

# PowerQuest® PartitionMagic® 8.0

*Includes PowerQuest® BootMagic® and PowerQuest® DataKeeper™*

## Quick Start Guide

# **PowerQuest® PartitionMagic® 8.0**

## **Quick Start Guide**

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# Getting Started

*This chapter includes the following information:*

- What is PartitionMagic?
- PartitionMagic System Requirements
- Installing PartitionMagic
- Before Running PartitionMagic
- Running PartitionMagic

## What is PartitionMagic?

With PowerQuest® PartitionMagic®, you can quickly and easily create partitions on your hard disks for storing valuable information such as data files, applications, and operating systems. Storing information in separate partitions helps you organize and protect your data and reclaim wasted disk space.

In addition to creating new partitions with PartitionMagic, you can resize, move, copy, label, or convert existing partitions from one file system to another—all without destroying your data. You can also use PartitionMagic to view comprehensive information about your hard disk geometry.

PartitionMagic enables you to secure your data by physically separating it from your operating system files. Separate partitions also make backups easy. You can use PartitionMagic to save your data to a separate partition, then back up the data files with PowerQuest® DataKeeper™, which is included with PartitionMagic 8.0.

PartitionMagic helps you reliably run multiple operating systems on the same computer. PartitionMagic includes a wizard to help you install another operating system, and PowerQuest® BootMagic® (included with PartitionMagic) is a powerful boot manager that lets you choose which operating system you want to use when starting your computer.

Because of limitations with the FAT file system, as much as 40 percent of your hard disk space can be wasted. PartitionMagic reclaims wasted space quickly and safely by using more efficient partition sizes.

PartitionMagic lets you experiment with partitions and see how changes would affect your system before you actually apply the changes.

## PartitionMagic System Requirements

PartitionMagic for Windows requires a minimum of 70 MB of hard disk space, a CD drive (any speed), a 3.5-inch floppy drive, VGA or higher resolution monitor with a screen area of at least 800 x 600 pixels, and processor and memory requirements as shown below.

<b>Operating System</b>	<b>Minimum RAM</b>	<b>Minimum Processor</b>
Windows 95b through Windows 98 SE	32 MB	Pentium/150 MHz or compatible
Windows Me	32 MB	Pentium/150 MHz or compatible
Windows NT 4.0 Workstation with SP6a applied	32 MB*	Pentium/150 MHz or compatible
Windows 2000 Professional	64 MB*	Pentium/150 MHz or compatible
Windows XP	128 MB*	Pentium/233 MHz or compatible

\* Resizing NTFS clusters on partitions over 120 GB in size requires 256 MB RAM.

PartitionMagic supports hardware RAID level 0 (disk striping) and RAID level 5 (striping with parity).

PartitionMagic supports external USB, USB2, and FireWire (1394) hard drives under Windows. Operations that are executed in boot mode are not supported on these devices. See “USB, USB2, and FireWire Support” on page 9.



The rescue disk version of PartitionMagic requires a Pentium/150 MHz processor (or faster), a 3.5-inch floppy drive, 8 MB of RAM (16 MB for NTFS partitions; 32 MB recommended for FAT32 partitions; some very large partitions may require up to 256 MB). Microsoft recommends 128 MB RAM for Windows 2000 and Windows XP systems, although the product can run on systems with 64 MB RAM.

## Installing PartitionMagic

You must have administrative privileges to install PartitionMagic on a Windows NT, Windows 2000, or Windows XP system.

Installing PartitionMagic 8.0 will not overwrite a previous version, and it will not affect your existing partitions in any way. PartitionMagic 8.0 installs into its own directory by default.

**IMPORTANT!** PartitionMagic must be installed on a local drive, not on a network drive.

- 1** Insert the PartitionMagic CD into your CD drive.
- 2** If the installation program does not start automatically, click **Start > Run** on the Windows taskbar. Then type *drive*: \AUTORUN, where *drive* is the drive letter of your CD drive.
- 3** Click **PartitionMagic > Install**, and follow the on-screen installation instructions.  
There is sometimes a delay after you click **Install**. If you click it twice, you will start two instances of the installation and will have to cancel the second one.
- 4** After installation is complete, click **Back > Exit** to close the setup screen.

Dynamic disks (disks you can create with the Windows 2000 or Windows XP Disk Management tool) are not supported. You cannot install PartitionMagic on a dynamic disk.

### Creating Rescue Diskettes

You can run a DOS version of PartitionMagic or the BootMagic configuration program from the PartitionMagic CD if your computer has the ability to boot from a CD. If your computer cannot boot from a CD, PowerQuest recommends that you create rescue diskettes at the end of the PartitionMagic installation. If you do not create rescue disks during the product installation, you can create them later by running the installation program from the PartitionMagic CD.

