

1. Introduction to restoring a drive image

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

If you only need to restore one or more files - not the whole drive - see this guide: [MultiShields Backup Restore Files Guide](#)

****Important Note:** This guide is shortened. For a longer guide showing screenshots for almost every click and text entry see: [MultiShields Drive Image Restore Guide](#)

Restoring your drive image brings back:

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

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.

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. Your **Backup Image** drive - The drive where your image backups are saved, typically a USB drive. Write down the name and size of the drive.
2. A **RECOVERY** drive - A flash drive, 32 GB or smaller. This drive was provided or created when MultiShields Drive Image was installed.
3. Your MultiShields Backup username and password - If you don't have them contact us at: support@securemyfirm.com or 952.922.1120.
4. The drive letter of your Backup Image drive - The drive letter used for your backups.

5. This guide, printed or on a laptop or tablet. This MultiShields Backup Image Restore Guide is available at <https://securemyfirm.com/help>.
6. Your original or replacement computer - Your original computer with a working drive or a replacement computer with a drive as large or larger than the old drive.

2.2 Precautions before you start the restore

Restoring your drive image backup will **erase absolutely everything** on the target drive.

Before proceeding:

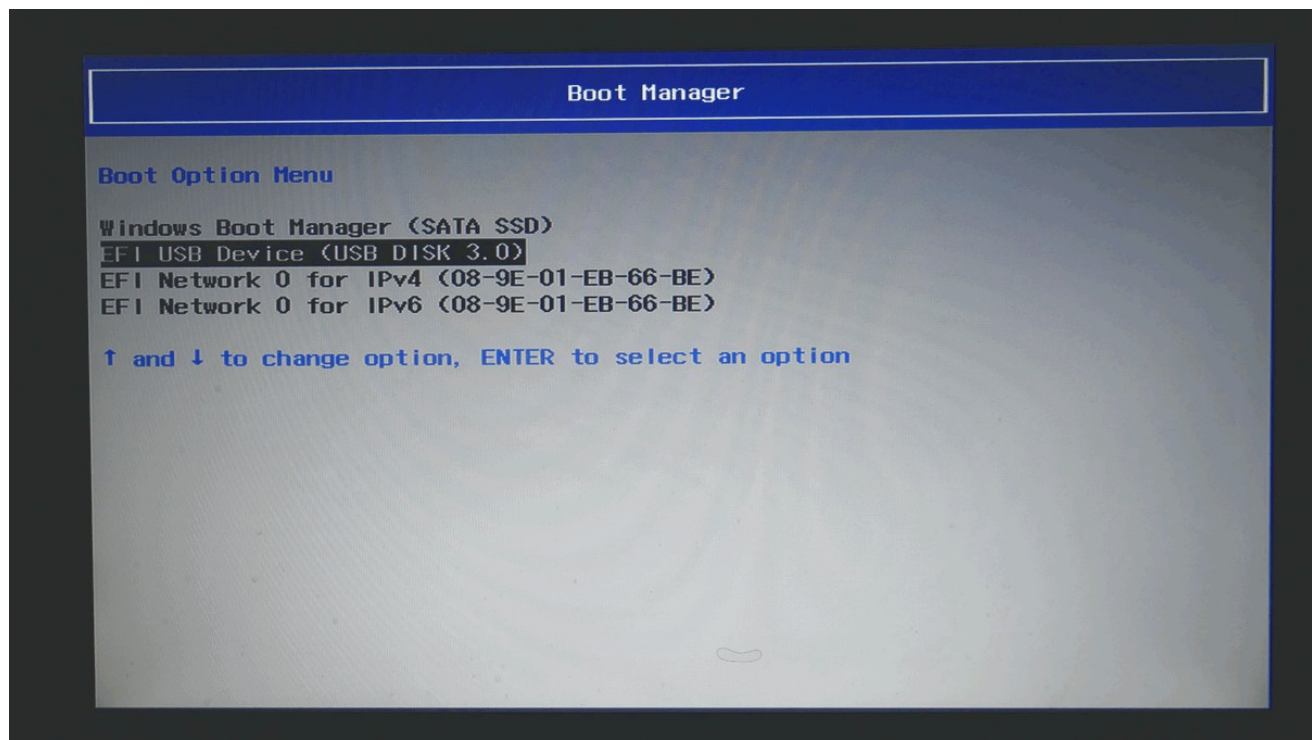
1. Be sure that there is no problem erasing everything on the target drive.
2. Consider testing your backup or checking with us to confirm the backup is a good one.
3. If you are restoring to a new computer:
 1. If the computer comes with pre-installed MS Windows or other software, make a drive image backup of the new computer.
 2. Test the drive image backup. See our guide: [Test Your Drive Image Backup](#)

If you have any questions, you may:

- Review our Help pages at: <https://securemyfirm.com/help>
- Write to us at: support@securemyfirm.com
- Call us at: 952.922.1120

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. The Boot Menu screen should appear after a wait.
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
and press Enter.
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 it.
 - 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 a drive letter 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

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DISKPART> list volume

   Volume ###  Ltr  Label        Fs      Type        Size     Status       Info
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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.

