

DriveClone™ 5 Personal

User's Guide



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Chapter 1: Introduction

1.1 Product Overview

DriveClone's hard drive imaging and cloning features let you quickly recover, replace, or upgrade your hard drive in case of any data disaster. Your operating system, files and settings will appear exactly as they were when you cloned or imaged your hard drive.

Simple enough for a home user, DriveClone still has plenty of features for the system administrator, who can copy a single disk image onto multiple computer systems, dramatically reducing the time needed to install new software, configure settings, and load data. DriveClone offers incremental backup, which could allow you to perform most imaging and recovery tasks without ever leaving the Windows environment.

1.2 Features and Benefits

- **Hard Drive Imaging:** Quickly back up or restore a system, or transfer a system image to a new hard drive.
- **Complete External Backup:** Store a complete system image on a USB hard drive, network share, or use the built-in CD/DVD burner to create an exact copy of your hard drive on disc.
- **Easy Disk Image Updates:** Incremental Backup lets you quickly update your saved disk image without ever leaving Windows.
- **Flexible Backup:** Back up your hard drive to another local hard drive, network drive, a USB device, or to CD/DVD media. Clone hard drives that are different in size, format, or brand.
- **Rapid, Controlled Recovery:** Supports UDMA1-5 and can restore data in sectors.
- **Partition Support:** Supports FAT32, NTFS, Linux EXT2/3 and other unknown partitions.
- **Hardware Support:** Supports IDE, EIDE, SATA, and SCSI hard drives and hardware RAID 0/1. Please visit <http://www.farstone.com/software/DriveClone-raid.htm>.
- **100% protection:** Restore an operating system damaged by corrupt software, human error, a virus attack, or a software bug.
- **Password Protection:** Restrict user access to DriveClone; lock your computer at the DOS level.

Chapter 2: Installing and Uninstalling DriveClone

2.1 System Requirements

- CPU: Pentium or higher
- RAM: 512 MB or more (1 GB or more for Vista)
- Hard Drive: 250 MB free space
- Supported Desktop Operating Systems: Windows 2000 Pro SP4 or higher, XP, or Vista

2.2 Installing DriveClone

1. Insert the DriveClone CD into your CD/DVD drive. The Setup program should start automatically. If it does not, run the file called Setup.EXE directly from the CD. If you have downloaded the application instead of purchasing the physical CD version, please run the Setup.exe file from the downloaded package. If you have already installed a version of DriveClone on your computer, the Setup program will run differently based on the version of Drive Clone currently installed.
 - a. If the current installed version is older than the version to be installed, you can choose to either install the new version or upgrade the software to the latest version.



Tip

This option will require you to enter your serial number.

- b. If the currently installed version is the same version as the version to be installed, you can choose to update the components you wish to install.
 - c. If the currently installed version is newer than the version to be installed, the Setup program will prompt you to uninstall the currently install version first prior to install this version.
2. Select your language preference, and when the installation screen appears, click **OK**.
 3. Click **Next** to continue the installation.
 4. Carefully read the software license agreement. If you accept the terms of the software license agreement, select **I accept** to continue.

5. Enter your personal information and serial number. If you have not purchased a serial number, click **Next** to install a time-limited evaluation of DriveClone.
6. DriveClone will be installed in the path displayed. You will have the option to select another location to install DriveClone.
7. Click **Next** to continue the installation process.
8. Select **Restart Now** to complete the installation. You can also click **Restart Later** to exit the installation. DriveClone will run at next boot up.



Tip

You cannot launch DriveClone until your computer has restarted.

2.3 Uninstalling DriveClone

DriveClone can be uninstalled by following below steps:

1. From the Windows Start menu, select **Start** → **Settings** → **Control Panel**.
2. Double-click **Add/Remove Programs** and select **Change** or **Remove Programs**.
3. Select **DriveClone**. Click **Remove** to begin uninstalling related component.



Tip

Enter your password (if specified) and click **OK** to access DriveClone. (If no password was set, the password box will not be shown.)

Or

1. From the Windows® taskbar, select **Programs** → **DriveClone** → **Uninstall DriveClone**. Enter your password (if specified).
2. Click **OK** to begin uninstalling DriveClone.



