

DriveClone™ 3 Personal

for Windows® 2000, XP & Vista

User's Guide

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Chapter 1: Product Overview

DriveClone creates a complete disk image of a hard drive or a single hard drive partition. The image can be used for backup and recovery, to quickly transfer all information from a computer's hard drive to a new hard drive. The image file can also be distributed across multiple hard drives or partitions.

DriveClone's compressible image file contains all of the hard drive data files, partition information and security settings, by copying only the used data sectors to keep the size of the image to a minimum. The complete disk image can now be updated quickly with incremental backups; the incremental backup contains only the hard drive changes that have occurred since the complete backup was created, or since the last incremental backup. This offers the user an easy and reliable way to keep system backup data current, by storing the images on an external USB hard drive, CD or DVD set, or on a network share. The user would then be able to quickly recover from any type of data disaster, including data corruption or hard drive failure. System administrators will appreciate DriveClone's ability to dramatically reduce the time they spend configuring multiple systems, installing software, or restoring multiple systems to an original image.

1.1 Features and Benefits

- **Ease of Use:** Most professional imaging software is notoriously difficult. But you don't have to be an expert or wade through a manual to begin taking advantage of DriveClone's many features
- **Hard Drive Imaging:** Make an exact copy of your hard drive, including system settings and partition information, and save it as a bootable disk image
- **Complete External Backup:** Store a bootable disk image on a USB hard drive, a network share, or use the built-in burner to save a copy of your hard drive on CD or DVD
- **Flexible Backup:** Clone hard drives that are different in size, format, or brand. Copy a single partition or an entire hard drive
- **Incremental Backup:** Quickly update your saved disk image without ever leaving Windows
- **Imaging across Multiple Hard Drives:** Clone a single disk image across multiple computers to eliminate the time-consuming process of reinstalling operating systems and hardware drivers
- **Pre-Windows Recovery:** Recover your disk image in pre-OS mode to get up and running after a system crash
- **CD/DVD Burning:** Create a bootable recovery disc directly from the software
- **Rapid Recovery:** DriveClone supports UDMA1-5 to restore data in sectors
- **Partition Support:** DriveClone supports FAT32, NTFS, Linux EXT2/3 and other unknown partitions
- **Hardware Support:** DriveClone supports IDE, EIDE, SATA, and SCSI hard drives and hardware RAID 0/1
- **Password Protection:** Restrict user access to DriveClone; lock your computer at the DOS level

Chapter 2: Installing and Uninstalling DriveClone

2.1 System Requirements

- Windows 2000/XP/Vista
- Intel 486 (or compatible) processor or higher
- VBE2.0 Display Card or higher
- 512 MB of RAM
- 130 MB free hard drive space for installing DriveClone
- IE6.0 or higher

2.2 Installing DriveClone

1. Click on the DriveClone executable (download file).
2. Select your language preference. When the installation screen appears, click **Next**.
3. Carefully read the software license agreement. If you accept the terms of the software license agreement, select **I accept** to continue.
4. Enter your personal information and serial number. If you have not purchased a serial number, click **Continue** to install a time-limited evaluation of DriveClone.
5. DriveClone will be installed in the path displayed. You will have the option of selecting another installation path.
6. Click **Continue** to begin installation.
7. Select **Restart** to complete the installation. DriveClone will restart your computer.

**Note**

You cannot launch DriveClone until your computer has restarted.

2.3 Uninstalling DriveClone

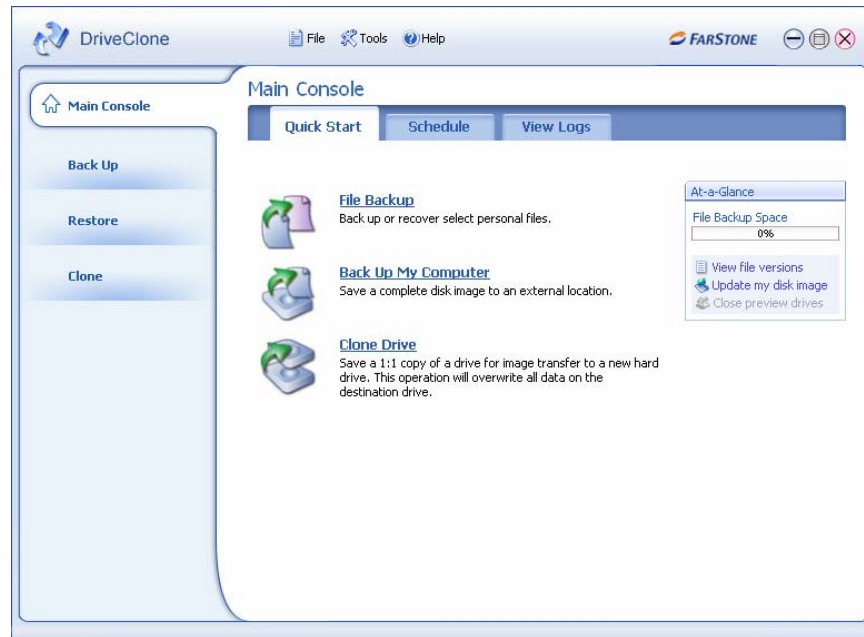
1. From the Windows taskbar, select **Programs → DriveClone → Uninstall DriveClone**.
2. Click OK to begin uninstalling DriveClone.

