



KEYGOLD RECOVERY

User's Manual

KEYGOLD
SECURE

Contents

Keygold Recovery End-User License Agreement (EULA).....	3
Getting started	6
Welcome to Keygold Recovery.....	6
How does Keygold work?	6
Setting Up.....	7
Running Keygold Recovery	8
The start-up process.....	8
The Welcome Screen	9
Selecting Devices from which to Retrieve Data	9
Generating the file list.....	10
File Categories.....	10
Recovering Files.....	13
Finding your files on the USB Key.....	13
Finding Your Files after Recovery	13
Possible Issues.....	14
Appendix 1 – Changing your BIOS	15

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Getting started

Welcome to Keygold Recovery.

This is a powerful program that will help you when your computer crashes due to viruses, spyware, malware or faulty software. Keygold Recovery boots from a USB key and will enable you to recover files from a broken computer and save them on a USB key. It is the only data recovery product anywhere that includes Smart File Finding. It's easy to use, and network independent. Even if your installed operating system, such as Windows XP or Vista, can no longer start up properly, Keygold can still run.

How does Keygold work?

Keygold runs its own operating system which bypasses Windows to get you your files. The Smart File Finder locates your most important files and recovers them with higher priority over less important files. The Smart File Finder allows you to save space and time by recovering only the files most important to you. It has default settings that we have programmed in based on what most people need to recovery first. It is also easy to customize for the files that you know you need, that are special to you or your settings.

Keygold depends on a small set of components:

- USB-boot capability or a functioning CD drive.
- A hard drive containing your files. Even if the operating system, like Windows, is not functioning, your hard drive and all your files are probably fine – they are just trapped.
- A video card which can operate in basic text mode. Keygold is a very small program that treads lightly on a failing computer's hardware, so even if your video card isn't working well, Keygold can often continue to operate without trouble.
- A keyboard – you will need your TAB, ENTER, and PAGE UP/DOWN buttons.

Setting Up

Keygold Recovery is extremely easy to use. It works by intelligently transferring your vital files from your computer to the Keygold USB memory key. To start, insert your Keygold Recovery USB key into your computer, and reboot the system (turn the computer off and on).

Keygold Recovery is extremely easy to use. It works by intelligently transferring your vital files from your computer to the Keygold USB memory key. To start, place the Keygold Recovery CD in the CD drive and insert your Keygold Recovery USB key into your computer. Turn the computer off and on.

If your computer does not automatically boot into Keygold Recovery, you will have to change your BIOS settings so that “CD” is selected as the first boot device in the BIOS. For how to do this, see Appendix 1.

If you feel comfortable changing your BIOS settings, you can opt for a USB boot. If you have both USB-FD and USB-HDD options, try USB-HDD first. If your computer still does not boot to Keygold, select USB-FD.

If you are really stuck, contact us online.

Note: You may see technical messages during the boot-up process. Some of these may be error messages generated by Keygold due to hardware it doesn't fully recognize in your computer. Don't worry; this is normal. If Keygold shows its welcome screen (see the section below, “Running Keygold Recovery”), then it has found what it needs to operate properly.



Tip:

Keygold does not support use of a mouse, relying exclusively on your keyboard.

You will use your **ARROW**, **TAB**, **PAGE-UP**, **PAGE-DOWN**, and **ENTER** keys to navigate Keygold's controls.

Running Keygold Recovery

This section describes how to use Keygold Recovery to recover files once your computer has booted into Keygold.

The start-up process

When Keygold starts, you will see the logo screen. Wait five seconds as Keygold continues the start-up process.

Keygold opens in the default start-up option; in some cases the default option encounters problems. If Keygold fails to take you to the welcome box and instead shows error messages or reboots your computer, try the options below.

