



Plextor Hard Drive Disaster Recovery Software

For DOS, Microsoft® Windows®
3.X, 95, 98 and NT

User's Manual

Software Version 1.01
(12/98)



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Plextor CD-R Recovery Software

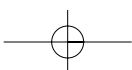
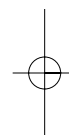
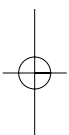
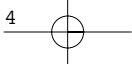
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CD Res-Q software is designed to operate or work with your Plextor PlexWriter 4/12max, PlexWriter 8/20, and later Plextor CD recordable drives. It does not support backup to drives produced by other manufacturers.

Your PlexWriter CD-R drive should be carefully installed and connected by following the instructions found in your CD-R Drive Operations Manual.

NOTE: When using CD Res-Q in Windows 95 or 98, **Plextor Manager v. 1.70** or higher is required. Install Plextor Manager v. 1.70, or find the upgrade at Plextor's web site, www.plextor.com/download.htm.



Chapter 1. CD Res-Q Overview

CD Res-Q is software intended for use as a hard drive disaster recovery utility. The software allows users to create an image of their hard drive (HDD) on CD-R media using the PlexWriter 4X and faster CD-R drives. Creation of the CD-R disc image with CD Res-Q must be done using a Plextor CD-R drive. Restoration of the HDD can be done using almost any CD-ROM that reads multisession discs, typically any 2X or faster CD-ROM drive or any CD-R drive.

CD Res-Q is an executable file. It does not require any additional software. The only requirement is to have a floppy drive, a SCSI controller, and the PlexWriter 4/12 installed on your system during the backup process. In Windows 95 and 98, Plextor Manager v. 1.70 or higher must also be loaded.

CD Res-Q backs up an entire hard disk, including the operating system. A "snapshot" of the HDD is written to CD. This HDD image includes hardware configuration, registry settings, all the software, and your data — even shortcuts and screen backgrounds on the desktop are exactly the same when restored.

At the time of release, revision 1.0 of CD Res-Q supports up to 8GB HDDs. CD Res-Q allows users to span CDs in order to create images beyond 650MB in size on CD. The image can be restored to the same HDD or a replacement HDD, as long as the replacement HDD is the same capacity or larger than the HDD it is replacing. CD Res-Q supported disk formats are FAT16, FAT32, and NTFS.

As an added convenience, CD Res-Q also gives you the option of making your backup CD-R disc bootable. Rather than booting to floppy, then restoring from CD, restoration can be done directly from the bootable CD.

The time required to create an image and then to restore will vary with the amount of data being backed up and the level of compression chosen. There is no need to reconfigure your computer or to reinstall the operating system on your own. CD Res-Q eliminates the need to reinstall any software.

We are always interested in your suggestions for improvements to this software or this manual. Please give us your feedback by sending email to support@plextor.com. In the comments of your email, please indicate that the email should be forwarded to both Engineering and Marketing.

NOTE: We recommend that you upgrade the PlexWriter to the latest firmware from Plextor's web site. Upgrades to firmware and Plextor Manager are located on the Downloads Page in the "What's New" area of the web site, www.plextor.com/new.htm.

Chapter 2. Getting Started

Check List

- BACKUP DRIVE 1. a. Check that your PlexWriter is properly installed and working with Test Read and Write. Refer to the PlexWriter manual for details, if necessary.
- b. Be sure to perform standard hard drive maintenance before running CD-Res-Q.

- DOS: chkdsk 6.22
- Win 9X: scandisk
- Win NT: errcheck

It is also a good idea to defragment the hard drive and do a virus check. Remember, CD Res-Q will be creating an exact image of the hard drive, and if there is a virus, or other undesirable programs present, it will be copied into the image file.

- RESTORE DRIVE 2. Check that the drive to be used for Restore is properly installed and determine if the device and system support is booting from this drive. Refer to your CD-ROM drive manual and/or your system manual for proper installation and information regarding BIOS support for bootability.

