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# Cosolid

## HD Recovery Card V9.10

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# Manual



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Web: <http://www.cosolid.com>

Tel: +46-8-664 07 29

Fax: +46-8-664 07 39

E-mail: [support@cosolid.com](mailto:support@cosolid.com)

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## Chapter 1 Product Introduction

Using the late-breaking technology, HD Recovery Card V9.10 is an innovative hard disk protection product, which can dynamically safeguard HD data and instantly recover them. There are various modes available for data protection, recovery and updating. It can prevent virus, FDISK, low-level formatting from damaging hard disk data. Moreover, it can protect CMOS settings. No need to remake hard disk, plug and play, occupying no HD space, quickness and ease of protecting HD data—all this will ensure you that HD Recovery Card V9.10 is your choice.

By adopting 32-bit software kernel, it completely resolves all kinds of malfunctions occurring when the 32-bit operating system is running; based on the up-to-date technology, its seamless integration with VXD has maximally assured little impact on system performance.

## Chapter 2 Major Features

- ◆ Prevent virus, FDISK, low-level formatting from damaging hard disk data.
- ◆ Data can be dynamically kept and restored at your discretion anytime.
- ◆ In several seconds are updating data and recovery being completed.
- ◆ Provide various flexible recovery modes, such as Auto Recover, Manually Recover, Timing Recover, Reserve Data and fully Open Mode.
- ◆ Support Netcopy. Data at the sending end can be copied to the receiving end so that it is more convenient for you to configure environment and maintain data.
- ◆ Support Netcopy of the entire and valid data in the partitions, and support copy for the entire disk.
- ◆ Able to separately send the parameters of recovery card for easy parameter setting.
- ◆ Able to automatically detect send delay time or manually adjust it, and able to realize data transmission in all kinds of network environment in a high-speed and reliable way.
- ◆ Able to synchronize PC time at the receiving end and CMOS data.
- ◆ Able to automatically generate IP address, PC name and DHCP setting.
- ◆ Able to set or change multiple kinds of HD recovery modes: automatic recovery, manual recovery, time recovery, totally open, continually maintain, so that different requirements can be met.

- ◆ Support CMOS protection, and able to automatically detect and recover CMOS to avoid error.
- ◆ Support hard disk copy, facilitating batch installation.
- ◆ Support multiple operating systems, such as Windows 95/98, Windows NT, Windows Me, Windows 2000, Windows XP, windows 2003.
- ◆ Support multi-partition protection.
- ◆ No HD volume restrictions.
- ◆ Support multiple file formats, such as FAT12, FAT16, BIGDOS, FAT32, NTFS, etc.
- ◆ Support DMA33/66/100/133 high-speed hard disks.

## Chapter 3 System Requirements

### 3.1 Hardware Requirements

- CPU: 486 or higher compatible PC
- Hard disk: 300MB remaining space or more available
- **RAM:** 8 MB or more
- Bus Expansion Slot: at least one PCI idle expansion slot available

### 3.2 Software Requirements

- **Operating system**  
Windows 95/98, Windows NT (Service Pack 4), Windows Me, Windows 2000, Windows XP, Windows 2003

## Chapter 4 Installation Guide

### 4.1 Before Installation

- If a similar product of a third party has been installed, please first remove it and any VxD supplied with it.
  - Scan and clear any virus on your computer and then close all antivirus software, as some of them have conflicts with HD Recovery Card.
  - Go to CMOS, and set the Virus Warning as Disable.
  - If the system is Windows 9X/Windows Me/Windows NT or Windows 2000 to be protected, you are recommended to run scandisk program prior to installing HD Recovery Card. If necessary, run defrag program to regroup data on your hard disk.
  - The hard disk on which HD Recovery Card 9.10 is installed cannot serve as the Ghost source or target disk. If the Ghost operation is to be done, please first remove HD Recovery Card.
  - Habitually back up all of your data for security reasons.
  - HD Recovery Card 9.10 can only perform protection to the first physical hard disk and cannot guarantee good protection to the second physical hard disk.
  - Under Windows ME operating system or below, driver is not necessary. Under Windows NT/2000/XP/2003, please log on Windows NT/2000 /XP/2003 by using Administrator and download the corresponding driver from our website and run file setup.exe. The driver will be automatically installed.
  - Restart your computer and be sure it works normally.
- After all this is done, you may begin to install.

**Note :** *You may encounter some technical terms when using HD Recovery Card. In order to help you overcome them, we hereby provide explanations to some of them:*

- **CMOS :** CMOS is virtually the memory component on the computer motherboard. It is used to record and memorize the computer's date, time, hard disk parameters, boot sequences (boot from floppy A, disk C or CD-ROM, etc) and other advance parameters.

Even if computer is shut down, CMOS can save all these settings and will keep them unchanged unless you modify them or CMOS contents are in loss by accident.

When the computer is booting up, after the self-testing is finished, press the "Delete" key, then you will enter the CMOS main screen (For some computers, you need to press Ctrl+Alt+Esc keys or F10. It all depends on what the screen indicates.)

- **Protected Area :** The partition on the hard disk that is protected by *HD Recovery Card*.

Setting method is as follows:

During the installation of recovery card, two installation modes are provided: Fast and Advanced:

- If Fast is selected, then data on C disk will be protected, and other parameters will be default. If operating system is not installed on C disk, then data on C disk will still be protected, however, data on other disks will not be protected. For example, if operating system is installed on D disk, data on C disk will be protected, but data on D will not be protected.
- If Advanced is selected, parameter setting screen will display. In this screen, you can set which partition should

be protected, data recovery mode and other advanced settings, etc.

