

## Oscilloscope System Recovery

Your oscilloscope is designed to operate reliably for many years. The application software operating the instrument runs on a Microsoft 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 you to reload the base operating system and oscilloscope application.

For this purpose, Teledyne LeCroy provides a recovery application and a backup image in an extra partition on the instrument's hard drive. The recovery process is easy to perform.

Since third-party recovery software is used, our instructions may not be the most definitive or current. We encourage you to take advantage of additional resources available from the vendors' websites at:

[acronis.com/homecomputing/download/docs/](http://acronis.com/homecomputing/download/docs/)

[phoenix.com](http://phoenix.com)

### Important!

Depending on the year and model, your oscilloscope may be installed with Acronis True Image Home, Acronis True Image Echo Workstation, or Phoenix cME PC Edition. **It is critical to check which product you are using, as following the incorrect procedure can cause the system to fail.**

You must reactivate Windows after the restoration is complete, either by Internet connection to Microsoft's website or by telephone. Have your Windows Product Key number handy for Windows reactivation.

### Before You Start

- Find your Windows Product Key number, usually listed on a sticker on the back of the oscilloscope.

**NOTE:** In LabMaster models, the Windows Product Key is found on the removable hard drive. Locate the drive and **power down the oscilloscope before removing the hard drive to find the product key.** Replace the drive before powering on again at the start of the recovery procedure.

- If you intend to reactivate Windows through the Internet, connect a network cable to the oscilloscope's LAN port.
- Connect a keyboard and mouse via the USB host ports.

### Determine the Recovery Product

- Apply power to the oscilloscope.
- During the startup process, when you see the message "Starting Acronis Loader... Press F11 for Acronis Startup Recovery Manager," press the **F11** key until the Acronis logo appears momentarily. The Acronis window is displayed.

**NOTE:** Do not press F11 before you see the "Starting Acronis Loader..." message or you will enter the boot device selection menu. If a bootmenu dialog box appears, press Cancel or Esc.

**Check the Acronis window to determine which product you are using.** Follow the steps for Using Home or Using Echo Workstation accordingly.

- If you do NOT see the "Starting Acronis Loader..." message during your boot sequence, press the F4 key when the LeCroy logo appears and follow the Phoenix cME recovery procedure.

### Using Home

- Select **Acronis True Image Home (Full Version)**.
- On the Acronis True Image Home page, under options for Recover, select **My Disks**. The Recovery Wizard opens.
- On the Recovery Wizard, under Archive Selection, select the disk archive that has a create date, then click **Next**.
- Under Recovery Method, select **Recover whole disks and partitions**, then click **Next**.
- Under What to Recover, select **NTFS (SYSTEM) (C:)**, then click **Next**.
- Under Settings of Partition C, in the top section, Partition location (required), select **New Location**. The Partition Destination window opens.
- Under New Partition Location, select **NTFS (SYSTEM) (D:)**, then click **Accept**. This returns you to the Settings of Partition C step. Click **Next**.
- A summary window is displayed indicating that Acronis True Image is ready to proceed with recovering partition C -> D. Click **Proceed** to start the recovery process.

**NOTE:** Recovery takes approximately 4 to 15 minutes depending on the version of operating system that is being restored. The progress is displayed on the screen.

- When recovery is complete, you will see the message "Recover operation succeeded." Click **OK**.
- Click the **close button** to exit the Acronis window. The oscilloscope will restart and begin installing the required software. Continue to reinstall the oscilloscope application.

**NOTE:** If prompted to restart Windows, select Restart Later.

### Using Echo Workstation

- On the Pick a Task page, select **Recovery**. The Restore Data Wizard opens.
- Click **Next** on the Welcome page.
- On Backup Archive Selection, choose **Acronis Secure Zone** (this is where the recovery data is located on your oscilloscope). Click **Next**.
- On Restoration Type Selection, select **Restore disks or partitions**, then click **Next**.
- On Partition or Disk to Restore, select **SYSTEM (C:)** as the source, then click **Next**.
- On Restored Partition Location, select **SYSTEM (C:)**, then click **Next**.

7. On Restored Partition Type, select **Active**, then click **Next**.  
**Note:** If a window appears asking if you want to buy Acronis products, check "Do not show this message again", then click OK.
8. On Restored Partition Size, simply click **Next**.
9. On Next Selection, select **No, I do not** (want to restore another partition), then click **Next**.
10. On Restoration Options, simply click **Next** to use the default selections.
11. 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.
12. Once the restoration is complete, an Information dialog is displayed indicating that the Data was successfully restored. Click **OK**.
13. From the Acronis menu bar, choose **Operations > Exit**. The oscilloscope will restart and begin installing the required software.

## Using Phoenix cME

1. When the cME console End User License Agreement is shown, read the agreement and click **Accept**.
2. On the Phoenix cME Console main page, click the link "**Click here to start recover**".

The recovery starts shortly after the FirstWave flash page, and the FirstWare Progress screen is displayed. No further selections are required. The recovery takes about 10 minutes.

**NOTE:** The screen occasionally goes blank for prolonged periods. This is normal and not an indication of malfunctioning.

3. After recovery the X-Stream DSO Setup Windows appears. Go on to re-install the oscilloscope application.

## Reinstall the Oscilloscope Application

1. When the X-Stream DSO Setup Wizard appears, click **Next**.
2. On the License Agreement page, select **I Agree**.
3. On the Choose Components page, select the **default (installation)** and click **Install**.  
**NOTE:** You may see a Windows Security message indicating that Windows can't verify the publisher of the driver software. Choose "Install this driver software anyway" and click Install.
4. When the X-Stream installation is complete, choose to **Reboot now** and click **Finish**.
5. When prompted, enter your Windows Product Key number to re-activate Windows.

## Reactivate the F11 Startup Utility

Phoenix and Echo Workstation users can skip this procedure and go on to restore to current levels.

In order for the system recovery wizard to be accessed again from the boot menu, you must reactivate the F11 startup utility. It is critical to complete these steps after your oscilloscope has restarted.

1. From the Windows **Start Menu** choose **All Programs > Acronis > Acronis True Image Home**.
2. On the Acronis True Image Home window, towards the top right, click **Tools & Utilities**.
3. On the Tools & Utilities page, beneath Protection Tools, click **Acronis Startup Recovery Manager**.
4. On the Acronis Startup Recovery Manager window, click **Activate**. F11 boot time recovery is now enabled.

**NOTE:** The process "Searching for Acronis Secure Zone..." may take several minutes.

## Restore Software to Current Revision Levels

The recovery process produces a replica of the operating system and oscilloscope application software at the revision levels that were current when the oscilloscope was manufactured. It does not automatically upgrade the:

- Oscilloscope application software (X-Stream)
- Windows operating system
- Virus scan definition files
- Drivers for some hardware options and accessories

Therefore, after completing the disk image recovery, it is highly recommended to search vendor websites and upgrade the individual components to current revision levels.

The latest oscilloscope application software can be downloaded directly from the Teledyne LeCroy website at [teledynelecroy.com](http://teledynelecroy.com). Most required hardware drivers can be installed during the firmware upgrade.

Since the calibration data for the oscilloscope is stored in the D: drive, current calibration constants are not overwritten during recovery of the C: drive. You do not need to restore these.

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