If your hard disk becomes unbootable or you do not have access to Windows, you can boot your computer and run PartitionMagic from the rescue diskettes. The first is a DOS boot diskette. The second includes a DOS version of the PartitionMagic program. (For double-byte languages, a third rescue disk includes fonts.)

## Before Running PartitionMagic

- Close all other applications, including low-level disk utilities (such as virus detection software, defragmenting software like Diskeeper®, or backup software like GoBack®).
- You should back up your hard disk before using PartitionMagic. While PartitionMagic has been thoroughly tested and is reliable, other factors, (such as power failures, operating system bugs, and hardware defects), can put your data at risk. Before using *any* utility that makes extensive changes to your hard disk, you should back up your data.
- Run a file check before running PartitionMagic. Doing so can help you avoid problems.

## Running PartitionMagic

**IMPORTANT!** PartitionMagic must be run from a local, uncompressed drive. You cannot run PartitionMagic from a network drive.

You can run a DOS version of PartitionMagic from the PartitionMagic CD if your computer has the ability to boot from a CD.

<b>To run from:</b>	<b>Do this:</b>
Windows Start menu	Click <b>Start &gt; Programs &gt; PowerQuest PartitionMagic 8.0 &gt; PartitionMagic 8.0</b> .
Windows Explorer	From Windows, click <b>Start &gt; Programs &gt; Windows Explorer</b> . Then right-click any drive object, and click <b>PartitionMagic 8.0</b> .

For information about running PartitionMagic from the rescue disks, see “Running PartitionMagic from Rescue Disks” in Chapter 1 of the electronic PartitionMagic user guide. (Click **Help > User Guide** to display the user guide.)

## PartitionMagic Basics

*This chapter includes the following information:*

- PartitionMagic Main Window
- Rescue Disk Main Window
- Process Overview
- Selecting a Hard Disk and Partition
- Selecting an Operation
- Undoing an Operation
- Viewing Pending Operations
- Applying Changes to Your System

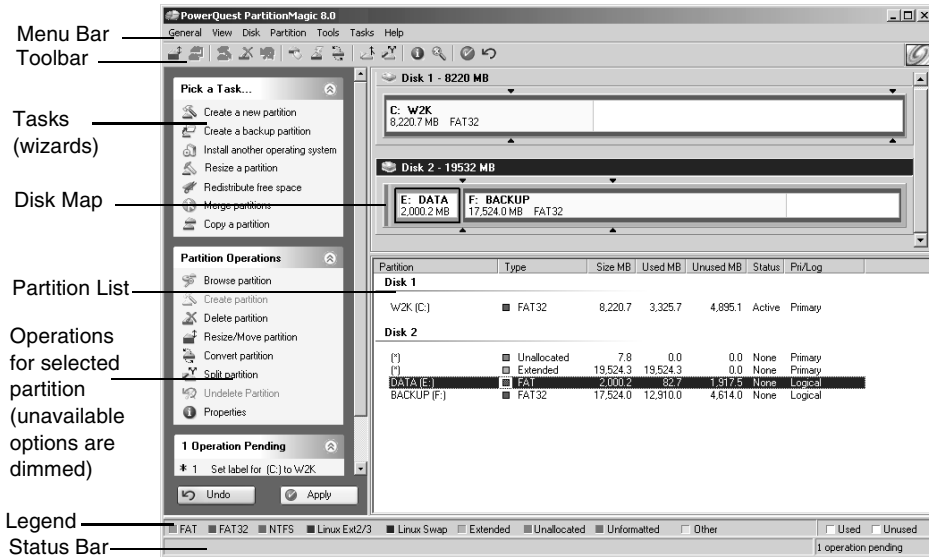
### PartitionMagic Main Window

The main window includes an action panel with shortcuts for common tasks and an overview of pending operations, a map of each disk, and a list of the partitions on the selected disk.

The menu bar and a toolbar appear at the top of the window. The menu bar gives you access to all of PartitionMagic's features. The toolbar gives you quick access to commonly used options. When the pointer is over a toolbar, the status bar shows what the button does.

You can customize the main screen by clicking commands on the **View** menu.

Note that the main screen is different if you run PartitionMagic from the rescue disks. See “Rescue Disk Main Window” on page 7.



## Disk Map

The disk map shows the partitions approximately to scale and also shows unallocated space (space not assigned to any partition). You can also display hard disks to scale by clicking **View > Scale Disk Map**. Each partition is represented by a different color according to the file system it uses. If the selected hard disk contains logical partitions, the logical partitions are shown within an extended partition.

Each partition is color-coded to show the file system it uses and the used and unused space within the partition. A legend is displayed just above the status bar located at the bottom of the PartitionMagic window. You can use the Legend to help you understand the different colors used in the disk map and partition list.