- **VxD**

VxD (Virtual Device Driver) is a virtual device driver. It operates at 32-bit and the disk's read-write speed runs more quickly with more stability.

## **4.2 Install Driver**

In order to protect a certain operating system, you must have HD Recovery Card driver installed. Under Windows ME operating system or below, driver is not necessary. Under Windows NT/2000/XP/2003, please log on Windows NT/2000 /XP/2003 by using Administrator and download the corresponding driver from our website and run file setup.exe. The driver will be automatically installed.

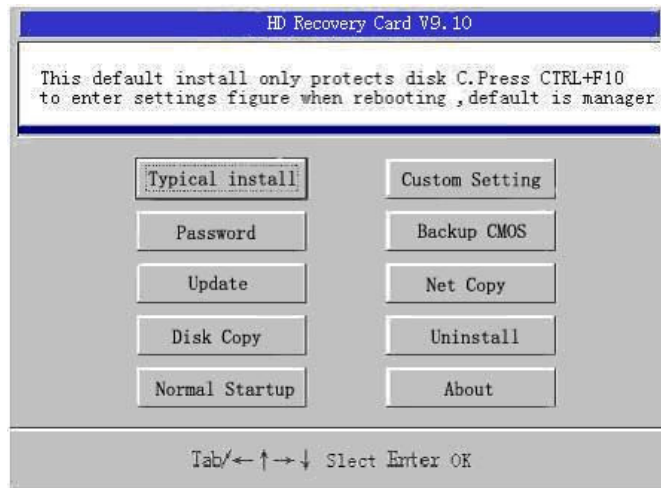
## **4.3 Install HD Recovery Card**

### **4.3.1 Typical Install**

This option will only protect C disk. Press CTRL+F10, you can enter setting screen for recovery card. Default password is: manager

See the following for details:

- After setup and auto-testing, enter initial installation screen, see fig. 4-1:



( Fig. 4-1 )

- Recovery card sets one default value for each system parameter. If you only want to protect C disk without changing any system parameters, please click button

「Typical Install」, then a dialog box will pop up, see fig.

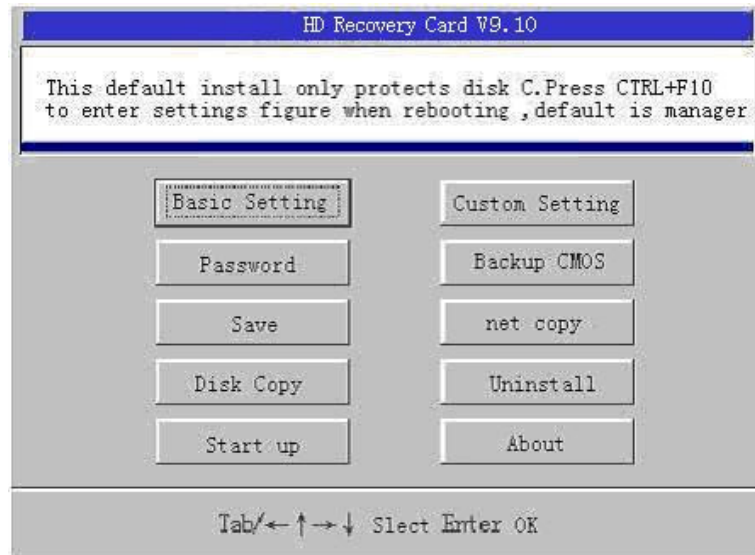
4-2:



( Fig.4-2 )

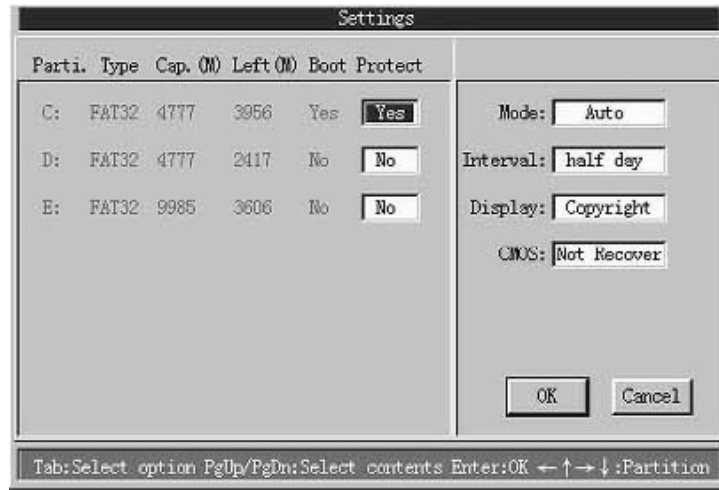
### 4.3.2 Advanced Installation

When it is the first time to install recovery card, if click button 「Advanced Installation」 (see fig.4-1) or click button 「Custom Setting」 ( see fig.4-3 ) after installing recovery card,



( Fig.4-3 )

The following dialog box will pop up ( see fig.4-4 ) ;  
you can select or set as required. (See 5.2 for details)



( Fig. 4-4 )

## Chapter 5 How to Use

HD Recovery Card V9.10 works in Auto Recover, Fully Open and Update Data modes. The latter two are authorized modes, which require administrator's password respectively. To run in either of the latter two modes, before booting up the operating system, press Ctrl+F10 and input the administrator's password (default is manager), then enter the initial installation menu.

### 5.1 Auto Recover

After users are installing HD Recovery Card, by either Typical Installing or Custom Installing, the Auto Recover function will be available.

What's Auto Recover?

Auto Recover is the command to restore protected HD data to the status when HD Recovery Card was being installed or when data was last updated. The operations you perform later will be cleared based on such status.

