

TotalRecovery™ Express

User's Guide

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Chapter 1: Introduction

1.1 Product Overview

TotalRecovery™ Express is a hard drive utility that backs up or clones hard drives or partitions. It creates a compressed archive file that contains all files, partition information and security information stored on a hard drive or CD/DVD. TotalRecovery™ Express can be used for various purposes. PC users can use TotalRecovery™ Express as a quick and easy way to back up and restore their data in the event of a system crash. System administrators can use it to dramatically reduce the time they spend restoring, reconfiguring or copying data onto the hard drives of many computers. Whether you need to back up, recover, protect or upgrade PCs, TotalRecovery™ Express is an all-in-one solution.

1.2 Features and Benefits

Complete Backup

Make a complete copy of your hard drive, including system settings, partition information, documents, photos and more; save it as a compressed image file. If you suffer a system or disk crash, virus attack or other failure, you can restore the entire system disk in minutes.

Clone Drives

Make a complete copy of your hard drive including system settings and partition information.

Data Shredding - US DoD 5220.22-M Standard Complied

Complies with the US Department of Defense (DoD) 5220.22-M clearing standard. Securely wipe out your hard drive contents from outside of Windows.

RAID Support

Supports most 0/1/5/10 hardware and software RAIDs.

Win-PE engine

100% compatible with existing hardware and future hardware.

Powerful Universal Restore

Restore files or images across different hard drives regardless of hard drive format, size, brand,

or operating system; or clone your computer to a new hard drive.

Pre-Windows Recovery

TotalRecovery™ Express works even when your operating system doesn't, allowing you to restore your system regardless of OS functionality.

Image Integrity Verification

Automatically ensures that backup images work properly.

Complete External Backup

Enables you to store your hard disk image on a USB hard drive.

CD/DVD Support

Use the built-in burner to save a copy of your hard drive on a CD or DVD

Bare Metal Restore

Copy a complete system image onto a brand new hard drive without needing to install an operating system first.

Partition Support

TotalRecovery™ Express supports FAT32, NTFS, Linux EXT2/3 and other unknown partitions.

1.3 System Requirements

Storage Media

The following storage locations are supported:

- Hard Disk Drives
- Networked Attached Storages (NAS)
- Network Share Folders
- CD-R/RW, DVD-R/RW, DVD+R/RW
- USB Hard Drives and Storages

- PATA (IDE), SATA, SCSI, IEEE1394 (FireWire), USB 1/2.0 drives, ESATA and PC-Card storage devices

Supported Operating Systems

- Windows Vista Series(32-bit & x64)
- Windows 2008 Series(32-bit & x64)
- Windows XP Series(32-bit & x64)
- Windows 2003 Series(32-bit & x64)
- Windows 2000 Series(32-bit & x64)
- Linux
- Unix
- CPU: Pentium-class processor or higher
- RAM: 512 MB
- Disk space: No installation required

