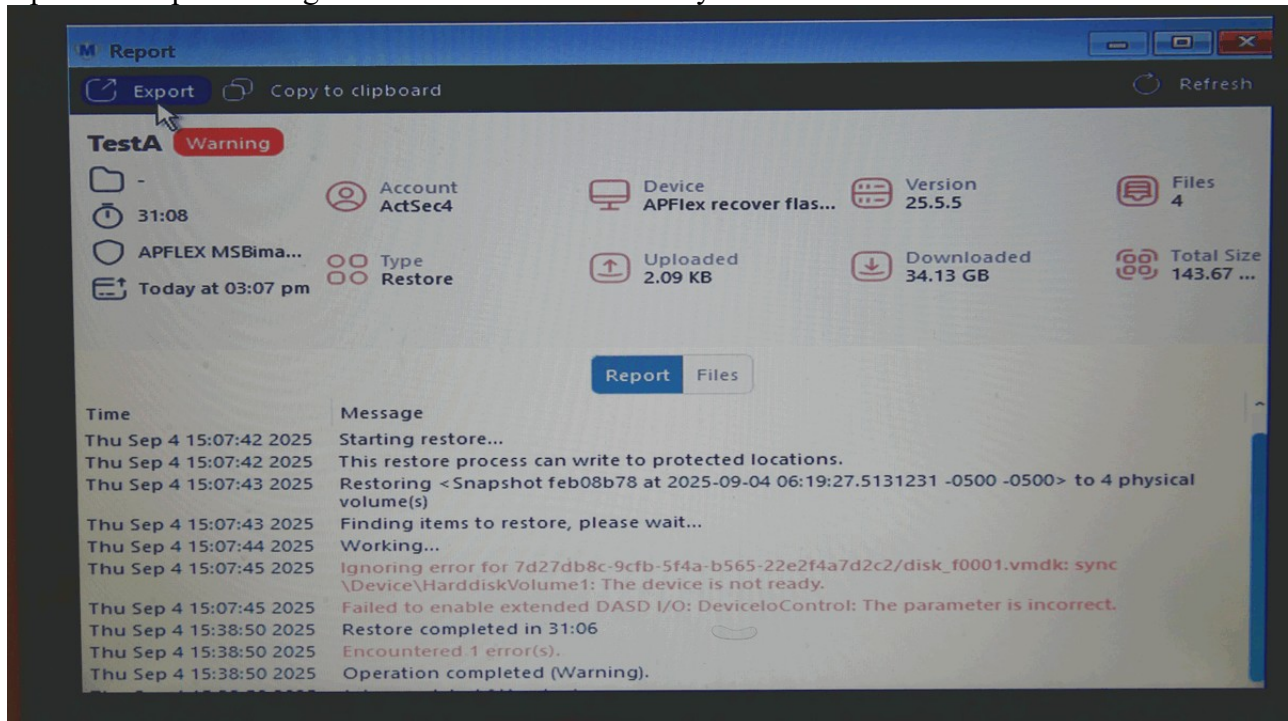
- The warning is typically not a concern.