As an example, in some systems, pressing CTRL and F1 will simultaneously access BIOS. Under "Start Up," the CD-ROM can be selected as the first boot device. This should be tested with the bootable CD.

After a successful boot from CD, either the Restore can begin or the CD removed and the system rebooted normally.

SCSI CD-ROM drives will support bootability provided the SCSI host adapter has boot BIOS. Refer to the host adapter manual for this information. Systems that do not support booting from CD-ROM can be booted from floppy during the restore process. Systems that do should be tested with a boot CD.

- SYSTEM BOOT FOR RESTORE 3. Windows 98 users should locate their system boot floppy. Copy this floppy immediately and return the original to a safe location. To use the copy of your Windows 98 floppy as your boot restore floppy, you must follow the steps in Chapter 4 of this manual (page 8).

All other Microsoft OS users should create a boot floppy and test its ability to access your Restore CD. Refer to "Create a Boot Floppy" in the chapter for your specific OS.

Windows 95/98 Support

4. Windows 95/98 users should be sure that Plextor Manager 1.70 or higher is installed on their system.
5. Check the size of the hard drive you will backup if you have more than one hard drive or will restore to a new hard drive.
6. Review the CD-Res-Q software License Agreement and you're ready to go.

Backup

Most users running DOS/Windows 3.X or Windows 95/98 can simply copy CD Res-Q to their hard drive, then run CD Res-Q from DOS and follow the prompts to create a backup disc.

Windows NT users will boot to DOS from their floppy and run CD Res-Q from another floppy. Then, following the CD Res-Q prompts will lead to a successful backup.

Step-by-step instructions for both situations are found in the following chapters.

Restore

BOOTABLE CD For those who created a bootable backup CD, life is grand. Simply insert the backup CD into the CD drive used for Restore and reboot the system. Pop in a disc and recycle power. CD Res-Q will automatically appear. If you are restoring to the same hard drive as backed up, accept all the Restore defaults and your system will be up and running in no time. Details can be found in the following chapters.

Boot Floppy and CD For those that chose not to create a bootable CD, simply boot from your floppy and run CD Res-Q from your backup CD. If you are restoring the same hard drive as backed up, accept all the Restore defaults and your system will be up and running in no time. Details can be found in the following chapters.

Chapter 3. Using CD Res-Q in DOS/Windows 3.X

Backup

1. Copy CDRESQ.EXE onto your hard drive.
2. Create a boot floppy with drive letter access for the PlexWriter and/or your CD-ROM drive.

NOTE: The boot floppy is needed to reboot your system during Restore or to create a bootable CD, meaning you will Restore your system in one step without the floppy.

CREATE A
BOOT FLOPPY a) To format a bootable floppy in DOS 6.22, use the following commands: at the C: prompt, type `FORMAT /S A:`; hit Enter; choose Yes to proceed, choose No when asked to format another floppy.

- b) You need to install support on the floppy for the CD-ROM drive you plan to restore from. An example for SCSI drives is found below. For information on ATAPI drives, see Chapter 6: Boot Floppy for ATAPI CD-ROM.

To use the boot floppy with CD Res-Q and Plextor drives, you will need to copy the ASPI manager, MS-DOS CD-ROM driver, and Microsoft CD extensions to the floppy. For example, using an Adaptec AHA-2930 SCSI adapter and a Plextor drive, the required files would be: ASPI Manager — `ASPI8DOS.SYS`; the driver — `PLEXTOR.SYS` (or `ASPICD.SYS`); and Microsoft CD extensions — `MSCDEX.EXE` (be sure to use a recent version). These files provide drive letter access to CD drives.

- c) You must create new `CONFIG.SYS` and `AUTOEXEC.BAT` files on the floppy. To create these files, use the following commands.

To copy and edit the `CONFIG.SYS` file, use the following commands: at the C: prompt, type `A: EDIT CONFIG.SYS`. The text editor will open and the file can then be created and saved directly to the floppy.

The following is an example of a `CONFIG.SYS` file where the CD-ROM is a Plextor SCSI drive recognized as device D: and the system has one floppy, one HDD, and one CD-ROM installed.