There are triangle indicators to mark the 2 GB boot boundary and the 1024 cylinder limit. The boundary markers can help you as you create, move, or resize partitions, so you will not make primary partitions unbootable by accident. For additional information about the boot boundaries, refer to “Understanding the BIOS 1024 Cylinder Limit” or “Understanding the 2 GB Boot Code Boundary” in the PartitionMagic online help located under Getting Started > Partitioning Basics.

## **Partition List**

The partition list displays the following information about each partition: drive letter, volume label, file system type, size, amount of used and unused space in megabytes, status, and whether the partition is a primary or logical partition. If the partition does not have a volume label, “Local Disk” displays next to the drive letter.

An asterisk (\*) appears in place of a drive letter for:

- Hidden partitions
- Extended partitions
- Partitions with file systems not supported by the active operating system
- Unallocated space (space not currently assigned to any partition)

A partition’s status can be:

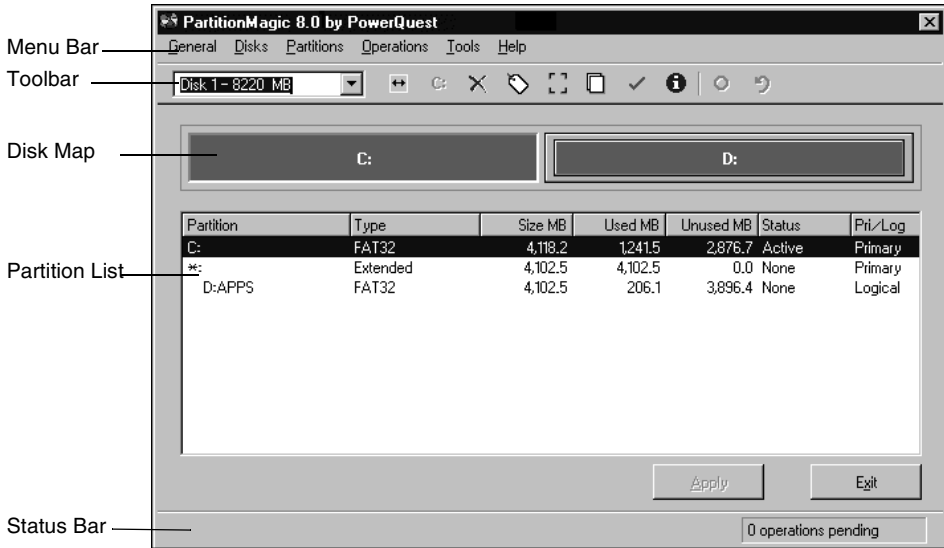
- **Active:** The partition the computer boots from.
- **Hidden:** Partitions that do not have a drive letter. Partitions can be hidden by the operating system (which may hide all primary partitions except the active one), or you can hide partitions with PartitionMagic. Under Windows 2000/XP Professional, hidden partitions are permitted to have a drive letter.
- **None:** Partitions that are not active or hidden.

## **Rescue Disk Main Window**

The main screen appears different when you run from rescue disks than it does when you run PartitionMagic from Windows.

- **Menu bar** — gives you access to all of PartitionMagic’s features. Be aware that the operations available from the **Partition** menu when you run PartitionMagic under Windows are available under the **Operations** menu when you run from the rescue disks.
- **Toolbar** — gives you quick access to commonly used options and allows you to select the disk you want to operate on.
- **Partition information** — provides both a visual and text description of the partitions on the disk.

- **Status bar** — shows you how many operations are pending; also includes a brief description of the currently selected option.



## Process Overview

To complete a task, follow this general process:

- 1 Select a hard disk and partition.

The steps for selecting a hard disk and partition are included on page 9. **You must follow these steps before you can perform any operation within PartitionMagic.**

- 2 Select an operation, and enter details about the changes you want to perform.
- 3 Apply changes to your system. See “Applying Changes to Your System” on page 11.

## Selecting a Hard Disk and Partition

You can select a partition without first selecting a hard disk. To select a partition, click it in the disk map or partition list on the main screen.

To select a hard disk, click the title bar on the disk map, or click the disk in the partition list. There are two operations that can be performed on a hard disk: delete all the partitions or display information about the hard disk. When you select a hard disk, its partitions display in the partition list in the main window.

PartitionMagic does not support volume sets, stripe sets, stripe sets with parity, or partitions located on disk mirror/duplex sets configured using Windows NT Disk Administrator. Under Windows 2000/XP, PartitionMagic supports standard partitions located on basic disk sets only.

### **USB, USB2, and FireWire Support**

PartitionMagic supports external USB, USB2, and FireWire (1394) hard drives under Windows. Operations that are executed in boot mode are not supported on these devices.