**Note**

Backup files you created will not be deleted if you uninstall DriveClone. You can still use those backup files to restore your system if you reinstall DriveClone later.

Chapter 3: Getting Started in DriveClone

To launch DriveClone, double click the DriveClone icon on your desktop, or select **Start → All Programs → DriveClone → DriveClone**.



3.1 DriveClone Main Console

3.1.1 Quick Start

- **File Backup** - Automatically or manually save copies of select files or folders on your hard drive
- **Back Up My Computer** - Back up your entire system with a complete disk image
- **Clone Drive** - Create an exact copy of your hard drive. You must have two or more hard drives to use this function
- **View File Versions** - View saved versions of files of personal files and select a backup file to restore from
- **Update My Disk Image** - Schedule incremental updates to your complete backup image
- **Close Preview Drives** – Close all preview windows for mounted backup points

3.1.2 Schedule

Scheduled Back Up - You must first create a complete backup of your system (system image) before you can view the following functions.

- **Detail** - View detailed information about the backup jobs you have created, including job description, source, destination, and schedule setting
- **Edit Schedule** – Set the frequency of automatic updates to a complete backup image
- **Back Up Now** – Create a manual update to a complete backup image
- **Delete** - Delete the selected jobs

Scheduled File Backup

- **Detail** - View information about backup jobs you have created, including description, source, destination, and schedule settings
- **Edit Schedule** –Change the schedule settings of backup jobs
- **Add Files** - Add files, folders, or file types to your file backup list
- **Back Up Now** – Begin the selected backup job
- **Delete** - Delete the selected backup job



Scheduled Back Up Definitions

1. If you change the time of your operating system, and that time is later than the time of the next scheduled backup, DriveClone will begin backup 10 minutes from moment you reset your operating system clock.
2. If you turn off your system during scheduled backup, DriveClone will initiate backup process when you restart your system.
3. If your system is busy and DriveClone is not able to run a scheduled backup job, DriveClone will automatically try again five minutes later.
4. Following files will not be backed up:
 - a. Recycle Bin files
 - b. Files in the System Volume Information directory, pagefile.sys and files in _\$temp directory
 - c. Hiberfil.sys
 - d. Files with **rit** and **tmp** extensions
 - e. Temporary MS Word files
 - f. DriveClone Pro Setup folder files
 - g. Files in Backup Destination directory of any running backup job
 - h. Temp directory files

3.1.3 View Logs

This feature records all events of DriveClone, including warnings, errors and operations.

Delete - Delete the selected events.

Delete All - Delete all the saved events.

Save - Save the event record.

3.2 Backup Console

3.2.1 File Backup

Step 1 Start the DriveClone Program. Select **Back Up** and then click **Files Backup**.

Step 2 You can create a new full file backup and you can also select **Incremental File Backup** box to select a former job and create incremental file backup.