Using Adaptec cards:

DEVICE=A:\ASPI8DOS.SYS

DEVICE=A:\PLEXTOR.SYS/D:PLEX0001
(or DEVICE=A:\ASPICD.SYS/D:PLEX0001)

Using Advansys cards:

DEVICE=A:\ADVASPI.SYS

DEVICE=A:\PLEXTOR.SYS/D:PLEX0001
(or DEVICE = A:\ADVANCD.SYS/D:PLEX0001)

To copy and edit the AUTOEXEC.BAT file, use the following commands: at the C: prompt, type A: EDIT AUTOEXEC.BAT. The text editor will open and the file can then be created and saved directly to the floppy.

The following is an example of an AUTOEXEC.BAT file.

A:\MSCDEX.EXE/D:PLEX0001/M:10

Other configurations may require additional statements in the CONFIG.SYS and/or AUTOEXEC.BAT files (e.g. LASTDRIVE=K in the CONFIG.SYS file, when the system has ten drive letters (A-J) reserved or in use.

For users planning to Restore from an ATAPI CD-ROM, please see page 11. If you have difficulty finding the needed files, contact your CD-ROM drive manufacturer and/or SCSI adapter manufacturer.

Laptop users with PCMCIA SCSI controllers may need to load a driver to activate the PCMCIA port. The line adding the driver for the PCMCIA, if required, should appear prior to the CD-ROM drivers.

d) Test the boot floppy.

To test the floppy, boot your system with it. Make sure that you can access your CD-ROM drive and/or your PlexWriter. You can do that by inserting a CD into the drive and checking its contents with a DIR command.

3. Reboot your system normally.
4. Make sure that nothing else is running (programs, screen saver, etc.).
5. Place a blank CD-R disc into the PlexWriter.
6. Execute CD Res-Q from the hard disk.
 - a) CD Res-Q is a DOS program.

- b) Return to a DOS prompt in the directory where you copied CD Res-Q.
 - c) Type CDRESQ at the prompt.
7. Make your selection to backup the hard drive as a CD image file.
8. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the one you wish to copy from. After making your selection, press Enter.
9. At the compression options display, select one of the following:
 - Select NO for no compression (high speed).
 - Select FAST for low compression (lower speed).
 - Select HIGH for high compression (lowest speed).

NOTE: When compression is used, Backup and Restore operations are slower. For this reason, we recommend that compression be used to reflect your individual usage requirement.

10. Select either to create bootable CD or not. If bootable CD is selected, insert the boot floppy you created in the above steps when prompted.

Before starting to write the disk contents to the image file, CD Res-Q displays the source and destination details and gives you a chance to cancel. (Default is set to cancel.)

The system checks the directory structure and then proceeds to write the files to the selected image file. A progress indicator displays the status of the process.

When the process is complete, you may wish to check the integrity of the destination drive, using the Check Image Integrity command in CD Res-Q.

11. After Backup is complete, exit the program. You may now continue with normal operation.

Restore

- 1) Boot your system with the boot floppy (DOS 6.22) or your bootable CD Res-Q CD, if you selected it during backup.

NOTE: Not all systems and CD drives support bootable CD format. If you plan to boot to an ATAPI drive, you need to make sure that your motherboard and the drive support this feature. If you plan to boot to a SCSI drive, you need to make sure that the SCSI controller and the drive support this feature. If they do, make sure that it is enabled. Please reference your users manuals for the hardware, if necessary.

- 2) Execute CD Res-Q from the CD-R disc. If you booted your system from floppy, you must now insert the backup CD-R disc into the restore CD drive and run the CD Res-Q program.

3) Select Restore Image File.

4) CD Res-Q automatically shows the only available filename to load (e.g. PCK00001.DAT). Using arrow keys, select the file and press Enter.

5) Select the hard disk to which you will restore the image. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the HDD you wish to restore to. The drive listed first is usually the C: drive. Press Enter to proceed.

WARNING: Choose carefully, as this is the HDD that is going to be overwritten!