The operations here refer to manipulations such as adding, deleting or modifying data on the protected area on the hard disk.

To better understand it. We'd like to make an example for you:

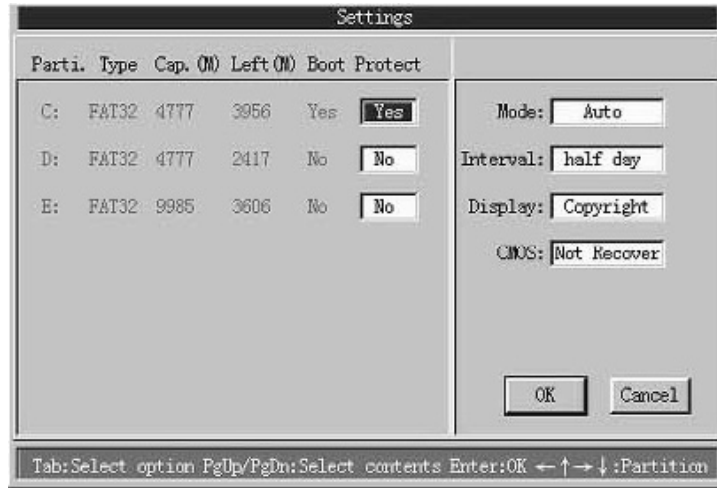
- Select one computer and install HD Recovery Card on it. Then add the XSB folder (C:\My Documents\XSB) under C:\My Documents directory (Disk C must be the protected partition).
- After a restart, the XSB folder automatically disappears from its original place (C:\My Documents\XSB).

*Note: all data in the protected partition will be restored to the status when HD Recovery Card was being installed or when data was last updated. If you*

*add some vital data, please make sure you instantly save or back up them.*

## 5.2 Set Parameters

On the initial installation interface, select Custom Install or after installing HD Recovery Card, press Ctrl+F10 before booting up the operating system and choose Settings on the initial installation interface, the following figure will appear.



On the left side of the figure, there appear various parameters, such as all partitions, their respective type, occupied space, left space, whether to boot or protect, etc. On the right side of the figure, there appear data recovery modes, Timing Recover, Boot wait display, Auto Recover CMOS, etc. You can use TAB, PGDN, PGUP, or arrow keys to choose and modify each option.

Flowing will come to illustration of each option.

- Setting Recovery Type

There are five recovery modes available:

- Auto Recover: The hard disk data will auto restore after a reboot each time.

- **Manually Recover:** After 3-second waiting, the “Please select whether to recover protected data” dialog box prompts, users can choose either Recover (restore the protected data to the status when the recovery card is being installed or when data was last updated) or Reserve (continue based on last time’s operation) option.

- **Reserve:** This option literally means that the system will keep current protected data’s status unchanged based on last time’s operation until this option is changed. If the Reserve option has changed to recover, the protected data will be restored to the status when the recovery card is being installed or when data was last updated. Of course, if the Update function is implemented during this period, the protected data will be restored to the status when data was last updated.

- **Fully Open :** If this option is chosen it seems as if the recovery card is not installed, and Recovery Card will not protect the system.

- **Timing Recover:** The system will auto restore the protected data according to the time interval you’ve set. The time interval can be adjusted at your disposal. When time has reached or exceeded the time interval, the system will auto restore data.

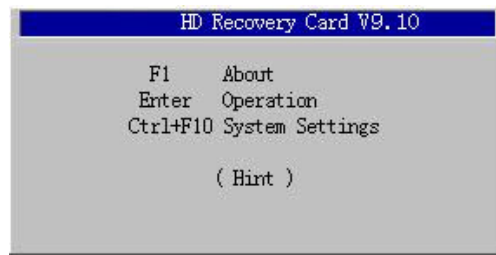
- **Set Time Interval for Timing Recover**

When you choose Timing Recover, you have to set the timing intervals in the Time Interval combo box. The interval can be set as 0.5 day, 1 day, 3 days, 7 days, 15 days and 30 days.

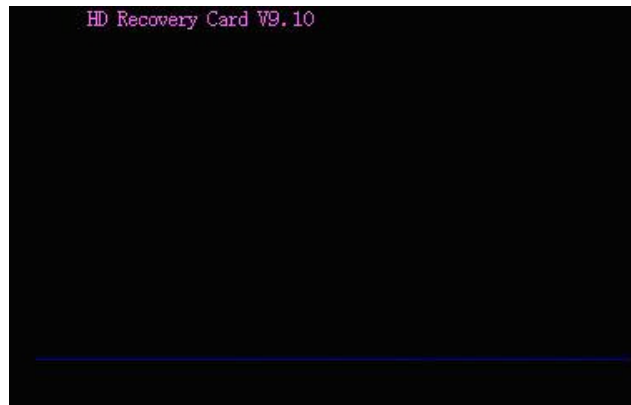
- **Set Boot Wait Display**

- **Hotkeys:** The system will indicate how to use some hotkeys when the system is booted up. These hotkeys

are such as F1, Ctrl+F10.



- **Cosolid** : Display the version number and other information of HD Recovery Card when the system is booted up.



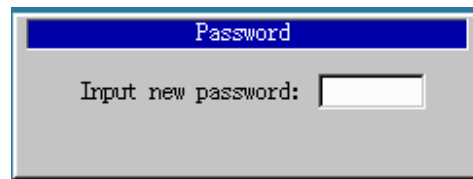
- **Custom Pictures**: Display the user defined picture, which is not more than 640×480 pixels in resolution, standard 16 colors 4-bit in bmp format, sent\_pic.bmp in file name and located in the root directory of disk C. It can be a hidden file.
- **No hint**: Do not Displays any information, as if HD Recovery Card is not installed.
- **Auto Recover CMOS**  
Recover CMOS (Yes/ No): this option can completely protect CMOS; effectively prevent outer programs such as Killer or

KILLCMOS from damaging to CMOS. Note that before recovering CMOS, you are required to back up them.

