



FREQUENTLY ASKED QUESTIONS

What is Acronis Disk Director Suite 10.0?

Acronis Disk Director Suite 10.0 is a comprehensive partition and disk management suite that combines a number of previous Acronis products into one solution:

- Acronis Partition Expert — Create, split, merge, resize, move, copy partitions without losing your data
- Acronis OS Selector — A multi-boot software utility that allows you to install multiple operating systems on your PC
- Acronis Recovery Expert — Recover accidentally lost or deleted partitions
- Acronis Disk Editor — A disk drive repair tool that allows you to perform advanced operations on your hard disk drive, such as restoration of boot records and hexadecimal editing

What happened to Acronis Partition Expert?

Acronis Partition Expert is now included in the Acronis Disk Director Suite 10.0 product. If you are using this product, you can upgrade to Acronis Disk Director Suite 10.0 and get this product in addition to 3 additional products: Acronis OS Selector, Acronis Recovery Expert, and Acronis Disk Editor.

What is Acronis OS Selector? Should I install it when I install Acronis Disk Director Suite 10.0?

Acronis OS Selector is the boot manager included in the Acronis Disk Director Suite 10.0. Before becoming part of this suite, it was a standalone product.

As to whether you should install it when loading Acronis Disk Director Suite 10.0, the answer is: It depends. If you plan to run only a single operating system on your computer, it might not be necessary to install that module. If you choose to run multiple operating systems later, you can install Acronis OS Selector at any time. If, however, you plan to run more than one operating system on your computer, or more than one version of the same operating system, then you can install Acronis OS Selector immediately.

What are the Acronis Disk Editor and Acronis Recovery Expert programs installed along with Acronis Disk Director Suite 10.0?

Formerly standalone programs, Acronis Disk Editor and Acronis Recovery Expert are now included into Acronis Disk Director Suite 10.0. Acronis Recovery Expert is an easy-to-use tool that automatically searches for lost and deleted partitions and restores them, if possible.

Acronis Disk Editor is a disk drive repair tool that allows you to perform advanced operations on your hard disk drive, such as restoration of boot records and hexadecimal editing

Who needs Acronis Disk Editor?

Acronis Disk Editor is an advanced hard disk editor. It is intended for experienced users familiar with information storage structure of hard disks. It can also be used for educational purposes to provide different views of data storage structures of hard disks.

On which operating systems will Acronis Disk Director Suite 10.0 run?

The program can be installed and run on the following operating systems:

- Windows 98
- Windows ME
- Windows NT 4.0
- Windows 2000
- Windows XP



After installing Acronis Disk Director Suite 10.0 in Windows, you can create bootable diskettes or a CD-R(W). You can work with hard disks containing any operating system by booting from the diskettes or disc you created.

What file systems does Acronis Disk Director Suite 10.0 support?

Acronis Disk Director Suite 10.0 supports all the most widely used file systems for PCs:

- FAT16/FAT32 (file allocation table) for DOS, OS/2 and Windows 95/98/Me/NT/2000/XP;
- NTFS (Windows NT file system) for Windows NT/2000/XP/2003;
- Ext2 which is a Linux file system for end-users' PCs;
- Ext3 which is the default file system used by Red Hat Linux;
- ReiserFS which is a more secure (with respect to data integrity) file system that is used on data servers;
- LinuxSwap which is used for Linux swap partitions.

Does Acronis Disk Director Suite 10.0 work in RAID environments?

Yes, Acronis Disk Director Suite 10.0 works with RAID. You can perform all available operations with partitions located on RAID disks without any special precautions.

Do I need to reboot my computer in order to perform an operation on my hard disk with Acronis Disk Director Suite 10.0?

Acronis Disk Director Suite 10.0 might require you to reboot your computer if the partition involved in the operation contains open files. In this case, Acronis Disk Director Suite 10.0 prompts you to reboot the computer after you commit the operation. Please note that the system partition (the partition the operating system files are stored on) always contains open files.

What happens after I reboot my computer for Acronis Disk Director Suite 10.0 to carry out an operation?

After you reboot, your computer boots into "native mode" with all the Windows drivers running, but with no applications other than Acronis Disk Director Suite 10.0. You can see the progress of the program work on the screen and, after the operation is complete, the computer is booted into Windows as usual.

Can Acronis Disk Director Suite 10.0 resize a partition that contains bad blocks?

We strongly recommend against resizing a partition that contains bad blocks, as this could lead to total data loss on this partition. Acronis Disk Director Suite 10.0 does not allow you to resize partitions with bad blocks. We recommend that you copy the partition to another hard disk and resize it there, where the data will be safe. This assumes, of course, that the second drive doesn't have any bad blocks.

