



# Bare Machine Recovery

PowerProtect Data Manager  
PBMR for Windows

Installation and Licensing Guide

Version 9.7.1 | July 2026

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# About this guide

This guide explains how to install, remove and license **PBMR** (Cristie Bare Machine Recovery for Dell PowerProtect Data Manager) on **Windows**. PBMR provides bare-metal recovery for Windows servers and desktops protected by Dell PowerProtect Data Manager (PPDM). It captures the machine configuration alongside the system backup, enabling you to restore an entire system- including the operating system, applications, configuration and data- to the same hardware or to dissimilar physical, virtual or cloud-based hardware.

PBMR uses the standard Microsoft Windows Installer (msiexec), allowing it to be installed, reconfigured or removed on supported Windows platforms. For routine installations, we recommend using the suite installer; component installers are also available for targeted deployments and updates.

## Note:

- A 30-day trial license is provided with the product; a full license is required to continue using PBMR after the trial. This guide includes licensing, activation and Cristie Licensing Portal instructions.
- Dell PowerProtect Data Manager and the Dell PPDM Agent must be installed and configured before PBMR can be used to protect and recover a system.

## Prerequisites

Before installing PBMR, ensure that the following prerequisites are met:

- Check the [Cristie support matrix](#) for the **latest OS** and **Dell PowerProtect Data Manager (PPDM)** client/server compatibility.
- The **Dell PowerProtect Data Manager (PPDM)** Agent must be installed and configured before installing **PBMR**. The installer will not proceed if the **PPDM Agent** is not detected.
- The Microsoft VC++ 2015–2022 Redistributable, is required for correct operation; the suite installer will install it automatically if it is missing.
- Ensure the Windows system is already registered as a protected asset within **Dell PowerProtect Data Manager** and that backups can be performed successfully.
- Have a trial/full License.

## Note:

- If the 30-day free trial has ended, contact [sales@cristie.com](mailto:sales@cristie.com) for a License.
- 32-bit agent installations are not supported.

# PBMR Installation and Removal

In this chapter we demonstrate how to install/uninstall PBMR, both using explorer and the command line.

## Components

- **PBMR** (Cristie Bare Machine Recovery for Dell PowerProtect Data Manager):  
Install this on the Windows host you want to protect using PBMR. The PBMR Agent captures the system configuration required for bare machine recovery and integrates with Dell PowerProtect Data Manager (PPDM) backups.
- **CRISP** (Cristie Recovery ISO Producer):  
Install this on a build host. CRISP creates the bootable recovery environment used to perform bare machine recovery.
- **CRISP WinPE Fileset** (WinPE 5 / WinPE 10 / WinPE 11):  
Install the appropriate WinPE fileset on the same build host as CRISP. Together, CRISP and the WinPE fileset create the Disaster Recovery ISO or bootable USB media used to recover Windows systems.
- **Windows ADK**: Install the matching version onto the machine that will be used to install CRISP onto. This needs to match the fileset that will be installed. Only one fileset can be installed on the machine. (PE5 needs PE5 WADK and PE10 needs PE10 WADK)

### Note:

- Microsoft controls the licensing of Windows PE (WinPE); therefore, Cristie does not provide pre-built recovery media that includes WinPE.
- Customers must use CRISP together with the appropriate WinPE fileset to generate their own Disaster Recovery ISO or bootable USB media. This recovery media is then used to boot the target system and perform bare machine recovery from Dell PowerProtect Data Manager backups.

## Install PBMR

The **Dell PowerProtect Data Manager** client must be installed on the machine before running the **PBMR** installer. If the **PowerProtect client** is **not found** the **installer** will be **disabled** and a warning is shown.

Before you install **PBMR**, add the **PBMR** configuration tool to your antivirus exclusions.

## Pre-install checklist

- Add PBMRCFG.exe to the Windows Defender/Antivirus exclusion list, this exclusion significantly speeds the installation.  
Default location:  
C:\Program Files\Cristie\PBMR\PBMRCFG.exe.

