

## FirstWare Recover Pro- the intelligent security system

Problems with viruses?

Lost your installation CDs, or not got them?

Received error messages where you are uncertain whether a soft- or hardware problem is involved?

The purchase of a Phoenix FirstWare program package means that such worries are a thing of the past, because Phoenix offers the following possibilities:

### FirstWare Recover Pro

This revolutionary failsoft system enables you to create complete operating system images from your operating system, in order to store them in a separate area, which is protected against viruses and authorised access.

In addition, the system allows the incremental securing of operating systems within minutes, even while the notebook is in operation.

Restoration of the incremental, static or factory installation can be completed at the press of a key without the necessity of operating system support.

As a result, one can fall back on any memory protection, even if the installed operating system cannot be started.

**All operations can be completed in comfort using Windows, or the Phoenix console, which is started by pressing the F4 key while the boot screen with the Gericom logo is displayed.**

Save orders can be simply automated and thus offer perfect protection for the operating system.

### FirstWare Check

A simple examination of all system components without the need to install special software.

The quick identification of hardware problems and thus shorter downtimes.

### FirstWare Vault

No more scratched or lost installation media.

Subsequent installation of program features at any time and anywhere,

Without the necessity of having the original medium.

Using FirstWare Vault, the "original" CDs can be mounted as a virtual drive unit.

## Division of a hard disk space using installed Phoenix FirstWare

Incremental protection  
Static protection  
Factory restoration  
Operating system

Both these partitions are not visible under Windows!

Fig. 1 Schematic diagram of space distribution

As is evident from the diagram, on the one hand, the CME space (an invisible area in the Explorer) consists of the space for the recovery partition and, on the other, of the space for own, static restoration points.

The result is the difference between actual disk space and the size shown under Windows.

In addition, the Windows partition space is used, in order to store the incremental protection. This can be selected freely after the initial start-up following registration. As shown in Fig. 2 this is installed as an unknown partition.

The example shows the distribution of space on an 80 GB hard disk.

Fig.2 Distribution of space on an 80 GB hard disk

### Example of space distribution using the example of an 80 GB hard disk

Of the original 80 GB on the hard disk, under Windows only 68 are visible (the other 12 GB are used for factory restoration and the static safety points. These are not visible and therefore are protected against viruses and unauthorised access, e.g. erasing). **Due to the fact that factory restoration is also stored in this area, a recovery CD is not required in the case of a new installation.**

The unknown 6.76 GB partition shown under Windows can be used for incremental saving, which can be completed while the operating system is running.

Consequently, daily automatic saves may be carried out and if required (e.g. due to virus attack, damage to system files) additionally saved at BIOS level.

**Please note that this example only applies in general and that space distribution can vary from case to case.**

## Frequently asked questions regarding FirstWare Recover Pro.

### ***Windows is damaged and can no longer be started. How can Windows be restored?***

In order to reinstall Windows, the boot screen with the Gericom logo must be briefly pressed with the F4 key. This provides access to the FirstWare console, where Windows can be restored according to instructions.

### ***What is the difference between static restoration points and factory installation?***

One can set and restore the static restoration point at any time. This is useful should, e.g. the system be attacked by a virus, which would normally mean that Windows must be newly installed. This is no longer required as the own complete image can be played back and there is no need to reinstall a program.

During factory restoration, the operating system is returned to its delivery condition and subsequently installed programs are lost.

### ***Is personal data lost during system restoration?***

Any data that has been changed since the last save is lost during static or incremental restoration. All data is lost during factory restoration.

Accordingly, it is advisable to regularly store important data on another medium, in order to avoid data losses in the case of a hard disk defect.

### ***What is an incremental back-up?***

In the case of an incremental back-up, only those files are saved, which have been added or altered since the last save, which naturally prevents the use of a great deal of memory capacity.

### ***Following an incremental back-up, the incremental restoration points are missing. Have they been erased?***

Yes. If a restoration point is loaded, all the incremental savings points subsequently installed are lost. This happens due to the fact that all incremental points are built on one another.

### ***What does boot partition restoration mean in the case of factory restoration?***

In this case, only the "C" driver is restored. Using this method, the other partition that may have been installed are retained.

Warning! The restoration points are lost even if the "C" driver alone is restored. The system is returned entirely to its delivery condition.

### ***I have purchased my own operating system and therefore I no longer need the Phoenix tools. Can the tools be removed in order to gain storage capacity?***

In general, this is possible. Please use our hotline for the removal of the Phoenix features.

***I have installed an operating system using a CD and Phoenix has been lost. The console can no longer be called up with F4. Can I reinstall Phoenix?***

As a result of the CD installation, the Phoenix console has been overwritten (master boot record was changed). However, this can be restored easily using the Phoenix **FirstDisk**. The FirstDisk can be downloaded using the following link.

<http://download.gericom.com/NOTEBOOK/PHOENIX/FirstDisk.IMA>

Burn this image as a CD and use this to boot. The Phoenix console will be automatically restored.

In order to put the system into a functional condition, factory restoration, or if available, static restoration should be completed.

***What happens if the hard disk is defect? Will the Phoenix software be replaced?***

In service cases, a new hard disk will naturally be supplied, which will have the factory Windows installation and the Phoenix software as was installed upon purchase.