6. CD Res-Q displays a suggested partition layout for the destination HDD. By default, CD Res-Q allocates any extra space that the new disk has to the first partition that it discovers.

NOTE: If the drive is FAT16, the partition limit is 2,047 megabytes.

You can change the size of any target partition at this stage simply by entering the new size (in megabytes).

NOTE: If you do not accept the default, check that the partition size exceeds the data value in the last column.

CD Res-Q will not allow you to enter a value that exceeds the available space or that is not large enough to contain the data held in the source partition. When you are satisfied with the allocation of space between partitions, press Enter. If you changed the partition size, hit Enter a second time to proceed.

7. Before CD Res-Q starts to overwrite the destination HDD, the source and destination details are displayed and you have a chance to cancel. (Default is set to cancel.)

Only select YES if you are certain of your choice. The target HDD will be totally overwritten, with no chance of recovering any data.

NOTE: Once the process has started, it is possible to abort the process by pressing <CTRL-C>, however, the destination HDD will be left in an unknown state.

8. When the disk image load is complete, you will need to reboot the machine by pressing CTRL-ALT-DEL. Be sure to remove the floppy and/or CD-R disc before rebooting.

Chapter 4. Using CD Res-Q in Windows 95/98

Backup

1. Copy CDRESQ.EXE onto your hard drive.
2. Windows 95 users must create a boot floppy with drive letter access for the PlexWriter and/or your CD-ROM drive.

USE WINDOWS 98 BOOT DISK Windows 98 users may be able to use the bootable floppy (available with Windows 98) as their boot floppy. The Windows 98 disk is labelled "Boot Disk."

Follow these steps to test the suitability of this disk.

- a) Copy the floppy and return the original to a safe place.
- b) Boot to the new floppy. The following screen reads Start Up Menu. Select Start Computer with CD-ROM Support option and press Enter. Support for a variety of SCSI and ATAPI CD-ROMs will be installed.
- c) Test access to the CD drive to be used for Restore by selecting the CD-ROM drive letter and executing a DIR command with a disc loaded to check its contents.
- d) If the test is positive, use this floppy as your boot floppy. This should work with Mylex, Adaptec, and BurLogic SCSI cards and most IDE/ATAPI CD-ROM drives.
- e) If the test is negative, follow the directions below to create your own boot floppy.

NOTE: The boot floppy is needed to reboot your system during Restore or to create a bootable CD, meaning you will Restore your system in one step without the floppy.

- CREATE A BOOT FLOPPY IN WIN 9X
- a) Make sure that the floppy is formatted with Windows 95 or 98, depending on which OS you will backup/restore. To format a bootable floppy in Win 95/98, do the following: right mouse click on A: or the floppy icon, select Format, select Full Format, select copy System Files, and click Start to format.
 - b) You then need to install support on the floppy for the CD-ROM drive you plan to restore from. An example for SCSI drives is found below. For information on ATAPI drives, see Chapter 6: Boot Floppy for ATAPI CD-ROM.

To use the boot floppy with CD Res-Q and Plextor drives, you

will need the ASPI manager, CD-ROM driver, and MSCDEX.EXE copied to the floppy. (For example, using the AHA-2930, the required files would be ASPI Manager — ASPI8DOS.SYS; the driver PLEXTOR.SYS (or ASPICD.SYS); and Microsoft CD extensions — MSCDEX.EXE (be sure to use a recent version). These files provide drive letter access to CD drives.

- c) You must create new CONFIG.SYS and AUTOEXEC.BAT files on the floppy.

To copy and edit the CONFIG.SYS file, use the following commands: at the C: prompt, type A: EDIT CONFIG.SYS. The text editor will open and the file can then be created and saved directly to the floppy.

The following is an example of a CONFIG.SYS file where the CD-ROM is a Plector SCSI drive recognized as device D: and the system has one floppy, one HDD, and one CD-ROM installed.