Supported File Systems

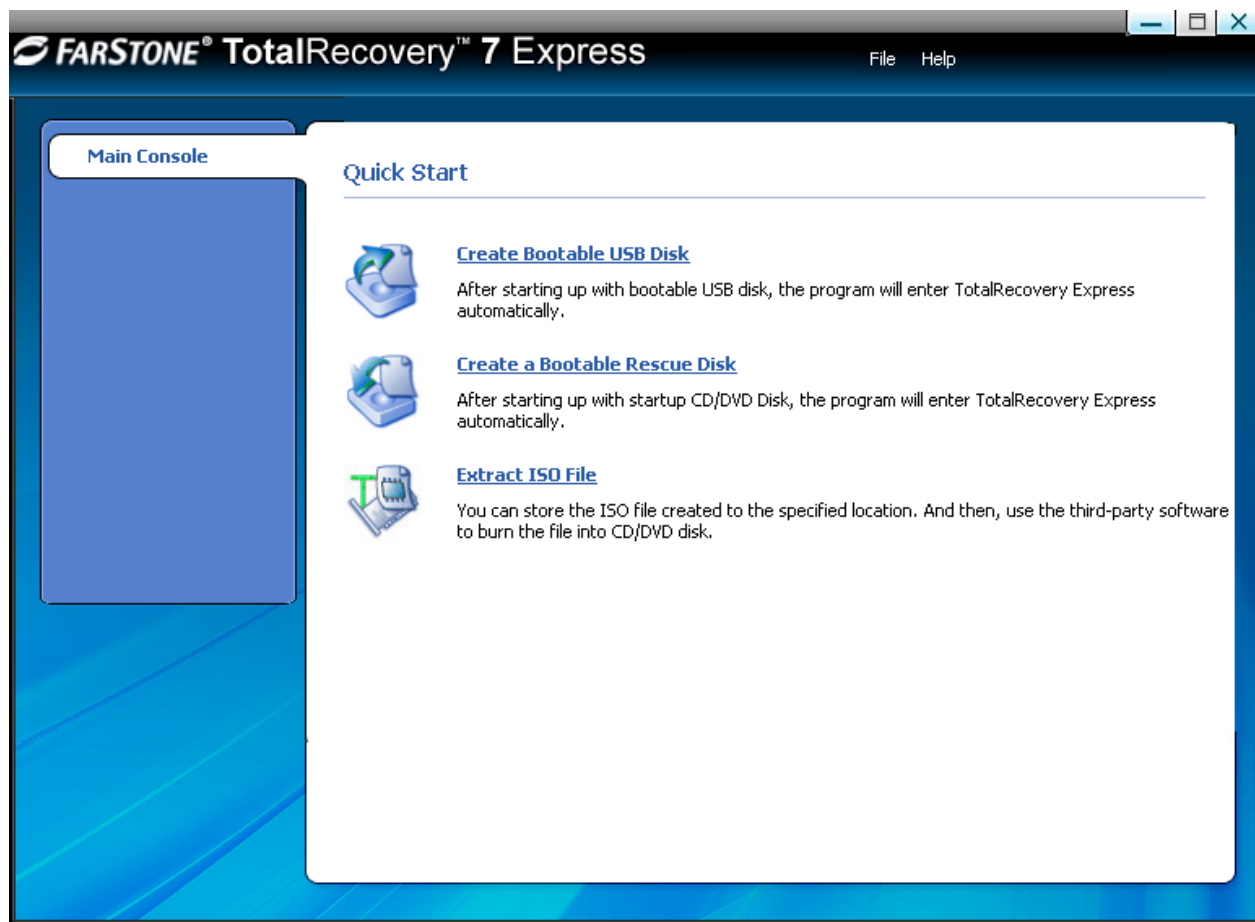
- FAT16/32, NTFS, Linux Ext2/Ext3, ReiserFS, Linux Swap and other unknown partitions.

Chapter 2: Start using TotalRecovery™

Express

To launch the TotalRecovery™ Express Main Console:

1. Double-click the **TotalRecovery™ Express** icon.
2. Enter your serial number, and click **OK** to continue.



2.1 Main Console

2.1.1 Create Bootable USB Drive

Create a bootable disk of TotalRecovery™ Express to recover from a system crash or hard drive failure.

1. Insert a USB device.
2. Click **Bootable USB Disk** on the main console.
3. Select the USB device you'll be using to create your Bootable Disk and click **Start**.
4. Click **Finish** to complete the process.
5. You will need to enter the BIOS to set the USB disc as the first boot device.

2.1.2 Create Start-up CD/DVD Disc

Use this disc to restore your system within TotalRecovery™ Express if a system crash occurs.

1. Insert a writable CD/DVD disc.
2. Click **Create a Start-up CD/DVD Disc**.
3. Select a CD/DVD writer.
4. Click **Start** to burn the image onto the disc.
5. Click **Finish** to complete the process and return to Main Console.
6. In order to use TotalRecovery™ Express, you will need to enter the BIOS to set CDROM as the first boot device.

2.1.3 Extract ISO File for Windows/Linux

Create and store the ISO file on a specified location such as a local hard drive, removable storage device, or network storage device.

1. Click **Extract ISO File**.
2. Specify a location and click **Goto**, or select a location and click **Start** to store the ISO file.



