Oscilloscope System Recovery Tools and Procedures

Your oscilloscope is designed to operate reliably for many years. The application software operating the instrument runs on a Windows platform. The loading or incomplete removal of additional Windows applications can cause problems in the stability of the operating system. Severe cases may require a reloading of the base operating system and oscilloscope application. LeCroy provides you with an Acronis recovery application (Phoenix application on earlier models) and a backup image in an extra partition on the instrument’s hard drive.

PLEASE NOTE THE FOLLOWING:

- Recovery application software varies on different LeCroy instruments. Recent models use Acronis software while previous oscilloscopes used a Phoenix recovery utility.
- The recovery process produces a replica of the operating system and oscilloscope application software at the current revision levels when the oscilloscope was manufactured. Any further revisions of the application software, Windows operating system, and virus scan definition files are not automatically upgraded. Therefore, after completion of the disk image recovery, it is highly recommended to search vendor Web sites and upgrade the individual components to current revision levels.
- After the recovery procedure is completed, you must activate Windows, either by Internet connection to Microsoft’s Web site or by telephone. Have your Windows Product Key number (located on the rear of the oscilloscope) handy during Widows reactivation.
- The current oscilloscope application software can be downloaded directly from the LeCroy website at www.lecroy.com. Since the calibration data for the oscilloscope is stored in the D: drive, current calibration constants are not overwritten during the recovery process.

Which Recovery Application is on My Instrument?

Find out which recovery application is on your instrument by minimizing the oscilloscope application using File → Minimize from the menu bar. Now, from the instrument desktop go to Start → All Programs and look for either an Acronis or Phoenix folder.

PLEASE NOTE THE FOLLOWING:

- If the message includes the word Acronis during a boot attempt, use the Acronis resources and procedures.
- If you see no message to any effect of Acronis or otherwise, but then see the LeCroy logo on the screen, you should press F4 and follow the Phoenix resources and procedures.

Since third-party recovery software is used, our instructions certainly may not be the most definitive or current. We advise you to take advantage of resources available on the Acronis or Phoenix websites - both companies maintain versions of their product manuals from the following locations:

- Acronis True Image Home
  http://www.acronis.com/homecomputing/download/docs/
- Acronis True Image Echo Workstation
- Phoenix cME PC Edition
  http://www.phoenix.com/pages/support--3

Note: The following procedures cover basic steps for running the True Image Echo Workstation and Phoenix cME PC Edition applications, respectively. For more definitive documentation refer to their aforementioned documentation resources.
Instructions

Running the Acronis True Image Echo Workstation Recovery Application

1. Connect a network cable to the LAN port on the rear of the oscilloscope if you intend to activate windows through the Internet.
2. Connect a keyboard and a mouse to the oscilloscope.
3. Apply power to the oscilloscope.
4. As soon as the Starting Acronis Loader... Press F11 for Acronis Startup Recovery Manager message appears on the screen, press the F11 key until the recovery software logo appears momentarily. The Acronis True Image Echo Workstation main window is displayed.

   **Note:** Do not press F11 before you see the Starting Acronis Loader message or you will enter the MB boot sequence selection.

5. Select Recovery from the Main Menu. The Restore Data Wizard opens.
6. Click Next on the Welcome page.
7. On the Backup Archive Selection page, you choose the zone where the recovery partition is located. Choose Acronis Secure Zone (this is where the recovery data is located on your oscilloscope) and click Next.
8. On the Backup Date Selection page, choose the date when the backup was created and to which state you want to revert your system and click Next.
9. On the Restoration Type Selection page, select Restore disks or partitions and click Next.
10. On the Partition or Disk to Restore page, select SYSTEM (C:) as the source and click Next.
11. On the Restored Partition Type page, select Active and click Next.

   **Note:** If a window appears asking if you want to buy Acronis products, click Do not show this message again and click OK.

12. The Restored Partition Size page displays the Partition size for the restoration. Nothing needs to be changed, simply click Next.
13. On the Next Selection page, you will be asked if you want to restore another partition or hard disk drive. Select No, I do not and click Next.
14. The Restoration Options page displays additional options, such as what to do after the restoration is complete and error handling. Simply click Next to use the default selections.
15. A summary window is displayed indicating that Acronis True Image is ready to proceed with the recovery of the C: partition. Click Proceed to start the recovery process.

   **Note:** This takes approximately 4 to 15 minutes depending on the version of Operating system that is being restored. The progress is displayed on the screen

16. Once the restoration is complete, an Information window is displayed indicating that the Data was successfully restored. Click OK.
17. Click Operations → Exit. The oscilloscope will restart and begin installing the required software. A message is displayed asking if you want to install Microsoft Office PowerPoint Viewer.
18. Click Yes to install PowerPoint Viewer. The InstallShield Wizard for Adobe Flash Player opens.
19. To install Adobe Flash Player, click Install and then Finish. The X-Stream software installer screen appears.
20. Click Next to continue. The License Agreement page is displayed.
21. Click I Agree. The Choose Components page is displayed.
22. Select all X-Stream components and click Install.

   **Note:** A Windows Security window may be displayed indicating that Windows can't verify the publisher of this driver software. Choose Install this driver software anyway and then click Install.
23. When the X-Stream installation is completed, reboot the oscilloscope.

Note: Now you must activate Windows® using an Internet connection to the Microsoft Web site or by telephone. When activating, have the Windows Product Key number handy (it is affixed to the rear of the oscilloscope).

At this point, proceed to the Restarting the Application section at the end of this topic.

Running the Phoenix Recovery Application

1. Connect a network cable to the LAN port on the rear of the oscilloscope if you intend to activate windows through the Internet.
2. Connect a keyboard and a mouse to the oscilloscope.
3. Apply power to the oscilloscope.
4. As soon as the LeCroy logo appears on the screen, press and hold down the F4 key until the recovery software logo appears momentarily:

5. Then, the cME console End User License Agreement is shown. Read the agreement, and click Accept:
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6. The Phoenix cME Console main page is displayed. Click the section of the screen labeled **Click here to start recover**.

![Phoenix cME Console main page]

7. The **FirstWare Recover** splash screen is shown momentarily:

![FirstWare Recover splash screen]
8. The recovery starts, and the FirstWare Progress screen is displayed. No further selections are required. The recovery takes about 10 minutes.

![FirstWare Recover 2.3](image)

**Note**: The screen goes blank on occasion for prolonged periods. This is normal and is not an indication of any malfunctioning of the recovery process.

9. After the recovery is completed, the X-Stream software installer screen appears. Click Next to continue:

![X-Stream Software Installer](image)

10. When the X-Stream installation is completed, reboot the oscilloscope (as follows).
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Windows Activation after System Recovery

Note: After system recovery, you must now activate Windows by Internet connection to Microsoft’s Web site or by telephone. When activating, have the Windows Product Key number handy (it is affixed to either the rear or side panel of your instrument).

Restarting the Application

Upon initial power-up, the oscilloscope automatically loads the instrument application software. If you exit the application and want to reload it, touch the shortcut icon on the desktop:

When the application is minimized, you can maximize it by touching the appropriate task bar or desktop icon (the following icons are for WaveMaster, WavePro, and WaveSurfer, respectively):

Restarting the Operating System

If you need to restart the Windows® operating system, reboot the oscilloscope by pressing and holding in the power switch for 10 seconds, then turning the power on again.