Troubleshooting

If you have problems starting your Server Tools Backup/Restore (for example, when your start hkscc.exe you can only see a white point instead of a red or green point), take the following simple steps:

- Open a DOS window (cmd.exe) as administrator.
- Go to the path/directory where hkIBRS.exe is located.
- Execute the following command: hkiBRS.exe /INSTALL.
- Then set the service in hkscc.exe or in the central services administration to *Autostart*.