You can see if an operation will be performed in boot mode by clicking **View ► Operations Pending**. If an operation displays with an asterisk (\*), it will not work on a USB, USB2, or FireWire drive. If *any* of the queued operations displays with an asterisk, *all* of the queued operations will be applied in boot mode.

You may increase the chances of an operation's being applied under Windows by closing all applications other than PartitionMagic and only working on operations on that drive (as opposed to the USB or FireWire drive *and* drive C:, for example).

### **Removable Media Support**

PartitionMagic is not designed to work on removable media. PowerQuest technical support does not guarantee they will be able to resolve problems you encounter when partitioning removable media.

### **Dynamic Disks**

Windows 2000 and Windows XP use basic disks and dynamic disks. You cannot perform PartitionMagic operations on dynamic disks.

## Selecting an Operation

After you have selected a disk or a partition, you can select an operation using the action panel, toolbar, context menu, or menu bar. If an operation cannot be performed on the selected partition, the item appears dimmed on the menu and in the action panel.

- Click one of the operations on the action panel or the toolbar.  
When you place the pointer on a toolbar button, a pop-up window displays the button's function.
- In the disk map or partition list, right-click the partition you want to change, then click the desired operation from the context menu.
- On the menu bar, click **Partition**, then choose the desired operation. (If you are running PartitionMagic from the rescue disks, click **Operations** on the menu bar, then choose the desired operation.)

You can use PartitionMagic to create, resize, move, copy, and label partitions—and more. For more information about the operations on the **Partition** menu, see the online help or *Chapters 3, 4, and 5* of the PartitionMagic user guide.

You can perform some operations using wizards. Wizards combine several operations into one easy process and do some of the thinking for you. Wizards are listed under **Pick a Task** in the action panel on the left side of the PartitionMagic main screen and on the **Tasks** menu. For more information about wizards, see the online help or *Chapter 6* of the PartitionMagic user guide.

## Undoing an Operation

To undo or reverse the last operation performed, click **General > Undo Last Change** on the menu bar, press <Ctrl+Z>, or click **Undo** at the bottom of the action panel.

If you have performed an operation using a wizard, Undo Last Change will undo all the changes made by the wizard.

To discard all the pending operations, click **General > Discard all Changes**, or press <Ctrl+D>.

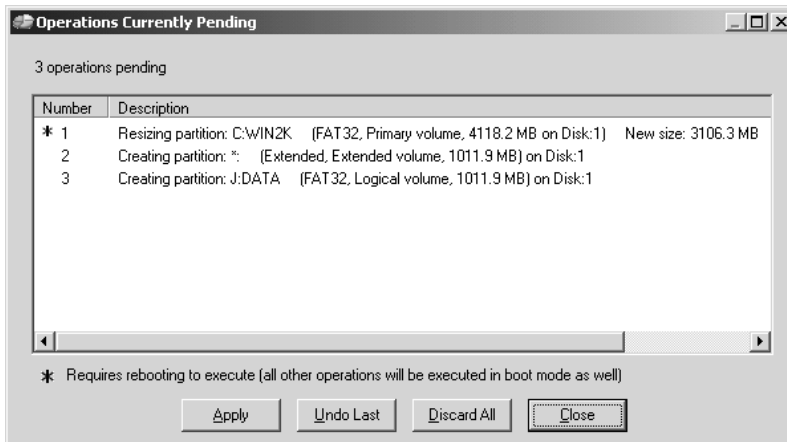


## Viewing Pending Operations

PartitionMagic queues operations until you apply them. You can view the operations that are pending at any time at the bottom of the action panel, or you can display a more detailed view.

### 1 Click **View > Operations Pending**.

The **Operations Currently Pending** dialog appears.



If an asterisk displays to the left of an operation, the operation will be applied in boot mode rather than in Windows. If **any** operation in the list appears with an asterisk, **all** of the operations will be applied in boot mode.

From the list of pending operations, you can choose to undo the last change, discard all changes, apply all changes, or close the window.

If you are running PartitionMagic from the rescue disks, you cannot modify pending operations from this window.

## Applying Changes to Your System

As you complete tasks using the **Partition** menu (or the **Operations** menu if running from the rescue disks), the disk map and partition list reflect the changes you have made. However, no changes physically take place on your system until you apply them.

You can perform several operations and then apply all the changes at once.

To apply changes to your system, click **General > Apply Changes**, or click **Apply** in the action panel.

To discard the changes and start over, click **General > Discard All Changes**. With the exception of being able to undelete some partitions, you cannot discard or undo changes after you have applied them.

### ***Applying Changes in Windows vs. Boot Mode***

When you apply changes, PartitionMagic evaluates your system to see if changes are being made to partitions where there are open files (such as when you modify the C: drive while running Windows). If there are no open files, the changes will be applied while Windows is running. If there are open files, PartitionMagic must go into boot mode to apply the changes. When prompted, click **OK** to go into boot mode. You do not need to have DOS installed on your system to apply changes in boot mode.