Tip

All of the backup files you created will not be deleted after you uninstall DriveClone. You can still use those backup files to restore your system if you install DriveClone again.

Chapter 3: General Info and Key DriveClone Technologies

3.1 File Backup

DriveClone File Backup monitors files changes. When a change is detected, DriveClone will record it and back it up according to your schedule. File backups can be stored locally or externally.

3.2 Hard Drive Imaging

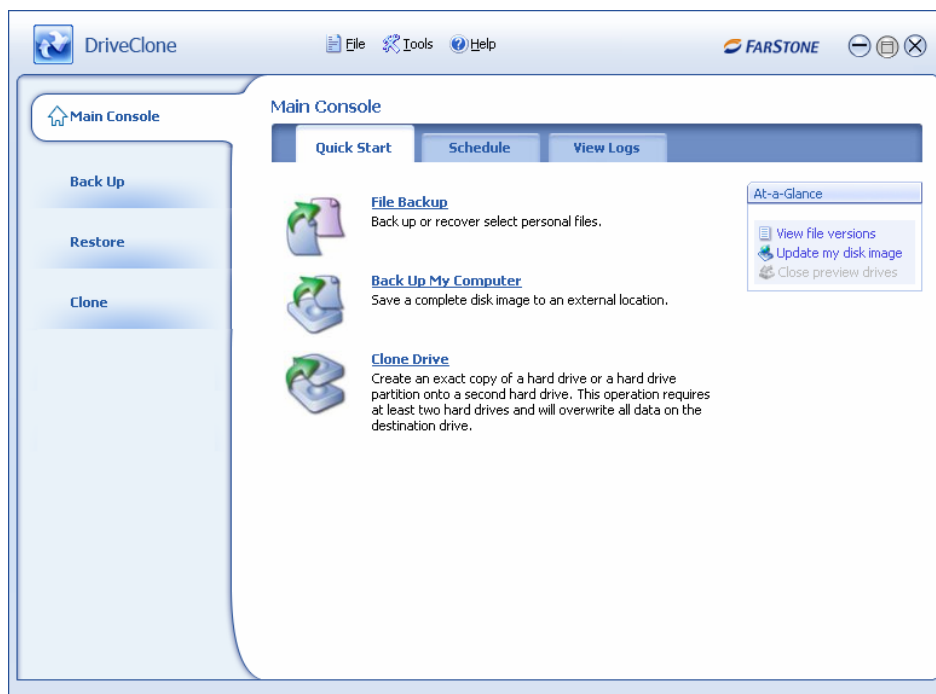
Hard Drive Imaging is the sector level backup function. It can be used for bare-metal, disaster recovery when hard drive failure is encountered.

3.3 Full and Incremental Backups

Another great backup model involves updating disk images incrementally. A Complete + Incremental backup solution aims to make storing several copies of the source data more feasible. To accomplish this, a complete backup is taken and then incremental backups can be scheduled or run manually (Incremental backup only stores the files or sectors that have changed since the previous full or incremental backup). Restoring a system to a certain point in time requires locating the complete backup and all the incremental backups taken between that complete backup and the particular point in time to which the system is to be restored to.

Chapter 4: Getting Started in DriveClone

To launch DriveClone, double click the DriveClone icon on your desktop, or select **Start → All Programs → DriveClone → DriveClone**. Your system will run DriveClone automatically.



4.1 DriveClone Main Console

4.1.1 Quick Start

File Backup - Start automatically or manually save copies of select files or folders on your hard drive.

Back Up My Computer - Back up your entire system.

Clone Drive - Create a 1:1 copy of your hard drive. More than one hard drive will need to exist in the system for this functionality to work.

View file versions - View the file versions you have created and select a backup file to restore from.

Update my disk image - Modify the pre-set backup schedule setting.

Close preview drives – Close all the previewed drives with Complete Backup image.

4.1.2 Schedule

Schedule of Back Up My Computer - You must first create a complete backup of your system prior to see the following functionalities.

