

ShadowProtect Restore

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Problems backing up / Restoring a Shadow Protect image. Here is a step by step how-to to get the job done.

Situation:

How to restore servers (in particular Domain Controllers or servers with Static IP Addresses) to different hardware and especially to different disks for both Windows XP and Windows 2003.

Solution:

The following steps should ensure that you have a smooth and successful migration.

1. Have the correct mass storage device driver on a floppy disk.
 2. Boot from the Recovery CD selecting the correct option – IE Legacy or XP/2003. At the correct time press F6 to ensure that you can load the mass storage device driver.
 3. If you are moving to or from a Seagate Disk Drive to another drive vendor – this step is critical. Once in the recovery window the first job is to go to the “Disk Map” tab and selecting the disk to restore to right click and select “Edit Policy”. Here change the options to start at a sector and end at a cylinder, this can assist with the migration from disks from one manufacturer to disk from another manufacturer including disks from the same manufacturer with different firmware levels as the differences can be major.
 4. Next using the wizard proceed with the restore selecting the disk to restore to by right mouse clicking to define your choice of partition size. Then when you get to the last screen and uncheck the following – Restore MBR, Disk Signature (except in the case of a cluster Quorum disk) and the hidden disk track. Ensure you select the HIR and go to the advanced tab, here ensure that you select the path to point to the floppy disk for the mass storage device driver however in the IT Edition do not select the check box to remove devices and or the network card and continue. If the image restores but the HIR fails with the error of “This is not a recognised Windows partition, please reboot and when the recovery window is again displayed go to disk map again and ensure that the restored disk is displaying the correct partition information – EG “C:” drive and NTFS then just select the HIR option from the Left hand menu proceeding as per the above information. Finally right click on the “C:” drive and select “CHKDSK” with all options except “Check disk if Marked dirty”, allow this to complete and reboot.
 5. Once the above is complete only follow the next section if the server is a Domain Controller or has a static IP address – reboot and when Windows boot screen comes up immediately press F8 and select “Active Directory Restore Mode” and continue to boot. In this mode you will need to load network card drivers (please wait while the normal hardware detection processes finishes), once the network card is present go to Windows Explorer and select control panel – Network Connections and set the correct IP address to the new adapter, there will be a warning message but just press “No”. Once this is done allow the server to reboot.
 6. If you find that the server when booting up states that either it cannot find a file because it is either missing or corrupt or the screen sits there with a black screen and the cursor blinking in the top left hand corner then we need to boot from the original Windows CD and select the recovery console option. When in this console run the following commands – fixboot C:, then fixmbr. These commands ensure that a correct MBR is installed on reboot.
 7. When the server reboots and you can log in please use the KB article called “Hidden Devices” to remove the old non present devices. It is strongly also recommend that a full check disk is performed to ensure disk integrity.
- Situation:

After restoring an image of an Intel based machine to an AMD machine, the machine freezes on boot with a Bluescreen at 0x0000007E.

The source of the problem is and Intel Powersave setting.

Solution:

Boot into safemode w/ command prompt and type:

```
"sc config intelppm start= disabled "  
(Note: there is a space after the "=" symbol)  
exit
```

It modifies the necessary reg entry.

Another possible solution that could be implemented before the image is taken:

- Open Device Manager, click View on the menu, click Show Hidden Devices, click Non-Plug and Play Drivers.
- Locate the entry for "ftsata2" in the list. (Do not be concerned if it is not found, just go skip the rest of the step.) Click twice, click the Driver tab, and change the Startup type from Boot to Demand.

Situation:

This solution details a possible resolution to an issue where the ShadowProtect recovery environment switches around the drive letters for a multiple partition restore. This switch around causes the system not to boot.

If you are receiving an error whereby the system cannot find the operating system, or it cannot find boot.ini or ntldr files - you may have an issue where the drive letters have been reversed.

Solution:

Step 1 -

Please ensure that when you restored the partitions, you have checked the option to restore the disk signature.

Step 2 -

If you have definitely restored the disk signature, you may need to use a utility that is built into the ShadowProtect recovery environment called DiskPart. Perform the following: Press Ctrl + Shift + [F12]. You should now see a smiley face in the bottom left hand corner - if you go to the "Tools" dropdown menu at the top of the page, you should now be able to access Disk Partitioning towards the bottom of the menu. Wait for the command style window to load. After "DISKPART >" type "list volume" and hit enter - you should now be able to see a summary of your volumes. (DISKPART > list volume) Type "DISKPART > select volume #" (insert the number of the volume on which you wish to change the drive letter). After this, type "list volume" again to ensure that the correct volume has been selected - there should be an (*) asterisk next to the selected volume. Type "remove" to remove the current drive letter. If the letter that it should be is available, follow the next step to assign it now - if not, repeat steps 2-4 to remove the drive letters of your other volumes. Type "assign letter #" and insert the correct drive letter. This will assign the drive letter of your choice to the selected volume. Type "list volume" once again to confirm that the letters are correct. Once you are finished, type "exit" and hit enter to close the window.

You should now have the correct drive letters assigned to your partitions.

Additional Information:

You may need to check the boot.ini file in the file browser to ensure that it points to the correct partition. As this is a hidden file you will not be able to see it in the file browser, however if you are in the root directory of your system volume you can type "boot.ini" and click open, and it should open this file anyway (not including Vista OS).