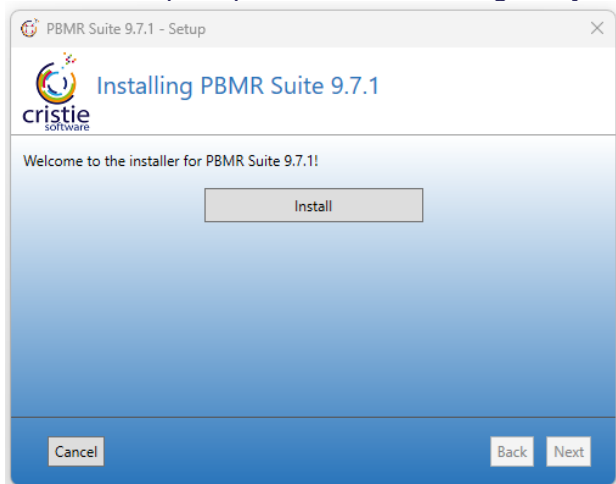
### Note:

Make sure the account running the installer has Administrator privileges.

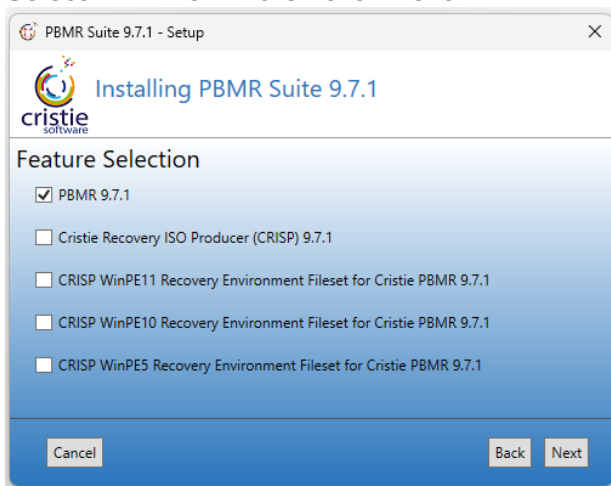
The below steps will show you how to install the PBMR components.

### Procedure

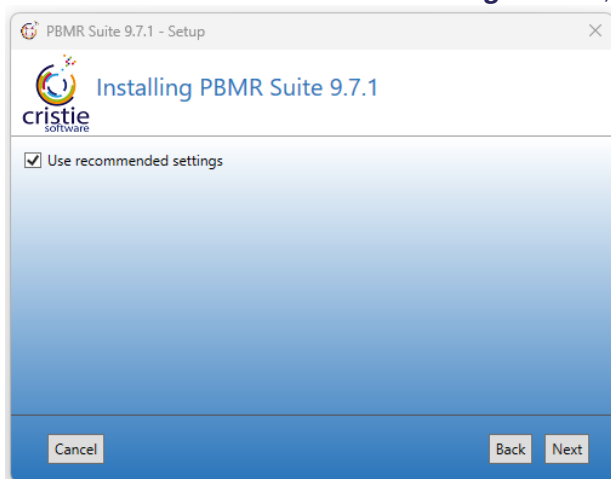
1. Run the **suite installer** SetupPBMRSuite.exe by double-clicking it in Explorer or launching it from a command prompt. The installer will guide you through component selection.



2. Select **PBMR 9.7.1** then click **Next**.



3. **Read** and **accept** the license agreement box, then click **Next**.
4. Leave the **Use recommended settings** ticked, and click **Next**.