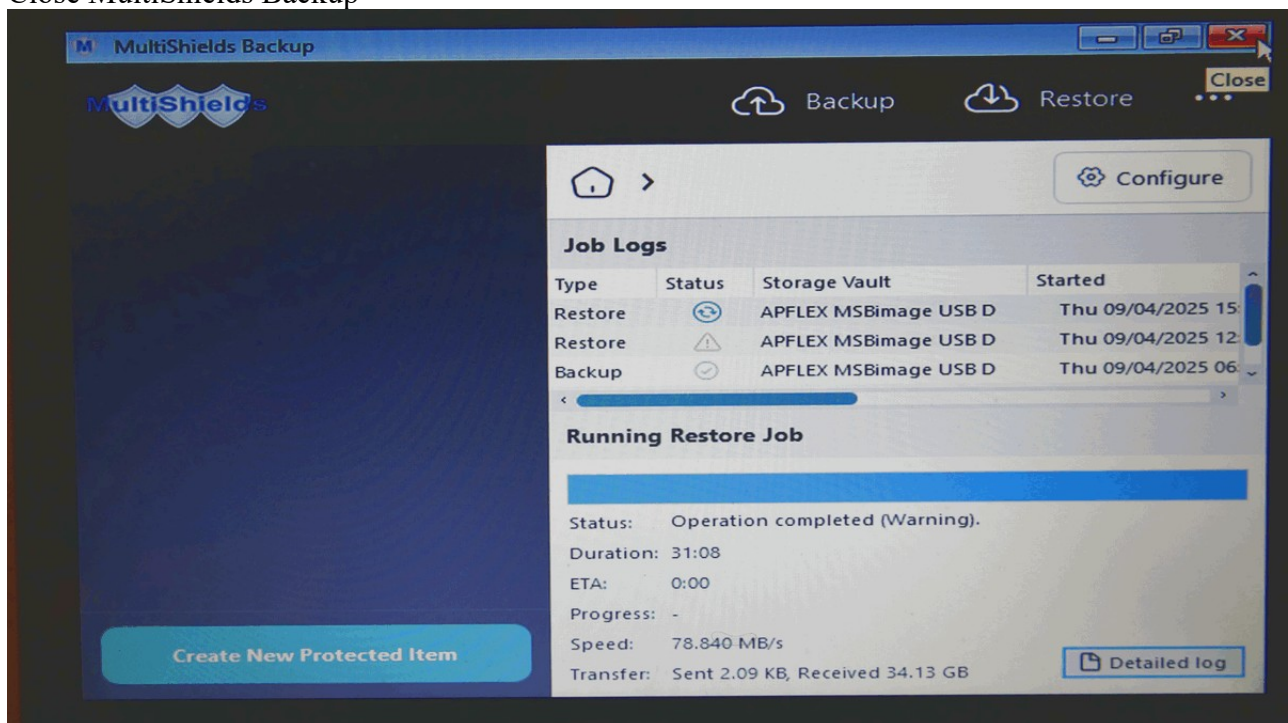
### 37. Optional: View the Detailed log



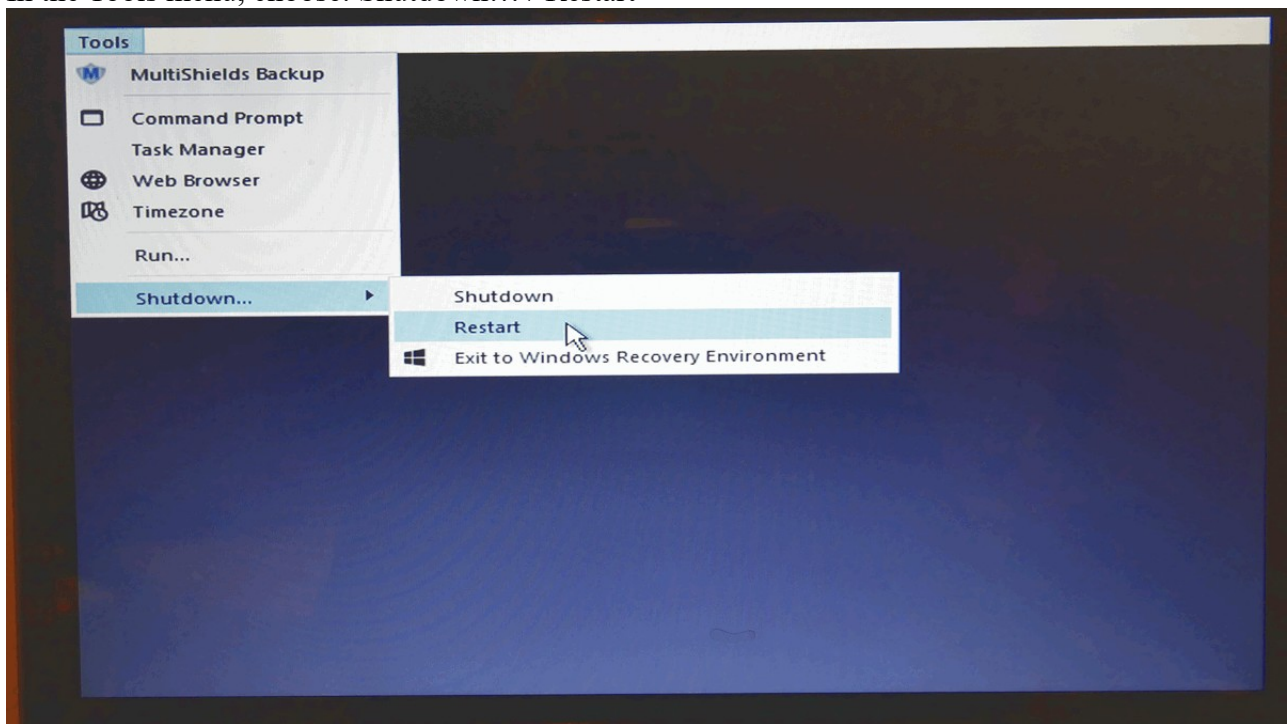
38. Optional: Export the log to a file on the USB Recovery Drive.