Using Adaptec cards:

```
DEVICE=A:\ASPI8DOS.SYS
DEVICE=A:\PLEXTOR.SYS/D:PLEX0001
(or DEVICE=A:\ASPICD.SYS/D:PLEX0001)
```

Using Advansys cards:

```
DEVICE=A:\ADVASPI.SYS
DEVICE=A:\PLEXTOR.SYS/D:PLEX0001
(or DEVICE = A:\ADVANCD.SYS/D:PLELX0001)
```

To copy and edit the AUTOEXEC.BAT file, use the following commands: at the C: prompt, type A: EDIT AUTOEXEC.BAT. The text editor will open and the file can then be created and saved directly to the floppy.

The following is an example of an AUTOEXEC.BAT file.

```
A:\MSCDEX.EXE/D:PLEX0001/M:10
```

Other configurations may require additional statements in the CONFIG.SYS and/or AUTOEXEC.BAT files (e.g. LASTDRIVE=K in the CONFIG.SYS file), when the system has ten drive letters (A-J) reserved or in use.

For users planning to Restore from an ATAPI CD-ROM, please see page 11. If you have difficulty finding the needed files, contact your CD-ROM drive manufacturer and/or SCSI adapter manufacturer.

Laptop users with PCMCIA SCSI controllers may need to load a driver to activate the PCMCIA port. The line adding the driver for the PCMCIA, if required, should appear prior to the CD-ROM drivers.

d) Test the boot floppy.

To test the floppy, boot your system with it. Make sure that you can access your CD-ROM drive and/or your PlexWriter. You can do that by inserting a disc into the drive and checking its contents with a DIR command.

3. You may either reboot your system normally and run in a DOS window or restart in MS DOS mode and run CD Res-Q.
4. Make sure that nothing else is running (programs, screen saver, etc.).
5. Place a blank CD-R disc into the PlexWriter.
6. Execute CD Res-Q from the hard disk.
 - a) CD Res-Q is a DOS program.
 - b) Return to a DOS prompt in the directory where you copied CD Res-Q.
 - c) Type CDRESQ at the prompt.
7. Make your selection to backup the hard drive as a CD image file.
8. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the one you wish to copy from. After making your selection, press Enter.
9. At the compression options display, select one of the following:
 - Select NO for no compression (high speed).
 - Select FAST for low compression (lower speed).
 - Select HIGH for high compression (lowest speed).

NOTE: When compression is used, Backup and Restore operations are slower. For this reason, we recommend that compression be used to reflect your individual usage requirement.

10. Select either to create bootable CD or not. If bootable CD is selected, insert the boot floppy you created in the above steps when prompted.

Before starting to write the disk contents to the image file, CD Res-Q displays the source and destination details and gives you a chance to cancel. (Default is set to cancel.)

The system checks the directory structure and then proceeds to write the files to the selected image file. A progress indicator displays the status of the process.

When the process is complete, you may wish to check the integrity of the destination drive using the Check Image Integrity command in CD Res-Q.

11. After Backup is complete, exit the program. You may now continue with normal operation.

Restore

1. Boot your system with the Windows 95/98 boot floppy or with the CD Res-Q CD, if you selected to make it bootable during your backup.

NOTE: Not all systems and CD drives support bootable CD format. If you plan to boot to an ATAPI drive, you need to make sure that your motherboard and the drive support this feature. If you plan to boot to a SCSI drive, you need to make sure that the SCSI controller and the drive support this feature. If they do, make sure that it is enabled. Please reference your users manuals for the hardware, if necessary.

- 2) Execute CD Res-Q from the CD-R disc. If you booted your system from floppy, you must now insert the backup CD-R disc into the restore CD drive and run the CD Res-Q program.

- 3) Select Restore Image File.

- 4) CD Res-Q automatically shows the only available filename to load (e.g. PCK00001.DAT). Using arrow keys, select the file and press Enter.

- 5) Select the hard disk to which you will restore the image. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the HDD you wish to restore to. The drive listed first is usually the C: drive. Press Enter to proceed.

WARNING: Choose carefully, as this is the HDD that is going to be overwritten!

6. CD Res-Q displays a suggested partition layout for the destination HDD. By default, CD Res-Q allocates any extra space that the new disk has to the first partition that it discovers.