debug

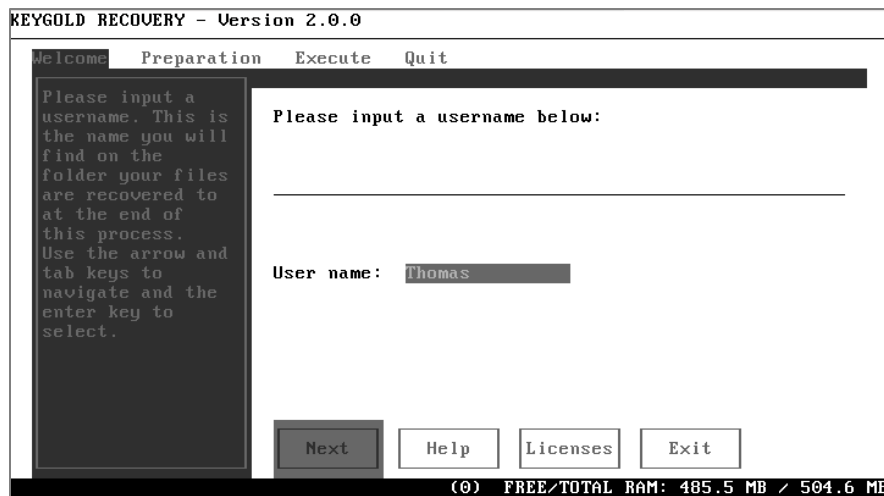
Similar to the default option, however, debug causes system messages to appear on your screen. This can be useful for technically-proficient operators or as an amusing (and confusing) diversion while you wait for Keygold to launch.

failsafe

Disables hardware normally activated when Keygold starts up. Keygold may fail on some computers which use power management features; selecting failsafe disables power management features and permits the boot.

TIP:

Some computers have trouble displaying Keygold's logo. If you don't see the logo, or you see a large empty white space where the logo should be, this is not a serious problem. Keygold will continue to function properly.



The Welcome Screen

When you see the welcome screen at left, Keygold has launched on your computer. Here you must input a username, which must be at least 4 characters long. This is the name you will find on the folder your files are recovered to at the end of the recovery process.

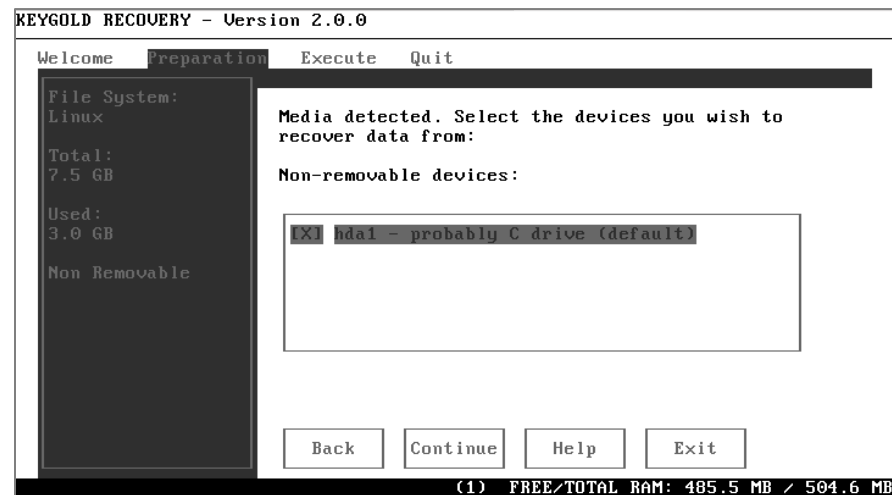
Remember, your mouse will not work with Keygold; you must use the arrow and tab keys to navigate around the screens, and the enter key to select.

Selecting Devices from which to Retrieve Data

Keygold lists the “devices” or drives on the computer. You can recover data from any or all of these at once, or from one at a time and save data in different backup folders. The default is C: Drive, which usually contains all the Windows files required for operation of the computer. On many modern computers only one hard drive with one partition is present so it is designated C.

In the sidebar on the left side of the screen Keygold will give you information about each of your devices, as you select them in the main screen area.

Here you can see the type of file system, the total size of the device, and how much of the space on the device is currently occupied.



Generating the file list

Generating the list of the files on your computer may take some time, depending on the number of files on your computer. Please be patient.

File Categories

You are now ready to experience Keygold's Smart File Finder technology. The Smart File Finder categorizes your files according to their type and their location. System files such as those which Windows or software applications need to run, but which don't contain useful data for you, are placed in their own category.

Choosing Categories

Select the categories of files you would like to recover. To navigate the display, use your TAB key to switch from the buttons along the bottom to the list of categories above, then use your arrow keys to move up and down the list and your space bar or ENTER key to select.

Categories are:

Documents such as Word and Excel files

Documents, spreadsheets, and presentations from Microsoft Office and OpenOffice and other common word processor and spreadsheet applications, plus the contents of any folder with the word “tax” in it.