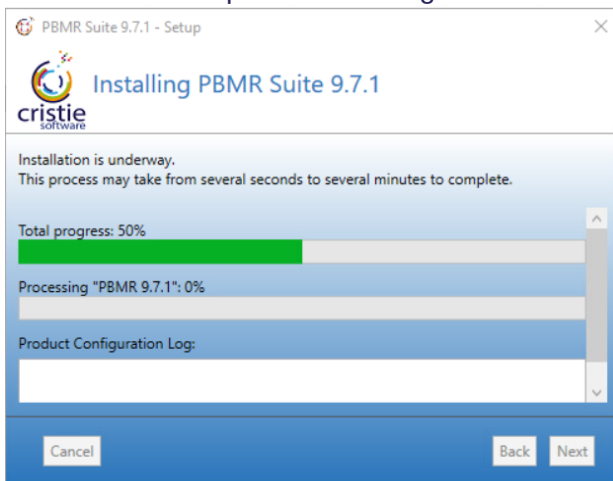


5. **Optional:** If you untick Use recommended settings, then you will see the following additional fields:

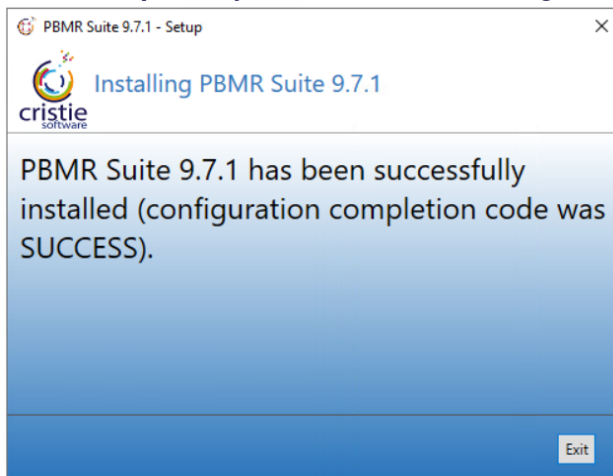
- **Installation root for PBMR Suite 9.7.1:**  
The installation path has to be on system drive (C:\), but this does not have to be the default Program Files directory
- **VA Address:**  
Add your appliance IP address or FQDN
- **VA Tenant:**  
Add your appliance tenant (leave blank for root)

If both VA address and tenant are specified, the installer will setup the Cristie VA service to talk back to the appliance and show your system in estate management.

6. The **installation** process will begin.



7. Once **completed** you will see the following **success** message.



8. Click **Exit**.

## Silent install

Use silent installs when you need repeatable, unattended installations (for example: imaging, automation or large deployments).

### Prerequisites

- **Dell PowerProtect Data Manager required:** The **PowerProtect** client must be installed before running any silent install, else the silent install will fail without an interactive error.
- **Recommended method:** Run the suite installer silently (recommended) because it installs components in the correct order with the correct options.
- **32-bit is not supported:** PBMR agent is supported only on 64-bit Windows.

### Procedure

1. Run the **suite installer** with the `/quiet` and `/norestart` switch to perform a full, unattended install.

For example:

```
C:\SetupPBMRSuite.exe /quiet /norestart /log "C:\Temp"
SuiteInstallDir="C:\Program Files\Cristie" VAADDRESS="xxx.xxx.xxx.xxx"
VATENANCY="root"
```

This command:

- Installs PBMR components to the folder specified in `SuiteInstallDir`
- Writes an installation log to the folder specified by `/log`
- `/norestart` will prevent the machine from rebooting automatically - appropriate for `.exe` and `.msi` installs.

You can reboot manually later.

### Optional VA parameters

- `VAADDRESS=<ipaddress>` Specify the IPv4 address of the Cristie Virtual Appliance (VA) if managing the host via a VA.
- `VATENANCY=<tenancyname>` Specify the VA tenant name if required.

If a VA is not in use, these parameters may be omitted.

## Silent component install

Only use the individual component installers when the Suite installer (including its silent mode) cannot be used, for example, if your deployment tool is incompatible with the Suite. You will then need to obtain each component's standalone MSI, for example `SetupPBMR.msi` from Cristie.

It is normally included in the same download package as the suite installer.

**Note:** 32-bit agent installations are not supported.

### Procedure: Run the silent setup

1. To run a silent install, execute the component MSI with the /quiet flag.

For example:

```
C:\temp\SetupPBMR.msi /quiet
```

2. The following command will select all the default values that have been specified for the installation. To change defaults, add MSI properties on the command line.