Tip

1. If you want to store the ISO file onto CD/DVD disc, you can use a third party software to burn the ISO file onto CD/DVD disc.
2. The CD/DVD disc which contain the ISO file can be used as a Start-up Disc to launch TotalRecovery™ Express Pre-OS mode to restore your computer.
3. If you select a location on the network, you may be prompted to provide a username and password. If your system does not respond when you try to save the ISO file to a network location, please contact your network administrator to check your connection status and access privileges.

3. Click **Finish** to complete the process and return to Main Console.

Chapter 3: Use TotalRecovery™ Express

3.1 Enter TotalRecovery™ Express

3.1.1 Boot via Start-up CD/DVD Disc

To use TotalRecovery™ Express with a Start-up CD/DVD Disc:

Insert the Start-up Disc and restart your computer, and then enter the BIOS to set the CD/DVD ROM as the first boot device.

3.1.2 Boot via Bootable USB Disk

To launch TotalRecovery™ Express with Bootable USB Disk:

1. Connect the USB device, start your computer, enter the BIOS to set the USB device as the first bootable option, and save your settings.
2. Restart the system and boot from the USB device.
3. Click **Yes** to back up the entire system to the USB device automatically. Or click **No** to enter TotalRecovery™ Express main console.
4. Verify all information about this complete backup, and then click **Next** to launch it.
5. Click **Finish** to complete the backup and return to main console.

3.2 TotalRecovery™ Express Main Console



3.2.1 Quick Start

Back Up My Computer – Click here to back up partition(s) or the entire hard drive for your system.

Restore Your Computer – Click here to restore from a complete backup point.

Data Shredding (Eradication) US Department of Defense Standard Complied – Click here to erase all data on a specified partition or the entire hard drive.

3.2.2 Back Up and Restore My Computer

3.2.2.1 Back up My Computer

1. Click on **Back Up Computer(s)** on the main console.

2. Enter a name for your new Complete Backup and click **Next**.
3. Select partition(s) or the entire hard disk to back up, and click **Next**.



Tip

1. If there is only one partition in a disk, select the partition and the program will select the disk automatically.
2. If there is only one disk, select the disk and the program will select the partition automatically.

4. Enter the storage path and click **Goto**. Or select a destination location on a hard drive, USB storage medium, or a network location to store the image file. Some optional settings will display if you click **Advanced**, including compression mode, password protection, image split, integrity check, backup description, backup priority, and network connection speed.
5. Click **Next**.
6. Review the information and settings that have been specified. Click **Next** to launch the backup process. Or click **Back** to modify setting(s).
7. Click **Finish** to return to main console.

3.2.2.2 Restore Your Computer

To restore a partition or the entire hard drive, please do the following:

1. Enter into TotalRecovery™ Express main console.
2. Click on **Restore Your Computer**.
3. Select a backup image from the list and click **Next** to continue. If the backup image you want to use is not listed, you will be prompted to search for the image by clicking **Browse**.

4. Choose whether you'd like to restore a single partition or the entire hard drive, and click **Next**.
5. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, click **Yes** to launch the restoration process.
6. To restore the entire hard disk, please select a restore option.
 - a. Select the checkbox to modify the destination partition size.
 - b. Don't select it for fear of information loss on multiple systems or hidden partition.

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 8.
7. When it shows the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.
8. Click **Next** to begin the restoration process.

3.2.2.3 Perform Universal Restore

To restore the system partition or the entire hard drive of a selected client to dissimilar hardware please do as follows:

1. Launch TotalRecovery™ Express.
2. Click on **Restore Your Computer**.
3. Select a backup image from the list and click **Next** to continue. If the backup image you want to use is not listed, you will be prompted to search for the image by clicking **Browse**.
4. Select to restore with **Universal Restore**, and click **Next**.
5. Select to restore a single partition or the entire hard drive, and click **Next**.
6. Select a destination partition or a destination hard drive to be restored from the image file, and click **Next**. If you choose to restore a single partition, click **Yes** to launch the restoration process.
7. To restore the entire hard disk, please select a restore option.
 - a. Select the checkbox to modify the destination partition size.

b. Don't select it if you have information on multiple systems

If you selected option **a**, double click the partition Capacity to be resized from the list. If you selected option **b**, skip to step 9.