# Applications Included with PartitionMagic

*This chapter includes the following information:*

- PowerQuest BootMagic
- PowerQuest DataKeeper

## PowerQuest BootMagic

PowerQuest® BootMagic® is a powerful disk-management tool that helps you run multiple operating systems on a single PC. Each time you start or restart your computer, BootMagic presents a list of operating systems you can boot to. The configuration program lets you quickly select the operating systems you want to appear in the **BootMagic Menu** and lets you set various boot-time options such as a default OS and a startup delay.

With BootMagic, you can easily switch between operating systems, using whichever OS best suits your immediate needs. You can even try out a new OS risk-free, knowing that your old OS is there, readily accessible when you need it.

## ***BootMagic System Requirements***

The following table lists the minimum and recommended system requirements for installing and using BootMagic.

<b>Hardware/Software</b>	<b>Requirement</b>
<b>Processor</b>	Pentium
<b>RAM</b>	32 MB for Windows 9x, Me; 128 MB for Windows NT 4.0, Windows 2000, or Windows XP
<b>Hard-disk free space</b>	10 MB
<b>CD-ROM drive</b>	Any speed
<b>3.5-inch diskette drive</b>	3.5-inch diskette drive
<b>Operating system</b>	Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP
<b>Monitor</b>	SVGA
<b>Pointing Device</b>	Microsoft-compatible mouse

## ***Installing BootMagic***

You can install BootMagic from Windows 95, Windows 98, Windows Me, Windows NT 4.0, Windows 2000 Professional, and Windows XP.

- 1** Insert the PartitionMagic CD in your CD drive.
- 2** Click **BootMagic** from the PartitionMagic setup screen, then click **Install** to launch the BootMagic installation program.
- 3** Follow the on-screen instructions to install BootMagic.

**IMPORTANT!** BootMagic can be installed to any FAT or FAT32 partition (primary or logical). If your system only has NTFS partitions, see “Installing BootMagic on an NTFS System” in the PartitionMagic user guide.

- 4** After installation is complete, click **Back > Exit** to close the setup screen.

After installation, BootMagic sorts through your system's hard disks, looking at the partition tables and gathering information about each currently installed operating system. BootMagic then automatically runs the configuration program, adding every detected OS to the **BootMagic Menu**.

At this point, it may be necessary for you to edit the items that appear in the menu list. While BootMagic reliably detects most operating systems, it may also detect some non-OS partitions. For example, if you have a primary NTFS data partition (that is, a partition which contains only data, no OS) on the first disk, BootMagic may detect it as Windows NT. Likewise, a primary FAT or FAT32 data partition may be detected as MS-DOS or Windows 95/98. Because data partitions cannot be booted, you should remove them from the menu list. You can also choose to add or remove other OS selections, modify OS names and icons for easier identification, add passwords, set a new startup delay, or select a different default OS.

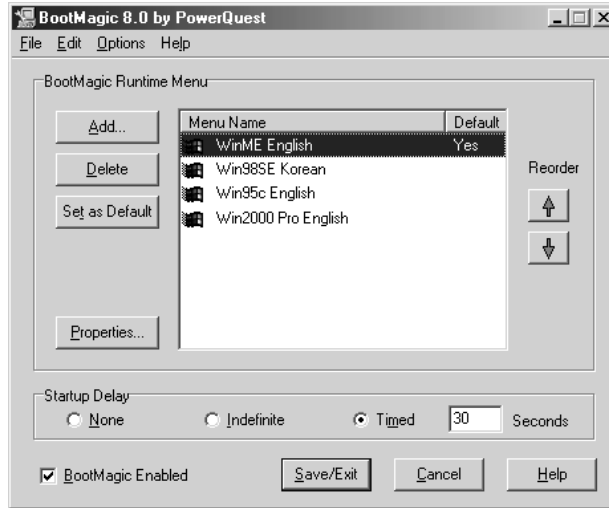
### **Configuring BootMagic**

BootMagic's configuration program consists of two versions: one for DOS and one for Windows. Both versions have similar interfaces and offer the same functionality.

BootMagic's configuration program may be manually launched by any of the following:

- In Windows, select **Start > Programs > PowerQuest BootMagic 8.0 > BootMagic Configuration**.
- In DOS, run `drive:\BTMAGIC.PQ\CONFIG.BAT`.
- On the PartitionMagic main screen, click **Tools > BootMagic Configuration**.
- You can run a DOS version of the BootMagic configuration program from the PartitionMagic CD if your computer has the ability to boot from a CD.

When you run the configuration program, the BootMagic main window appears.