NOTE: If the drive is FAT16, the partition limit is 2,047MB.

You can change the size of any target partition at this stage simply by entering the new size (in megabytes).

NOTE: If you do not accept the default, check that the partition size exceeds the data value in the last column.

CD Res-Q will not allow you to enter a value that exceeds the available space or that is not large enough to contain the data held in the source partition. When you are satisfied with the allocation of space between partitions, press Enter. If you changed the partition size, hit Enter a second time to proceed.

7. Before CD Res-Q starts to overwrite the destination HDD, the source and

destination details are displayed and you have a chance to cancel. (Default is set to cancel.)

Only select YES if you are certain of your choice. The target HDD will be totally overwritten, with no chance of recovering any data.

NOTE: Once the process has started, it is possible to abort the process by pressing <CTRL-C>, however, the destination HDD will be left in an unknown state.

8. When the disk image load is complete, you will need to reboot the machine by pressing CTRL-ALT-DEL. Be sure to remove the floppy and/or CD-R disc before rebooting.
9. When the disk image load is complete, you will need to reboot the machine.

Chapter 5. Using CD Res-Q in Windows NT

Backup

1. Copy CDRESQ.EXE onto one floppy.
2. Create a second boot floppy with drive letter access for the PlexWriter and/or your CD-ROM drive. See page 8 for instructions on creating a boot floppy on page 4 for creating a DOS boot floppy.

Note: The boot floppy is needed to reboot your system during the Restore process or to create a bootable CD from which you will Restore your system in one step without the floppy. To backup Windows NT, FAT16, or NTFS, you will need to run CD Res-Q from DOS.

3. Reboot your system with either boot floppy.
4. Place a blank CD-R disc into the PlexWriter.
5. Remove the boot floppy from the floppy drive.
6. Insert the second floppy with CD Res-Q into the floppy drive.
7. Execute CD Res-Q on the floppy.
8. Now follow steps 7–11 on page 6 of Chapter 3.

Restore

Follow the steps on pages 6 and 7 in Chapter 3.

Chapter 6: Boot Floppy for ATAPI CD-ROM

Plextor recommends using the fastest CD-ROM you have available for the restore function to save time. Typically, Plextor CD-ROM drives are the fastest and most reliable source drives to use for any data transfer.

However, many laptop systems that have bootable ATAPI CD drives preinstalled don't have available external SCSI ports. In that case, you must use your ATAPI CD as the source drive for your backup.

Create your boot floppy within the operating system you will Backup and Restore. In DOS/Win 3.1, at the C: prompt, type `FORMAT /S A:`. In Windows 95/98, right click on A: or the floppy icon; select Format. Select Full Format, select Copy System files, and click Start to format.

When using an ATAPI device, the boot floppy's `CONFIG.SYS` and `AUTOEXEC.BAT` files are:

```
[CONFIG.SYS]
DEVICE=A:\IDE.SYS /D:IDE000
```

```
[AUTOEXEC.BAT]
A:\MSCDEX.EXE /D:IDE000
```

They must be created in a DOS text editor.

The `IDE.SYS` and `MSCDEX.EXE` files, must also be copied to the floppy from the system. A generic driver from Oak Technologies `OAKCDROM.SYS`, may also work as the CD-ROM driver. It is available on their web site.

After creating the boot floppy, test it.

NOTE: To test the floppy, boot your system with it. Make sure that you can access your CD-ROM drive and/or your PlexWriter. You can do that by inserting a CD into the drive and checking its contents with a `DIR` command.

If the test is successful, proceed with step 3 in any of the three prior chapters. If the test is not successful, contact your system and/or ATAPI CD-ROM manufacturer.

NOTE: Windows 98 users should be able to copy the Window 98 boot disk as described on page 8 and have complete support for their ATAPI CD-ROM drive.

This section is intended for advanced users only.

Once familiar with the basics of CD Res-Q, as described elsewhere in this manual, these features may be used.