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.

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.

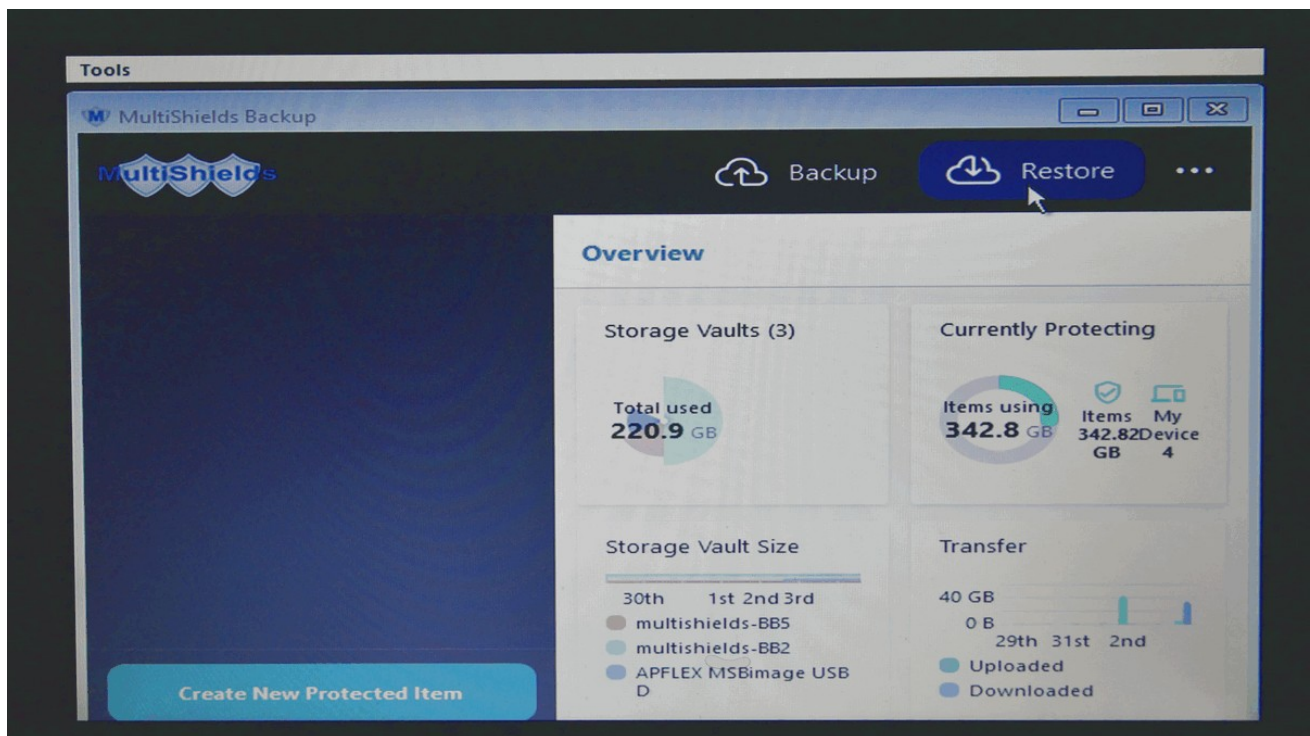
16. Enter: assign letter=d

- 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. At DISKPART, enter: exit

