

USER'S GUIDE

Phoenix **ME**™ PC Edition



Phoenix FirstWare™ Recover

Version 2.3

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Overview

FirstWare Recover is an operating system recovery tool that restores your hard drive to its factory configuration. FirstWare Recover provides you with the capability to reinstall the operating system without requiring a boot diskette. When the system is not bootable, or has become unstable, you can enter the recovery mode to restore the system to its factory configuration.

“Always available” disaster recovery

FirstWare Recover is accessible even when your operating system will not run and you cannot access other software applications. Because FirstWare Recover (and its associated hard-drive image) resides in a protected area of your computer, it is not affected by virus and worm attacks, software corruption, user errors, or operating system crashes.

The FirstWare Recover application is already installed on your system. You do *not* need a CD, boot diskette, or downloaded files to run it. The application is always available whenever you need it.

What FirstWare Recover does

Note:

Review this section before running FirstWare Recover.

Running this application overwrites current files on your hard drive. It is important that you understand the recovery process and the resulting file loss. The results of the recovery process are irreversible, so be sure to review this section before proceeding. See also “When to run FirstWare Recover” on p. 3.

The hard-drive image

FirstWare Recover copies an image of the original factory hard drive onto your hard drive. The result is a hard drive in the same condition as when

you first purchased your computer—with an operating system (such as Windows), other system files, and often several software applications and utilities.

Replacement and loss of files

During the recovery process, the hard-drive image overwrites everything currently on the primary hard drive (or primary partition—see next paragraph). The drive will no longer contain any files you have added, downloaded, or created on that drive.

Affected drive and/or partition

If you have more than one hard drive, FirstWare Recover affects only the primary drive (usually “C:”), which normally stores the system files. This drive may also store user data files you have created, such as MS Word Files and graphic files.

If your primary drive is partitioned (divided into “C:” and “D:” drives, for example), you have the choice to recover only the first “C:” partition (which normally contains the system files) or the entire hard drive.

Note:

The **Recover Boot Partition** option may not be available to all users.

Caution:

When you run FirstWare Recover, the system is returned to the basic factory configuration. If you recover the entire hard drive (not just a boot partition), *all data (files) you have created and stored on your system's hard drive and all applications that you have installed on the system will be lost.*

When to run FirstWare Recover

FirstWare Recover is an emergency tool. It offers a disaster recovery solution in *any* of these situations:

- Your system will not boot into the operating system. For example, Windows will not start up.
- Your system has become unstable. This may be due to an operating system crash, scrambled hard disk, software worm, virus attack, or other problem. When applications do not run properly, the cause may be an unstable system.
- You want to return the hard drive to its original factory condition.
- The computer manufacturer technical support team advises you to run FirstWare Recover.

Do not run FirstWare Recover unless your system is not working and you have exhausted other possible solutions, which might include running Windows System Clean-up tools and deleting temporary files. In general, FirstWare Recover is the solution when a total system recovery (“wiping the hard disk clean” and completely reinstalling the factory applications) is the only way to regain full functionality of your computer.

It is recommended that you read “What FirstWare Recover does” on p. 1 before you run FirstWare Recover.

CHAPTER 1 OVERVIEW

Running FirstWare Recover

Running FirstWare Recover is simple. There is no need to install it—the application already resides in a protected area of your system. You start it, choose a language, accept a license agreement, and select the type of recovery. After you confirm that you want to proceed with the recovery process, FirstWare Recover restores your hard-disk image to the factory default. A progress screen allows you to monitor the recovery process.

Hot key start-up

You do not run FirstWare Recover as you normally run other programs (by clicking on your desktop) because your desktop is probably not available. Instead, you press and hold down a “hot key” (keyboard key or key combination) during system boot-up.

If you follow the instructions in this guide and you have problems starting FirstWare Recover, contact your computer manufacturer.

Making selections

Normally, your mouse will be functional when running FirstWare Recover, and you can click to select options.

If the mouse is *not* functioning, press the **Tab** key until the desired option is highlighted, and then press **Enter** to select it.

Note:

All user data is lost during the recovery process.

Starting and running the recovery process

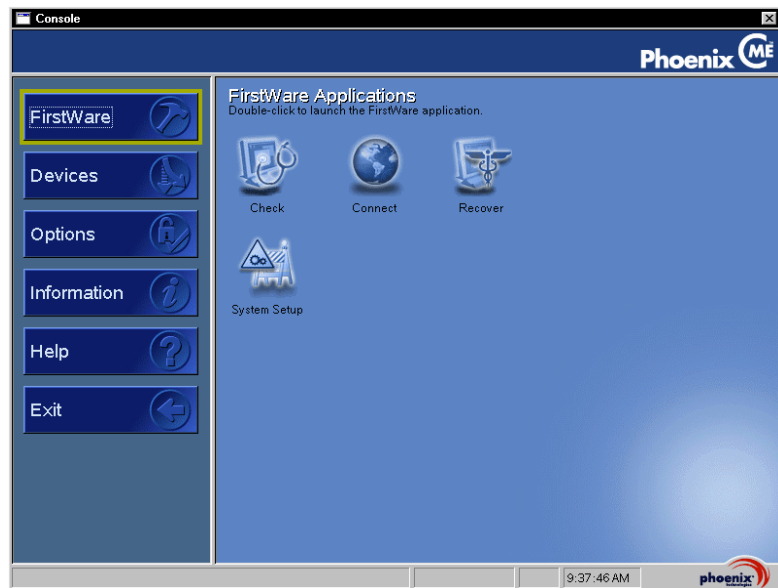
Because FirstWare Recover already resides in a protected area of your computer, you do *not* need to install it. You do *not* need a CD or diskette to install or run FirstWare Recover.