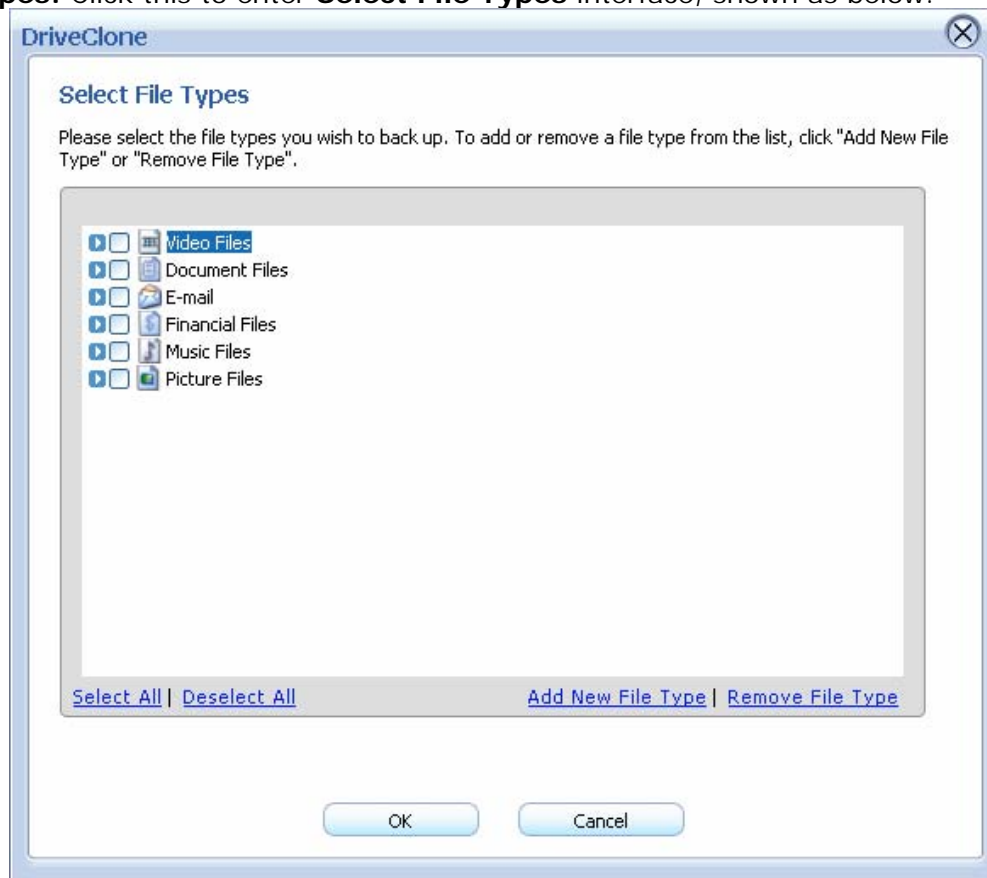
If you have selected **Incremental File Backup**, you can choose to examine the detail information of all created backup jobs, modify the time and date to run scheduled Incremental File Backup, click **Back Up Now** to run Incremental File Backup immediately, or delete the job that is no longer required (Refer to [Schedule of File Backup](#) for details).

Step 3 Enter a name for your new job.

Step 4 Select the file(s) you want to back up. You can also click **Add Files/Folders** or **Add File Types** to add file type, folder or individual file to back up according to your needs. Click **Next** to continue. You can set the maximum number of backup versions you want to back up in this step. DriveClone will always store a fixed number of the most recent backup versions you set.

Add Files/Folders: Click this to select the files or folders you want to add from Windows Explorer.

Add File Types: Click this to enter **Select File Types** interface, shown as below.



- a. **Add New File Type:** Click this to add new file type(s) into the file type group you select. You will also need to enter the **File Type Extension** and **File type description**. Click **Browse** to add file type icon. Click **Add Group** to create a new file type group.



- b. **Remove File Type:** Click this to delete the file type you don't want to back up.

Step 5 Select a location on a hard drive, USB storage medium, or a network location to store the backup file. Click **Next** to continue.

Calculate Space: Click **Calculate Space** to calculate the space required to store the backup file in the destination location.

Step 6 You can now review the information and settings that have been specified. After reviewing your selections, click **Start Backup** to start backing up the file(s). You can also click **Previous** to modify your selections.

Some files may not be able to be copied because they are in use by other applications. It is recommended that you close all applications and files you want to back up prior to start the backup job.

Step 7 Click **Schedule Incremental Backup** to specify your preferred **Schedule Settings**. By doing so, you can choose to repeat the backup operation at a certain time of the day. The shortest time interval is 1 day. The longest time interval is 7 days. You can also view details of your backup, run System Snapshot, or delete a backup (Refer to [Schedule of File Backup](#) for details).

3.2.2 Back Up My Computer

Step 1 Start the DriveClone Program. Select **Back Up** and then click **Back Up My Computer**.

Step 2 You can create a new complete backup or update the existing backup by selecting **Incremental Backup**. If you selected **Incremental Backup**, you can choose to view the detail of the backup file, modify the schedule to create an Incremental Backup, start the incremental back up immediately, or delete the selected job. (Refer to [Schedule of Back Up My Computer](#) for details).

Step 3 Enter a name (1-50 characters) for your new Complete backup file. Click **Get Started>** to continue.

Step 4 Select the hard drive and partition(s) you want to back up, or image.





Note



If there is only one hard drive installed in a computer, you can skip selecting the partition(s)





you would like to protect.

-  If there is more than one hard drive, you can choose to back up any partition(s) of any hard drive(s).
-  You can select to image one or more partitions from a hard drive simultaneously. If you prefer to back up the entire hard drive, select a source hard drive instead of partitions.

Step 5 Select a destination location on a hard drive, USB storage medium, or a network location to store the image file.