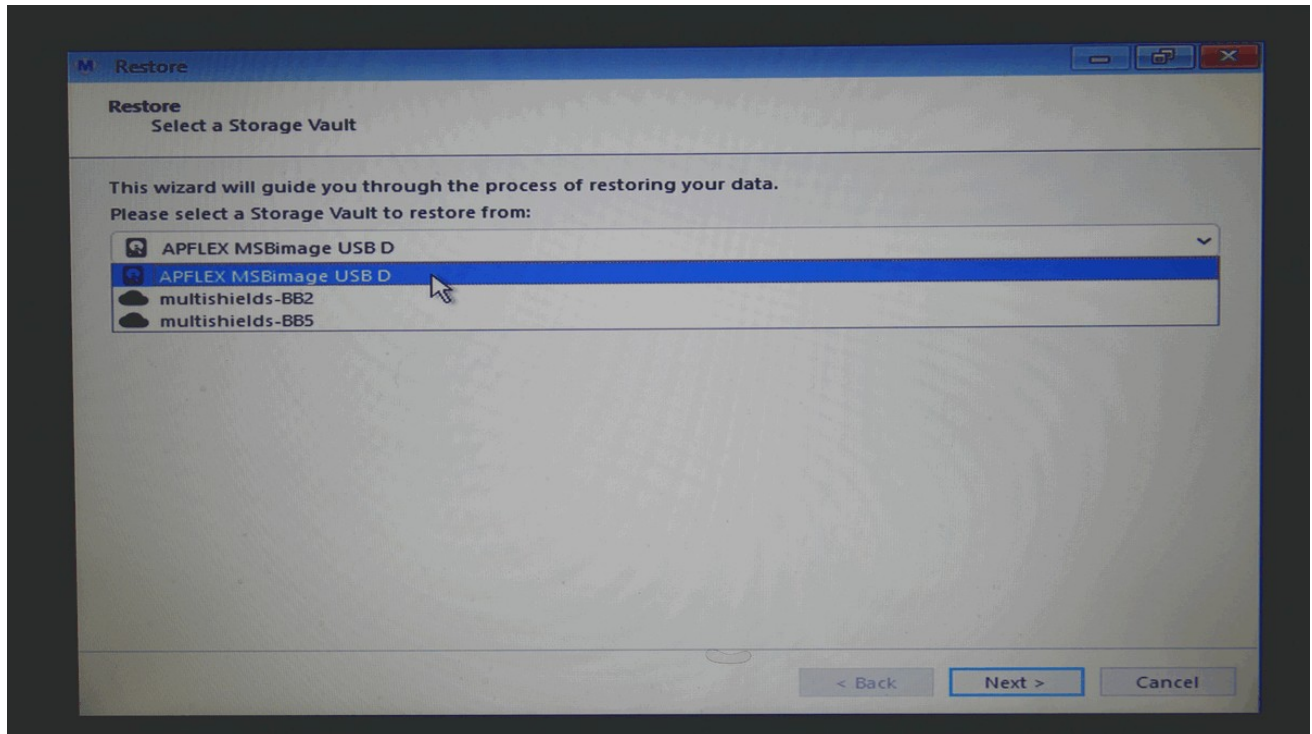
18. At X:\backup-app, enter: exit

19. Click: **Restore**

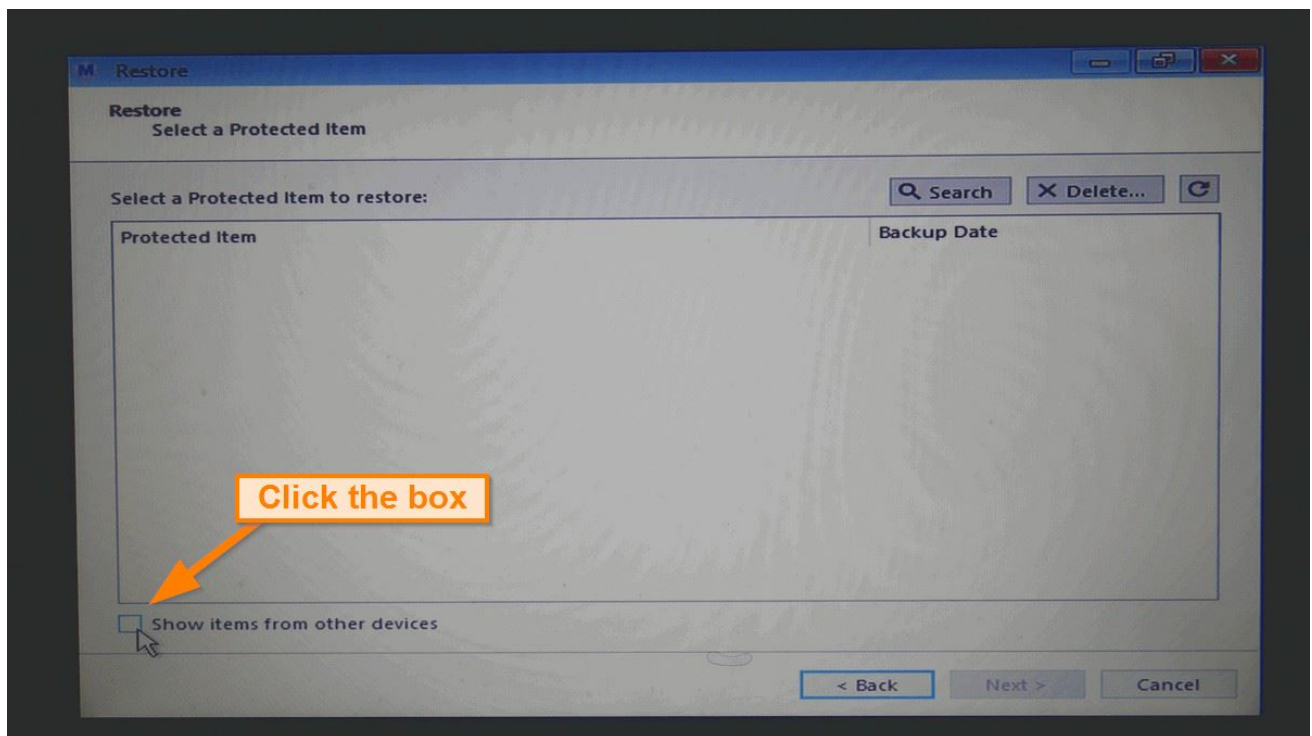


20. To see the whole window, click and hold on the top bar. Drag a little down and to the left. Click the Maximize button.