Detail - View detailed information about the backup jobs you have created, including its description, source, destination and schedule setting.

Edit Schedule - Specify the frequency to back up additional changes since the last backup. You can choose to run the backup every n(1-7) day(s). If you wish to automatically run the scheduled backup job when the system starts up (after you miss a previously scheduled backup), check the **Execute Schedule Job while starting system after miss schedule** box.

Back Up Now - Start to back up the incremental changes immediately.

Delete - Delete the selected jobs.



Schedule Definitions for Back Up My Computer

1. If the system is busy at the pre-set time, DriveClone will not run the scheduled backup job but will try it again later (automatically).
2. If you turn off your computer before reaching the scheduled backup time and you have selected **Run the scheduled job at system startup, if the scheduled time was missed**, DriveClone will start the backup process as soon as you turn on your computer.
3. If you have not selected **Run the scheduled job at system startup, if the scheduled time was missed**, DriveClone will start the backup process at the next scheduled backup time.

Schedule of File Backup - After you've performed a File Backup, you'll see the following options:

Detail - View the detailed information about the backup jobs you have created, including destination and schedule setting.

Edit Schedule - Specify your preferred **Schedule Settings** of the backup job you have

created. Specify the frequency to back up additional changes since the last backup. You can choose to run the backup every n(1-7) day(s).

Add Files - Add files, folders or file types to your file backup list. Refer to [File Backup](#) for more details.

Back Up Now – Back up the selected job immediately

Delete - Delete the selected job.



Schedule Definition of File Backup

1. If your system is turned off during your scheduled backup time, DriveClone will start the backup process immediately after you start the system.
2. If your system is busy, DriveClone will not be able to start the backup process. DriveClone will start the backup process again automatically 5 minutes later.
3. Following files will not be backed up.
 - a. Files in Recycle Bin
 - b. Files in System Volume Information directory, pagefile.sys and files in _\$temp directory
 - c. Hiberfil.sys
 - d. Files with the extension named with rit and tmp
 - e. Temporary files of Word
 - f. Files in DriveClone's Setup folder
 - g. Files in Backup Destination directory of the current running backup job
 - h. Files in the Temp directory

4.1.3 View Logs

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

Save - Save the event record with .xls format.

Delete - Delete the selected events.

Delete All - Delete all the saved events.

Chapter 5: Backup Console

5.1 File Backup

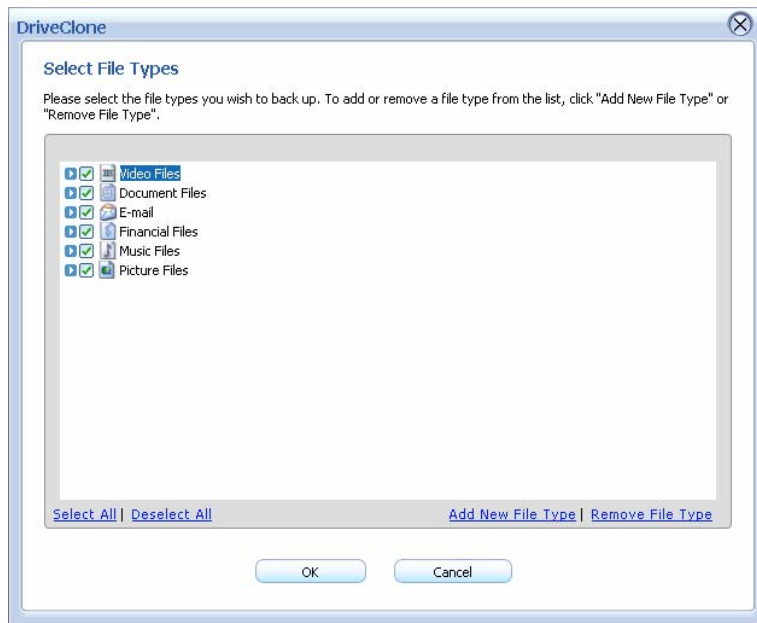
1. Start the DriveClone Program. Select **Back Up** and then click **File Backup**.
2. You can create a new full file backup and you can also select **Incremental File Backup** box to select a former job and create incremental file backup.