From this window, you can set a password for the configuration program, the BootMagic Menu, or specific menu items; add or remove an OS to the BootMagic Menu; modify an operating system's BootMagic properties; set your default operating system; set the startup delay; or disable BootMagic. Each of these options are briefly covered in this chapter. You can also change the background bitmap. For further information about configuring BootMagic, see the BootMagic online help.

### ***Disabling BootMagic***

Disabling BootMagic does not destroy any of your configuration settings. All of the current settings are saved until BootMagic is re-enabled.

- 1** Unmark the **BootMagic Enabled** check box in the BootMagic main window.

The configuration options become unavailable, and BootMagic remains disabled until the box is re-checked.

- 2** Click **Save/Exit** to save your changes and exit the configuration program.

## PowerQuest DataKeeper

PowerQuest® DataKeeper™ provides an easy way for you to perform secure, automated backups of all your important data. You can back up to your local hard disk, a second partition that has an assigned file system (such as FAT32) and drive letter, a network drive, or removable media such as LS-120, Jaz, or Zip drives. You can use DataKeeper to:

- Back up combinations of files and folders on your computer with options such as password protection and file compression.
- Restore a single file (even from a compressed backup), a most recent version of a file, or an older version of a file.

### **PowerQuest DataKeeper System Requirements**

Before you install DataKeeper, you should ensure your computer meets the minimum system requirements.

<b>Operating system</b>	<ul style="list-style-type: none"><li>• Windows XP Home Edition and Professional</li><li>• Windows 2000 Professional</li><li>• Windows NT 4.0 Workstation (through Service Pack 6)</li><li>• Windows Me</li><li>• Windows 98</li><li>• Windows 95b (or later)</li></ul>
<b>Hard-disk space</b>	4 MB
<b>File Systems</b>	FAT, FAT32, or NTFS
<b>Monitor</b>	VGA or higher resolution

### **Installing and Configuring DataKeeper**

The installation of DataKeeper involves two processes:

- **Install DataKeeper.** If you are running Windows NT, 2000, or Windows XP, you must have administrator privileges to install DataKeeper.
- **Configure the backup locations.** Following installation, when you run DataKeeper for the first time, you will need to specify the primary and substitute backup locations. If there are multiple users sharing a single computer (usually under Windows NT, 2000, or XP), each user must run DataKeeper and set up their own primary and backup locations.

It is recommended that you use the program's defaults to simplify the installation and to make file restoration easy and quick.

- 1 Insert the PartitionMagic CD into the CD drive.
- 2 Click **DataKeeper** in the installation browser, then follow the on-screen instructions to install the program.

If the installation browser does not appear, click **Start > Run**, then type `D:\AUTORUN` in the **Open** text box (where `D:\` is the CD drive).

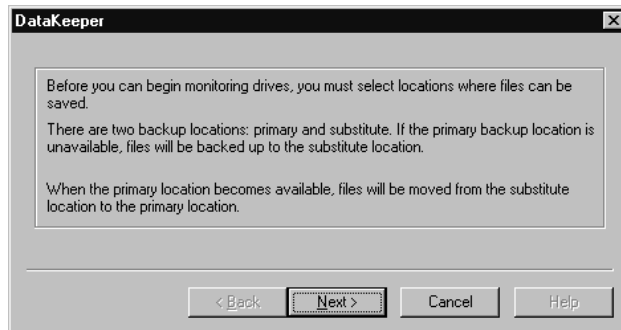
- 3 When the setup is complete, deselect **Yes, I want to launch DataKeeper**, then click **Finish**.

If you are a system administrator, you are finished installing the program; each user must now configure the primary and backup locations for their monitored files.

### Configuring the Backup Location

The first time you start DataKeeper, you will be prompted to specify a primary and substitute backup location for your monitored files. If you click Cancel anytime before you complete the backup configuration, you will exit DataKeeper.

- 1 Click **Start > Programs > PowerQuest DataKeeper 5.0 > PowerQuest DataKeeper**.



- 2 Click **Next**.
- 3 Type the full path to the primary backup location in the text box, then click **Next**. The primary location can be a fixed local hard disk, a network disk, or removable media such as LS120, JAZ, or Zip drives.
- 4 If the primary backup location you typed in step 3 is a fixed local hard disk, skip to step 5 below; you do not need to specify a substitute backup location.



- 5 Otherwise, type the path to the substitute backup location in the text box, then click **Next**. The substitute location must be a fixed local hard disk on your machine. If the primary backup location is unavailable, your files will be stored in this substitute backup location.
- 6 Click **Finish**.
- 7 It is recommended that you create an initial backup of your files. To do so, click **Back up now**.
- 8 You can now select to back up all files that meet the specified backup criteria (the default choice), or you can limit the backup to files that have been created or modified since the last backup or a specific date and time.
- 9 Click **OK** to begin the backup.

