# Rapid Restore PC v2.03 Hints & Tips

# for IBM Portable USB 2.0 Hard Drive

# General Hints and Tips for Rapid Restore PC

The following problem-solving information might be useful when you are using the Rapid Restore PC software:

- You must log in with administrative privileges to access all files required during the backup process. You must also log in as an administrator to open the graphical user interface or uninstall the software.
- When new Windows users are created, the system must be restarted before the new users can be backed up.
- Do not use Rapid Restore PC in conjunction with any other software that modifies the master boot record. Software that modifies the master boot record of your hard disk drive might make your backups inaccessible. Such software includes, but is not limited to, Roxio GoBack, System Commander, and PowerQuest BootMagic.
- If the Rapid Restore PC boot record is overwritten by another program and you need to restore the boot record, do the following:
  - o Go to a command prompt and change the directory to

    `C:\PROGRAM FILES\XPOINT\PE\DIAG`

  - o Type `\pcrecsa bmgr /Fmgr.dat /D1` and press Enter.

    **NOTE:** If another program modified the boot record, restoring the original Rapid Restore PC boot record might cause the other program to function improperly.


- Norton Antivirus 5.0 might not be able to read the boot record of the hard disk drive.
- The Rapid Restore PC F11 Recovery Manager becomes available after an original backup image is created. If the F11 prompt does not display during startup, one of the following conditions might apply:
  - o An original backup image has not been created. Use Rapid Restore PC to create an original backup image.
  - o The F11 prompt displayed too quickly. Press and hold the F11 key and then turn on the computer. Release the F11 key when you see the System Recovery menu.

## Installing Rapid Restore PC

For your convenience, the User's Guide and Software CD is preloaded on your Portable USB 2.0 Hard Drive.   Attach the drive to your computer, then double-click the drive letter to launch the CD.   Rapid Restore PC installation includes the first backup of the computer.  This function requires a significant amount of time to complete (possibly several hours).  Be sure that you have adequate time to complete the installation.  For a mobile computer, be sure that it is connected to AC power.

### Which option do I select during installation?

If you see the IBM Product Recovery Menu during the Rapid Restore PC installation, press ESC to restart your computer.  Select **Rapid Restore PC** from the Start menu

## *Working with partitions*

Keep the following information in mind when working with Rapid Restore PC and drive partitions:

- With Rapid Restore PC you can resize only primary partitions.
- A service partition cannot be created on hard disk drives containing four primary partitions or an extended partition.
- If new partitions are added to a drive, Rapid Restore PC must be reinstalled and previous backups will be lost.
- You can create a service partition on the primary hard disk drive in the computer. Backing up to a different hard disk drive, or to a network is only supported on Rapid Restore Professional Edition, which is available for purchase at http://www.xpointdirect.com.
- IBM$^®$ does not provide support on the Rapid Restore Professional Edition. Users who have upgraded will receive support from Xpoint.  Contact Xpoint for assistance when using Rapid Restore Professional Edition.
- When using an IBM recovery program or a third party image utility after IBM Rapid Restore PC has been installed, a message might display stating that an error was found on your disk due to differing LBA and CHS values. If prompted to allow a fix of this error, your Rapid Restore backups and service partition might not be accessible.
- The following error messages might appear during the installation of Rapid Restore PC or while the program is trying to resize an existing service partition:
    - The IBM service partition could not be created.
    - There is insufficient space on the hard disk.

        Due to primary drive storage limitations, sometimes a backup cannot be performed.   To resolve these messages clear some space on your hard disk drive, install a second hard disk drive, or upgrade your system to Rapid Restore Professional Edition. Rapid Restore Professional Edition will provide the option to migrate all of your data from the first hard disk drive to a second drive so you can then remove the first drive. During data migration, the new hard disk drive must be on the same IDE channel as the old hard disk drive. The fee-based upgrade of Rapid Restore PC is available at http://www.xpointdirect.com.

- Some disk utilities, such as Partition Magic, are not compatible with Rapid Restore PC because Rapid Restore PC locks the IBM service partition, making the partition inaccessible to applications, including Partition Magic.

## *Solving backup problems*

The following information might be useful if your backup has problems or Rapid Restore PC runs slowly.

- When running Rapid Restore PC in Microsoft$^®$ Windows$^®$ 2000 Professional, or Windows XP, you must log in with administrative privileges to access all files required during the backup process.
- Rapid Restore PC cannot back up files that are larger than 2 GB.
- User accounts are included in backup and restore operations. Therefore, if you restore your system to a time when a user did not exist or had a different password, that user will not be able to log in. You will need to restore the account or password after the backup.

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- If the Rapid Restore interface is closed while performing an incremental backup, Rapid Restore PC will continue to backup files in the background.

**Slow backup operation**

Backup performance depends upon the size and type of operation being performed. The more frequently you back up your system, the more quickly the backup operation can be completed.

Do not use any other programs while creating a backup image. Using another program, such as an anti-virus program, while creating a backup image will adversely affect backup performance. Use anti-virus programs before or after performing a backup operation.

**NOTE:** To prevent possible database corruption, always close all applications and services before performing a backup operation.

## Emptying the Recycle Bin or performing an FDISK

An error message might display if you attempt to empty the Recycle Bin or use FDISK while using Rapid Restore PC. If you receive this error message, close Rapid Restore PC, then empty the Recycle Bin or use the FDISK command.