If you have selected **Incremental File Backup**, you can choose to examine information details 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](#) for details).

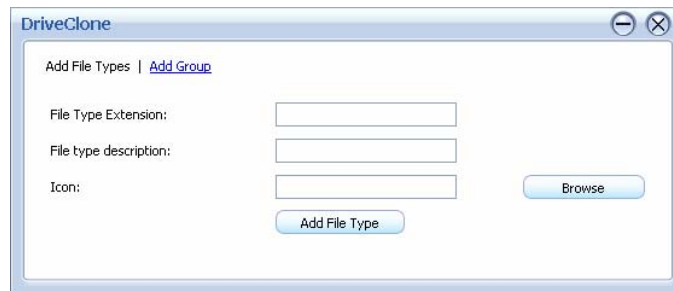
3. Enter a name for your new job. And click **Get Started**.
4. Select the file(s) you want to back up. You can also click **Add Files/Folders** or **Add File Types** to add file type, folder or individual file to back up according to your preference. Click **Next** to continue. You can set the maximum 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.

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.

6. Select **Run Backup Now** checkbox, then click **Next** to begin backup. You can uncheck **Run Backup Now** if you want to run schedule backup. You can also click **Previous** to modify your selections.



Tip
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 starting the backup job.

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 click **Return to Main Console** to finish the backup. (Refer to [Schedule of File Backup](#) for details).

5.2 Back Up My Computer

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

3. Enter a name (1-50 characters) for your new Complete backup file. Click **Get Started>** to continue.
4. Select a destination location on a hard drive, USB storage medium, or a network location to store the image file.



Tip
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 image to a partition where your Operating System was installed, it will take much longer time to complete.

the backup process.

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 **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.

(Optional) 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”**.

(Optional) You can add description of the backup file in the Image File Description box.

6. Click **Next**.
7. You can now review the information and settings that have been specified.
8. Select **Run Backup Now** checkbox, then click **Next** to begin backup. You can uncheck **Run Backup Now** if you want to run schedule backup. Also you can also click **Previous** to modify your selections. If the system is busy, and DriveClone can not start the backup process successfully, DriveClone will try to back up again automatically.
9. Click **Return to the Main Console** after the backup completes. You could also Click **Click here to create a schedule now** or **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)

5.2.1 Image Integrity Check

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

1. Select **Tools → Image Integrity Check**.
2. Select an image from the list. If the image you want to check is not listed, click **Browse** to specify it on hard drive, CD/DVD disc, network location or other movable storage medium. And then click **Next** to check the image.

3. Select a complete backup point or an incremental backup point, then click **Next** to start image checking process.
4. Click **Return to Main Console** to complete the Image Check.

5.3 Create a Bootable Rescue Disk

Your Bootable Rescue Disk is used to boot your computer into Pre-OS as your operation tour.

1. Click **Bootable Rescue Disk**.
2. Insert an USB device or a blank CD into your CD/DVD Drive.
3. All available devices should display in the drop down list. Select the device you will use to create Bootable Rescue Disk.
4. Click **Get Started** to continue.



Tip

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**. And click **Change** to insert another blank CD/DVD, click **Cancel** to stop burning.

5. Click **Finish** to return to Main Console.

Chapter 6: Restore Console

6.1 Restore Files

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

1. Select **Restore** and then click **Restore Files**.
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.
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.
4. 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.



Tip

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 **Select a folder** to specify a folder on your local hard drive to hold the restored files. The restored files will be kept in their original folder hierarchy.

4. Click **Start Restore** to continue.
5. Click **Return to Main Console** to complete the process.

6.2 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.

1. Start DriveClone and select **Restore** and then click **Restore My Computer**.
2. Select a Complete backup image from the list or click **Browse** to select a Complete backup image that is not listed in the dropdown choice. Click **Next** to continue.



Tip

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.

3. You can restore from the complete backup point plus any incremental back up files. Click **Next** to continue.
4. Select whether you'll 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 continue and then skip to step 9.



Note

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

6. To restore the entire hard disk, please select a restore option.
 - a) Modify the destination partition size.
 - b) Restore according to the original size of the source hard drive.