Write Partition(s) To CD-R Image File Procedure

1. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the disk you wish to copy from.
2. CD Res-Q displays the details of all the partitions it can find on the selected source HDD and allows you to select the partition you wish to include in the partition image file. Highlight partitions you wish to include.
3. Compression option displays:
 - Select NO for no compression (high speed).
 - Select FAST for low compression (lower speed).
 - Select HIGH for high compression (lowest speed).
4. When compression is used, copying operations may be slower. For this reason, it is recommended that compression be used to reflect your individual usage requirements.
5. When the partition is written to CD-R, the user is returned to the CD Res-Q main menu.

Restore Partition(s) from CD-R Image File Procedure

1. CD Res-Q automatically selects the filename.
2. CD Res-Q displays the details of the partitions it finds in the image file and allows you to select the partition you wish to copy from.
3. CD Res-Q displays the details of every HDD it can find on the local PC and allows you to select the partition you wish to copy the partition to.
4. CD Res-Q displays the details of all the partitions it finds on the selected destination drive and allows you to select the partition you wish to write the image file partition to. You can choose to write to free space as well.

WARNING: Choose carefully, as this is the partition that is going to be overwritten!

5. Before starting to overwrite the destination partition, CD Res-Q displays the full source and destination details and gives you the chance to cancel. (Default is set to cancel.)

Only select YES if you are certain of your choice. The target partition will be completely overwritten with no chance of recovering any data.

NOTE: Once the process has started, it is possible to abort the process by pressing <CTRL-C>, however the destination partition will be in an unknown state.

6. When the partition load is complete, the target PC will need to be rebooted.

NOTE: It is important to remember that a destination drive's partition needs to exist before CD Res-Q can load an image file to it.

7. Troubleshooting & Error Codes

10000	<ul style="list-style-type: none"> • Incorrect path/file syntax. <i>Ensure path and filename are correct and complete.</i>
10060	<ul style="list-style-type: none"> • Bad read from resource. <i>CD-ROM – due to media problem.</i>
10180	<ul style="list-style-type: none"> • Hard drive is not responding. <i>Check cabling, power connections, jumpers, and bios setup. Make sure your system recognizes the hard drive by running FDISK.</i>
10220	<ul style="list-style-type: none"> • Most commonly associated with executing CD Res-Q in a Windows DOS box. <i>Execute CD Res-Q from a DOS prompt, preferably from a DOS boot diskette.</i>
10600	<ul style="list-style-type: none"> • CD Res-Q cannot continue properly due to lack of memory. <i>See the 15040 error below for more information.</i>
11020	<ul style="list-style-type: none"> • No CD-R detected. <i>Check if you inserted a blank CD-R in your PlexWriter.</i>
12090	<ul style="list-style-type: none"> • A physical read or write error from or to the hard drive. <i>Try running scandisk with a full sector scan.</i>
15040	<ul style="list-style-type: none"> • CD Res-Q cannot execute properly due to a lack of memory. <i>Make sure you're loading upper memory drivers in your CONFIG.SYS or upgrade to v4.x. Below is an example of a possible CONFIG.SYS configuration:</i> DEVICE=HIMEM.SYS DEVICE=EMM386.EXE NOEMS I=B000-B7FF DOS=HIGH, UMB DEVICEHIGH= (YOUR DEVICE DRIVER) DEVICEHIGH= (YOUR DEVICE DRIVER) ETC.
15150	<ul style="list-style-type: none"> • Probable corrupt image file. <i>Run Check Image File Integrity.</i>

15170 • Due to an unformatted or invalid partition on the source hard drive.
Make certain the source drive is completely allocated, as CD Res-Q looks for 100% viable media.

19320 • CD Res-Q cannot continue properly due to a lack of memory. See the 15040 error above for more information.
Below are devices you do not need. They will not benefit CD Res-Q's performance:
SERVER.EXE
SMARTDRV.EXE
ANY OTHER DISK CACHE UTILITY
MOUSE.COM
ANY OTHER MOUSE DRIVER

CDR101: • Not reading drive X. ABORT, RETRY, FAIL?
The image file on the CD is not readable.
To verify this, try going into DOS and copying the image file off the CD-ROM.