### 5.3 Set Administrator's Password

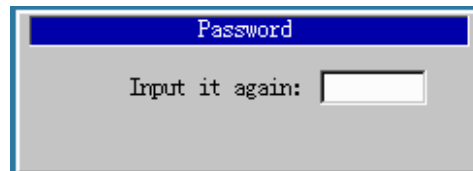
After installing HD Recovery Card and restarting your computer, soon after the self-testing is finished, just press Ctrl+F10 to enter the initial installation interface. Before entering this interface, the administrator has to input the default password (manager). After entering this interface, select Set Administrator's Password and then you may change the password according to the instructions below.

#### Step 1: Input new password



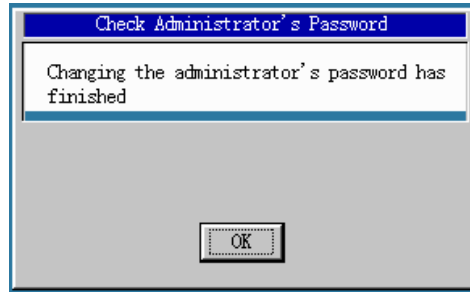
A screenshot of a dialog box titled "Password" with a blue header bar. The main area is light gray and contains the text "Input new password:" followed by a small white rectangular input field.

#### Step 2: Input new password again

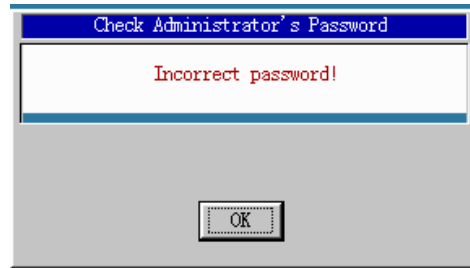


A screenshot of a dialog box titled "Password" with a blue header bar. The main area is light gray and contains the text "Input it again:" followed by a small white rectangular input field.

#### Step 3: Complete password modification



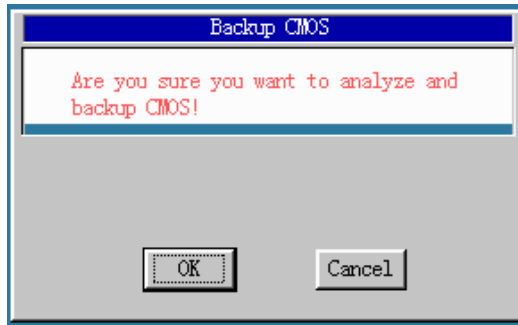
**Step 4:** If the password you input is wrong, the following figure will prompt:



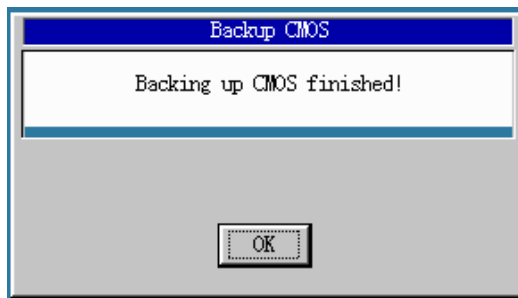
*Note: After installing HD Recovery Card, be sure to modify the administrator's password for preventing malicious destruction. However, you must keep it in mind for the benefit of you.*

## 5.4 Back up CMOS

Why do you need to back up CMOS? Because in Parameter Settings figure, if the Auto Recover CMOS option is enabled, the system will auto check whether the current CMOS parameters are consistent with ones that it memorized on each restart. If they have been modified, the system will prompt you to select restore or not restore them.



Select OK



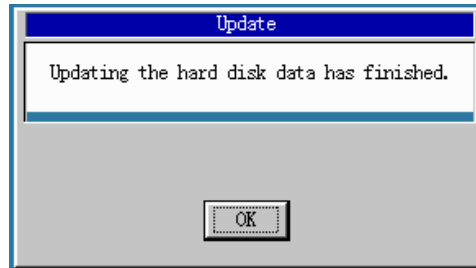
## 5.5 Update Data Mode

If there are valid data under the Auto Recover mode and you intend to keep them in the protected area, you can just press Ctrl+F10 to enter this option when the operating system is about to boot up. During data updating, the progress bar will indicate how the system proceeds. After it is complete, all of valid data will be well under protection.

**Note:** This function may apply to the following cases: you want to try using a certain kind of software, but worry that it has virus or it cannot be successfully uninstalled after installation, at this time, you may install it under the Auto Recover mode and utilize it, if it runs properly, you may perform the Update Data function and formally

save the software to the hard disk; if you find it infected with virus, or want to uninstall it, then just let HD Recovery Card help you. He can auto recover.

After updating ends, the following figure will appear.



Note : Please take cautions while using Update Data mode. You must ensure current system data is accurate and complete, otherwise, the incorrect data shall be kept and the normal condition shall not be restored.

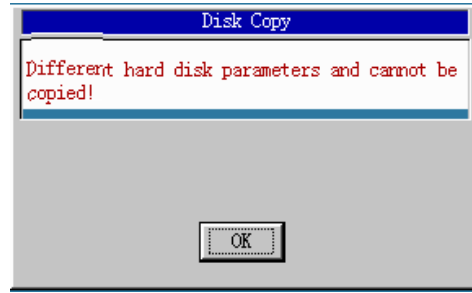
## 5.6 Disk Copy

### One-to-one HD Copy

This function empowers you to copy data on one hard disk to the other one on a single computer. To fulfill such task, the number of magnetic heads and sectors must be identical on both hard disks.