Is Acronis Disk Director Suite 10.0 compatible with Norton GoBack?

Acronis Disk Director Suite 10.0 is compatible with Norton GoBack, but you will need to disable Norton GoBack first if you want to resize a partition (running Acronis Disk Director Suite 10.0 either in Windows or from bootable rescue media), because Norton GoBack prohibits other applications from changing the partition table. NOTE: When you disable Norton GoBack, you will lose all past history backups and will not be able to undo the changes.

Does Acronis Recovery Expert allow users to restore separate files or folders deleted by accident?

Acronis Recovery Expert works with hard disk partitions only and does not restore individual files or folders. Please note that the most effective way to protect your data is to back up your hard disk with Acronis True Image, which allows you to restore either the entire partition or individual files or folders once you created a backup.



What is a hard disk partition?

Creating separate sections on a disk is called partitioning. Partitions are analogous to separate physical disk drives and do not depend on each other.

To visualize a partition, think of a large cabinet. A cabinet with no drawers would have just one partition — everything would be stuffed into the same area. Now think about a cabinet with 3 drawers. You now can separate like items into different drawers. Now consider a disk drive. By creating separate "drawers" — or partitions — on the disk drive, you now can keep your operating system separate from your applications and data. In fact, each partition can contain its own operating system.

How many partitions can I have on my hard disk?

Physical hard disks can contain up to four primary partitions or up to three primary partitions and infinite logical partitions. The number of primary partitions on a disk is limited because the partition table located on the hard disk contains only four records. Extended partitioning supports additional divisions of the drive into logical partitions. The number of logical partitions on a disk drive is unlimited.

What is a primary partition?

A primary hard disk partition can contain the operating system, applications and user data (files). Only one primary partition can be set as active in a given PC session. Most operating systems can boot from a primary partition only. If you want to use several operating systems on the same physical computer, you have to create several primary partitions.

What is an extended partition?

An extended hard disk partition was developed as a way to avoid the four-primary-partitions limit. The extended partition is used only for creating the desired number of logical partitions. An extended partition does not contain any data itself.

What is a logical partition?

An extended partition can be divided into any number of logical partitions. Logical partitions are similar to primary partitions in that they also can contain operating systems, applications and user data.

What is an active partition?

An active partition is the default partition from which your system boots. It must contain an operating system. Please note that there may be only one primary partition on a hard disk and that only a primary partition can be set active. (If you are running Windows XP along with other operating systems on the same computer, Windows XP must be on the Primary, Active partition.)

What is a file system?

A file system is the way in which files are named and where they are placed logically for storage and retrieval on the disk drive. The process of creating a partition file system is called formatting. Each partition can have its own file system.

Does Acronis Disk Director Suite 10.0 allow you to change the type of a partition?

Yes, Acronis Disk Director Suite 10.0 allows you to change the type of a partition. You can make a partition primary or logical, as well as set it active.

Does Acronis Disk Director Suite 10.0 allow you to convert one file system to another?

Acronis Disk Director Suite 10.0 allows you to convert a FAT16 partition to FAT32 and backward and ext2 partition to ext3 and backwards. Future versions of Acronis Disk Director Suite will give you more options to convert other file systems. The future versions of Acronis Disk Director Suite 10.0 will allow you more options for you to convert file systems.



I want to resize a FAT partition, but when I select the "Resize" item from the menu, "File system: incorrect file size" error message appears and resize is not possible. What should I do?

Acronis OS Selector Disk Administrator allows you to manage partition's file system only if there are no errors in it. This error message means that your file system has file allocation errors. They should be corrected before launching resize partition tool. You can fix such errors with the help of CHECK DISK function (menu — disk-check) or CHKDSK and SCANDISK utilities of your system.

The Guide says that few operating systems update MBR during installation, but any Windows 98 completely removes the old MBR and replaces it with its own one. Does it happen only to me, or is it common on any computer where Windows is being installed?

When having Acronis OS Selector in most cases you will not have to pay attention to it since it adds a call to a special REINSTAL.COM program to the AUTOEXEC.BAT files, and it restores the MBR contents if it is overwritten (however, this feature doesn't work with Windows ME, where the AUTOEXEC.BAT file is not processed). You will not have to care about restoring MBR if you use the Windows Installation Wizard that is built into Acronis OS Selector to install Windows 98 / ME.

Several people use my computer. Can I somehow limit their access to software?