8. When it shows the structure of the destination partition, double click the highlight and modify its size, and click **Next** to continue.

9. Click **Next** to begin the restoration process.

10. Click **Next** to complete the process.

3.2.3 Clone Tab

3.2.3.1 Clone Drive

Clone Drive duplicates one hard drive to another. It eliminates the need to re-install the operating system, drivers and applications, and enables you to upgrade a new hard drive with only a few mouse clicks. To clone a hard drive, please do the following:



Tip

To use this function; you will need to have at least two hard drives on your computer.

The target hard drive should have enough space to store the data of the source hard drive.

1. Select **Clone** and then click **Clone Hard Disk**.

2. Select the Source Disk (top pane) and then the Destination Disk (bottom pane). You can choose to modify the Destination Partition Size manually by selecting **Modify the destination partition size**. You can also choose not to modify the Destination Partition Size by selecting **Keep the partition size of the destination drive the same as the source drive**. Click **Next** to continue.



Tip

If you select **Keep the partition size of Destination Hard Disk the**

same as the **Source Hard Drive**, please skip to step 4.

If the Hard Drive you want to clone is going to boot your system, please select **Keep the partition size of Destination Hard Disk the same as the Source Hard Drive**.

3. You can alter the Destination Partition size by double-clicking the entry of Destination Partition and change the size in a popup dialog box. Click **Next** to continue.
4. After confirming your selections, click **Clone Now** to proceed or you can click **Previous** to change your selection. If the system is busy, TotalRecovery™ will try to clone again automatically.



Note

The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Return to Main Console** to complete the process.

3.2.3.2 Clone Partition

With TotalRecovery™ Express, you can copy data from the source partition into the destination partition. To clone a partition, please do the following:

1. Select **Clone** and then click **Clone Partition**.
2. Select a Source Partition in the Hard Drive (top pane).



Note

You can only choose one partition at a time.
The Source Partition and the Destination Partition cannot be the same.

3. Select a Destination Partition in the original Hard Drive or another Hard Drive (bottom

pane), then click **Next** to continue.



Tip

The selected destination partition must have enough space to hold the data of the source partition.

4. After confirming your selections, click **Clone Now** to start the duplicating process or click **Previous** to change your selections. You can start the cloning process by clicking **Start Clone**. If the system is busy, TotalRecovery™ Express will try to clone again automatically.



Tip

The cloning process will overwrite all data on the destination disk. Click **Continue** to begin the cloning process. You can also click **Cancel** to exit.

5. Click **Return to Main Console** to complete the process.

3.2.4 Data Shredding Tab

TotalRecovery™ Express can erase all data on the specified partition(s) or the entire hard drive, and the erased data cannot be recovered after eradication. Be cautious before operating this function.

1. Select **Data Shredding** tab.
2. Select the partition(s) or the entire hard drive and enter the times (maximum of 49) you want to operate eradication.



Tip

1. If there is only one partition in a disk, select the partition and the program will select the disk automatically.

2. If there is only one drive, select the drive and the program will select the

partition automatically.

3. Confirm all information and then click **Start Now**.

4. Carefully read the warning message and click **OK** to continue, or click **Cancel** to return to main console.

5. Click **Finish** to return to main console.



Tip

If the eradication operation is interrupted, the partition and all data on it may be damaged.

3.2.5 Analyze Tab

3.2.5.1 Check Backup Image

In this section, you can check if the backup data in your complete backup image file is valid.

1. Select **Analyze** tab and click on **Check Backup Image** icon.

2. Enter the storage path of the image you want to check, and click **Goto** to select the image.

You can also select the storage path of the image you want to check and click **Next**.



Tip

TotalRecovery™ Express can also check the image file stored on a mapped drive. For more detail about map network drive, please refer to **Configure Network Adaptor**.

3. Select to validate either the Complete or Incremental Backup point, and click **Next** to

continue.

4. After validating the backup point, click **Finish** to complete the Image Integrity Check.

3.2.5.2 Check Hard Drive

In this section, you can check if the backup data in your complete backup image file is valid.

