

FAQ

Phoenix FirstWare® Recover Pro NETWORK



Reduce IT support costs and protect critical business information with a powerful, low cost recovery solution featuring automatic scheduling and central administration.

Phoenix FirstWare® Recover Pro NETWORK

Q: What is Phoenix FirstWare Recover Pro Network?

A: Phoenix FirstWare Recover Pro Network is an easy-to-deploy, easy-to-use recovery tool for PCs and other digital devices. As a Phoenix Core Managed Environment (cME™) certified application, this powerful recovery solution is the ideal enhancement product. Upgrade existing systems with new, advanced technology solutions that help small and medium businesses (SMBs) solve many of their IT problems quickly and easily – even from remote locations. Help enable SMBs to protect and recover their devices and keep their businesses operational. Phoenix FirstWare Recover Pro Network is especially beneficial for the mid-market because it is easy to deploy and manage by companies with small IT departments.

Q: How does Phoenix FirstWare Recover Pro Network work?

A: The application allows users to back-up and recover their machines in the event of system failure. Back-up and recovery can be initiated on a full or incremental basis, so users can restore to the factory condition, to the configured machine on first day of operation, or only to recently backed-up files and a known clean state. All data is stored in a hidden local hard drive for efficient recovery, independent of client PC connectivity and/or bandwidth. This reduces IT support and PC replacement costs, and it greatly improves productivity. Users can recover after a virus attack or other failure, and it works even if the operating system will not launch. Depending on the amount of data, recovery can take anywhere from a few seconds to 20 minutes.

Q: What is protected by Phoenix FirstWare Recover Pro Network?

A: The application can preserve everything on the hard drive, including OS, applications, settings, user data, or simply your data files based upon settings.

Q: What happens if a user forgets to do back-up?

A: They don't have to remember anything. Phoenix FirstWare Recover Pro Network continually tracks and stores file changes in real time – even between incremental restore points. With robust scheduling functionality at their disposal, users can set automatic restore points for daily, weekly, or startup increments. As a result, users do not have to worry about backing up their systems or keeping track of file changes manually.

Q: Even though FirstWare Recover Pro Network enables central administration, can the user initiate a system recovery?

A: The primary function of the application is to provide IT administrators control over data protection and recovery policy. However, the user is able to initiate data restoration in the event that IT support staff is not available, or if a network connection is unavailable. This function is available through a hotkey reboot and can be password protected to against unauthorized recovery.

Q: Which businesses benefit from it?

A: Benefits are targeted primarily at small and medium business, which often have limited IT staff. Phoenix FirstWare Recover Pro Network (NW) solves that problem with central administration and local PC backup, plus remote recovery functions for OS, applications and user data protection. And its simple self-installation wizard ensures that product roll-out is manageable with limited time and effort. Further, its affordable price and network independence minimize their upfront cost. Phoenix FirstWare Recover Pro Network is also an advantage for system builders, systems integrators and other channel businesses because their customers can solve many of their own recovery problems – without technical support teams or recovery CDs, reducing your support costs. It also reduces product returns, many of which turn out to have problems with software, not with hardware.

Q: What are some other benefits?

A: Using the automatic scheduling functionality of Phoenix FirstWare Recover Pro Network, organizations have the ability to recover even the most recent data. In situations where viruses and worms have attacked businesses, this new solution is a vital tool to ensure rapid restoration of knowledge workers' productivity. Mid-market IT organizations can create a level of patch and system management previously available only to large organizations

Q: Can larger businesses use Phoenix FirstWare Recover Pro Network?

A: Yes. Although the product was created specifically for companies with limited IT staff, larger businesses also can benefit. It complements enterprise back-up policy enforcement through network management solutions. With on-board recovery built into every PC, users can always recover anytime and anywhere, even if they are not connected to the network or if the IT department is not available. And it does not require extra drives or manual system back-up to CDs. However, each installation must be limited to fewer than 500 user sites.

Q: Must it be installed at the factory?

A: That's another advantage for you. Phoenix FirstWare Recover Pro Network can be installed at the factory or in the after-market, so it provides an additional revenue stream. You can upgrade existing systems with new, advanced technology solutions that help your customers solve many of their technical problems quickly and easily – even from remote locations.

Q: Can Phoenix FirstWare Recover Pro NW back-up and recover to and from a network?

A: Today, the application allows only IT administrators to set back-up policy and/or recover the PC over the network. However, in the event a recovery is needed, data is actually restored from the local hard drive. Back-up to a network path, or recovery from network systems, is not presently supported. This can dramatically reduce the recovery time for users who are not on a high-speed corporate network all of the time.

Q: What is the difference between FirstWare Recover Pro Network and FirstWare Recover Pro?

A: Both products from Phoenix help end users reduce support costs, improve productivity and protect important business information. However, FirstWare Recover Pro empowers individual users to back-up and recover their machines, whereas FirstWare Recover Pro Network enables the IT administrator to handle such functions centrally.

Q: Where can I obtain more information?

A: A data sheet and other materials are available at www.phoenix.com.
Or call Sales: North America: 1-800-446-9202
Outside North America: 781-BUY-PTEC

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

A. No.

Q. 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?

A. 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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