

FAQ for Intel® System Recovery Tool

- **Intel® SRT user interface that I see is displayed in English. Does SRT support Chinese? How can I switch the UI to display Chinese?**

Intel® SRT supports both Chinese and English. To change to the Chinese UI, reboot the system, and press F2 to enter the BIOS configuration menu. Select “Language” in the “Main” menu, and then select “Chinese”. After that, press F10 to save the change and exit. The Intel® SRT user interface will be displayed in Chinese the next time you access it.

- **Why is there no partition listed as the backup file destination?**

In Intel® SRT version 1.1, backup files can only be stored on FAT32-format partitions. Please use the Windows Disk Management Tool or another 3rd-party tool to re-format an NTFS partition to FAT32.

- **Why there are there multiple backup files listed for one partition?**

When the used space (not the total space) of a partition is over 2GB, Intel® SRT will split the backup file into multiple files, each of which will be approximately 2GB in size. Therefore you may see many backup files if the used space on the partition that you are backing up is very large. However, this will not affect the functionality of Intel® SRT and the files will be automatically merged during the restore process.

- **Can I move backup files from one partition to another partition?**

Yes, you can move backup files stored on one partition to any other FAT32-format, partition. When doing so, please make sure that you move the files to the “ISRT” folder in the destination partition. Also, please make sure that all files in the source directory are moved to the destination partition to ensure that all files of a multiple-file backup can be restored.

- **Why is the backup file much smaller than the size of the partition from which it was created?**

Because Intel® SRT backs up only the used space of a partition, the size of the backup may be much smaller than the total available space of the partition. Future versions of Intel® SRT will also compress the backup data, further reducing the size of the backup files.

- **Sometimes the size of a partition is smaller after being restored. What happened to the rest of the space?**

When the size of the destination partition to be restored is larger than that of source partition, the destination partition will automatically shrink to the size of the source partition. The remaining disk space turns to unallocated space available. You can re-allocate it when you need it through the Windows Disk Management Tool.

- **Will there be future updates of Intel® SRT? How can I upgrade?**

Yes, there will be future updates to Intel® SRT. To upgrade Intel® System Recovery Tool, please:

1. Access the following website to complete user registration:
<http://platformadmintech.intel.com/srt/upgrade/>
2. After registration is complete, select OK, and you will be directed to the Internet Explorer download page.
3. Download the Intel® SRT upgrade package.
4. Once the download is complete, run the upgrade package to complete the upgrade.

- **Which motherboards support Intel® SRT?**

Currently, only ECS 945GCT-M V1.1 ISRT supports Intel® SRT. Additional motherboards are expected to support Intel® SRT in the near future. Please check the official Intel® SRT webpage for more information:
<http://platformadmintech.intel.com/srt/>

- **How can I create a FAT32 partition to store backup files? How can I deal with partitions that are larger than 32GB size?**

1. Access the Windows Disk Management Tool (windows start->control panel->Administrative Tools->Computer Management->disk management)
2. Right-click the partition that you want to convert to FAT32, and select FORMAT
3. Select FAT32 as the desired format.

If the partition size is larger than 32GB, then the Windows Disk Management Tool will not allow you to reformat the partition to FAT32. If you wish to use this partition's disk space to store backup files, you will have to first re-partition it into two smaller partitions smaller than 32GB using Windows system tools. Doing so will cause all of the data on this partition to be lost. Alternatively, you may use a 3rd-party tool to reformat the partition to FAT32 without splitting the partition and losing your data.

- **How can I return to the previous step while backing up or restoring a partition using Intel® SRT?**

Press the TAB key until the BACK button is highlighted, and then press ENTER.

- **When performing a backup, why are some partitions not listed in the "Select partition to save backup file" step?**

Backup files can only be stored on FAT32-format partitions. NTFS-format partitions are not listed as backup file destination options

- **There are 2 partitions of the hard disk in my computer. One is FAT32 format, the other is NTFS format. Why can't I backup the FAT-format partition?**

Backup files can only be stored on FAT32-format partitions. Since the only possible destination for a backup file created from the FAT32-format partition would be the NTFS-format partition, you cannot backup that partition. To remedy this situation, you can reformat the NTFS partition to FAT32.

- **Can I change the hot-key (F3) for accessing Intel® SRT?**

No.

- **Can I input Chinese character for backup file name?**

No. Chinese character input is not supported in BIOS environment.

- **How long will my backup or restore take?**

It depends on the actual data size of partition you want to backup or restore. Intel® SRT provides time estimations during the backup and restore processes.

- **Why are the partition drive letters listed in the Intel® SRT UI different from the ones that I have seen listed in Windows? How can I identify the correct drives for my backups and restores?**

The letter designations of partitions listed in the OS may not be consistent with the letter designations listed in the computer BIOS. It is recommended that you use the English language partition names and space profiles to ensure that the partition you have chosen is the desired one.

- **How can I change the names of partitions?**

In the Windows Explorer, right-click the partition and select the Rename option. You can name the partition whatever you want, but it is recommended that you use English-language letters because Chinese characters are not supported in BIOS and therefore will not be displayed in the Intel® SRT UI.

- **Why can't I find my USB storage device in the Intel® SRT UI? Does Intel® SRT support plug-and-play?**

Intel® SRT supports plug-and-play USB 2.0 storage devices. But it is only support to USB 2.0 hard disks as backup file storage media, backing up data from a partition on USB devices or restore data to a partition on USB devices is not supported. So in the first step of backup - "Select a partition for backup", partitions on USB devices will not be listed.

If you cannot find your USB storage device listed for backup file storage, please:

1. Ensure that the USB device is functioning properly and is connected
2. Ensure that the USB device's file format is FAT16/FAT32
3. Check the Intel® SRT official website for the list of compatible USB devices

If the USB storage device meets the above requirements but is still not listed in the

Intel® SRT UI, please reboot the machine and re-enter the Intel® SRT UI.

- **I cannot find my backup file. How can I find it?**

1. Please ensure that the backup file is on a FAT32 format partition.
2. Please ensure that the partition where the backup file is located is not the partition that you are trying to restore.

Backups of partitions with more than 2GB of used space will result in multiple backup files for that restore. Please ensure that all of the files created by the backup that you are trying to restore are all located in the same “/ISRT” folder.

- **How can I get Intel® SRT? Where can I buy it?**

Intel® SRT is built into the BIOS/firmware of certain Intel® Architecture motherboards. Its purchase is embedded in the cost of the motherboard, and cannot be purchased separately. Please refer to the official Intel® SRT website (<http://platformadmintech.intel.com/srt/>) for more information on Intel® SRT–equipped products.