Yes, a quite flexible password system is built into . You can set separate passwords to the Boot Menu (this password is required every time the computer is booted) to each boot configuration. You can also set a special administration password (this one is required to start Setup or Disk Administrator).

Of course, this protection is not absolute, and it is better to use it along with other protection means that are built into operating systems.

I deleted the BOOTWIZ folder, and now every time I boot my computer I get an error message, and then Windows is booted. How can I get rid of this error message?

Of course, you should not have deleted Acronis OS Selector this way, since you could have lost all your operating systems. You can get rid of the error message by executing "FDISK /MBR" from any Windows 98 / ME or MS-DOS, or by re-writing the MBR code some other way.

I already have Acronis OS Selector, and I would like to install Linux on my computer. Where should I install the Linux loader: to MBR or to the boot sector of the partition? Maybe I do not have to install it at all?

Acronis OS Selector does not substitute the Linux loader, so it is better to install the Linux loader (usually GRUB or Lilo) to the boot sector of the partition to which you plan to install Linux itself.

Is it possible to use the Acronis OS Selector Boot Menu to boot not only from usual diskettes, but also from CD-ROM or ZIP diskettes?

You can boot both from usual diskettes and from ZIP diskettes from the Boot Menu. With the new version of Acronis Disk Director, version 10.0, you can also boot from CDs/DVDs. When you insert a bootable CD or DVD, the software will automatically detect the device and the device will be displayed as a boot option from the Boot Menu.

I have installed Linux on my computer, and now I am unable to get into the Acronis OS Selector Boot Menu (after reboot I get directly into Linux). How can this problem be solved?

Obviously, you have installed the Linux loader (GRUB or Lilo) into MBR, so the Acronis OS Selector MBR was erased. You must boot from the Acronis OS Selector bootable media and select the "Activate" option.



A large hard disk is plugged in my computer, so I have to use the Maxtor MaxBlast utility to access more than 8 gigabytes. This program is installed in MBR. Will it work with Acronis OS Selector?

Acronis OS Selector is fully compatible with drive overlay programs such as MaxBlast, DM6 DDO or EZ-Drive. Of course Acronis OS Selector should be installed on a hard disk after such program is installed and loaded into memory.

I use Roxio GoBack and have problems with Acronis OS Selector.

The problem is that Roxio GoBack is installed into MBR, where boot managers usually reside. GoBack also changes existing partitions type (FAT16, FAT32, NTFS, etc.) into its own format, making them incompatible with existing partitioning software while GoBack is active. In order to avoid conflicts with Roxio GoBack you should install Acronis OS Selector only from Windows.

Why automatic hard disk utilities are not enough?

In many cases automatic utilities are not enough, and even cannot be used. For example, in case of damage of important hard disk areas by boot viruses or viruses that damage hard disks sectorwise. Such damages often result in impossibility of personal computer booting up. Acronis Disk Editor may become the only way out of this situation with its independent mode of booting from a diskette or CD-ROM. To simplify the task of restoration we recommend you always have backup copies of important hard disk areas that you can also create with Acronis Disk Editor 6.0 at hand.

What is the main advantage of Acronis Disk Editor?

The main advantage of Acronis Disk Editor is the opportunity to resolve issues than cannot be resolved by automatic utilities. Additional advantages of our product include the following:

- Ability to work in both universal hexadecimal mode of data representation, and in special modes for editing Partition tables, FAT 16/32 and NTFS boot sectors, and folders. Special operating modes are provided for many disk data storage structures.
- Simple navigation.

Under what operating systems does Acronis Disk Editor work?

The answer to this question should be divided into two parts.

1. Installation program can be run under Windows from the compact disc. Having run it you can choose either to load Acronis Disk Editor directly from the compact disc, or to create a bootable diskette for it.
2. If you create a bootable diskette, Acronis Disk Editor will not require any operating system to run.

Disks of what capacity does Acronis Disk Editor support?

In the mode of operating from Windows OS Acronis Disk Editor works with disks supported by your version of Windows. In case of independent work from a bootable diskette or CD-ROM Acronis Disk Editor will work correctly with disks of any capacity supported by your computer's BIOS.

Does Acronis Disk Editor work with Windows XP operating system?

Yes, Acronis Disk Editor is fully compatible with Windows XP.

Is it possible to unintentionally spoil data on a hard disk during training to work with Acronis Disk Editor?

The developers tried to do their best to reduce probability of accidental hard disk data damages. Safety of work with Acronis Disk Editor is provided by committing all changes of hard disk sectors contents in computer memory first. It is only when a user saves changes to the hard disk that changes are permanent.