For example, the command below replaces the default install folder and /log creates

C:\Temp\Install.log.

```
C:\SetupPBMR.msi /quiet INSTALLLOCATION="%systemdrive%\Cristie\PBMR" /log  
C:\Temp\Install.log
```

#### Note:

Property and parameter names are case sensitive - use the exact names shown above (for example **IN**

## Uninstalling PBMR components

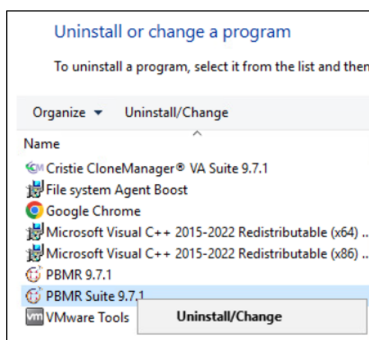
PBMR supports two uninstall modes:

- Full uninstall of all components
- Selective uninstall of individual components

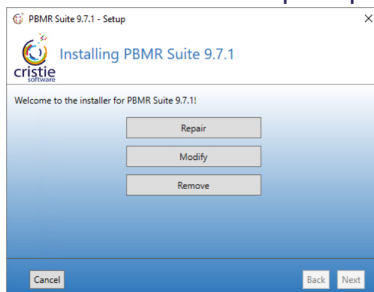
### Uninstall all components (Windows UI)

#### Procedure

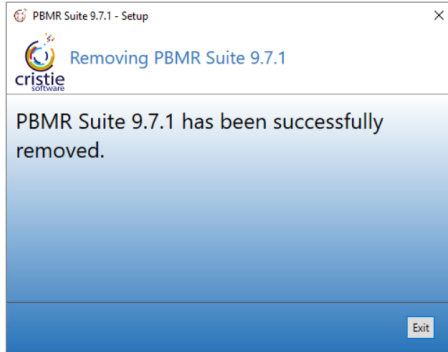
1. Open **Control Panel** and select **Programs and Features** (or **Settings** then **Apps & features** on Windows 10/Windows Server 2019 and later).
2. Find **PBMR Suite 9.7.1** in the list.



3. Click **Remove** when prompted.



4. The selected components will be uninstalled, and you will see a confirmation window. Click **Exit**.



## Silent Uninstall

Use a silent uninstall when you need to remove PBMR unattended, for example, as part of automation or imaging.

There are 2 approaches to this:

- Run the Suite uninstaller silently
- Run per-component uninstallers silently (This is currently not supported)

### Prerequisites

The product must have been installed by the **suite installer** for the Suite uninstaller to remove all components correctly.

Also ensure you run the command as an **Administrator**.

### Run the Suite uninstaller

This method uninstalls components in the correct order and with the correct options. The steps below are for **demonstration** purposes.

### Procedure

1. In the command line, run the suite installer in uninstall mode using the /quiet, /uninstall and /norestart switches.

```
C:\SetupPBMRSuite.exe /quiet /uninstall /log /norestart  
"C:\temp\uninstall.log"
```

This command :

- Removes all installed PBMR components
- Creates an uninstall log at C:\temp\uninstall.log
- Will prevent the machine from rebooting automatically - appropriate for .exe and msi installs. You can reboot manually later.

### Silent component uninstall

Silent per-component uninstall using standalone uninstallers is **not currently supported**. To ensure complete and consistent removal, always use the **Suite uninstall method**.

# Product Licensing

This chapter explains how PBMR licensing works and what you need to do to move from the **built-in trial** to a **fully licensed product**.

Refer to this chapter when **preparing production systems, renewing licenses, or raising support requests**.

## Trial license

**PBMR** installs with a **30-day trial** that begins on the **date of installation**. During the trial the product is **fully functional**.

After the **30 days expire** the **PBMR** configuration file (PBMRcfg.exe) will not run until a full license is applied.

You can view and manage license information from the **Cristie License Manager**. Open it from the **Start menu** shortcut (Start → Cristie → License Manager).

Clicking the shortcut opens the **License Manager** window.

