Re: Using Norton Ghost Recovery CD

To all of our customers and partners;

A standard i³DVR DVMS unit has an 80GB SATA HDD reserved for the operating system only. This drive may not be used for video recording. The 80GB HDD is divided into two partitions: Drive C:/ and Drive D:/. The Drive C:/ partition is approximately 10GB NTFS and is dedicated specifically for the operating system. The second partition is approximately 70GB FAT32 and is reserved for PAC installation, user storage, factory image, drivers, & software.

Each DVMS comes with a Norton Ghost Recovery CD. In case partitions C:/ or D:/ or the entire 80GB OS drive become corrupted the technician may recover the system by running a Norton Ghost Recovery CD that came with the unit.

To use the Norton Recovery CD/DVD, follow the steps below:
- **a)** Reboot DVR
- **b)** Enter BIOS setup by pressing DEL key (P5LD2 motherboards) or F2 key (DQ965GF and DP35DP motherboards)
- **c)** <u>P5LD2 motherboards</u>
    - i.   Go to Main -> IDE configuration menu
    - ii. Change "Enhanced Mode" to "Compatible Mode" under Onboard IDE Operate mode. Press Esc key.
      ***Norton Ghost will not run in Enhanced Mode. After completing the system recovery process, return this setting back to its original state (Enhanced Mode).*
    - iii. Go to Boot -> Boot Device Priority menu.
    - iv. Ensure the first boot device is the optical drive and second boot device is the 80GB hard drive (ST380815AS).

  <u>QA965GF/DP35DP motherboards</u>
    - i.   Go to Advanced -> Drive Configuration menu.
    - ii. Ensure that ATA/IDE Mode is set to "Native". Press Esc key.
    - iii. Go to Boot menu.
    - iv. Ensure the first boot device is the optical drive and second boot device is the 80GB hard drive (ST380815AS).
- **d)** Insert the Recovery CD in the drive.
- **e)** Press **F10** and then **Enter** to Save changes and exit BIOS.

Recovery CD options:
When DVR boots up, the following options will be displayed on the screen.
1. **RUN NORTON GHOST**
2. **RESTORE PRIMARY (BOOT) PARTITION FROM IMAGE FILE ON D PARTITION.**
3. **RESTORE PRIMARY (BOOT) PARTITION FROM IMAGE FILE ON CD.**
4. **RESTORE O/S DRIVE.**
5. **EXIT TO DOS.**

Option 1.
This option allows the technician to run Norton Ghost application and select the recovery option manually. This option is not recommended and should be used only by an experienced technician in case Options 2-4 do not work as expected.
*ated***Note:** Norton Ghost recognizes FAT32 partition only and assigns Drive D:/ as Drive C:/ because it is a FAT32 partition.

Option 2.
This option allows the technician to restore **only the C:/** drive partition from the factory image "D:\i3image.gho".
This option will not erase Drive D:/ partition and will also install SRX-Pro software onto the C:/ drive partition.

Option 3.
This option allows the technician to restore **only the C:/** drive partition from the image located on the Recovery CD/DVD.
This option will not erase Drive D:/ partition and will not install SRX-Pro software onto the C:/ drive partition. To re-install SRX-Pro software, locate the software installation package on the D:/ drive partition or use the software CD that was shipped with the DVMS unit.

Option 4.
This option allows the technician to restore **the entire 80GB drive** (both C:/ and D:/ partitions).
This option will erase all data on drives C:/ and D:/ and will not install SRX-Pro software onto the C:/ drive partition. To re-install SRX-Pro software, use the software CD that was shipped with the DVMS unit.

Option 5.
This option allows the technician to run the recovery image from the DOS environment. This option is not recommended and should be used only by an experienced technician in case Options 1-4 do not work as expected.

With any questions, please contact our technical support at 1.877.877.7241 or support@i3dvr.com

Thank you very much for your attention and cooperation.
Best regards,

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