## Monitoring Your System

DataKeeper is set up, by default, to monitor changes to all fixed drives on your system and to automatically create a backup of any file that you save to your hard disk. The program file directories, the directories specified by the environment variables Temp and Tmp, and your primary backup location, are excluded from the automatic backup to minimize backup time and system impact. If you want to back up these and other types of files, see the online help or “Creating Custom Backups” in the PartitionMagic user guide.

After you have created an initial backup (as described in “Configuring the Backup Location” on page 18), click **Start Monitoring** on the **Backup** tab to have DataKeeper run in the background and automatically back up files that are changed.

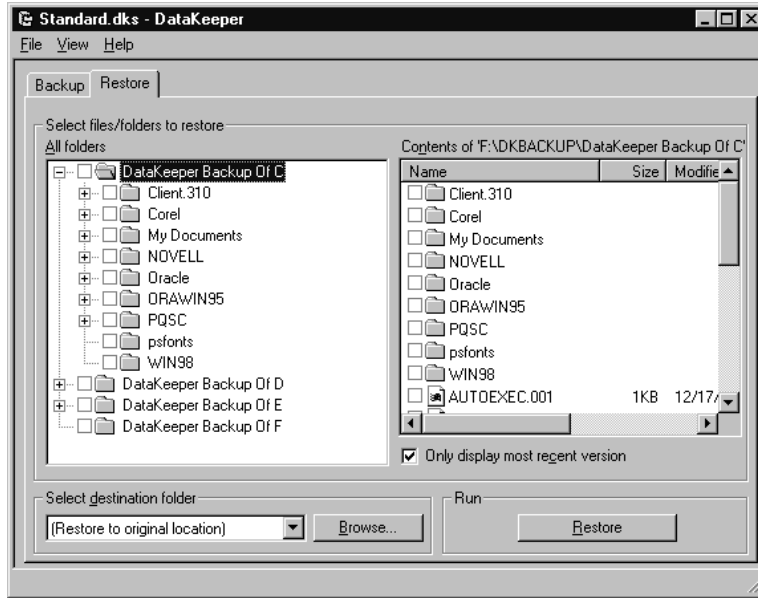
Monitoring, or automatic backup, remains in effect on your system as long as DataKeeper is running, or until you click **Stop Monitoring** from the **Backup** tab.

DataKeeper does not monitor changes made in DOS.

## Restoring Backups

You can restore backed up individual or multiple files or folders in one simple operation.

- 1 From DataKeeper, click the **Restore** tab.



- 2 Select the files, folders, and drives you want to restore.
- 3 Select **Only display most recent version** to list only the most recent backed up version of each file. Deselect the option to see all file versions. You can only restore those items that you have backed up using DataKeeper.
- 4 Select the destination folder or drive from the drop-down list, or click **Browse** to select the destination folder you want.  
  
If you do not specify a destination folder, the items will be restored to their original locations.
- 5 Click **Restore** to begin file restoration.

## Additional Information

*This chapter includes the following information:*

- Where Can I Get More Information?
- Electronic User Guide
- Online Help
- PowerQuest Technical Support

### Where Can I Get More Information?

PartitionMagic, BootMagic, and DataKeeper are fully documented. If you need information beyond what this quick start guide includes, please refer to the electronic user guide or the online help for the product.

The PowerQuest Technical Support web site, [www.powerquest.com/support](http://www.powerquest.com/support), also includes information about PowerQuest products.

### Electronic User Guide

In addition to this quick start guide, there is a full user guide for PowerQuest PartitionMagic available in PDF format in the /English/Docs folder on the PartitionMagic CD. The filename is PM8.PDF. If you performed a standard installation of PartitionMagic, you can also access the user guide by clicking **Help > User Guide**.

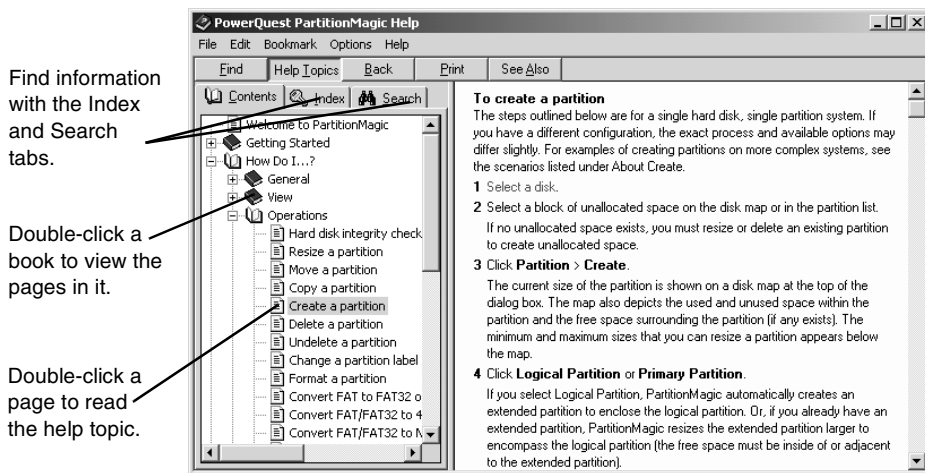
PowerQuest recommends that you use Adobe® Acrobat® version 4.0 or later for best viewing quality. (With earlier versions of Acrobat, an error message will display briefly and screenshots will appear as black boxes.) You can download the current version of Acrobat for free from the Adobe web site, [www.adobe.com](http://www.adobe.com).