Take note that this function applies merely to a single computer.

If the parameters of both hard disks are different, the following hint will prompt:



## 5.7 Remove recovery card

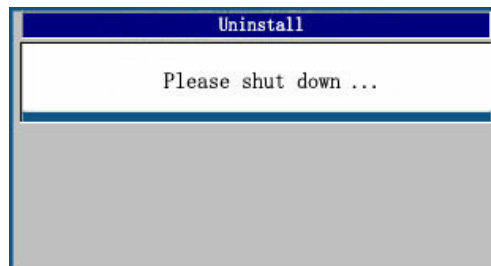
To remove recovery card, see fig. 5-12:



( Fig. 5-12 )

If not want to use recovery card any more, click button 「OK」 .

A prompt will pop up, see fig. 5-13:



( Fig. 5-13 )

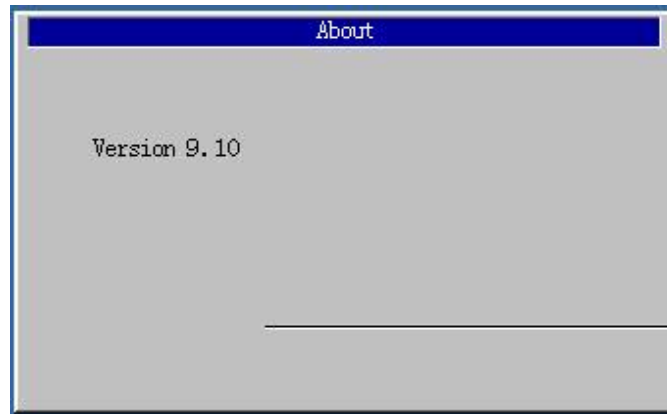
## 5.8 Directly Start Up

Not install and directly start up.

Before booting up the operating system, press Ctrl+F10 to enter the initial installation interface. If you intend to enter the operating system after setting parameters is complete, you are recommended to select this option.

## 5.9 About

This option displays the version number and other information of HD Recovery Card.



## Chapter 6 How to use net copy

Net copy refers to HD data on the sending end can be copied to PCs on the receiving end. In this way, data on each receiving end (may not be partitioned in advance) will be the same as that on the sending end, so that administrator doesn't have to repetitively configure network and maintain data for each receiving end, thus improving the efficiency .

Note: *Before using net copy, the following requirements must be met for the sending and receiving ends:*

- *RTL8139/8100 series network card must be installed.*
- *Little Sentry HD Recovery Card V9.10 must be installed, and network communication is smooth.*
- *If need to send CMOS parameter, mainboard must be the same and BIOS version for mainboard should also be the same.*

### 6.1 Major Features

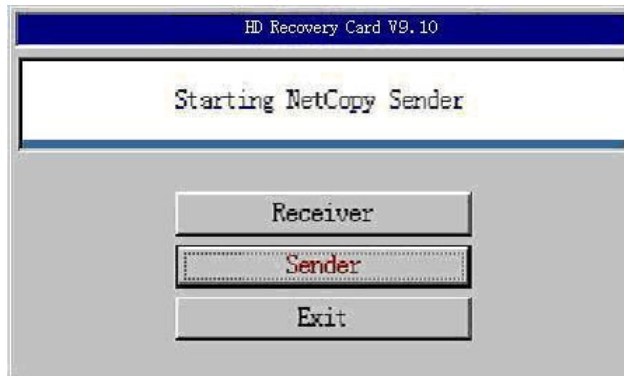
- No need support from OS, and independent of any operating system.
- Able to realize one-on-several partition copy, the entire disk copy, customized partition copy via LAN.
- Support to copy CMOS parameters and recovery card parameters and more.
- Support physical sector copy and valid data copy. Valid data copy means that valid data will be copied to the receiving end with no need to copy the data of the entire HD; therefore, the speed is fastest.
- No need to load driver of network card and able to auto-search for all online PC. Highly intelligent.
- Able to freely select partition required to be copied.

- The receiving end can auto-search for the sending end.  
Log-on can connect.
- Able to auto-generate IP address, machine name and set DHCP parameter.

## 6.2 Installation Instructions

See the following:

- Enter initial installation screen, then click button 「net copy」
- A screen will pop up, see fig. 6-1:



( Fig. 6-1 )

- Click button 「the sending end」, then it is under the status of sending. First sending party will see a screen which is waiting for the receiving party to log on. After the receiving party finishes logging on, sending will begin. *Note: only one machine can be the sending party at any time.*
- Click button 「the receiving end」, then it is under the status of receiving. The receiving end will auto-log on the sending end.

**Receive:** Receive copied data from the sending end. This product supports auto-connection after startup, thus considerably improving the efficiency.

**Send:** Any PC with Os running well can be the sending end, whereas, other machines can be the receiving ends. The sending end can send copied data to all connected receiving ends.

## 6.3 How to use

### 6.3.1 Enter the sending end

Click 「net copy」 on the initial installation screen, or press CTRL+F10 before booting operating system after having already installed recovery card, enter initial installation screen and click 「net copy」, a screen will pop up, see fig. 6-1, then select “the sending end”.