7. If you selected option **a**, double click the partition to be resized from the list. If you selected option **b**, skip to step 9.
8. Modify the size of the destination partition, Click **Next**.
9. Click **OK** to restart your computer. Your computer will then boot into Pre-OS recovery environment. You can also click **Cancel** to terminate the restore process.
10. Click **Return to Main Console** to complete the restoration process.

6.3 Preview Backup Image

To restore an individual file or folder:

1. Click **Preview Backup Image** directly on the main interface of Restore.
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 and click **Next** to continue.
3. Select a complete backup point or an incremental backup point and click **Next**.
4. Select the partition you want 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 **Return to Main Console** to complete the mounting process.

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

1. Click **Tools** and then select **Close Preview Drives** or click **Close Preview Drives** on the interface of Quick Start.
2. Click **OK** to begin the unmounting process.

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

Chapter7: Clone Console

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

7.1 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.



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 Drive**.
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 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**.

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, DriveClone 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 could also click **Cancel** to exit.

5. Click **Shutdown** to complete the cloning process.

7.2 Clone Partition

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

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 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.



Tip

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

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

Chapter 8 Recover System in Pre-OS Mode

8.1 Enter the DriveClone Pre-OS Manager

8.1.1 Boot from a Bootable Rescue Disk

1. Insert the Bootable Rescue Disk and restart your computer, and then enter BIOS to set the CD/DVD ROM or the USB device as the first boot device.
2. After entering DriveClone Pre-OS Console, you can then modify your network settings, check image integrity, restore drives.

8.1.2 Restore from a 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.

1. Insert the Recovery CD/DVD and select **Restore** and then click **Restore My Computer**.
2. Click **Browse** to select the restore point from the CD/DVD.
3. Select a partition or an entire hard drive to restore.
4. Select a destination partition or unallocated space to restore the image file. Click **Next** to begin the process.
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.

1. Restart your computer and enter BIOS. Set CD/DVD ROM to be the first bootable device.
2. Insert the Recovery CD/DVD and start up the computer. The system will enter the Pre-OS mode.
3. Click **OK** to continue. Click **Cancel** to exit and restart your computer.
4. Click **OK** to complete the process and restart your computer.

8.1.3 Configure Network Settings

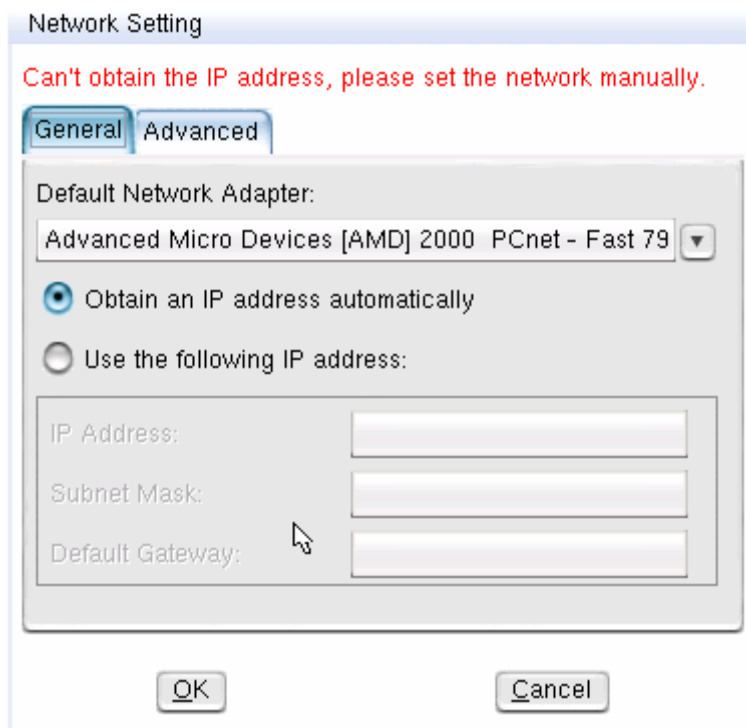
DriveClone can back up to, or restore from a network location. To use this feature, you should first configure your network settings.

