

FAQ

# Phoenix FirstWare® Recover Pro



Maximize profits and reduce RMAs with built-in disaster recovery

# Phoenix FirstWare® Recover Pro

Phoenix FirstWare Recover Pro is a complete, cME certified application solution that lets users restore a PC to its factory-configured state or to a previous restore point. At the touch of a button, users can rebuild an entire PC—including data, applications, and operating system (OS)—without restore CDs. Phoenix FirstWare Recover Pro uses a unique technology that stores the user data, applications, and OS in the secure host protected area (HPA) of the hard drive. Unlike hidden partitions, this area is invisible to the OS, so it's safe from hackers, viruses, user error, or other disasters. The solution's economical use of hard-drive space also preserves system speed and performance. Phoenix FirstWare Recover Pro can be installed in new devices or it can be added to devices already in the marketplace. This gives you more opportunity for profit.

## 1. What are the differences between Phoenix FirstWare Recover and Phoenix FirstWare Recover Pro?

FirstWare Recover is a low-cost solution that replaces the recover CD shipped with most PCs and reduces PC manufacturers' support costs. Recover Pro offers the same capabilities of FirstWare Recover plus the ability to protect the user's system after it has left the manufacturer.

Feature	Function	Recover v2.3	Recover Pro v2.0
Restore Points	OEM created Factory Restore	Yes	Yes
	User Managed Static Restore Point	No	Yes
	User Manager Incremental Restore Points	No	Yes
Restore Point Management	User Can Manually Create Restore Points	No	Yes
	Automatically Create Multiple Incremental Restore Points (limited only by HDD space)	No	Yes
	Rename Restore Points	No	Yes
	Password Protection on Restore Points	No	Yes
	Disable/Enable Automated Incremental Restore Point Protection	No	Yes
	Restore Point Integrity Check	No	Yes
	Delete Restore Points	No	Yes
	Auto-Create Restore Points Every Time the Computer Boots	No	Yes
	Auto-Create Restore Point According to the Pre-set Schedule or Event	No	Yes
	Revert to any Restore Point from Windows	No	Yes
	Revert Factory Restore from cME	Yes	Yes
	Revert Static Restore from cME	No	Yes
	Revert Incremental Restore from cME	No	Yes
	Allocated Space Monitor	No	Yes
	Low-Space Warning	No	Yes
Restore Point Storage	Three Levels of Protection	No	Yes
	Factory Restore Point Stored in HPA	Yes	Yes
	Static Restore Point Stored in HPA	No	Yes
	Incremental Restore Point Stored in Proprietary Partition	No	Yes
	Update Static Restore Point Stored in the HPA	No	Yes
Protection Policies	System Recover when Windows Won't Boot	Yes	Yes
	Recover Data after Formatting Hard Disk	Yes	Yes
	Recover Data after Partitioning Hard Disk	Yes	Yes
	Restore Entire Primary HDD	Yes	Yes
	Automatically Protects User's Data, Applications and Operating System including Updates	No	Yes
	Boot Partition	Yes	Yes
	Restore System to Original PC Manufacturer Condition	Yes	Yes
Restore System to Nearly any Restore Point	No	Yes	
Backup Unit	Sector	No	Yes
	File	Yes	Yes <sup>1</sup>
Power Management Support	Hibernation Support	No	Yes
	Sleep Mode Support	No	Yes

## 2. What are the differences between Factory, Static and Incremental Restore?

Recover Pro offers users and OEMs three layers of protection in the form of Restore Points. These Restore Points may be accessed both through Windows and 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 HPA. 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 HPA. The user can delete and re-create the Static Restore Point provided there is sufficient hard drive space in cME. Currently, cME cannot be resized.

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 stored in the User area of the 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.

## 3. What is Phoenix Core Managed Environment™ (cME)?

Phoenix Core Managed Environment (cME) is the first core-level innovation in 20 years for PCs and connected devices. Phoenix cME ("see me") is a standards-based group of enabling technologies and applications that provides a new set of capabilities that are delivered through a portfolio of APIs, tools, software, and BIOS. This portfolio is deployed by OEMs, ODMs and applications developers at the core system software level, providing valuable applications and services that are always available and always secure.

## 4. How is this different from other environments?

In PCs and servers, Phoenix cME is actually built into a protected part of the hard drive, completely invisible to the OS. It offers complete protection for system software, tools, utilities, and other resources, keeping them safe from hackers, virus attacks, user errors, and other catastrophes. In consumer electronic devices, such as set-top boxes, Phoenix cME also provides a secure environment for content delivery from the Internet.

## 5. How are my data and applications protected?

Phoenix FirstWare Recover Pro is designed for all users, regardless of their technical background. The Restore Points created by Recover Pro include all data, applications and the operating system because Recover Pro is working at the sector level. Recover Pro 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 is not stored in My Documents. This means the user data, applications and OS are completely backed-up and protected.

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

### System requirements:

- ATA-5 compliant hard drive (S-ATA drives not supported)
- Primary master drive with up to four partitions
- Drives smaller than 137 gigabytes
- Intel Pentium II or later processors
- 128 MB of RAM
- 30 percent to 40 percent of total hard disk space reserved for backup activities

## 7. Does Phoenix FirstWare Recover Pro take much hard drive space for backup?

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, it requires only 5% to 15% of the entire hard drive.

## 8. How much time is required for Phoenix FirstWare Recover Pro to recover files?

The automatic protect function of Phoenix FirstWare Recover Pro will require about 20 seconds or up to 10 minutes (according to the data amount) to restore the system.

## 9. Can Phoenix FirstWare Recover Pro restore the system after the hard disk has been formatted?

Yes, Phoenix FirstWare Recover Pro uses either the Factory or Static Restore to restore the primary drive or boot partition after it has been formatted. Recover Pro is designed to restore deleted files, the formatted hard disk or Fdisk, lost files, virus-damaged files, destroyed Windows systems, partition table, and more.

## 10. If I install a new version of Recover Pro, can the static restore point from my previous version be migrated to the latest version?

No.

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

Yes.

### Phoenix @ the Core

Phoenix Technologies core system software helped launch the PC industry more than 20 years ago. Today, we have extended this leadership beyond the PC to a wide range of platforms and other digital devices. The Phoenix Core Managed Environment (cME) provides the industry's only common software environment that delivers a simpler, more secure, and more reliable experience for users.

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