This shows:

- The current Cristie product (PBMR)
- The installed host System signature
- Machine attributes and product version
- The trial end date and license type
- Any currently installed activation codes

The configuration generator becomes active again once a full license has been purchased and the new **Activation Code** is entered via the License Manager. After the activation, the generator will resume its normal operation.

You can confirm the trial end date and that no mandatory expiry is imminent in the **License Manager**. If you have an Activation Code ready, use the License Manager to apply it so the configuration generator is re-enabled.

## Full License

A **full license** entitles the customer to product **support and upgrades** for the duration of the maintenance period.

The software **will continue to run** after maintenance expires, but the customer is **no longer eligible** for support or upgrades.

## How to move from trial to full

To convert a trial to a full license you must obtain a **full license Activation Code** from **Cristie**. Activation codes are issued via the [Cristie Licensing Portal](#) or can be applied using the product **License Manager**.

You must register an account on the **Licensing Portal** to obtain **activation codes**.

### Licensing codes

| Licensing code               | Description                                                       |
|------------------------------|-------------------------------------------------------------------|
| Contract ID/Agreement Number | A 4-digit number supplied by Cristie Sales during purchase.       |
| Activation Code              | A 35-character activation/support code from the Licensing Portal. |

Cristie may issue site/bulk licenses for large orders. Contact your **Cristie sales** representative to discuss site licensing options.

### Activation options

- **Manual activation** (no direct internet required): You can activate the product on a host without direct internet access (manual activation still requires a Licensing Portal account to obtain codes).
- **Cristie Appliance**: If you use a Cristie Appliance, it can also be used to apply licenses.

#### **Note:**

This section assumes PBMR is already installed on the host where you will apply the license.

## Create a new Cristie licensing portal account

This section explains how to register for the [Cristie Licensing Portal](#) so you can manage contracts and obtain activation codes for **PBMR**.

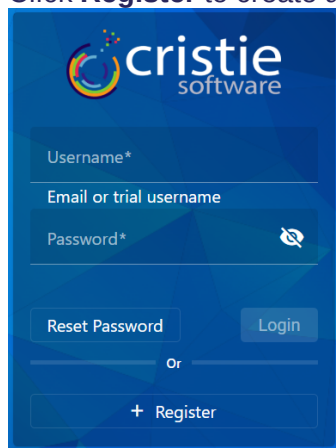
### Before you start

- Make sure you have your 4-digit Contract ID
- The contract setup password (or your Agreement Number if that was supplied)
- Registration must be done from a machine with internet access.

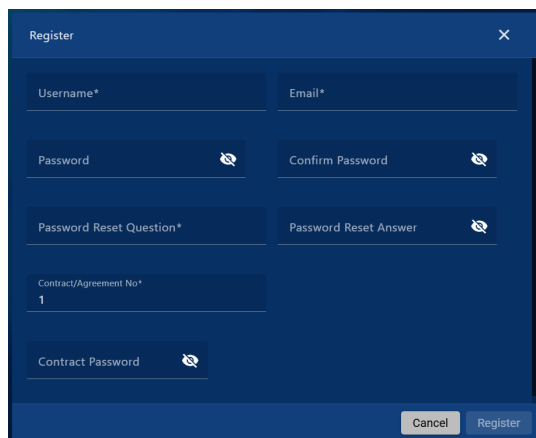
To setup a **new account** on the [Cristie Licensing Portal](#), follow the below steps.

### **Procedure**

1. On a machine with internet access, open a browser and go to the [Cristie Portal](#).
2. Click **Register** to create a new account.



3. Enter the requested information (Email, password and any other required fields), then provide your **Contract Number** and **Contract Password** when prompted. (This would have been provided by support)

A screenshot of a 'Register' dialog box with a dark blue header and footer. The form contains several input fields: 'Username\*', 'Email\*', 'Password' (with a toggle icon), 'Confirm Password' (with a toggle icon), 'Password Reset Question\*', 'Password Reset Answer' (with a toggle icon), 'Contract/Agreement No\*' (containing the number '1'), and 'Contract Password' (with a toggle icon). At the bottom right, there are 'Cancel' and 'Register' buttons.