Email, including Outlook and Windows Mail

Email, plus your address books and contacts.

Picture files like JPEGs

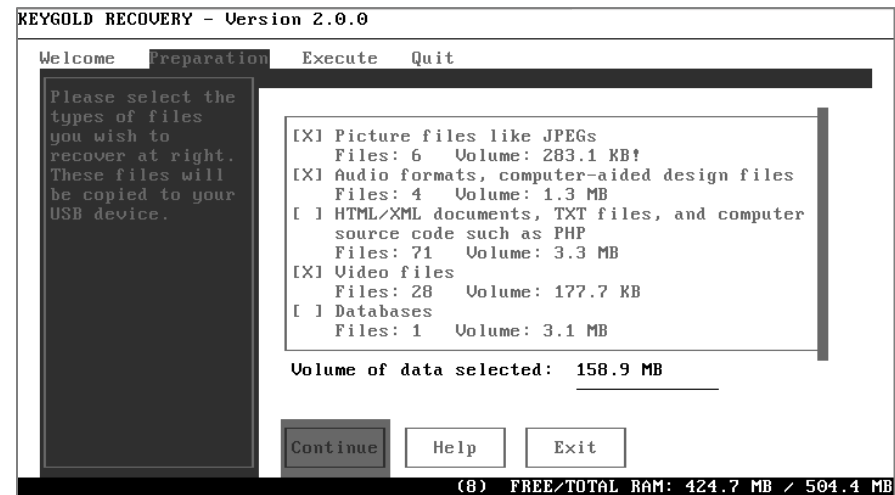
Picture files like jpegs, photographs, contents of ‘My Pictures’, and other photo or camera file folders and contents.

Audio formats, computer-aided design files

Audio files such as MP3s will be recovered, plus playlists and CAD files such as those generated by AutoCAD.

HTML/XML documents, TXT files, and computer source code such as PHP

Web documents and PHP files will be recovered; Keygold focuses only on files you have generated yourself, so files found in your browser cache such as Temporary Internet Files will not be copied.



Video files

Video files including AVIs, WMVs, MP4s, mpg, SWF, and others.

Databases

Databases files such as those generated by Microsoft Access.

Compressed files

Files compressed into Zip or GZ format will be recovered.

Executable files outside Windows

If you have downloaded important installation files such as an installer for your antivirus and need to recover the installer package, select this category. Keep in mind this will NOT recover executable files found in Windows itself.

System files

It is safe to exclude this category from your recovery, as this is where system files are listed – files such as those found in the Windows folder or in Program Files will be retrieved. You cannot use these files to install applications – to do this you must use your original installation CDs or downloaded installation packages.

Possible Issues

All issues will be reported as warnings in Keygold Recovery's recovery log on the last screen.

Files with unrecognized characters in their names

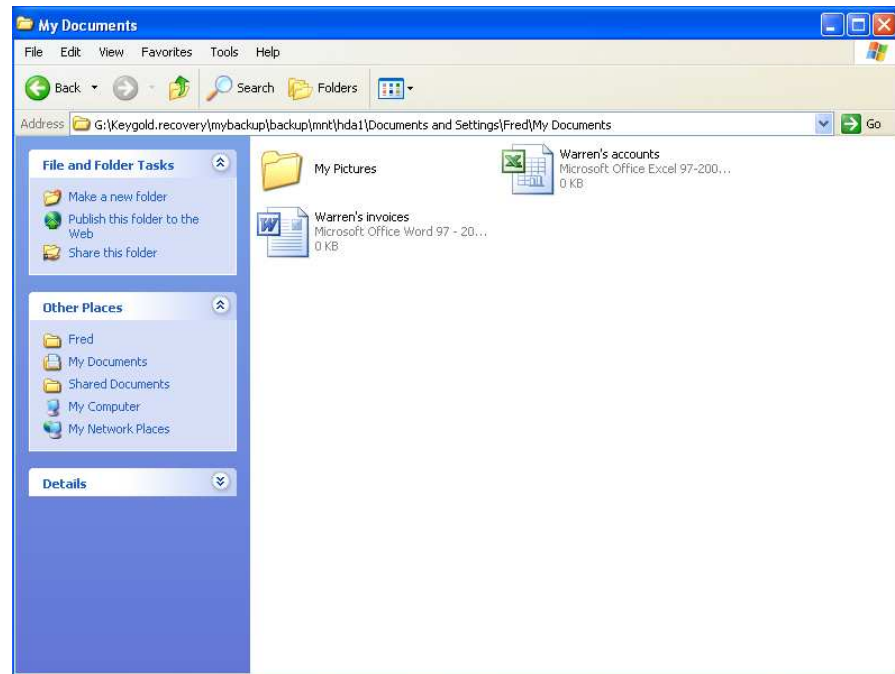
Files will be recovered to the same folder structure as they were previously; however, any characters that were unrecognized will be replaced with a “_” character.