1. Select **Analyze** tab and click on **Check Hard Disk for Errors** icon.
2. Select the partition to be checked.
3. Do one of the following to launch checking process.
 - a. To check for errors without repairing them, click **Check Now** without selecting either of the check boxes above.
 - b. To check for and correct system errors, make the appropriate selections in the check boxes. And then click **Check Now**.
4. Click **Finish** to return to the main console.

3.2.5.3 Run Command Shell

The command shell executes programs and displays their output on the screen by using individual characters. You can use the command shell to create and edit batch files (also called scripts) to automate routine tasks. You can perform operations more efficiently by using batch files than you can by using the user interface.

1. Select **Analyze** tab and click on **Open Command Shell Window** icon.
2. Put in the command in the pop-up window and press **Enter** key.
3. Close the window after the command completes.

3.2.6 Network Tab

3.2.6.1 Map Network Drive

In this section, you can use the network folder as the local one, and assign a drive letter for it. In doing so, you can access the image files in that folder more conveniently.

1. Select **Network** tab and click on **Map Network Drive** icon.
2. Select a drive letter from the drop-down list to map to the shared resource.
3. Enter the computer and share name of the resource in this form: **\\Server name\share name**. Or click **Browse** to locate the resource.
4. Click **Save**.
5. In the User name and password dialog box, type your user name in this form: **domain name\username**; enter your password if prompted.

After the network resource is connected successfully, you can access your data.



Note

All mapped drive(s) will be removed if you reboot or shut down this computer.

3.2.6.2 Configure Network Adaptor

TotalRecovery™ Express can back up or restore from a network location. To use this feature, you should first configure your network settings. From here, you can configure the **IP Address Settings** and **DNS Server Settings**.

Click the **Network** tab and then select **Network Adaptor Configuration**. Or click the **Tools** menu and select **Settings**; you will see the following screen.

The screenshot shows a window titled "Recovery Manager" with a sub-header "Network Adapter Configuration". Below the sub-header, there is a "Network Adapters:" label followed by a dropdown menu currently showing "Broadcom NetXtreme Gigabit Ethernet". Below this, there are two main sections: "IP Address" and "DNS Servers". The "IP Address" section has two radio buttons: "Obtain an IP address automatically" (which is selected) and "Use the following IP address:". Below these are three input fields labeled "IP Address:", "Subnet Mask:", and "Default Gateway:". The "DNS Servers" section also has two radio buttons: "Obtain DNS server address automatically" (selected) and "Use the following DNS server addresses:". Below these are two input fields labeled "Preferred:" and "Alternative:". At the bottom of the window are "Save" and "Cancel" buttons.

You can setup your network adaptor, IP address, Subnet mask and Default gateway from here.

If you have more than one network adaptor on your system, select the adaptor to be used from the dropdown menu.

IP Address Settings:

- Obtain an IP address automatically: If your network supports DHCP (Dynamic Host Configuration Protocol), this option will obtain an IP address automatically from a DHCP server or a Point-to-Point Protocol (PPP) dial-up network access server. TotalRecovery™ Express Client sets DHCP as the default option.
- IP address: Choose this option to manually specify an IP address for your network.

Use this option if there is a problem automatically obtaining an IP address, or if there is an IP addresses conflict.

- If your computer is on a Local Area Network (LAN), you can configure the LAN settings to back up or restore images from a network location.

DNS Server Settings:

- Obtaining a DNS server address automatically: DNS (Domain Name System) is an internet service that translates domain names into IP addresses. It is a system for name resolution, suitable for network computers with fixed IP addresses. TotalRecovery™ sets DHCP as the default option.
- Use the following DNS server address: Manually specify the DNS server address if needed. You can enter a preferred address or an alternative one (if the former one is unavailable).

3.2.7 Tools Tab

3.2.7.1 Mount Backup Image

1. Click **Tools** tab and select **Mount Backup Image** directly on the main interface of Restore.
2. Select an image you would like to preview and click **Next**. Or click **Browse** to select an image that is not listed in the dropdown menu. Click **Next** to continue.
3. Select a complete backup point or an incremental backup point and click **Next**.
4. Select the partition you'd like to preview and click **Mount** to begin previewing the image.
5. You can now browse and copy data on the preview drive in Windows® Explorer.
6. Click **Yes** to mount another backup image, or click **No** to return to main console.