4. Click **Register** to submit the form.
5. Sign in to the **Licensing Portal** with the email and password you just created.

## Manual activation

Use **Manual activation** when the **PBMR** host has no direct Internet access. Manual activation uses a **35-character Activation Code** that you can obtain from the **Cristie Licensing portal** (using a second, Internet-connected machine) and then apply on the offline host.

### Note:

Your contract must already be set up on the Cristie Licensing Portal. Ensure you have your Contract ID (or Agreement Number) available.

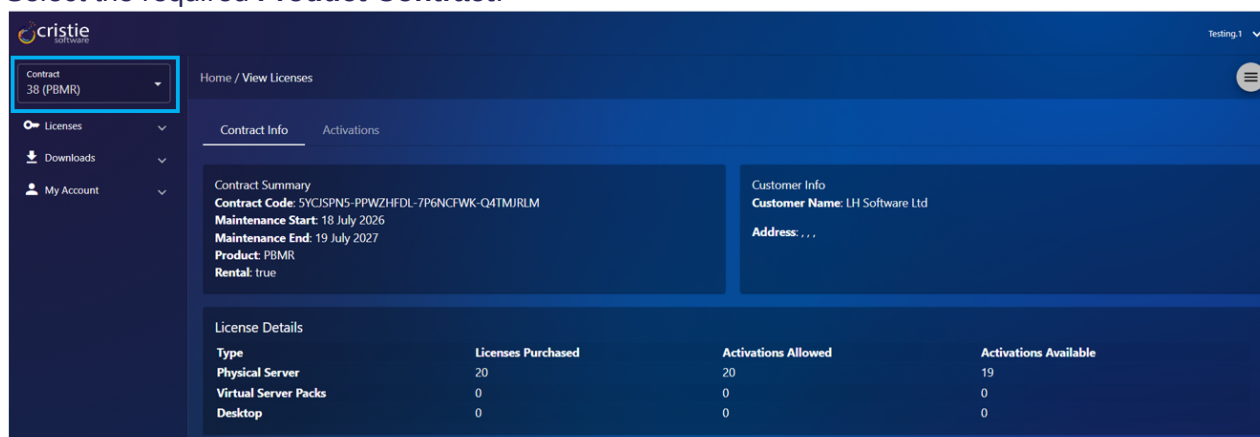
## Procedure

1. On the **PBMR** host, run the **Cristie License Manager** and copy the **System signature** (this uniquely identifies the host).

A screenshot of the 'License Manager' application window. The window has a title bar and a close button. The main area is divided into a left sidebar with icons for 'MACHINE MOBILITY', 'MACHINE BACKUP', and 'MACHINE RECOVERY'. The main content area shows 'PBMR License found' with a table of license details: Contract ID (with a link 'Please register before trial expiry date'), Signature (A28YMYLT-SDR73Z4G-DAJVTJD7-BE23D5HF), Attributes (Server), Version (9.7), End date (07 August 2026), and Type (Normal). Below this is an 'Activation codes' section with a large empty text box. At the bottom, there is an 'Activation code information' section with fields for Type, End date, and Attributes, and a 'Manual Activation...' button. At the very bottom are 'Site License...' and 'Exit' buttons.