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

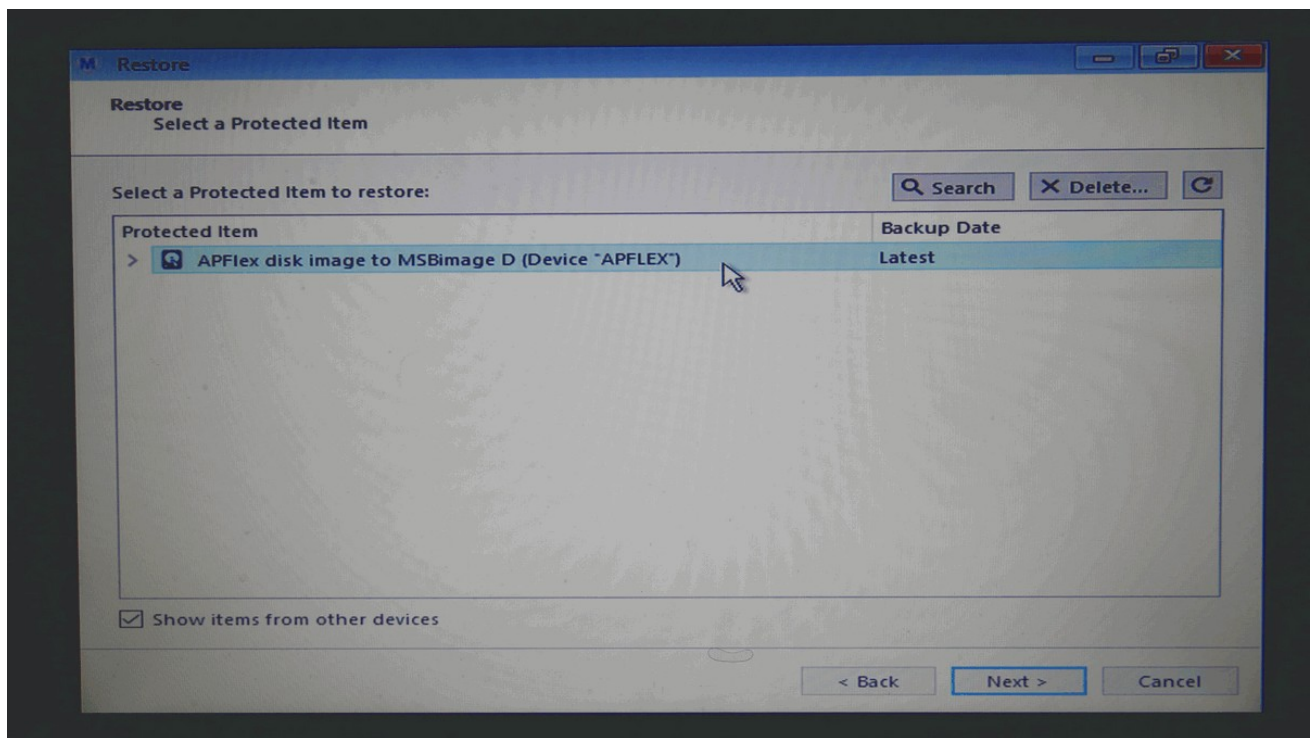


22. Check the box: **Show items from other devices**



23. Click the Protected Item for your Backup Image.

If you need to use an older backup, click the > icon to show and select an older backup.

