



File & Hard Disk Recovery

Restoring lost or corrupted files:

1. Identify the name of the file or directory to be restored

Example: c:\documents and settings\user\My Documents\letter.doc

Note: The directory path is not necessary, but will speed up the process.

2. Contact Tera Services
3. Identify yourself to the Tera Services technician.
4. Provide the name of the computer to the Tera Services technician.
5. Give the name of the file(s) and/or directory(s) to the Tera Services technician .
6. The files can be restored to their original location, or they can be restored to a temporary directory where they can be accessed. The temporary directory is normally c:\tmp.
7. The restore normally starts within 5 minutes. The amount of time needed to complete the restore varies according to the volume of data.

Restoring a failed hard drive

1. Replace the failed hard drive
2. Partition and Format the new hard drive.
 - a. Make sure that the drive letter assigned to the new drive is the same as it was for the old drive
3. Locate the Tera Services Recovery Disk for the computer.
 - a. You can only use the Recovery Disk that was created for the specific computer.
4. Contact Tera Services
5. Identify yourself to the Tera Services technician.
6. Provide the name of the computer to the Tera Services technician.
7. The Tera Services technician will instruct you to load the Recovery Disk.
8. The recovery disk will boot and connect the computer to the backup system.
9. You will then be asked to execute a number of menu options off of the recovery disk.
10. You may be asked to select a Remote Control option that will allow the Tera Services technician to remote control the computer.
11. The Tera Services technician will execute the restore command and begin the restoration of the hard drive.
12. When the restore completes the computer can be rebooted as normal.
 - a. Note that Windows may detect missing cache/temp and disk allocation files and may request that you reboot the computer up to 3 times in succession.