In the PDF version of the user guide, you can click cross-references (including page numbers in the table of contents and index) to jump to the relevant material. You can also click references to web sites to start your browser and go to the web site. The hand pointer in Acrobat changes to a pointing finger when it is located over text that is linked to other material.

## Online Help

Online help provides in-depth information on features as well as step-by-step instructions for specific tasks. To access online help for PartitionMagic, BootMagic, or DataKeeper, click **Help > Contents** on the menu bar in the main window.

Online help is organized into books and pages.



Each book focuses on a different aspect of the software, so you can quickly locate the information you need. When you double-click a topic, the information displays in the right window.

You can click the key tab to search for a topic using keywords.

## **PowerQuest Technical Support**

PowerQuest offers a variety of technical support solutions. You can choose the level of technical support that best fits your needs.

When you encounter a problem, you can often find solutions by consulting the product's online help, the quick start guide, the README file, or PowerQuest's technical support web site ([www.powerquest.com/support](http://www.powerquest.com/support)) or by applying the most recent patch or upgrade of the software ([www.powerquest.com/updates](http://www.powerquest.com/updates)).

You must furnish your product license (serial) number when you contact PowerQuest for technical support.

To better assist you in resolving problems, PowerQuest technical support engineers may request information from the PARTINFO utility program. See "Generating Diagnostic Reports with PARTINFO" in the online help or the PDF user guide.

Technical support for PowerQuest products is available beginning with the release of the product and ending six months after the release of the next major version of the product or after PowerQuest discontinues the product line.

### **Complimentary Technical Support**

PowerQuest's complimentary technical support consists of self-help support tools that are available at [www.powerquest.com/support](http://www.powerquest.com/support) (in English only).

- An easy-to-use, powerful knowledge base that helps you find answers to the most frequently asked product questions, as well as "how-to" procedures and technical information about all PowerQuest products.
- Dozens of easy-to-use video clips that step you through product features.
- Product updates and patches for the most recent versions of PowerQuest products.

- An automated e-mail form you can fill out to request written assistance from a PowerQuest technician. (Requests for e-mail support in North America are processed 8:00 am to 5:00 pm MST, Monday through Friday.) To obtain e-mail technical support for specific technical questions, fill out the form at the web site specified below.

<b>Language</b>	<b>Location of E-mail Support Form</b>
English	<a href="http://www.powerquest.com/support/emsupport.cfm">www.powerquest.com/support/emsupport.cfm</a>
French	<a href="http://www.powerquest.com/support/emsupport.cfm?language=FR">www.powerquest.com/support/emsupport.cfm?language=FR</a>
German	<a href="http://www.powerquest.com/support/emsupport.cfm?language=DE">www.powerquest.com/support/emsupport.cfm?language=DE</a>

### ***Fee-Based Support***

PowerQuest's fee-based technical support program consists of live telephone support during regular business hours (8:00 a.m. to 5:00 p.m. MST, Monday through Friday).

Step-by-step consultations on product features and functionality fall under the fee-based support program.

<b>Language</b>	<b>Location</b>	<b>Telephone Number and Fee</b>
English	U.S.A.	800-757-5049 at \$30.00 USD per incident, charged to a credit card  900-328-8324 at \$2.95 USD per minute, charged to your phone bill (first two minutes are free)
English	U.K.	+44 (0)20 7341 5517 at \$30.00 USD or €34.50 (Euros) per incident, charged to a credit card
French	France	+33 (0)1 69 32 49 30 at \$30.00 USD or €34.50 (Euros) per incident, charged to a credit card
German	Germany	+49 (0)69 66 568 516 at \$30.00 USD or €34.50 (Euros) per incident, charged to a credit card

### ***Fee-Based After-Hours Support***

PowerQuest offers fee-based after-hours support by telephone only. After-hours support is designed for anyone who requires support outside of regular business hours (8:00 a.m. to 5:00 p.m. MST, Monday through Friday). The price is \$95.00 USD per incident.

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