

# Acer eRecovery Management 2.0 : Release Notes

## 1. Product Release Information

**Product Name:** Acer eRecovery Management 2.0

**Release Number:** 2.0.2024

**Release Date:** 2006/06/30

**Customer Support:** Russell Kuo, Yiwen Liu

## 2. Introduction

This document contains the release notes for Acer eRecovery Management 2.0. The following sections describe the release in detail and provide late-breaking or other information that supplements the main documentation.

## 3. What's New

- 2.0.2024, June 30, 2006

- i. Updated files

- 1. eRecoveryUI.dll v2.0.2.24

- ii. Issues Solved

- 1. **FIX: Under limited/guest account, eRecovery will throw an exception on startup.**

- (a) Procedure:

- 1) Log in a limited account or guest account.
        - 2) An exception will be thrown.

- (b) Solution:

- 1) This is caused by FIX 5 in v2023. Read HKLM registry will fail under limited/guest account.
        - 2) Do not check HKLM registry under limited/guest account.

- (c) Code reviewed by: Yiwen

- iii. UI/Specification changes

- 1. **When data drive have not enough disk space for CD/DVD burning temporarily folder, when use choose burn an image and click on NEXT button, we will show "There is not enough space on your d:\ drive".**

- (a) We show an error code previously.

- iv. Known issues

- 1. None.

## 4. Minium System Requirements

**System Processor:** Intel or AMD IA32 processor

**System Memory:** 256MB+ (512MB+ recommended)

**Free Disk Space:** 20MB+(with 4GB or more hidden partition created by Acer NAPP 4.0 process)

**Operating System:** Microsoft Windows XP

**Networking:** None required

**Existing Software:** .NET Framework 1.1

## 5. Installation and Upgrade Notes

- Installation
  - Run eRecovery-V2.0.2024-20060630.exe installer package to install all necessary binaries.
- Manifest
  - This release consists of the following items:
  - i. Release Note
  - ii. eRecovery-V2.0.2024-20060630.exe

## 6. Version History

- 2.0.2023, June 27, 2006
  - i. Updated files
    - 1. eRAgent.exe v1.0.0.16
    - 2. eRecoveryUI.exe v2.0.2.22
    - 3. eRecovery.exe v2.0.1.35
    - 4. BurnMachine.exe v1.0.0.14
    - 5. It41.dll v4.1.0.47
    - 6. ReadFile.dll v4.0.0.23
  - ii. Issues Solved
    - 1. **FIX: After user burns a user's backup to CD/DVD, C:\i386 will be deleted.**
      - (a) Procedure:
        - 1) Burn user's backup to CD/DVD.
        - 2) Check C:\i386, it will be deleted.
      - (b) Solution:
        - 1) Modify eRecovery.exe to initial variable before delete folder.
      - (c) Code reviewed by: Yiwen
    - 2. **FIX: Press Cancel button on Password setting dialog and enter eRecovery again, eRecovery will prompt a "Please insert CD/DVD" dialog**
      - (a) Procedure:

- 1) New ETF & eRecovery installation
  - 2) Click on OK button on “Burn factory default” notification.
  - 3) When Password input dialog appear, click “Cancel”
  - 4) Restart ETF
  - 5) Set password from ETF menu
  - 6) Start eRecovery, then the insert blank CD/DVD dialog will appear.
- (b) Solution:
- 1) Set flag to registry to remember user click on “Cancel” button.
- (c) Code review by: Yiwen

**3. FIX: When data drive have not enough disk space for CD/DVD burning temporarily folder, it should show an error code.**

- (a) Procedure:
- 1) Put many files to data drive (d:) and let the free space around 2GB (less than a DVD size)
  - 2) Burn factory default or user image DVD
  - 3) When it finishes 1<sup>st</sup> DVD, the image file is not burn but no error code shown.
- (b) Solution:
- 1) Show error code :0004
- (c) Code review by : Yiwen Liu

**4. Fixed: Remove eRecovery.exe version from About.**

- (a) Procedure:
- 1) Click on ETF “About”
  - 2) Mouse hover on eRecovery, it will show some version information.
- (b) Remove eRecovery.exe information

**5. Fixed: Restore from factory default, move mouse hover on ETF icon, even though you have a backup on drive d:, tooltip will show “No backup file”.**

- (a) Procedure:
- 1) Make sure a user's backup present on D:
  - 2) Restore to factory default image
  - 3) Mouse hove on ETF eRecovery icon.
  - 4) Tooltip will show “No backup file”
- (b) Solution:
- 1) Use a timer to check registry if there is a user's backup present on D: (eRAgent will get info from OBR3.acr and fill registry)
- (c) Code review by: Yiwen