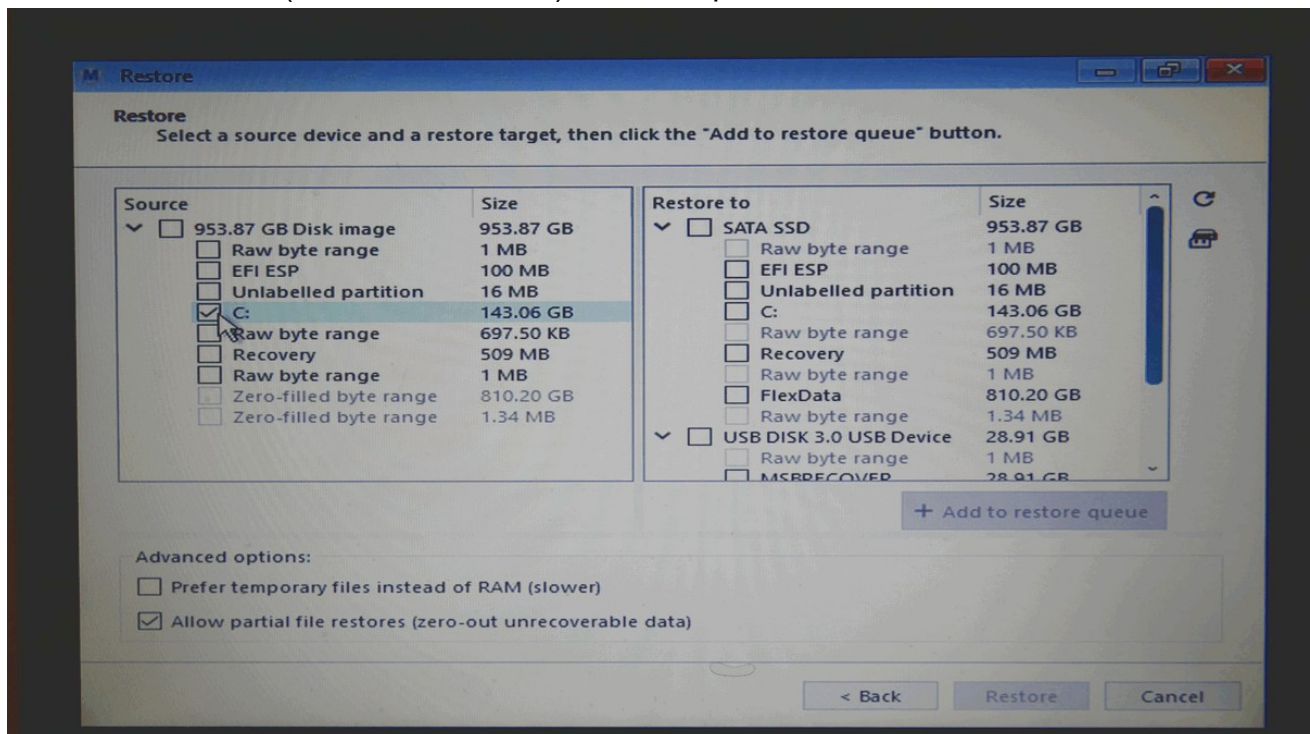


24. Click: Next

25. Select: **Restore to physical devices**

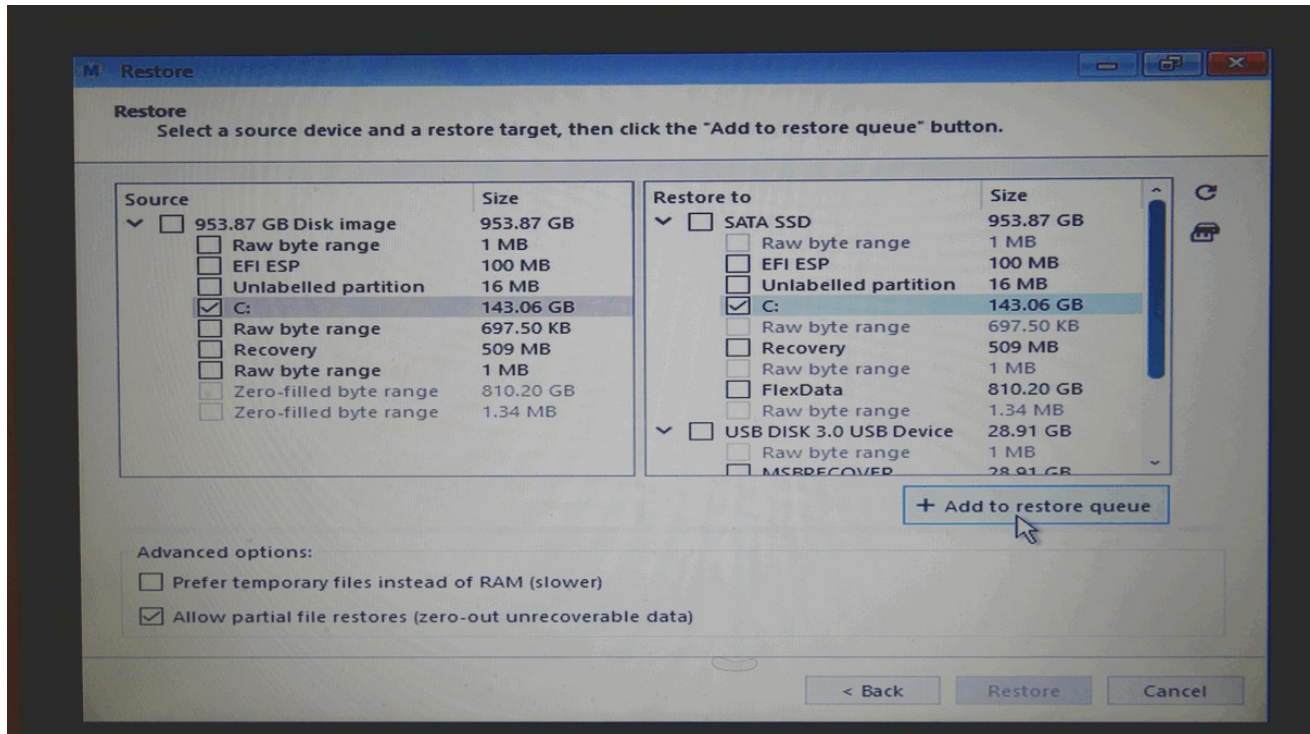
Click: Next

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**

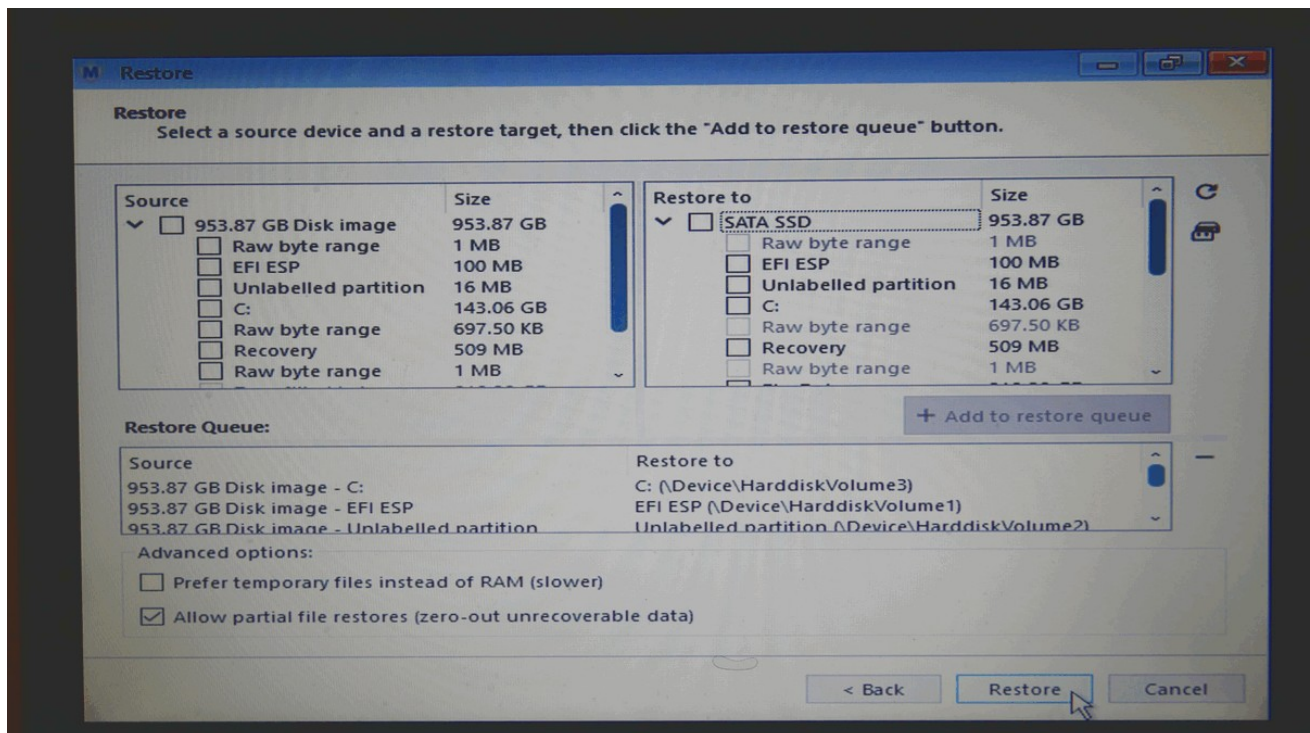


29. Check boxes in the left and right panels for EFI ESP

30. Click: **Add to restore queue**