### 6.3.2 Wait for logging on

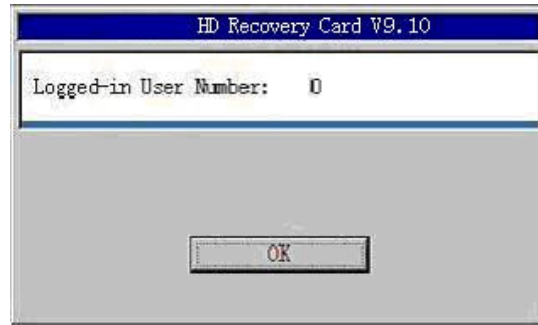
Press Enter key, a screen will pop up, see fig. 6-2:



( Fig. 6-2 )

### 6.3.3 Show the number of logged-on users

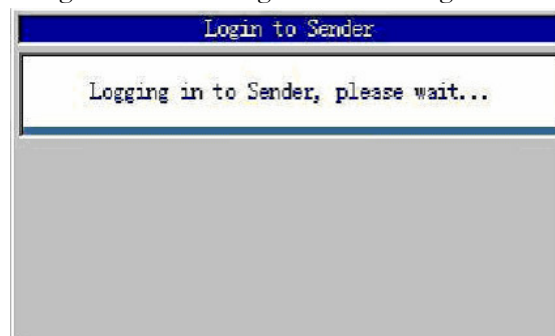
Select “Wait for logging on”, press key Enter, and the number of logged-on users will be displayed, see fig. 6-3:



( Fig.6-3 )

### 6.3.4 The receiving end logs on the sending end

- ◆ **Auto-log:** When the sending end has already entered the screen of waiting for user logon, if at this time start up the machine required to receive net copy, then the machine will auto-log onto the sending end, and see fig. 6-4:



( Fig. 6-4 )

**Note:** *if the receiving end has not partitioned, auto-log must be*

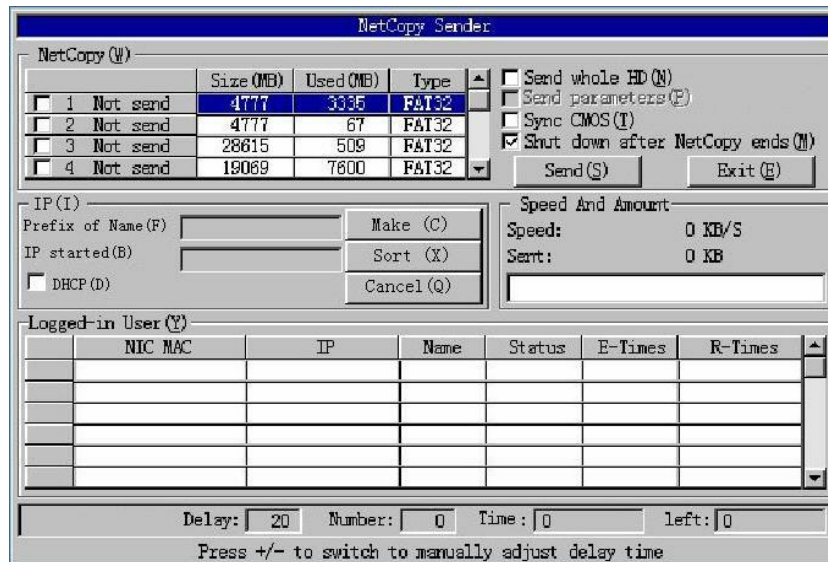
*selected, otherwise, error will occur:*

- ◆ **Manual-log:** Before the sending end enters the screen of waiting for user logon, start up the machine required to receive net copy, click 「net copy」 on the initial installation screen, or press CTRL+F10 before booting operating system after having already installed recovery card, enter initial installation screen and click 「net copy」, a screen will display, see fig. 6-1,

Select “the receiving end”, then press Enter key, a screen will display, see fig. 6-4. At this time, manual-log is completed.

### 6.3.5 Net copy

After log-on, click 「OK」 to enter the following screen, see fig.6-5:



( Fig. 6-5 )

It can be divided into the following parts: net copy, IP address, speed & send quantity, logged user & status.

- Screen
  - *There are two statuses for list control check box, √ means send, otherwise means not send. Three status followed by are valid data, entire data, not send. Enter and space keys can used to select. When combining together, there are total three kinds: not send, send valid data, and send entire data. Valid data means that valuable data on HD will be sent to the receiving end, therefore, the speed is faster; whereas, entire data means that each physical sector on partition or HD will be sent to the receiving end, therefore the speed is relatively slow, but it is the most reliable since those non-file-format data stored in HD can be sent to the receiving end. Please select valid data for common use.*
  - *User can use arrow key or page up, page down to scroll the page, and Enter & Space key to select, Tab key to toggle.*

More details:

- **Net copy**

At the left hand of this window, list the following items: copy mode, the size of all partitions, used size and type. At the right hand of this window, list whether to send entire disk, whether to send recovery card parameters, whether to synchronously send CMOS and whether to shut down after finishing copy. User can use TAB, arrow key and space key to adjust the corresponding parameters as required.

Copy mode:

- Valid data: This function only copies the valid data of the current partition, saving a large amount of time and improving the efficiency.
- Entire data: This function copies all sectors of all selected partitions.
- Not send: This function masks the partition not required to be copied. And it is the default.

*Note: if need to change mode, please press cursor key to select required partition, then press space key to toggle between different setting status.*

User can set the parameters as required, and then click 「send」

for net copy; or click 「quit」 to leave.

### ● IP Address

User can re-define PC IP address and PC name according to the naming rules for unified and convenient management. This function is most applicable to those new machines which have not yet got their IP address configured and go named.