• **2.0.2022, June 01, 2006**

i. Updated files

1. eRAgent.exe v1.0.0.16
2. eRecoveryUI.exe v2.0.2.22
3. eRecovery.exe v2.0.1.34

4. ERUpdateHidden.exe ( 1,168,896bytes)
5. PasswordSetting.dll v2.3.2022.0
6. It41.dll v4.1.0.47
7. ReadFile.dll v4.0.0.23
8. NTI CDRW DB May 2006 release

ii. Issues Solved

**1. FIX: Check “Don't remind me again” on burn factory default notification, then press OK, system will prompt error message and keyboard/mouse is being locked.**

(a) Procedure:

- 1) Restore system and restart.
- 2) When “Backup Your System” dialog appear, check “Don't remind me again” box and press OK button
- 3) An error dialog will be prompted and system keyboard/mouse is being locked, user could only force reboot.

(b) Solution:

- 1) When users check “Don't remind me again” box, the go to ShowNoDialog(), also change m\_dwImage\_ThisBurn to WP\_MAKEDISK\_FACTORY

(c) Code Reviewed by: Yiwen

**2. FIX: When backup point size is less than 1MB, in User Backup History, the Size field will show 0MB.**

(a) Procedure:

- 1) Do a user backup
- 2) When it finished, do a user backup again
- 3) Repeat 2, then you will find some backup point show a size of 0

(b) Solution:

- 1) When backup point size is between 0~1 MB, we just show 1MB

(c) Code Reviewed by: Yiwen

**3. FIX: ImageItEncrypt.exe is on Registry Run and will run each time system restarts.**

(a) Procedure:

- 1) Open registry and goto HKLM\Software\...\Run
- 2) ImageItEncrypt is there.

(b) Solution:

- 1) Move ImageItEncrypt to HKCU\Software\...\Run, and when it runs it will remove itself from registry.
- 2) This registry key is only written each time we do a user's backup and will be removed automatically on next restart.

(c) Code Reviewed by: Yiwen

**4. FIX: Outlook 2002 desktop shortcut could not launch program after system recover from backup image**

(a) Procedure:

- 1) Backup system
  - 2) Restore and click on desktop outlook 2002 icon
  - 3) Program could not being launched.
- (b) Solution:
  - 1) Update wasay dll to 4.1.0.47
- (c) Code Reviewed by: Yiwen
  
- 5. FIX: In standalone version, launch eRecovery sometimes will have exception.**
  - (a) Procedure:
    - 1) Install standalone eRecovery on a clean system.
    - 2) Launch eRecovery, an exception will occur.
  - (b) Solution:
    - 1) Update acer.empowering.framework.passwordsetting.dll
  - (c) Code Reviewed by: Yiwen
  
- 6. FIX: ClearEvent.exe sometimes hang during silient installation.**
  - (a) Procedure:
    - 1) Restore system using D2D
    - 2) Alaunch sometimes hangs during eRecovery installation, a black DOS command prompt will remain on screen.
  - (b) Solution:
    - 1) Do not call ClearEvent.exe during silient installation.
  - (c) Code Reviewed by: Yiwen
  
- 7. FIX: TC/SC help files contain some missing link.**
  - (a) Procedure:
    - 1) Under TC/SC, open help file
    - 2) Choose a page from left pane. In right pane, click on “Note” on the bottom of page.
    - 3) A missing link page will show up.
  - (b) Solution:
    - 1) Update links in TC/SC help files.
  - (c) Code Reviewed by: Yiwen.
  
- 8. FIX: eRecovery sometimes will show a gray area above PowerDVD when PowerDVD is playing video.**
  - (a) Procedure:
    - 1) Open PowerDVD and playing a video file.
    - 2) Click on eRecovery icon to launch eRecoveryUI.
    - 3) Sometimes, a gray rectangle will show above PowerDVD and remains there until you move PowerDVD window and force a repaint.
  - (b) Solution:
    - 1) Do not draw eRecovery.exe UI.
  - (c) Code Reviewed by: Yiwen Liu

iii. UI/Specification changes

1. Under Starter edition, launch eRecovery will show a warning dialog to suggest user to stop other programs. "To ensure better system stability, please close all other programs before running Acer eRecovery Management."

- 2.0.2021, May 02, 2006

i. Updated files

1. it41.dll v4.1.0.45
2. Readfile.dll v4.0.0.22
3. eRAgent.exe v1.0.0.14

ii. Issues Solved

**1. FIX: Backup a Russian image and restore from it, the restoration will be aborted before restore complete.**

(a) Procedure:

- 1) Do a user's backup image
- 2) Choose restore from user's backup from eRecovery UI
- 3) Wait for restoration completed
- 4) Logon into Windows to see if anything abnormal.