## Scheduling backups on the 29th, 30th, or 31st

Rapid Restore PC does not allow you to specify a scheduled backup on the 29th, 30th, or 31st day of the month. You can schedule a backup for the end of the month.

## Unable to select the CD-R Archive icon

If the CD-R Archive option is not available, either:

- The customer does not have an installed CD-R device.
- The customer needs to update the ASPI device driver. To update the ASPI device driver, type `C:\ASPI\ASPI32.EXE` from a command prompt. Follow the on-screen instructions. The ASPI directory is created during the initial installation of this software.

## CD-R archive limitations

CD-RW media degrade with each use and are not supported when creating a CD-R archive set.

To restore a backup set from a CD, your CD drive must be a supported startup device for the computer you are restoring.

In order to perform a CD-R Archive, the hard disk drive must have at least 700MB of free space.

## Restore problem-solving information

The following problem-solving information might be useful when you perform a restore operation using IBM Rapid Restore PC software.

- To restore a backup set from a CD, your CD drive must be a supported startup device for the computer you are restoring.

### Restore operation is slow

- When performing a restore in Windows, the computer might take a moment to restart. Do not perform any Rapid Restore operations during this time.
- Restore operation performance depends upon the size and type of operation being performed.
- Using another program, such as an anti-virus program, while restoring a backup image will adversely affect restore performance. Do not use any programs while creating or restoring a backup image.
- Use anti-virus programs before or after performing a restore operation.

  **NOTE:** To prevent possible database corruption, always close all applications and services before performing a restore operation.

### User cannot log on after a restore operation

This problem will occur on multi-user systems when a new user is added and a backup operation takes place before the new user logs on for the first time.

To remedy this problem, the IT administrator must add the new user again and either restart the computer, or have the new user log on before the next backup operation.

To prevent this problem, restart the computer after adding a new user, or be sure that the new user logs on before the next backup operation.

## *Emptying the Recycle Bin or using FDISK*

An error message might display if you attempt to empty the Recycle Bin or use FDISK while using Rapid Restore PC.  Close Rapid Restore PC first, then empty the Recycle Bin or use the FDISK function.

## *Power management*

The following information might be useful if power management functions such as standby, hibernate, and power loss, occur while you are using Rapid Restore PC.

### Backup or CD-R Archive

When a Windows backup or CD-R Archive is in progress and the machine enters standby/hibernate, Rapid Restore PC will stop the backup in progress.  When the machine resumes operating,  Rapid Restore PC records the backup as failed and queries the user to run the backup again.

### Windows restore

When a Windows restore is in progress, the power request will be rejected and the restore will continue.

### DOS backup

When a DOS backup is in progress, the machine enters standby/hibernate.  The user will have to reinitiate the backup.

### DOS restore

When a DOS restore is in progress, the power request will occur.  The user will have to initiate an F11 from startup to return the machine to a stable configuration.

## *Using encrypted files*
The following problem-solving information might be useful while using the Rapid Restore PC with encrypted files.

When user encrypted files are restored from an incremental backup, files are encrypted with administrator keys.  This make the user files unreadable from the individual user account. The user must request the administrator to decrypt each encrypted file.  The user can re-encrypt them.

Other user-encrypted files must be skipped during a Windows incremental backup. However, encrypted files belonging to a single user might be backed up in a Windows backup because the base backup will capture encrypted files from all users.

# Hints and Tips for using the USB Hard drive option

## *How do I answer "Upgrade Prompt"?*

When launching Rapid Restore PC while the Portable USB 2.0 Hard Drive is attached, you might encounter a prompt that asks if you want to "migrate your data to the new drive," "upgrade to Rapid Restore Pro," or "do not backup this drive." Select "do not backup this drive". The Rapid Restore PC program cannot differentiate between a second internal hard disk drive and the USB Hard Drive. If you configured the USB Hard Drive to archive the backup data, it will automatically archive the backups as long as it is connected.

## *Why does it take so long to access the USB Hard Drive after it is attached?*

When the USB Hard Drive is prepared for Rapid Restore PC backups, it is formatted to be a bootable device. The special format results in longer USB Hard Drive startup times.

## *How do I close the Format window?*

On occasion, the confirmation message can be hidden behind other programs. If the Format window shows 100% complete and you do not see a confirmation message, minimize windows until you see the confirmation message. Click **OK** to close the Format window.

## *Why does archiving backup data take so long?*

Backups of your computer can be very large. The amount of time it takes to copy all of this data onto the USB Hard Drive the first time can be lengthy, especially when using a USB 1.1 interface. The first time you archive the Rapid Restore PC backup and, if present, the IBM Product Recovery data. Subsequent archives will only copy files that have changed, so those archives will be much faster than the first.

## *USB Utility*

A utility program has been added to the Rapid Restore PC Start menu. You can use this program to:
- Format the USB Hard Drive for use with Rapid Restore PC
- Ensure backup data has been archived to the USB Hard Drive
- Create a bootable diskette to be used if your main hard disk drive is replaced and your computer BIOS does not support booting directly to the USB Hard Drive.
- Discontinue using the USB Hard Drive for Rapid Restore PC Backups, while continuing to use Rapid Restore PC.


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