After you have finished restoring an individual file or folder, you can un-mount the preview partition.

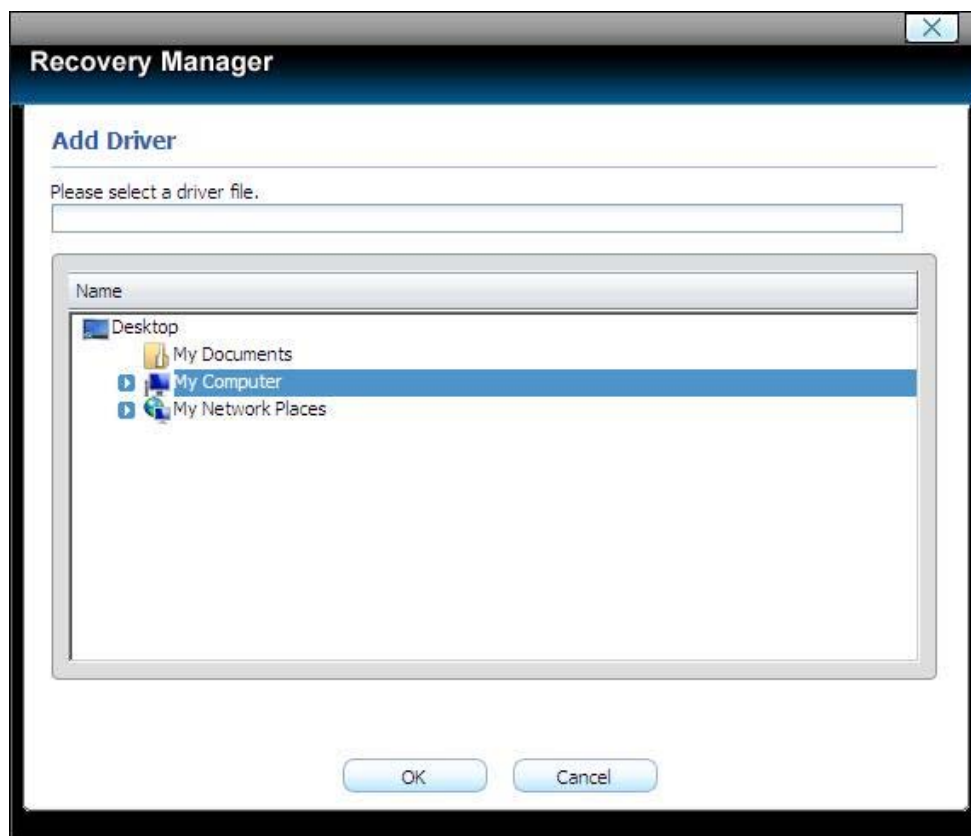
1. Click **Tools** and then select **Dismount Backup Image**.
2. Click **OK** to begin the unmounting process.

This operation will unmount all of the preview drives of Complete Backup image.

3.2.7.2 Load Driver

If TotalRecovery™ Express cannot detect a compatible and available driver for the application you need, you can install third party driver manually.

1. Select **Tools** tab and click on **Load Driver** icon.
2. Select the driver file on the local computer or on the network.



3. Click **OK**.

The added driver(s) can now work with the matched applications.

Chapter 4: Glossary

- **TotalRecovery™ Image**

A TotalRecovery™ image is a file containing a complete copy of a computer's hard drive or partitions on that hard drive. With this image, you can transfer the contents of a hard drive to a portable medium such as a recordable CD/DVD, USB drive, or to another hard drive for later restoration.

- **Recovery CD/DVD**

The Recovery CD/DVD allows users to restore their system by inserting this disc into their CD/DVD-ROM drive. Once the system is booted up, the Recovery CD/DVD will restore the system automatically based on the content contained on the Recovery CD/DVD.