2. On a machine with Internet access, sign in to the [Cristie Licensing Portal](#)

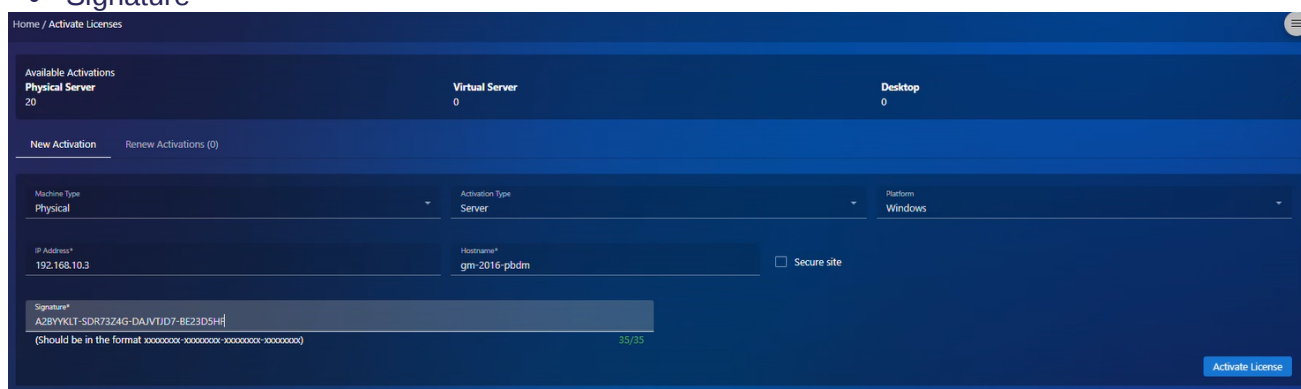
## 3. Select the required **Product Contract**.



## 4. Navigate to **Licenses** and select **Activate Licenses**.

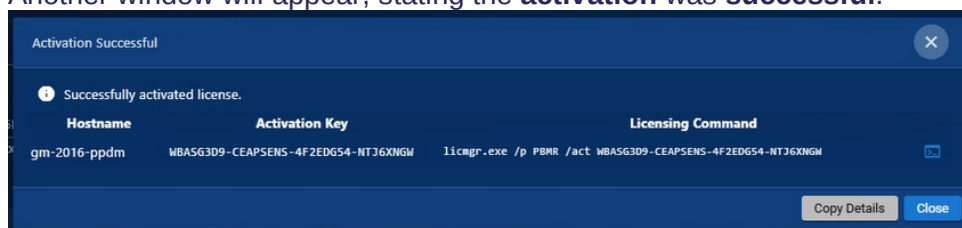
## 5. Enter the following information:

- Machine Type
- Activation Type
- Platform
- IP Address
- Hostname
- Signature



## 6. Click **Activate License**.

## 7. Another window will appear, stating the **activation** was **successful**.



## 8. Click **Copy Details**, this will copy the **Licensing Command**, you can now paste this into a command prompt to **apply** the license. Else you can use the **license manager** to apply it via the manual activation button.

## 9. The **License** is now **Active**. Click **Close**

## Add New Contract

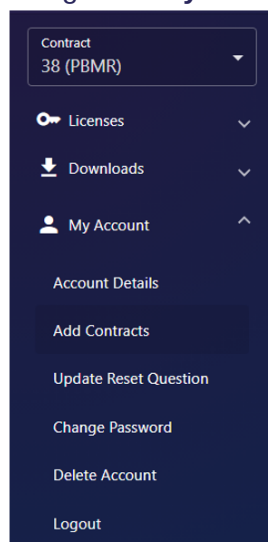
If you do not have the required Contract license readily available, you can add them in the **Cristie Licensing Portal**.

### Note:

The Contract Number and the Contract Password are provided by Cristie Sales in the License Certificate and Support Schedule file.

## Procedure

1. Navigate to **My Account** and select **Add Contracts**.

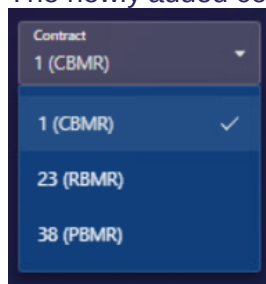


2. Enter the following:

- Contract/Agreement Number
- Contract Password

A screenshot of a web form titled 'Add Contracts'. The form has two input fields: 'Contract/Agreement No\*' and 'Contract Password'. The password field has a toggle icon to the right. Below the password field, there is a text hint: 'You can find this on your entitlement document'. An 'Add Contract' button is located at the bottom right of the form. The breadcrumb 'Home / Add Contracts' is visible at the top left.

