

# 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 Windows reactivation.
- The current oscilloscope application software can be downloaded directly from the LeCroy website at [www.lecroy.com](http://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

<http://www.acronis.com/backup-recovery/advanced-workstation/index.html>

#### 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**.

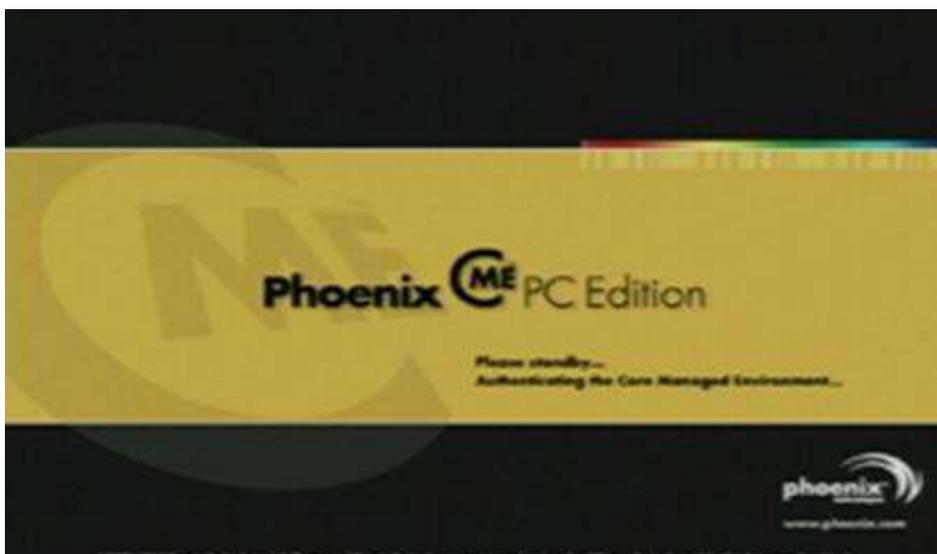
23. When the X-Stream installation is completed, reboot the oscilloscope.

**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**.

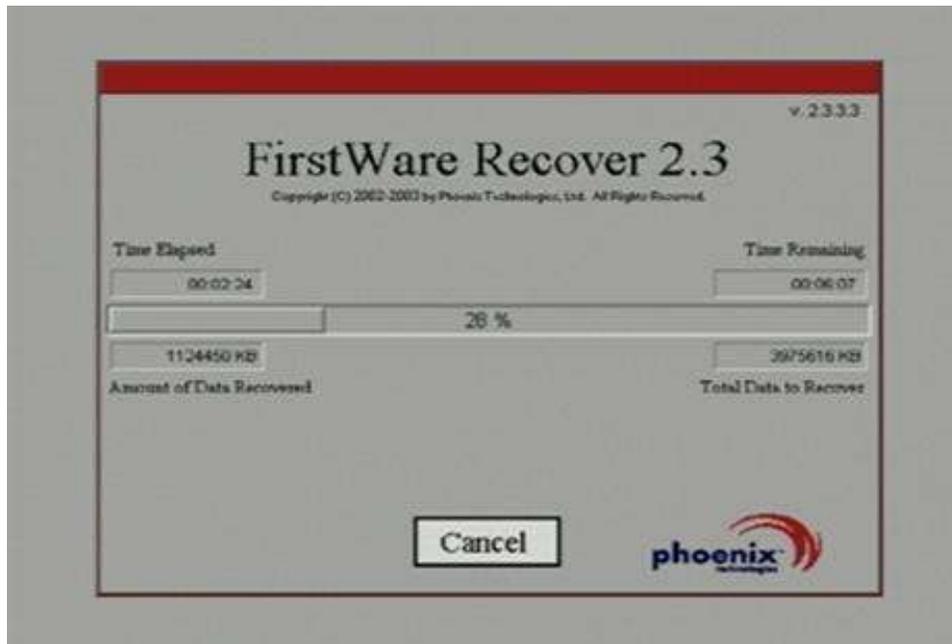


7. The **FirstWare Recover** splash screen is shown momentarily:



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- The recovery starts, and the **FirstWare Progress** screen is displayed. No further selections are required. The recovery takes about 10 minutes.



**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.

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



- 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.



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