- **Clone (Copy) Partition/Drive**

"Cloning" will physically read the sectors on a source partition or disk, and subsequently copy the raw sector information to corresponding sectors of a destination partition or disk. The size, file system formats, brand of the source partition/disk and target partition/disk can be different.

- **System Partition**

The system partition refers to the disk volume that contains the hardware-specific files that are needed to launch Windows (for example: Ntldr, Boot.ini, and Ntdetect.com). On dynamic disks, this is known as the system volume.

- **Boot Partition**

The boot partition refers to the disk volume that contains the Windows operating system files (by default, in the WINDOWS folder) and its support files (by default in the WINDOWS\System32 folder). The boot partition can, but is not required to, be the same

partition as the system partition. There will be one (and only one) system partition, but there will be one boot partition for each operating system in a multi-boot system. On dynamic disks, this is known as boot volume.

- **Universal Restore**

Universal Restore allows you to restore your system partition and active partitions to different hardware configurations or virtual machines, such as a replaced motherboard or hard drive controller.

Chapter 5: Appendix

5.1 Frequently Asked Questions

Q1. How long does it take to backup/restore a system using TotalRecovery™ Express?

A: It depends on the amount of data on your system. However, TotalRecovery™ Express's unique technology minimizes the amount of time it takes to backup the system.

Q2. If the source partition is a bootable partition (e.g. C:\) but the target partition is not, can the target partition be used to boot the system after restoration?

A: Yes, however please do the following:

1. Modify your boot.ini file.

- a. If you are in DOS, enter the boot partition (C:\) and type "**edit boot.ini**" to modify this file.
- b. If you are in Windows, the file **boot.ini** might be hidden. Select **Show hidden files and folder** from tools->folder options from the menu bar to show **boot.ini**, then open it (the default path to the boot.ini file is C:\boot.ini).

2. Add the following to boot.ini:

multi(0)disk(0)rdisk(X)partition(Y)\Folder=" Description "

X: is the HDD (hard drive) number, generally defined as 0 – 3. Number 0 is the primary master, 1 is the primary slave, 2 is the secondary primary and 3 is the secondary slave;

Y: is the partition ID, generally defined as 0-25, 0 is for the first partition.

Folder: is the place storing the boot file (this is not the boot.ini file). If your system is Windows NT/2000, it should be defined as WINNT. If your system is Windows XP, it should be Windows.

Description: comments for the options listed on the splash screen at system startup.

Q3. I cloned a hard drive using the Clone Drive function. Why can't I boot from the

cloned drive?

A: This may happen if Norton GoBack is installed on your computer. Please uninstall Norton GoBack before cloning the drive.

Q4. Are there any limitations when I restore from an image over the network?

A: TotalRecovery™ Express can restore an image file sized below 2GB when restoring from a network location. When backing up an image to a network location, TotalRecovery™ Express can automatically split the file into several volumes with a maximum size of 2GB each. You can select the first volume of the image series to be restored. But, if you select an image stored in an NTFS partition that is over 2GB, you cannot restore from it over the network. The image file must be copied back to the local computer to perform a successful restore.

Q5. Why can't I find some Complete Backup Point Image Files that have been stored on the hard drive in Pre-OS?

A: If the Image file stored in the NTFS partition has been compressed already, the Image file can be recognized and restored both in Windows and Pre-OS. If you store the Image File in NTFS partition and then compress the NTFS partition, the Image file cannot be recognized and restored in Pre-OS. The solution is to copy the Image File in Windows to other partitions that have not been compressed.

Q6. I try to back up the data to network computer. Why can't I access to the network computer's share folder after I have entered correct user name and password?

A: If you cannot back up the data to a network location, you may need to modify the Local Security Settings of the network computer. Please re-configure the Local Security Settings of the network computer to solve this issue.

1. After logging on the network computer, select **Start → Control Panel → Administrative Tools → Local Security Policy**.
2. Locate **Security Settings→Local Policies→Security Options** from the directory in the left pane.

3. Find the item **Network access: sharing and security model for local accounts** from the policy list in the right pane, double click it.

In the popup dialog box, select **Classic-local users authenticate as themselves**, and click **Apply**.