3. Click **Add Contract**.
4. The newly added contract will now be present in the contract drop-down menu.



# Cristie Technical Support

## Contact Numbers - Cristie Software (UK) Limited

**Technical Support:** +44 (0) 1453 847 009

**Toll-Free US Number:** 1-866-TEC-CBMR (1-866-832-2267)

## Cristie Support links

**Forum:** [forum.cristie.com](https://forum.cristie.com)

**Web:** [www.cristie.com](https://www.cristie.com)

## Emails

**Sales Enquiries:** [sales@cristie.com](mailto:sales@cristie.com)

**Support:** [support@cristie.com](mailto:support@cristie.com)

## Address

Cristie Software Ltd,  
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Chestnut Lane,  
Stroud,  
GL5 3EW,  
UK

## Support Hours

Monday to Friday

5:00 AM - 5:00 PM Eastern Time

Out-of-Hours support available to customers with a valid Support Agreement - Severity 1 issues\* only  
UK Bank Holidays\*\* classed as Out-of-Hours - Severity 1 issues only.

\*Severity 1 issues are defined as: a production server failure, cannot perform recovery or actual loss of data occurring.

\*\*For details on dates of UK Bank Holidays, please see [www.cristie.com/support/](https://www.cristie.com/support/)

### **Note:**

Cristie Software Ltd. are continually expanding their product range in line with the latest technologies. Please contact the Cristie Sales Office for the latest product range.

# Glossary

| Term                         | Description                                                                                                                                                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activation Code</b>       | A 35-character code issued by Cristie (via the Licensing Portal) used to activate a Full or Rental license on a host. Entered in the License Manager or applied with <code>licmgr</code> .                                                                                                      |
| <b>Agreement Number</b>      | Currently the same value as the Contract ID. Use it where the portal requests Contract ID.                                                                                                                                                                                                      |
| <b>Allow Policy</b>          | A policy configuration that explicitly permits specified processes to access a protected path or registry key.                                                                                                                                                                                  |
| <b>Audit Event</b>           | A logged record of file system or registry access attempts, including process details, operation type, and access result.                                                                                                                                                                       |
| <b>Auto-generated Policy</b> | A policy derived from real-time process activity observed during normal system operations.                                                                                                                                                                                                      |
| <b>Block Policy</b>          | A policy configuration that explicitly denies specified processes access to a protected path or registry key.                                                                                                                                                                                   |
| <b>PBMR</b>                  | PBMR extends PowerProtect Data Manager backups so that operating systems, applications, user configurations and data can be recovered to any available point in time. PBMR is managed through the Cristie Virtual Appliance (VA).                                                               |
| <b>PBMRSuite</b>             | The collection of installable components (PBMR agent, CRISP, WinPE filesets, etc). Delivered as a suite installer ( <code>SetupPBMRSuite.exe</code> ) and individual component MSIs.                                                                                                            |
| <b>Contract Code</b>         | A 35-character code associated with the contract on the Cristie Licensing Portal. Used in licensing records.                                                                                                                                                                                    |
| <b>Contract ID</b>           | A 4-digit number supplied by Cristie Sales when you purchase a license. Used in the Licensing Portal and activation flows.                                                                                                                                                                      |
| <b>CRISP</b>                 | Tool used to build a bootable Windows recovery ISO/USB from the CRISP WinPE fileset. Install on a build host; combine with WinPE filesets (WinPE5/WinPE10/WinPE11) to produce DR media. Cristie does not ship ISOs containing WinPE for licensing reasons, customers build DR media with CRISP. |
| <b>Filter Driver</b>         | A Windows kernel driver that intercepts filesystem operations before they reach the underlying storage system.                                                                                                                                                                                  |
| <b>IdP</b>                   | Identity provider.                                                                                                                                                                                                                                                                              |
| <b>OIDC</b>                  | OIDC (OpenID Connect) is an authentication layer that verifies a user's identity when signing into a digital service.                                                                                                                                                                           |
| <b>Read-only Policy</b>      | A policy configuration that allows processes to read from a protected path but prevents write, modify, or delete operations.                                                                                                                                                                    |
| <b>Signature Lock</b>        | A security feature that validates digital signatures of executables before allowing access, preventing unauthorized or tampered programs from accessing protected resources.                                                                                                                    |