31. Check boxes in the left and right panels for Recovery and click **Add to restore queue**

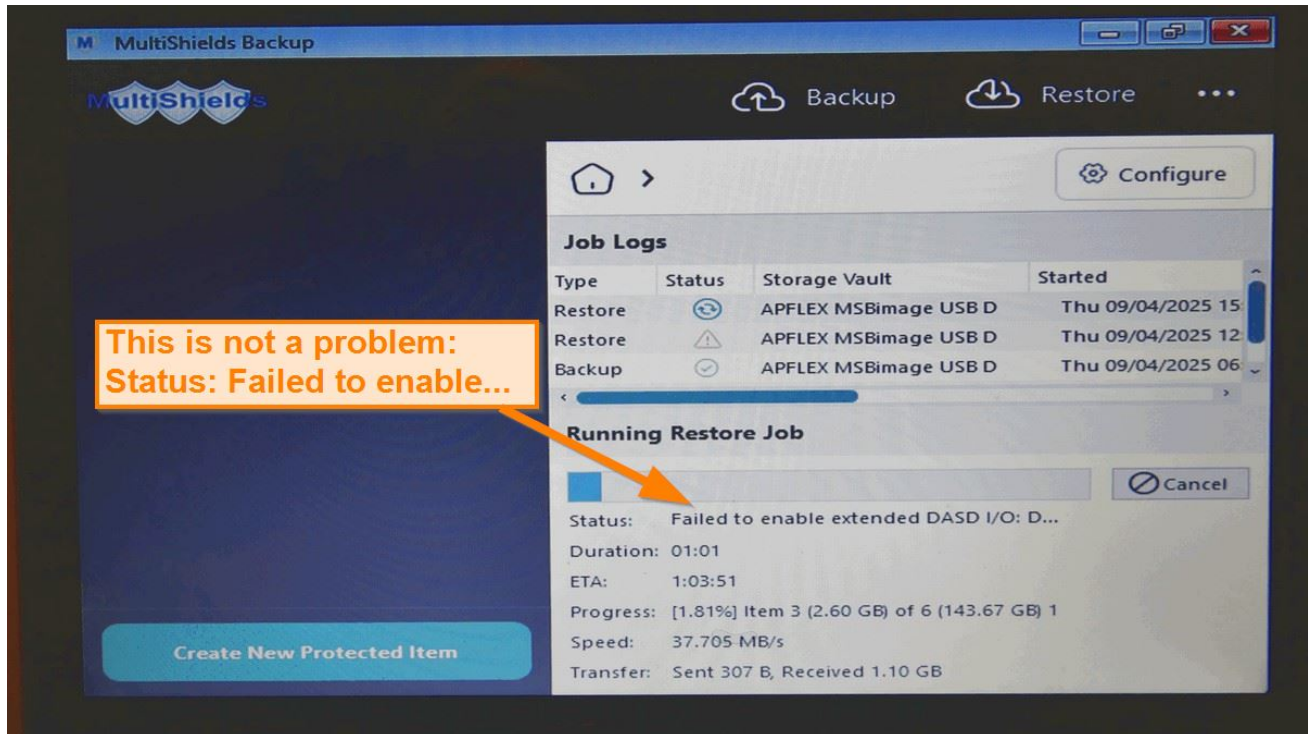
32. Click the **Restore** button



33. To see the full window, click on the bar, drag left.

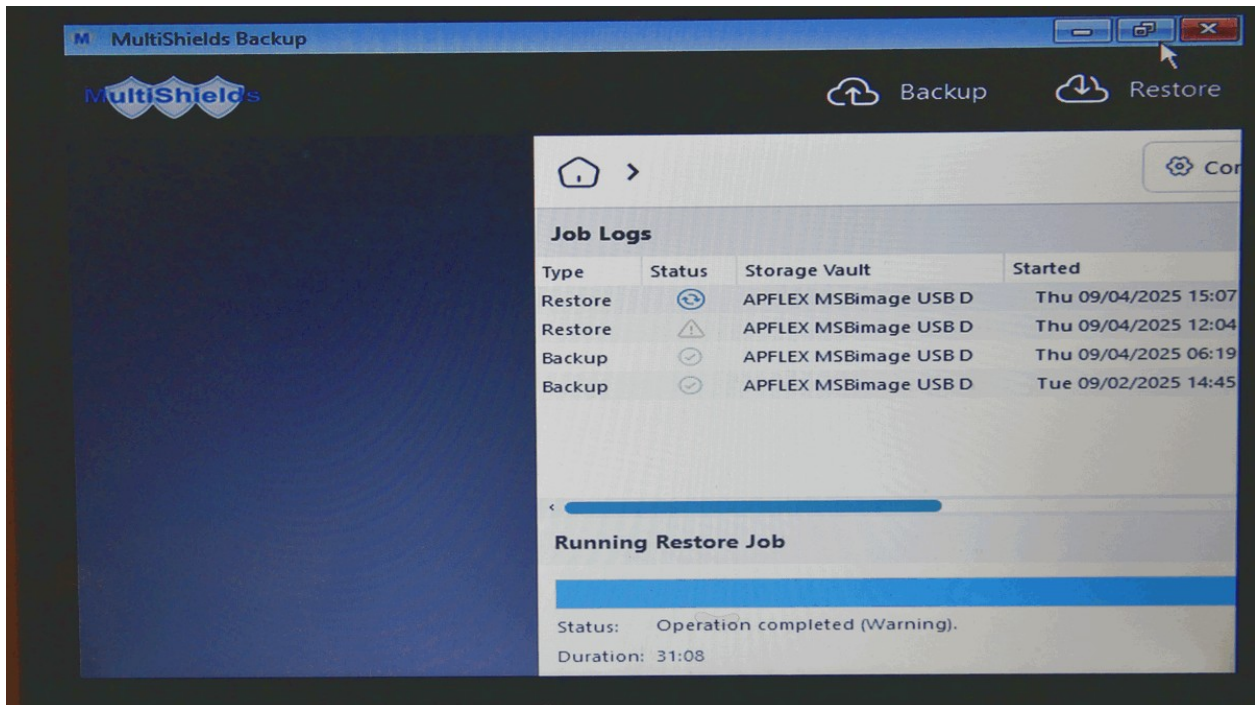
34. Click the **Maximize** button (middle button in upper right)

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: Click **Detailed log** button