Note

-  If you want to store the image on a network location, you can select the location through Windows and My Network Places directly.
-  If you have a CD/DVD writer (USB recorders are supported), you can burn the image onto a blank CD/DVD. The CD/DVD burned by DriveClone can be used as a Recovery CD/DVD.
-  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 disk image to a network location, please contact your network administrator to check your connection status or access privileges.
-  If you choose to store the Complete backup on a location of the hard drive where the operating system is installed, System Snapshot will be disabled. You can enable System Snapshot after you finish Complete backup.

Step 6 Click **Next** to select a compression method between None, Medium and High. Compressed images will save disk space, however will take more time during image creation and data recovery.

(Optional) You can select **Enable password protection** to password protect your image files. Once a password is set, it will be required when you attempt to use the image file.

In the Image Splitting option, select a file size for a single volume of the split image. If you select automatic, DriveClone will automatically split the image according to the file system type of the destination partition.

(Optional) If you want to verify whether the backup file is usable, you can select the box "Check the data integrity of the image file when backup is complete".

Step 7 You can add description of the backup file in the Image File Description box.

Step 8 You can now review the information and settings that have been specified. After reviewing your selections, click **Start Backup** to begin copying data into an image. You can also click **Previous** to modify your selections. Click **Start Backup** to start the backup process. If the system is busy, and DriveClone can not start the backup process successfully, DriveClone will try to back up again automatically.

Step 9 Click **Schedule Incremental Backup** to specify **Schedule Settings**. By doing so, you can choose to repeat the update the image at a certain time of the day based on pre-set time interval. The

shortest time interval is 1 day. The longest time interval is 7 days. You can also view detail of your backup, run Incremental Backup or delete the backup. (Refer to [Schedule of Back Up My Computer](#) for details)

3.2.3 Create Start-up Disc

Step 1 Click **Start-up Disc** to start creating the start-up disc

Step 2 Insert a blank CD into your CD/DVD Drive and click **Get Started** to continue

Step 3 Click **Finish** to return to Main Console

3.2.6 Use Start-up Disc

Step 1 Insert the Start-up Disc and restart your computer, and then enter BIOS to set the CD/DVD ROM as the first boot device.

Step 2 If you are using the Evaluation Version of DriveClone, you have to enter your serial number and click **OK** to continue.

**Note**

Only the licensed user can use this function.

Step 3 After entering DriveClone Pre-OS Console, you can then modify your network settings, check image integrity and restore drives.

Restore My Computer in Pre-OS

You can select a complete backup point stored on CD/DVD, local hard drive or local area network to restore your computer.

Step 1 Click **Restore My Computer** icon on Pre-OS Main Console.

Step 2 Click **Browse** to select the complete backup points you want to restore. Click **OK** to continue.

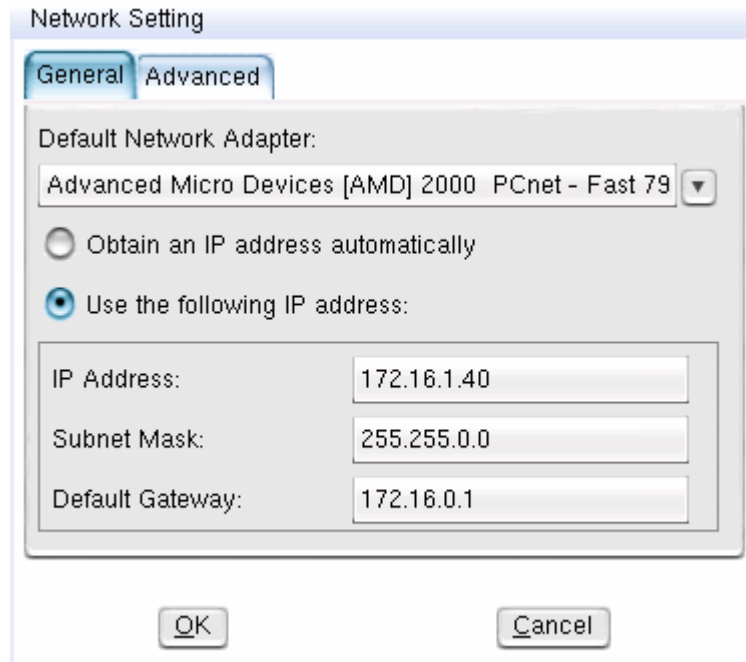
DriveClone can restore from a network location. To use this feature, you should first configure your network settings.