Filenames containing 256 characters or more

Files will have their filenames truncated, to 255 characters and be stored in a folder called “Path” in your username/backup folder.

Troubles with copying to a folder path

Files will be stored in a folder called “Path” in your username/backup folder.



Appendix 1 – Changing your BIOS

Setting Your Computer to Boot from the CD

Most computers are set up so that when you first turn on your computer it will check to see if you want to boot from other drives besides your hard drive but sometimes computers won't boot from the CD drive first.

To change the “boot order” or start up sequence of your computer, you need to take five minutes to enter the system BIOS setup screen. Press the correct key for your specific system (see Table 1) to enter BIOS setup.

TABLE 1 ->

Caution:

Working in the BIOS setup screens allows you to change many important settings. It's best to just stick to the boot order, and later, if you want, you can go into the bios and change it back later.

1. Look for where it says Boot and enter the sub menu.
2. Select Boot Sequence, and press Enter. Table 2 shows an example of the boot sequence screen.

Computer Model	BIOS Keys
Acer®	F1, F2, CTRL+ALT+ESC
AST®	CTRL+ALT+ESC, CTRL+ALT+DEL
Compaq® 8700	F10
CompUSA®	DEL
Cybermax®	ESC
Dell® 400	F3, F1
Dell Dimension®	F2 or DEL
Dell Inspiron®	F2
Dell Latitude	Fn+F1 (while booted)
Dell Latitude	F2 (on boot)
Dell Optiplex	DEL
Dell Optiplex	F2
Dell Precision™	F2
eMachine™	DEL
Gateway® 2000 1440	F1
Gateway 2000 Solo™	F2
HP®(Hewlett-Packard)	F1, F2
IBM®	F1
IBM E-pro Laptop	F2
IBM PS/2®	CTRL+ALT+INS after CTRL+ALT+DEL
IBM Thinkpad® (newer)	Start Programs Thinkpad CFG
Intel® Tangent	DEL
Micron™	F1, F2, or DEL
Packard Bell®	F1, F2, DEL
Sony® VIAO	F2, F2
Tiger	DEL
Toshiba® 335 CDS	ESC
Toshiba Protege	ESC
Toshiba Satellite 205 CDS	F1
Toshiba Tecra	F1 or ESC

Anti-Virus Protection	[Disabled]	Item Help
CPU L1 & L2 Cache	[Enabled]	
CPU Hyper-Threading	[Enabled]	Menu Level ▶
CPU L2 Cache ECC Checking	[Enabled]	Allows you to choose the VIRUS warning feature for IDE Hard
Quick Power ON Self Test	[Enabled]	Disk boot sector protection. If this function is enabled
First Boot Device	[Floppy]	
Second Boot Device	[HDD-0]	
Third Boot Device	[CDROM]	
Boot Other Device	[Enabled]	
Swap Floppy Drive	[Disabled]	

<- TABLE 2

The screen you're looking for may be under Advanced BIOS Features or Advanced Boot Options. Use the arrow keys to navigate. If the next screen looks similar to Table 2, then you are in the right place. Note that there are not a ton of options in a BIOS, so just go through every page if you have to until you see something like First Boot Device, Boot Order, Boot Management, Boot Sequence, etc.

As you can see, there is a First, Second and Third Boot Device. Scroll down and use the arrow keys to change the device to HDD (hard drive), Floppy, CDROM, or Network.

Finally, go to Exit and make sure you choose "Yes" to the "Save configuration changes and exit now?" question.

That's pretty much it! If you need more info, visit our website: www.KeygoldRecovery.com

*note: If you are using a USB Keyboard and cannot get into the BIOS, you might need to use a standard PS2 Keyboard.