To configure your network settings, click **Network Settings** in Pre-OS.

There are two tabs in the Network Settings window:

➤ **General:**

The General tab is shown below.



You can set up 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.

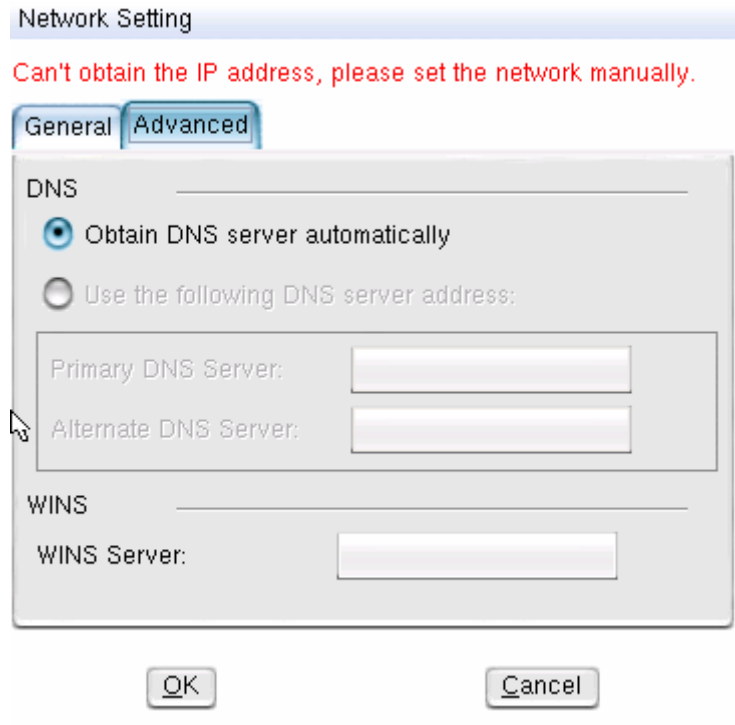
IP Settings:

- 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 an IP address for your network.

This option can be used when automatically obtaining an IP address fails or when there is an IP address conflict.

➤ **Advanced:**

The Advanced tab is shown as below.



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

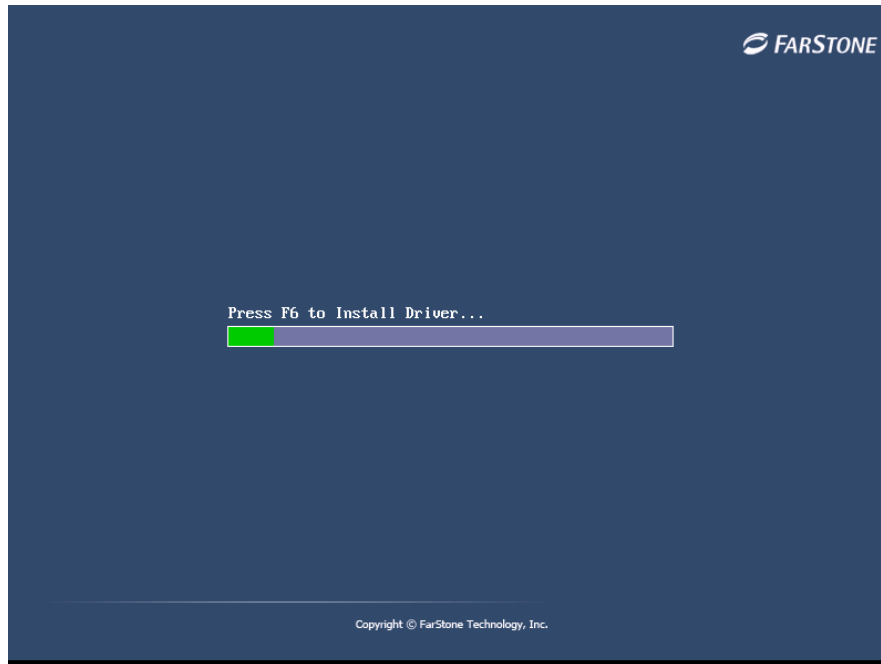
DNS settings:

- 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.