Modify Network Settings

Network Settings

There are two tabs in the Network Settings window:

- General:



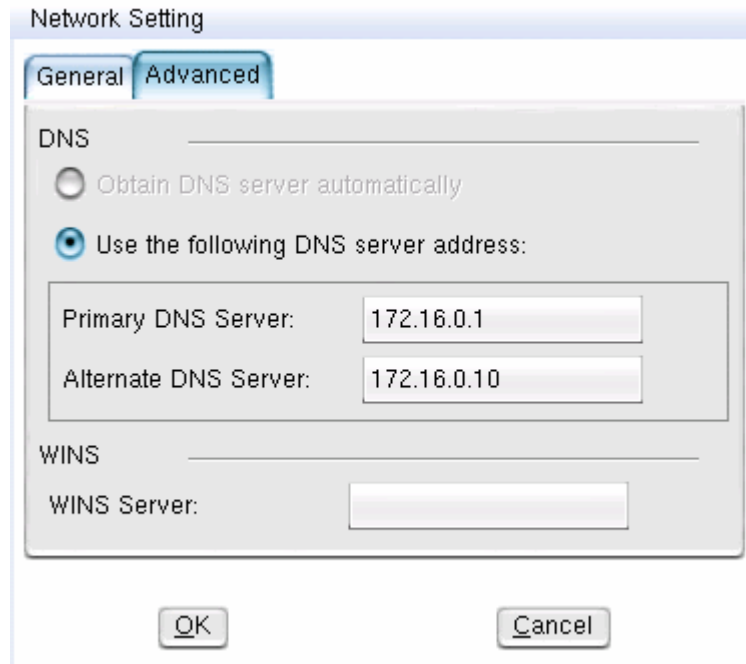
You can setup your network adaptor, IP address, Subnet mask and Default gateway from here.

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

IP Settings:

- Obtain an IP address automatically: If your network supports DHCP (Dynamic Host Configuration Protocol), choose this option to obtain an IP address automatically from a DHCP server or a Point-to-Point Protocol (PPP) dial-up network access server. DriveClone uses DHCP as the default option and will obtain the IP address of your computer automatically.
- IP address: Choose this option to manually specify IP address for your network. This option can be used when automatically obtaining IP address fails or the there is an IP address conflict.

➤ Advanced



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

DNS settings:

- Obtaining 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. By default, DriveClone uses this option to obtain the DNS server address automatically from the network.
- Use the following DNS server addresses: Choose this to manually specify the DNS server addresses if needed.

WINS: Specify an IP address for a WINS server. Windows Internet Naming Service (WINS) is a system that determines the IP address associated with a particular network computer. It supports network client and server computers running Windows and can provide name resolution for other computers with special arrangements. It uses a distributed database that is automatically updated with the names of computers currently available and the IP address assigned to each one.

Gateway: Specify an IP address for a default gateway. A default gateway is a local IP router that is used to forward packets to destinations beyond the local network.

Step 3 Click **Next** and select the complete backup point or any incremental backup point to restore.

Step 4 Click **Next** to select Source partition/hard drive and Destination partition/hard drive.

Step 5 Click **Next** to continue.

Step 6 Click **Previous** to modify your selections and click **Start** to begin restoration.

Image Integrity Check

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

Step 1 Click **Image Integrity Check** icon on Pre-OS Main Console.

Step 2 Click **Browse** to select the image file you want to check. Click **OK**.

Step 3 Click **Next** to begin checking process.

Step 4 Click **Continue** to select another image to check, or click **Cancel** to return to Pre-OS Main Console.

DriveClone can also check the image file stored on a network location. To use this feature, you should first configure your network settings. Refer to [Network Settings](#) for details.

3.3 Restore Console

3.3.1 Restore My Computer

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

**Note**

There must be enough free disk space on the destination partition to hold the data that will be restored from the image file.

Step 1 Start DriveClone and select **Restore** and then click **Restore My Computer**.

Step 2 Select a Complete backup job from the list or click **Browse** to select a Complete backup job that is not listed in the dropdown choice. Click **Next** to continue.

**Note**

If you want to select an image file which is stored on the network, you may be prompted to provide username and password to access the network stored image file.

Step 3 You can restore from the complete backup point plus any incremental back up files. Click **Next** to continue.

Step 4 Select a partition or an entire hard drive to restore. Click **Next** to continue.

Step 5 Select a destination partition or unallocated space to restore the image file. Click **Start Restore** to continue.

**Note**

An image file may contain backup data of more than one partition. You can select and restore only one partition at a time.

If you want to restore the entire hard drive, click the drive entry only.

Step 6 Click **OK** to begin the restoration process. If you don't want to start the restoration process, click **Cancel** to return to Main Console.

Step 7 Click **Finish** to complete the restoration process.