If the receiving ends are those new machines which have not yet got their IP address configured and go named, or you want to change IP address and PC name, please the following directions:

- In the edit box, enter no more than 5-digit PC name, such as XSB. It will be the prefix of all receiving PC names on the network. xsb001, xsb002, etc. PC names will be auto-generated.
- If IP address is auto-distributed according to DHCP on the network, please select DHCP check box. At this time, the initial IP address edit box will turn grey and in the status of “disenable”.

- If IP address is not auto-distributed according to DHCP on the network, you can define it at the initial IP address edit box, such as 192.168.0.1.
- Use Tab to move cursor to 「generate」, then press ENTER, or directly use ALT+C. In the list of “logged user”, the related information will be displayed for the latest IP address and PC names.
- Use Tab to move cursor to 「sort」, then press ENTER, or directly use ALT+X. In the list of “logged user”, the information is sorted according to 「IP address」 and 「PC name」.
- Use Tab to move cursor to 「cancel」, then press ENTER, or directly use ALT+Q. The generated 「IP address」 and 「PC name」 will be cancelled.

- **Speed and Sending Quantity**

As required, user can set parameters and then click 「send」 to execute net copy. The speed of current copy (in KB/S) as well as sent bytes (in KB) will be displayed in “Speed and Sending Quantity”.

- **Logged user**

There are 6 parameters: network card address, IP address, PC name, status, error frequency, resend frequency.

「network card address」 displays the physical address of

network card for the logged receiving end.

「IP address」 displays the current IP address for the logged receiving end.

「PC name」 displays the current PC name for the logged receiving end.

「status」 can display three status: online, disconnected, offline, rejected.

- ◆ Online: sending and receiving are normal;
- ◆ Disconnected: caused by human operation at the receiving end; (e.g. press Enter key);
- ◆ Offline: network is blocked or caused by plugging off network cable at the receiving end.

「error frequency」 refers to the times of reported errors occurred in a certain network environment (e.g. Network is blocked) during sending. For example, if 1000 packets are sent and 130 packets are in error, then error frequency is 130.

「re-send frequency」 refers to the times of re-sending the error packets at the sending end. For example, one error packet is sent three times. If sent successful, then error frequency is 1, whereas re-send frequency is 3.

■ **Status Row**

Logged quantity: refer to the quantity of the receiving ends which have already logged on the sending ends.

Sent time: refer to time already spent for sending net copy.

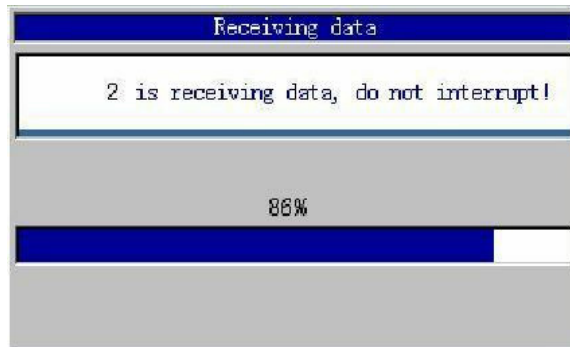
Time required: refer to the remaining time for finishing net copy.

Delay time: There is a delay to send the second data packet after

the first is sent. Therefore, the shorter the delay is, the faster the speed is. The delay time can be automatically and manually adjusted ranging from 2 to 150 time unit. When there are more errors happened, manually pressing + can increase the delay time, whereas, properly decreasing the delay time can increase the sending speed.

### 6.3.6 Receiving status at the receiving end

When receiving data, the screen of the receiving end will display which number machine it is, and the current receiving progression. Meanwhile, it will remind user of “Don’t interrupt receiving data”, see fig. 6-6:



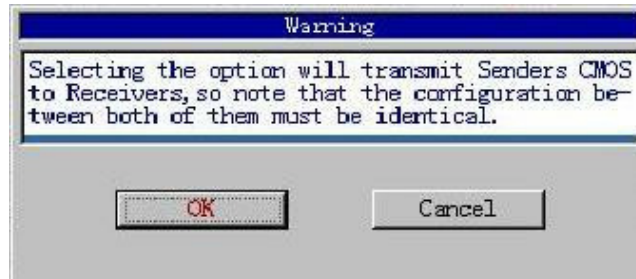
( Fig. 6-6 )

### 6.3.7 Send recovery card parameters

If required to copy recovery card parameters to the receiving end, please select the option “Send recovery card parameters”.

### 6.3.8 Send synchronous CMOS

When selecting the option of “synchronous CMOS” at the sending end, press 「send」 to start. A prompt will be given to the user, saying hardware configuration should be the same. I.e., mainboard and mainboard BIOS should be the same (see fig. 6-7). User should verify it. If there is discrepancy, then CMOS data at the receiving end will be in error. If this happens, please enter CMOS setting screen to select CMOS default value.



( Fig. 6-7 )

Click 「OK」 to continue net copy.

