

Troubleshooting

If you have problems starting your Server Tools Backup/Restore (for example, when your start `hksc.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 `hksc.exe` or in the central services administration to *Autostart*.

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