

# Phoenix Recover Pro 6

## Frequently Asked Questions

**Q. What is Recover Pro 6?**

A. Recover Pro 6 is a PC recovery solution for notebook and desktop users that enables complete system recovery in the event of a virus or malware attack, an incompatible software installation, or other software problem. It is an ideal enhancement product for enterprises to keep businesses and users operational. When Windows won't boot, pressing a single "hot key" will boot the user's PC into the Phoenix "Instant-on" recovery environment, where a damaged system can be recovered in minutes – without external CD/DVD media or network access.

**Q. What are the differences between Quick and Complete backups?**

A. Quick backups differ from Complete backups in that the only information saved is the relevant block-level changes that were made to the hard drive from the previous Quick backup. Assume a user has 50 gigabytes of data stored on his or her hard drive. If only 50 megabytes changed at the block level on the hard drive from the previous Quick backup, the Quick backup size would only take up 50 megabytes of disk space. A Complete backup, on the other hand, would create backup of every file on the drive – consuming significantly more disk space and taking much longer to execute.

**Q. Can I completely restore my hard disk from a Quick backup only?**

A. Yes. Restoring from a Quick backup results in the same full recovery that would occur if you were restoring from a Complete backup – and in a fraction of the time. As serious as a corrupted operating system, virus attack, incompatible software installation, or malicious or accidental file deletion can be, as long the actual bits on the hard disk can be restored to a specified point in time before the disaster occurred, a user can fully restore their system. A Quick backup does this.

**Q. Is it necessary to create a Complete "full static" backup to take advantage of the Quick backup capability?**

A. No. The Recover Pro 6 Quick backup capability is completely independent of the Complete backup. It is not necessary to have an available Complete backup to create a Quick backup or to restore from a Quick backup. . This is one of the areas where Recover Pro 6 differs from other backup and recovery products.

**Q. If a Quick backup provides the same ability to backup and restore my system, why would I want to utilize the Complete backup feature?**

A. The primary advantage of Complete backups is that they can be stored to an external location such as a second internal hard drive, a network share, USB drive, or a recovery CD/DVD. Quick backups are stored locally. Storing backups externally provides added protection against a physical hard-disk crash.

**Q. What is a File backup and when would I use it over another backup type?**

A. Recover Pro 6 offers file-level backups that enable the user to recover deleted or overwritten files. Users can even choose the specific file version to restore. File backups enable the user to restore an individual file without affecting any other data on the hard drive. Quick backups, on-the-other-hand, are “file unaware” in the sense that they work by restoring the entire hard drive to a previous point in time. File backups are better for recovering from an accidental overwriting or deleting of a file. Quick backups are better for recovering from a virus or malware attack, an incompatible software installation, or any other disaster where a user cannot pinpoint the problem to a specific file (or set of files) and simply wants to return their entire PC to an earlier point in time.

**Q. What is a Factory Image?**

A. The system that came pre-loaded with Recover Pro 6 at the time of manufacture may contain a factory image. A factory image is a backup of your hard drive at the time it left the factory. Restoring to the factory image will restore all applications, files, and settings that existed when your PC shipped from the factory, but would cause the user to lose any data, applications, and updates that occurred after the PC left the factory. PC manufacturers often times use the factory image in place of the traditional restoration CDs they used to provide.

**Q. What if Recover Pro 6 was installed after my PC was manufactured and I don't have a factory image?**

A. The user can create a Complete backup at any time. Complete backups can be updated to include user data, user-installed applications, and software updates.

**Q. Can Recover Pro 6 restore my system when Windows® won't boot?**

A. Yes. Recover Pro 6 has a built-in recovery environment that is completely independent of the Windows operating system. When Windows is unavailable – as is the case when it crashes or becomes corrupted, pressing the [F4] hot key will launch the Phoenix Always™ “Instant-on” recovery environment. Recovery data (Quick backups—and a Complete backup if the user elected to save to the local drive—) is accessible from this environment. Three mouse-clicks and your system will literally restore itself.

**Q. What is the Phoenix Always™ environment?**

A. Phoenix Always is an Instant-on, operating system independent, environment that operates in a protected area of the user's local disk. The environment is available even when Windows cannot boot, and it's impervious to viruses and other attacks that affect the Windows operating or file system. Recover Pro 6 can be launched directly from this environment to provide instant recovery when Windows won't boot.

**Q. What is the Phoenix Protected Area (sometimes referred to as PPA)?**

A. The Phoenix Protected Area is the area of the hard drive where recovery data is stored. In after market installations, it resides in a hidden partition on the local hard

drive, and contains a sophisticated systems monitoring service that ensures all of the components are installed and operating properly.

**Q. How much disk space is required for Recover Pro 6?**

A. This depends on a number of factors, including disk drive capacity. Typically, Recover Pro 6 will reserve five percent of the disk drive for Quick and File backups. If the user wants to set aside space in the Phoenix-protected area for a Complete backup too, 25 to 30 percent of free space on the drive may be required to accommodate the installation. The user can customize the amount of space set aside for recovery data. Drives of larger capacity may require less space as a percentage of the overall drive capacity than smaller drives.

**Q. Is the Recover Pro 6 backup data stored in a compressed format?**

A. Quick backups consist only of relevant block-level changes to the hard drive in much the same sense as a “snapshot”. It is extremely space efficient. Complete backups may be saved with no compression, medium compression, or high compression, at the user’s discretion. Using compression optimizes disk space, but tends to take longer than the same backup with no compression. No compression may consume a bit more disk space, but offers better performance. File backups are not compressed.

**Q. Is it possible to characterize the compression ratio of Recover Pro 6?**

A. Compression ratio is really a function of the type of files being backed up. Some files compress very efficiently and the compressed files consume only a fraction of the original file size. Other files, such as MP3’s and video files, are already highly compressed and cannot be further compressed in any significant manner.

**Q. What are the security advantages of Recover Pro 6?**

A. Recover Pro 6 offers unparalleled security for the following reasons:

- Actual recovery data is stored in a self-contained, Phoenix-protected area of the hard disk (a hidden partition).
- The area is constantly monitored and maintained by Phoenix Guardian
- Only the Recover Pro application can access and write to the area

**Q. What is Phoenix Guardian?**

A. Phoenix Guardian is a watchdog application that is included with Recover Pro 6 which protects the installation by handling the following:

- Protecting the Phoenix-protected area where recovery data is stored
- Monitoring the critical files (.exe, .dll, and registry) needed for Recover Pro 6 and the Phoenix Always™ platform to run
- Reporting system health to the end user
- GUI allows end user to change default settings and perform repair operations if an installation is invalid.
- Logging all tests performed, along with their outcome. Log file is written to Guardian’s root directory.