**Note:** *The fonts in all controls turned gray under the status of DISABLE.*

## Chapter 7 Removal Description

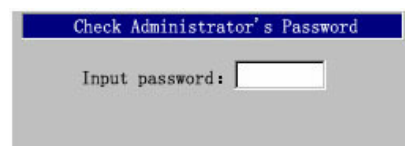
### 7.1 Card removal and uninstall

In addition to removal in the normal condition, uninstall can also be done under the condition of removing Little Sentry HD Recovery Card V9.10. If the card is exceptionally removed, re-start the machine, and a prompt will display saying that card has been removed, see fig. 7-1:



( Fig. 7-1 )

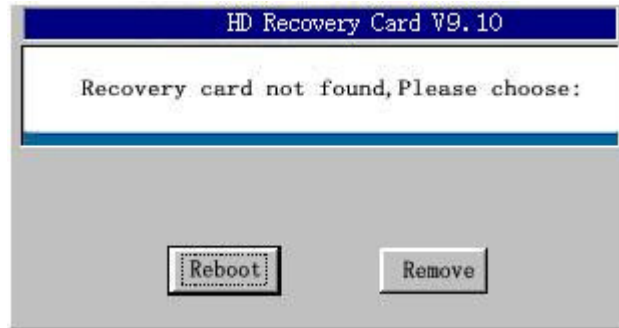
Selecting 「remove」 and entering proper password will complete uninstall. See fig. 7-2:



( Fig.7-2 )

## 7.2 Password callback

If forgetting the password, you can remove the card. Then you can get an 18-digit string. With this string, you can get your password back. Re-start your machine after removing the card, system will prompt you as shown in the fig. 7-3:



( Fig.7-3 )

Write down the 18-digit string shown at the lower left hand of the screen, and tell it to customer service engineer of our company, then you can get your password back.

## Chapter 8 Notices

✧ As we know, HD Recovery Card makes effect only to the first physical hard disk, so please make sure hard disk parameters are correct in CMOS before installation and disable the Virus Warning option in CMOS.

✧ After plugging HD Recovery Card and rebooting the computer, if it hasn't been checked (no installation figure appears), please do as following:

1. Turn off your computer and try plugging the recovery card into another expansion slot.

2. For some mainboard, there are Boot Sequence options, you can set the 1<sup>st</sup> boot device as Network or LAN, 2<sup>nd</sup> as IDE hard disk, then save it and try again after a restart.

✧ HD Recovery Card can support up to 48 logic disks.

✧ If the operating system to be protected is Windows NT/2000 /XP, you have to firstly log on to Windows NT/2000 /XP as an Administrator and then download corresponding driver from our web site, and lastly execute the setup.exe file, the driver installation will then auto complete.

✧ After purchasing our product, please make sure the user's manual and product are consistent in version, if not, please contact the local distributor for a change.

## Chapter 9 FAQ

**Q1 No installation interface is displayed after installing HD Recovery Card and rebooting the computer for the first time. Why?**

A : It may have something to do with the following cases:

1. It may be prohibited by CMOS. In the Boot Sequence option in CMOS, you can set the 1<sup>st</sup> boot device as Network or LAN, the 2<sup>nd</sup> as IDE hard disk, then save it and try again after a restart.
2. Unsuccessful connection. For example, the expansion slot of the mainboard is full of dust or damaged, HD Recovery Card hasn't been plugged into the correct position, etc. You may plug it into another expansion slot or retry plugging after plugging it out.

**Q2 : The system prompts “Hard disk read-write error, please shut down your computer for a check” hint during initial installation. Why?**

A : It is because that the hard disk is not connected well or the hard disk parameters in CMOS are wrong.

**Q3 : The system displays “FAT error or not supported,” or “you are recommended to reorganize hard disk data” hint at the end of initial installation. Why?**

A : this problem has occurred due to the fact that you have

installed HD Recovery Card after your computer has been in use for a long time. In order to transparently perform protection other than simply preventing from deleting and writing data, HD Recovery Card needs to dynamically use a small hard disk space that a user doesn't utilize for the time being. In order to increase the running speed, HD Recovery Card 'borrows' the consecutive hard disk space from the tail of a certain partition on the hard disk. When the whole hard disk only leaves 10 MB or so or the data is in disorder so as to store valid data on the tails of all partitions, HD Recovery Card shall give the above hint. If you are recommended to regroup data, it indicates that there is a small available hard disk space, but you have better reorganize data for the benefit of increasing the speed the operating system runs as well as releasing more space for the recovery card. Note that regrouping hard disk must be under way after uninstalling HD Recovery Card or in the Fully Open working mode.

**Q4 In the following two cases: Plug the recovery card into the expansion slot and the recovery card hasn't been yet installed or even it has been installed, the operating system fails to boot up. Why?**

A : It is because that the Virus option in CMOS is set as Enable, please set it as disable.

**Q5After installing HD Recovery Card, the system will always crash when Windows is starting up or running. Why?**

A : It may be due to one of the following reasons:

✧ The system may be infected with virus. Please make sure the system has no virus before installing the recovery card or before updating data, or each time after entering the Fully Open mode.

✧ Some real time virus-monitoring software with bad compatibility may be installed, especially some monitor software attached with the computer. They skip some necessary safe checking process and directly contact system hardware, which leads to system instability.

✧ You haven't yet installed or have uninstalled the recovery card's 32-bit driver. If the recovery card is working in 16-bit mode, it will lessen the system performance and the exclamation mark will appear in the hard disk control card in device management. Some computers will slow down or crash irregularly.

✧ The remaining space is so insufficient that the recovery card has no enough dynamic buffer space. It is strongly recommended that you regroup data on your hard disk.

**Q6 Why does the hint “Hard Disk failed!” prompt?**

A : If the IDE channel in CMOS has been turned off, the recovery card will give the above hint. At this time, press Ctrl + Home to forcibly clear CMOS, press other keys to ignore and continue. After clearing CMOS and restarting, the computer shall indicate CMOS verification is wrong and shall auto turn on the IDE channel. Press F1 to ignore it, the recovery card shall really restore CMOS data.

**Q7 Password is forgotten.**

A : Remove the card and re-start up PC. A prompt screen will pop up. Please write down the 18-digit string at the lower left hand, and then contact us to get your password back.

Should you have any problem, please contact your local distributors or visit our website at <http://www.computersentry.net>, where you will

find our dedicated web pages that depict frequently asked questions.