

FAQ

Phoenix FirstWare® Recover Pro **2004**



The secure, easy-to-deploy, easy to use
backup & recovery solution for PC's

Phoenix FirstWare® Recover Pro

Q. What is Phoenix Recover Pro 2004?

A. Phoenix Technologies FirstWare Recover Pro 2004 is a secure, easy-to-deploy, easy to use virus recovery solution. As a Phoenix Core Managed Environment (cME) certified application, this powerful recovery solution is the ideal enhancement product to keep businesses and users operational. This is a new, advanced technology solution that ensures that users can recover their data quickly and easily in the case of a virus attack, unwanted patch or software upgrade, inadvertent file deletion or system failure. Even if the operating system won't boot, a quick recovery is just 3 clicks away with our pre-boot GUI and on board, protected backup – no CD required!

Q. What are the security advantages?

A. Phoenix FirstWare Recover Pro 2004 provides a tamper-proof backup space, a Phoenix protected partition, which is protected even from viruses that compromise the entire Windows operating system and user data.

Q. What are the differences between factory, static, and incremental restore points?

A. Phoenix Recover Pro 2004 offers users and OEMs three layers of protection in the form of restore points. These restore points may be accessed both through Windows and if Windows can't boot, through the Phoenix Core Managed Environment (cME).

The Factory Restore is an image of the primary (master) drive or the boot partition. Designed to replace the recovery CD shipped with most PCs, it is created by the PC maker at the time of manufacture and is stored in the Phoenix protected partition. The Factory Restore cannot be deleted or updated by the user. It is usually the last resort for repairing a system because the image contains only the original applications and OS shipped by the PC manufacturer.

The Static Restore is a user created and managed copy of the entire primary (master) drive or selected partitions. The user can have only one Static Restore point, and it is stored in a Phoenix protected partition. The user can delete and re-create the Static Restore Point provided there is sufficient hard drive space in cME. cME can only be resized by uninstalling and reinstalling the software.

Incremental restore points offer the user automatic protection by tracking all sector changes to the hard drive. These changes are stored in Incremental restore points, which are created by default every time the system boots or within a 24-hour period. Also, the user can manually create and delete Incremental restore points. Incremental restore points are not stored in the Phoenix protected partition of the hard drive. Incremental Restore points are quick to create and use hard drive space very efficiently because it is tracking only changes.

Note: The first Incremental Restore point after de-fragmenting a drive or moving large directories will be quite large because many sectors on the drive will have changed.

Q. What is the Phoenix Core Managed Environment?

A. The Phoenix Core Managed Environment (cME) is a collection of software which provides services and the tools needed to create, enable and manage the pre-OS operating environment. The environment's platform services are comprised of APIs and executables that which provide capabilities to the applications executing within cME.

Q. How are my data and applications protected?

A. Phoenix FirstWare Recover Pro 2004 is designed for all users, regardless of their technical background. The Restore Points created by Recover Pro 2004 include all data, network settings, applications and the operating system because Recover Pro 2004 is working at the sector level. Recover Pro 2004 makes no distinction between an OS update, a new application install or application update, or user data. This is important because most users do not know where their data is stored on the PC. For example, Outlook data may or may not be stored in the My Documents folder. This means the user data, applications and OS are completely backed-up and protected in a Phoenix protected partition.

Q. What are the main features of Recover Pro?

- A.
- Virus Protected Backups
 - Complete System Backup and Restore
 - Backup to and Restore from Hard Drive/CD/DVD
 - Virus Protected Pre-OS GUI
 - Recover without network or CD/DVD
 - 3 Click Recovery
 - Installation Wizard

Q. What is the Phoenix Protected Partition?

A. The Phoenix protected partition is an area of the local hard disk drive that is protected from virus attacks and unauthorized read and write access. A sophisticated systems monitoring service does this along with ensuring that Recover Pro 2004 and all of its components are properly installed and executing. This includes all files and registry settings as well as required operating system files.

Phoenix FirstWare® Recover Pro

Q. What are the system requirements for Phoenix FirstWare Recover Pro?

- A. • ATA-5 or Serial ATA compliant hard drive
- Boot drive with one to four partitions
 - Windows XP, 2000
 - To enable Windows XP support for hard drives over 137GB, Windows XP service pack 1 needs to be installed
 - To enable Windows 2000 support for hard drives over 137GB, please follow instructions in Microsoft Knowledge Base Article KB305098

Q. Does Phoenix FirstWare Recover Pro 2004 take much hard drive space for backup?

A. Phoenix FirstWare Recover Pro protects the hard drive by continually monitoring the PC. FirstWare Recover Pro backs up only the files that the user modified. As a result, it is very efficient and maximizes hard drive space. Generally, quick backups require only 5% to 15% of the entire hard drive.

Q. How much time is required for Phoenix FirstWare Recover Pro 2004 to recover files?

A. The restore function of Phoenix FirstWare Recover Pro 2004 will require about 20 seconds or up to 10 minutes (according to the data amount) to restore the system for a quick backup.

Q. Can Phoenix FirstWare Recover Pro restore to another hard drive if the computers original hard drive fails?

A. Yes, if they have created a recovery CD.

If user does not have a recovery CD the following three conditions must be met:

cME Protected Partition needs to be intact

cME Disk needs to be available: either on hard drive or from rescue cME disk boot floppy

cME protected partition needs to appear in the partition table.

All are protected by cME Guardian.

Q. If a sudden shutdown occurs to the PC (such as the power is lost) while a back-up or restore operation is taking place, will Recover Pro 2004 resume where it left off once the machine is turned back on?

A. Yes.

Q. What is cME Guardian?

A. A watchdog application that is included with Recover Pro 2004 which protects the installation by:

- Protecting the Phoenix protected partition where the static and factory images are stored
- Monitoring the critical files (.exe, .dll, and registry) that are needed for Recover Pro 2004 and its platform to run.
- Has GUI that shows system health to end user
- GUI allows end user to change default settings and perform repair operations if an installation is invalid
- Logging all tests performed and their outcome. Log file is written to Guardian's root directory.

Phoenix @ the Core

Phoenix Technologies develops and delivers a complete product suite of Core System Software, tools and applications to deliver trusted seamless computing to smart devices for the connected world. Phoenix Technologies helped launch the PC industry 25 years ago. Today we are extending our leadership and knowledge at the core of machines, beyond the PC to a wide range of platforms and devices. Phoenix has a long-standing relationship with the developments and advancements of BIOS. This history allows us to fully understand the core needs for trust in connected devices, both today and for the future. Phoenix is uniquely positioned to adapt and meet the demands of new products and developments, and to innovate the foundation for the future of connected devices around the world.

Phoenix Technologies Ltd.

915 Murphy Ranch Road
Milpitas, CA 95035
408.570.1000 main
408.570.1001 fax

800.446.9202 North America sales
781-BUY PTEC Outside North America sales