3.3.2 Restore Files

To restore file(s), please do the following:

Step 1 Select **Restore** and then click **Restore Files**.

Step 2 Select a backup image file you want from the drop down list. You can also click **Browse** to select it from another location on your computer. Click **Get Started** to continue.

Step 3 Select the file you want to restore. In the selection area, all of the backed up files with all available versions are listed in a standard Windows folder structure. Check the file(s) you want to restore. If backup data is stored on CD/DVDs, please have all of the necessary discs before the restoration. If backup data is stored on multiple discs, insert the last volume discs first. Please then follow the on-screen instructions.

Under **Restore files to** option, select a location to save the restored files:

- ◇ If **New folder on my desktop** is selected, the restored files will be saved in a new folder on your desktop, with the original folder hierarchy preserved as it was backed up previously.

- ◇ If **Original location** is selected, the restored files will be saved in their original locations. The files in this location will be replaced by the back up files. It is recommended that you back up this location prior to restore.

Note: If several versions of a file are selected, the files will be restored to the same place with the version number appended to the file name.

- ◇ If **Another folder** is selected, click **Choose a folder** to specify a folder on your local hard drive to contain the restored files. The restored files will be kept in their original folder hierarchy.

Step 4 Click **Start Restore** to continue.

Step 5 Click **OK** to begin the restoration process. If you don't want to start the restoration process, click **Cancel** to return to exit.

Step 6 Click **Return to Main Console** to complete the process.

3.3.3 Preview Backup Image

To restore an individual file or folder:

Step 1 Click **Preview Backup Image** directly on the main interface of Restore.

Step 2 Select an image you want to preview and click **Next** or click **Browse** to select an image that is not listed in the dropdown choice. Click **Next** to continue.

Step 3 Select a complete backup point or an incremental backup point and click **Next**.

Step 4 Select the partition you want to preview and click **Mount** to begin previewing the image.

Step 5 You can now browse and copy data on the preview drive in Windows Explorer.

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

Step 1 Click **Tools** and then select **Close Preview Drives** or click **Close Preview Drives** on the interface of Quick Start.

Step 2 Click **OK** to begin the process.

This operation will unmount all of the preview partitions.

3.4 Clone Console

With DriveClone, you can clone (duplicate) a partition or hard drive to another one without any lost or altered data.

3.4.1 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.



Note



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

Step 1 Select **Clone** and then click **Clone Drive**.

Step 2 Select the Source Disk (top pane) and then the Destination Disk (bottom pane). You can choose to modify the Destination Partition Size automatically or 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.



Note

If you select **Keep the partition size of Destination Hard Drive 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, for best result, please select **Keep the partition size of Destination Hard Drive the same as the Source Hard Drive**.

Step 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.

Step 4 After confirming your selections, click **Start Clone** to begin the cloning process or you can click **Previous** to change your settings. You can start the clone process by clicking **Start Clone**. If the system is busy, DriveClone will try to clone again automatically.

Step 5 Click **Finish** to complete the process.




3.4.2 Clone Partition

With DriveClone, you can copy data from the source partition into the destination partition.

Step 1 Select **Clone** and then click **Clone Partition**.

Step 2 Select the Source Hard Drive, and then select a Source Partition (top pane).

**Note**

-  If there is only one hard drive installed in a computer, you can skip the drive selection step and proceed to selecting a partition.
-  You can only choose one partition at a time.
-  The Source Partition and the Destination Partition cannot be the same.

Step 3 Select the Destination Hard Drive, and then select Destination Partition (bottom pane). Click **Next** to continue.

**Note**

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

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

Step 5 Click **Finish** to complete the process.

3.5 Recovery CD/DVD

A Recovery CD/DVD is a disc containing backup data. It allows end users to restore backed up partition(s) or entire drives from these CD/DVDs

3.5.1 Create a Recovery CD/DVD

Step 1 Start DriveClone. Select **Back Up** and then click **Back Up My Computer**.

Step 2 Enter a name (1-50 characters) for your Backup file. Click **Get Started** to continue.

Step 3 Select the Source Hard Drive, and then select the Source Partition(s) to be backed up. Click **Next** to continue.

**Note**

- If there is only one hard drive installed in a computer, you can skip selecting the partition(s) you would like to protect.
- If there is more than one hard drive, you can choose to back up any partition(s) of any hard drive(s).
- You can select to image one or more partitions from a hard drive simultaneously. If you prefer to back up the entire hard drive, select a source hard drive instead of partitions.

Step 4 Click on **My Computer** and select your CD/DVD Drive. Click **Next** to continue.

Step 5 Click **Next** to select a compression method between None, Medium and High. Compressed images will save disk space, however will take more time during image creation and data recovery.