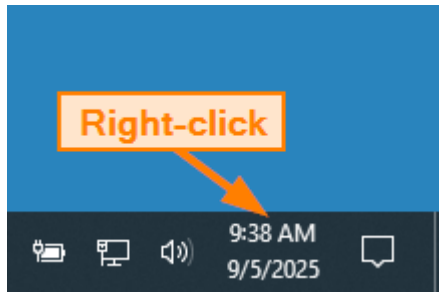
38. Optional: Click **Export** button and save a log file to the **RECOVERY** Drive.

39. Close MultiShields Backup by clicking the red X button (upper right).

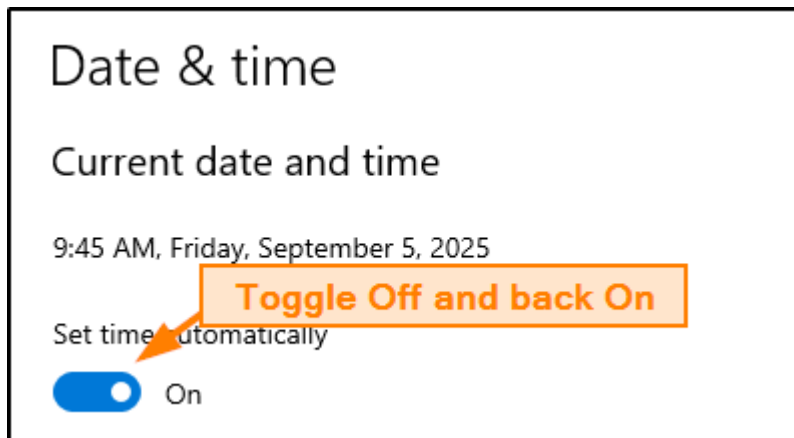
40. In the **Tools** menu, choose: **Shutdown...** and then **Restart**

4. Steps after restoring the MultiShields Backup Image

1. Log into the computer.
2. Check the time display 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	Author
See our guides at: https://securemyfirm.com/help	Wells Anderson, J.D., CEO
Contact us at: support@securemyfirm.com	SecureMyFirm Inc.
Call us at: 952.922.1120	https://securemyfirm.com
	Protecting you from computer disasters