To run FirstWare Recover, perform the following steps:

1. Power on your computer. If it is already running, reboot (restart/ reset) it.
2. As soon as anything (logo, graphic, text) appears on the screen after boot-up, *press* and *hold down* the **Alt** key.

The Phoenix cME Console screen displays.

Figure 2-1. Phoenix cME Console screen



Note:

Your Phoenix cME Console opening screen may not match the one pictured here. The number of available applications varies.

3. Double-click the FirstWare Recover icon.
4. Confirm that you wish to continue.

The FirstWare Recover splash screen displays.

Figure 2-2. FirstWare Recover splash screen



5. Read the license agreement and click **Accept** to proceed.

Note:

If the license agreement has already been accepted, it does not display.

(If you choose **Decline**, the FirstWare Recover program exits, and the system reboots. The recovery process will not run.)

The Select Recover Type screen displays.

Figure 2-3. Select Recover Type screen



6. Select a recovery option.
 - Click the desired option.
 - or*
 - Press the **Tab** key until the desired option is highlighted; press **Enter**.

Note:

The **Recover Boot Partition** option may not be available to all users.

Recover Boot Partition—Select this option if you know that your hard drive is divided into partitions and you want to recover only the boot partition of the hard drive. If you select this option and your primary drive is not currently partitioned, the full drive will be recovered (as for the second option).

Recover Full Drive—Select this option if your drive is not partitioned and/or you want to recover the entire drive. The entire primary drive (usually C:) will be recovered.

Cancel and Exit—Select this option if you do not want to run FirstWare Recover at this time.

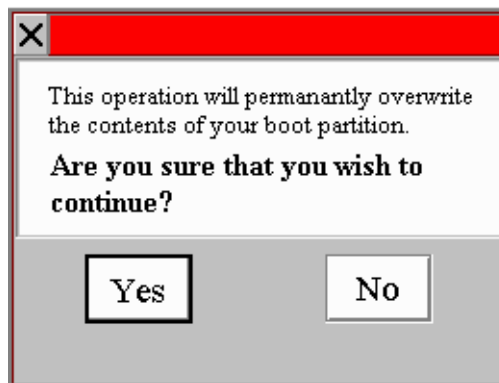
Note:

If you are unsure which option to choose and wish to minimize the number of deleted files, first select **Recover Boot Partition**. In the case that your primary drive is not partitioned, the entire drive will be recovered (overwritten).

If, after selecting the first option, the recovery process does not successfully restore your operating system (see “Successful recovery” on p. 10), run FirstWare Recover again, and select the second option, **Recover Full Drive**.

After you select an option, a confirmation dialog (identical or similar to the one shown here) displays.

Figure 2-4. Confirmation pop-up



7. Confirm that you want to continue. Click **Yes** to begin the recovery process. Or—if not using the mouse—press **Tab** to select and then press **Enter**.

(Selecting **No** returns you to the previous screen, from which you can exit FirstWare Recover.)

The recovery starts, and the FirstWare Progress screen displays. No further selections are required.

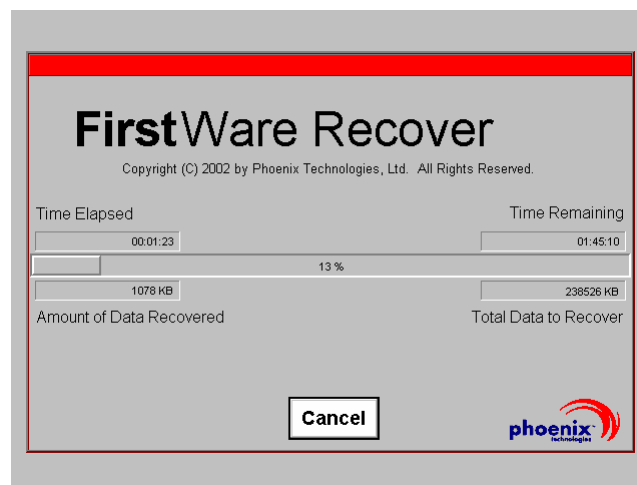
Caution:

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Monitoring the recovery process

As the FirstWare Recover Progress screen displays and updates, you can monitor the recovery progress.

Figure 2-2. FirstWare Recover progress screen



The screen indicates several types of information during recovery:

- Percentage of recovery completed
- Time elapsed
- Estimated time remaining

The time it takes FirstWare Recover to complete the recovery varies from approximately 15 minutes to one hour, depending on the size of the recovery image. The more applications and utilities that were included in the factory setup, the longer the process will take.

- Number of KB of data to be recovered

Note:

Once the FirstWare Recovery Progress screen displays, no further selections are required.

Cancel—If you select **Cancel**, the recovery process will stop, but the system will be unbootable. It is recommended that you select **Cancel** only to delay the process until a later time.

Successful recovery

When the recovery process is successfully completed, the following actions occur automatically:

- The FirstWare Recover Progress screen shows 100% recovery, and the screen disappears.
- The computer reboots.
- The operating system starts up, and your desktop displays.

Operating system start-up is the indication that the recovery process was successful.

The operating system should now be working, and factory-installed applications should be available and functional. Your personal data files, however, will no longer be available.

FirstWare Recover remains in the protected area of your system in case you need to run it again in the future.

Handling problems

If FirstWare Recover encounters problems during the recovery process, a Client error message displays. The recovery process may not have succeeded.

If you see an error message:

- Make a note of the error number and the error message text.
- Contact your computer manufacturer's technical support team.