39. Close MultiShields Backup

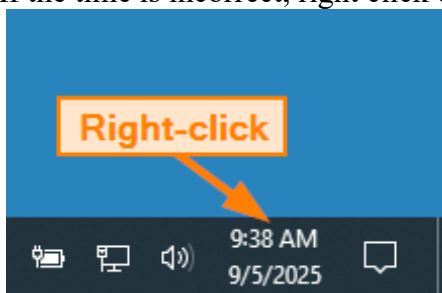


40. In the Tools menu, choose: Shutdown... / Restart

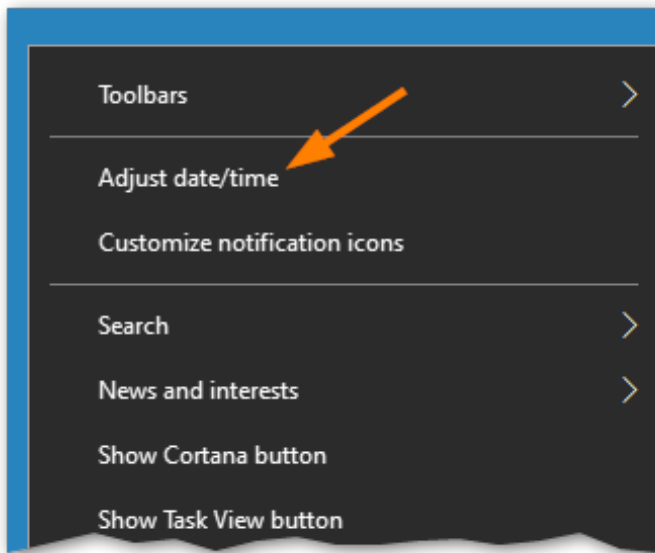


#### **4. Steps after restoring the MultiShields Backup Image**

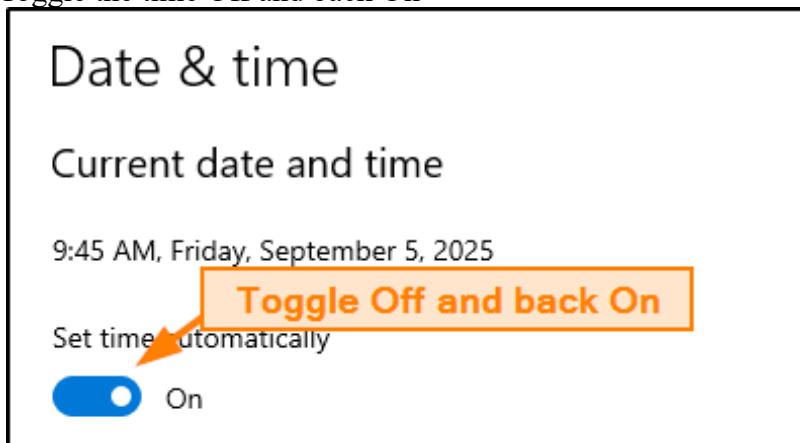
1. Log into the computer.
2. Check the time reading in the lower right corner.
3. If the time is incorrect, right click on the time:



4. Click: Adjust date/time



5. Toggle the time Off and back On



That should reset the clock to the correct time.

### ***Additional Help***

See our guides at: <https://securemyfirm.com/help>

Contact us at: [support@securemyfirm.com](mailto:support@securemyfirm.com)

Call us at: 952.922.1120

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<https://securemyfirm.com>

Protecting you from computer disasters