Chapter 8. Models Supported

This software supports the following models:

Internal: CD-R

PX-R412C; PX-R820TSi

External: CD-R

PX-R412C; PX-820TSe

NOTE: Future models of CD-R drives will also be supported.

Chapter 9. Contacting Plextor Technical Support

If you experience a problem while installing or operating CD Res-Q, please refer first to the relevant sections of this manual regarding setup and installation. If you do not uncover the solution there, please refer next to the troubleshooting chapter (Chapter 7) in this manual. It contains solutions to the most common types of problems fielded by our technical support staff.

If you have not been successful in your quest, our Technical Support Department will help you solve problems that relate specifically to your drive. In many cases, a problem that appears to be caused by your CD-ROM drive actually originates in another part of your computer. In such instances, our technical support staff will try to help you identify the part (e.g., SCSI interface board) at fault and will refer you to the manufacturer of that part for further assistance.

Although we think highly of the capabilities of our technical support staff, we recognize that they do suffer from some limitations; namely, they do not possess psychic or telepathic powers. Therefore, their ability to help you depends a great deal on your ability to help them. You must act as their eyes and ears as they try to diagnose and fix your problem. If you gather the information requested on the following page before you contact them, you will find that your problem can be resolved much more quickly.

Plextor's Technical Support Department is available Monday through Friday, 6:30 a.m. to 5:30 p.m., PST. We are closed on weekends and some holidays.

How to Contact Us

There are three ways for you to contact Plextor's Technical Support Department:

- 1) Send us e-mail at **support@plextor.com** or visit our web site for answers to frequently asked questions.
- 2) Send a fax to the attention of the Technical Support Department at 408-986-1010. Include your telephone number and the hours during which you can be reached. Be as detailed as possible in describing your problem. It typically is useful if you also send a printout of your AUTOEXEC.BAT and CONFIG.SYS files.
- 3) Call 800-886-3935 and select the technical support extension.

Before You E-mail/Log On/FAX/Call

Knowledge is power (or so some say). Empower our technical support folks with information. This will save both you and them time and possible frustration. Please gather as much of the following information as possible before contacting us.

- ✓ The serial number and TLA number of your Plextor product. Your serial number can be found both on the warranty card that accompanied the drive and on a label on the drive itself. The TLA number appears both on the drive label and on a sticker at the rear of internal drives.
- ✓ The version of Plextor Manager you are using, if applicable.
- ✓ The latest version of firmware you loaded onto the drive, if applicable.
- ✓ The name and model number of your SCSI interface board (e.g., Future Domain TMC-1610, Adaptec AHA-1515, Trantor T-130).
- ✓ The version of the software device drivers, if any, that came with your SCSI interface board (typically, this is found on the label of the floppy disk which contains the device drivers).
- ✓ The version of the Windows, DOS, Mac, Novell, OS/2 or UNIX operating system you are using.
- ✓ The brand name and model number of your computer (e.g., Dell 466/NP, Micron P66PCI Powerstation, ALR Evolution V, Apple Macintosh Performa 575).
- ✓ The type of VGA, Super VGA, or other graphics card you use.
- ✓ Brand name and model number of any other peripherals you have installed/connected to your computer (e.g., scanner, fax board, network board).

Returns

You must receive an RMA (**R**eturned **M**aterials **A**uthorization) number from our Technical Support Department before any Plextor products can be returned for repair or replacement. Any drive sent to Plextor without an RMA number will not be accepted. Drives must be sent postage prepaid. We recommend that you insure your shipment, as Plextor cannot be held responsible for any damage that may occur during shipment.

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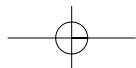
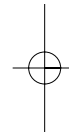
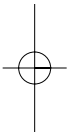
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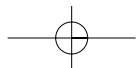
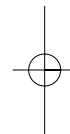
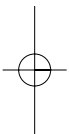
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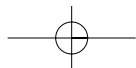
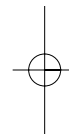
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