(Optional) You can select **Enable password protection** to set a password to access your image files. Once a password is set, you will be prompted for password when you attempt to use the image file.

In the Image Splitting option, select a file size for a single volume of the split image. If you select automatic, DriveClone will automatically split the image according to the file system type of the destination partition.



(Optional) If you want to verify whether the backup file is valid, you can select the box **Check the data integrity of the image file when backup is complete**.

Step 6 Add description of the backup file in the Image File Description box.

Step 7 Review the information and settings that have been specified. Click **Start Backup** to begin copying data into an image or click **Previous** to modify your selections. You can complete the backup by clicking **Start Backup**. If the system is busy, DriveClone will try to back up again automatically.



Note

-  If the size of the backup data exceeds the writable disc capacity, DriveClone will automatically split the image into several volumes and burn onto different discs. It will prompt you to insert another disc when needed.
-  If there are some data on the disc, you will be asked whether you wish to erase the disc. If you want to continue, click **Erase**. Click **Change** to insert another blank CD/DVD, or click **Cancel** to stop burning.

3.5.2 Restoring from a Recovery CD/DVD

Step 1 Insert the Recovery CD/DVD and select **Restore** and then click **Restore My Computer**.

Step 2 Click **Browse** to select the restore point from the CD/DVD.

Step 3 Select a partition or an entire hard drive to restore.

Step 4 Select a destination partition or unallocated space to restore the image file. Click **Next** to begin the process.



Note

An image file may contain backup data of more than one partition. You can select and restore one or more partitions at a time.

If you want to restore the entire hard drive, click the drive entry only.

Step 5 Click **OK** to begin restoration process. If you don't want to restore, click **Cancel** to return to Main Console.

You can also restore the partition or hard drive directly through CD/DVD Rom.

Step 1 Restart your computer and enter BIOS. Set CD/DVD ROM to be the first bootable device.

Step 2 Insert the Recovery CD/DVD and start up the computer. The system will enter the Pre-OS

mode.

Step 3 Click **OK** to continue. Click **Cancel** to exit and restart your computer.

Step 4 Enter your serial number and click **OK** to begin restoration.

Step 5 Click **OK** to complete the process and restart your computer.

3.6 Image Integrity Check

Use this function to check if an image file created by DriveClone can be used.

Step 1 Select **Tools → Image Integrity Check**

Step 2 Select an image from either hard drive, CD/DVD disc, network location or other movable storage medium, and then click **OK** to check the image. Click **Finish** to complete the Image Check.

Chapter 4 Glossary

- **DriveClone Image**

A DriveClone image is the file that contains the contents of a computer's hard drive or partition(s). Using this image, you can copy the contents of a hard drive to a portable medium such as a recordable CD/DVD, USB drive or to another hard drive.

- **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**

The term "cloning" refers to the physical reading of all sectors of a source partition or disk and the subsequent writing of this raw sector information to the 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.

Chapter 5 Appendix

5.1 FAQ

Q1. How long does it take to backup/restore a system using DriveClone?

A: The time to backup/restore the system depends on the amount of data on your system. However, DriveClone's unique technology minimizes the amount of time it takes to backup/restore the system.

Q2. I launched DriveClone in Windows, but a message indicates that I must restart my computer in order to run DriveClone?

A: You have to restart your computer after the installation of DriveClone.

Q3. When I restored a partition from an image file, it prompted me "There is not enough space on the Destination Partition." However, I'm sure the free space on the Destination Partition is larger than the used space in the Source Partition.

A: If the data on the end of the Source Partition cannot be moved, DriveClone will prompt you with this notice. Even if the free space on Destination Partition is larger than the used space in the Source Partition.

Q4. 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 follow the instruction shown below.

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** may be hidden. Select **Show hidden files and folder** from **tools->folder** options from the menu bar to show **boot.ini**, then open it.
2. Add the following entry 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 is for adding comments for the options listed on the splash screen at system startup.

Q5. I installed DriveClone on two different operating systems (Windows 2000 and XP) on my computer. After I removed DriveClone from Windows 2000, why is the program on Windows XP unusable?

A: Uninstalling DriveClone from one operating system will result in the removal of the program in the other operating systems as well.

Q6. I cloned a hard drive using the Clone Disk 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.

Q7. I have connected a USB hard drive or a USB CD/DVD recorder to the system, why can't the device be recognized by DriveClone?

A: Please try the following methods

- (1) If you plugged in the USB hard drive after launching DriveClone, please insert your USB drive and then restart your computer and try again.
- (2) Disable the USB 2.0 Controller in BIOS or set USB to "Hi Speed" in the BIOS USB settings.