8.1.4 Install Driver in Pre-OS

1. During launching the DriveClone Pro Pre-OS Manager, press the **space bar** after system POST (Power-On-Self-Test), but before Windows® begins to load.
2. When the following screen appears, press **F6** to continue.



3. Insert a Driver Disc and then press **Enter** to begin loading driver. After that, DriveClone will enter Pre-OS to install third party driver. You can also press **F3** to skip the driver installation and load into Pre-OS directly.

If DriveClone cannot detect the compatible and available driver, you can install third party driver manually. But the driver may not work properly.



Tip

DriveClone is fully compatible with Redhat Enterprise Linux 5.

8.2 DriveClone Manager in Pre-OS Mode

8.2.1 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.

1. Click **Restore My Computer** icon on Pre-OS Main Console.
2. Click **Browse** to select the complete image file you want to restore from. Click **OK**.
3. Click **Next** to continue.
4. Select the complete backup point or any incremental backup point to restore from.
5. Click **Next** to continue.
6. Select the destination partition or hard disk to restore.
 - a. To restore a single partition, click **Next**.
 - b. To restore the entire disk, you could select or deselect **Restore by the Original Size** checkbox. If you want to resize the destination partition, please deselect **Restore by the Original Size** checkbox and then double-click a partition in the list to resize it. And then click **Next**.
7. Confirm the settings of the restore. Click **Previous** to modify. Click **Start** to continue. Click **Cancel** to exit.
8. Click **OK** to return to main console in Pre-OS, or click **Restart** to reboot to windows.

DriveClone can restore from a network location. To use this feature, you should first configure your network settings. (Refer to [Network Settings](#) for details.)

8.2.2 Image Integrity Check

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

1. Click **Image Integrity Check** icon on Pre-OS Main Console.
2. Click **Browse** to select the image file you want to check. Click **OK**.
3. Click **Next** to continue.
4. Confirm the information of the selected image and click **Next** to begin checking process.
5. After the checking process is complete, click **OK** to return to the Pre-OS main console. Or click **Restart** to reboot to Windows.

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.

Chapter 9 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 / 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.

- **System Partition**

The system partition refers to the disk volume that contains the hardware-specific files that are needed to start 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 the boot volume.

Chapter 10 Appendix

10.1 FAQ

Q. 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.

Q. 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.

Q. 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.

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

A: Please try the following method: If you plugged in the USB hard drive after launching DriveClone, please insert your USB drive and then restart your computer and try again.

Q. 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.

Q. While creating a Recovery CD/DVD, an error message 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.

Q. 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.

Q. 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.

Q. Can I use disk tools such as Fdisk, 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.

Q. I've installed three operating systems on my computer, including Linux. Can DriveClone protect all three systems?

A: DriveClone protects multiple Windows operating systems completely, and we recommend using **Back Up My Computer** to protect the non-windows systems.

Q. Can DriveClone protect my PC from a destructive virus?

A: While DriveClone cannot prevent the actual virus attack, it can restore your computer to a point before the attack occurred, recovering your files and effectively removing the virus.

Q. Does DriveClone Provide support for Windows® advanced power management?

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

Q. I had a large storage capacity hard drive (>137G) on my computer. Why was DriveClone automatically uninstalled after I had finished installing it and restarted the system?

A: Your BIOS may not support large storage capacity hard drive. Contact the manufacture of your computer to upgrade the BIOS.

Q. Which software is not compatible to DriveClone?

A: The following software are not compatible to DriveClone
Norton GoBack
RecoveryGenius
Utimaco SafeGuard
Acronis OS Selector
Safeguard
OSL2000

Q. 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.

Q. Why can't I backup to the network mapped drive with DriveClone, which can be explored in Vista environment?

A: Please check whether the User Account Control (UAC) is enabled. You could disable the UAC or modify the registry as below.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System
EnableLinkedConnections = 1 (DWord)

Q. Why is my backup image is larger than the source partition or hard disk?

A: The source partition or hard disk may have too much of fragmentation. Please Defragment it and then run the backup again.