Q8. I created an image for Drive C: on two CD-R discs. Why can't the disc be mounted as a temporary partition?

A: Mounting a partition requires all the backup data of the drive. If you use one of two discs, it cannot provide the complete information. To solve this problem, copy the image files from the two discs to the hard drive and then mount it as a temporary partition. This problem cannot be overcome by using multiple CD/DVD drives.

Q9. When I created a Recovery CD/DVD, an error message "Move Data Error" appears.

A: This error may occur if the quality of the recordable CD/DVD media is not good, or the disc is incompatible with the recorder. To solve this problem, please try a different brand of CD/DVD media or upgrade your CD/DVD recorder.

Q10. Are there any limitations when I restore from an image over the network?

A: DriveClone can restore an image file size below 2GB when restoring from a network location. When backing up an image to a network location, DriveClone can automatically split the file into several volumes with a maximum size of 2GB each. You can select the first volume of the image to be restored. If you have an image that is over 2GB on the network share, you cannot restore over the network. The file must be copied back to the local computer prior to restoration.

Q11. Why can't I find all backup files in the Backup files List?

A: There are two possible scenarios.

Case 1: The core files of your System Partition were lost or re-initialized after restoring the System Partition.

Case 2: The partition which was backed up in your backup files has been resized.

In both scenarios, the backup files which contain the old partition information of this hard drive are no longer valid and therefore removed from the backup file list.

Q12. Do I need to do anything before installing DriveClone?

A: We strongly recommend that you run the Windows Checkdisk program to check for hard drive errors prior to install DriveClone. The Checkdisk utility can be started by running Chkdsk.exe from a command prompt or by using the DriveClone, Pre-Installation Checklist tool. Note: Running Checkdisk from either location will require a system restart for the operation to be completed.

Q13. Can DriveClone fix the system after my hard drive has been mistakenly formatted or repartitioned?

A: DriveClone can fix the system only if it was installed prior to the data lost.

Q14. Can I use disk tools such as F-disk, PartitionMagic and Norton Speed Disk after DriveClone is installed on my computer?

A: Even though DriveClone is compatible with those software, certain functions within those utilities may cause DriveClone to stop function Properly.

Q15. What should I do if I see error message "0xe2f" while installing DriveClone?

A: Please contact our technical support staff to obtain a tool to repair the logic error on your hard drive.

Q16. I have multiple operating systems, including Linux. Can DriveClone protect all three systems?

A: DriveClone is designed for Windows users only, and it protects Windows only. DriveClone can protect multiple Windows operating systems but it cannot protect a Linux system.

Q17. Does DriveClone work in Windows Safe Mode?

A: No. DriveClone does not work in Windows Safe Mode.

Q18. Can I use Norton Ghost to copy a hard drive on which DriveClone is installed?

A: Yes. DriveClone version 3.01 or later is compatible with all versions of Ghost except Ghost 2003. If you are using Ghost 2003, in order to copy the hard drive properly you need to modify the Ghost Properties by typing in "parameter -ib" behind the Target command.

Q19. Why do I see a "0xe2" error when trying to install DriveClone on a system with four operating systems?

A: A maximum of four operating system entries can reside on a computer. If all four entries are filled, then DriveClone cannot be installed.

Q20. Can DriveClone really protect my PC from being destroyed by a virus?

A: Yes. When a virus attacks your PC, common system files, applications, MS Word documents, you can use DriveClone to revert your system back to the day before the virus infection. All of the files on your hard drive will be free of viruses after restoration.

Q21. Does DriveClone Provide support for Windows advanced power management?

A: DriveClone supports all Windows advanced power management features (Standby, Sleep, Hibernate).

Q22. Why did my computer crash while DriveClone was loading the hard drive driver?

A: This problem will only occur on a computer whose hard drive does not support UDMA3. Please disable UDMA in CMOS setup.

Q23. Why can't I find some of the Complete backup Files that have been stored on the hard drive in Pre-OS?

A: If you stored the backup file in the compressed NTFS partition, the backup file can not be recognized and selected in Pre-OS mode. To avoid this issue, please move the backup files to a non-compressed NTFS partition.

Q24. I try to back up the data to network computer. Why can't I access the network computer's share folder after I have entered the correct user name and password?

A: If you can't back up the data to a network location, you may need to modify the Local Security Settings of the network computer. Shown below are steps to update the Local Security in Windows XP and Vista.

1. Select **Start → Control Panel → Administrative Tools →**
2. Double click on **Local Security Policy**.
3. Select **Security Settings→Local Policies→Security Options** from the directory in the left pane.
4. Double click on **Network access: sharing and security model for local accounts**.
5. Select **Classic-local users authenticate as themselves**, and click **Apply**.