(b) Solution:

- 1) Change It41.dll v4.1.0.45, Readfile.dll v4.0.0.22.

(c) Code Reviewed by: No code change is made.

**2. FIX: Incremental backup will has a minimize size of 520MB**

(a) Procedure:

- 1) Do incremental backup
- 2) An incremental backup point will show up with a size 520MB
- 3) Repeat 1, another 520MB will be created even though no change is made.

(b) Solution:

- 1) Update it41.dll v4.1.0.45 (it41.dll v4.1.0.41 solve this issue)

(c) Code Reviewed by: No code change needed

**3. FIX: Incremental backup difference notification does not work**

(a) Procedure:

- 1) Enable "Notify me if the change from last incremental backup is more than ..."
- 2) Copy over 500 MB data to desktop
- 3) Reboot system, a popup dialog should appear to notify user to do backup.

(b) Solution:

- 1) Update eRAgent v1.0.0.14

(c) Code Reviewed by : Yiwen Liu

- Revision 2.0.2020 (Apr 24, 2006)

- What's new

1. Update NTI database to April 2006 release.

- 2. Updated Files:
    1. D2D32.exe v3.4.3.5
    2. it41.dll v4.1.0.40
    3. Readfile.dll v4.0.0.18
  - Fixed bugs
    1. Bodensee2
      1. **Description – Restore from user's backup, some files on desktop will not be restored.**
      2. Procedure –
        1. Do factory default restore.
        2. After Alaunch.exe completes, create 10 bmp and 10 txt files on desktop.
        3. Do a user's backup.
        4. Restore from this backup, these files will not be shown on the desktop.
      3. Solution:
        1. Wasay release it41.dll v4.1.0.40
    - Bug on Geneva2
      - **Description – Recover from CD/DVD will hang after image decompression complete**
      - Procedure
        1. Burn factory default/user backup CD
        2. Reboot system and press Alt-F10 when POST
        3. Choose recover from CD
        4. Insert 1<sup>st</sup> CD in CDROM
        5. After image decompression to 100%, system will hang
      - Cause:
        1. Main UI thread does not wait until decompression thread exit.
      - Solution:
        1. D2D32.exe v3.4.3.5
- Revision 2.0.2018 (Apr 17, 2006)
  - Updated files:
    1. eRecovery.exe v2.0.1.32
    2. eRecoveryUI.dll v2.0.2.18
  - Burn FD image will fail (Program report successful but no image burned) in system having over 66 images files. (2DVD needed)
  - In some situation, removing ETF will cause eRecovery fail to launch. Performance counter data corrupted, cause API in System.Diagnostics.Process namespace throw exception.(UI)
  - Remove version info for Stcdboot.iso(UI)
  - Sometimes shortcut name will be incorrect in standalone eRecovery version.(Installshield)
- Revision 2.0.2017 (Apr 7, 2006)

- Updated files:
    1. D2D32.exe v3.4.3.3
  - Remove popup debug information (D2D32.exe)
- Revision 2.0.2016 (Apr 6, 2006)
  - Updated files:
    1. D2D32.exe v3.4.3.2
    2. PopupMsgBackup.exe v2.0.0.28
    3. UpdateHiddenFiles.exe v1.1.3.0
  - On desktop machine with card reader, eRecovery will fail to restore system.(D2D32.exe)
  - PopupMsgBackup will crash if user do fast user switch.
  - Check version before overwrite files in hidden partition.(UpdateHiddenFiles.exe)
- Revision 2.0.2015 (Mar 31, 2006)
  - Updated files:
    1. eRAgent v.1.0.0.6413
    2. eRecovery.exe 2.0.1.31
    3. eRecoveryUI.dll 2.0.2.15
    4. D2D32.exe v3.4.3.1
  - Manual start int15 driver to avoid conflict with eSetting's int15 service, which will cause a wrong event in system log.
  - Rename "OBR3.ini" to avoid System Restore Service writing a wrong event in system log.
- Revision 2.0.2014 (Mar 31, 2006)
  - Conflict with eSetting when trying to load int15 driver.
- Revision 2.0.2013 (Mar 28, 2006)
  - NAV 2006 will not work after restoring a system with NTFS system partition.
  - Add a Cancel button to message box when user chooses D2D, recover from CD/DVD option.
  - Wording changes, capitalization rule update
- Revision 2.0.2012 (Mar 16, 2006)
  - Press "?" button, eRecovery will pop "Language pack installation" is manually installed English OS (not Acer preload OS)
  - Alt-F10 to enter hidden partition, first mouse click always doesn't work, later click is normal.
  - Alt-F10 to enter hidden partition, press F1 will bring "Can't find help file" dialog (should do nothing)
  - Disable Esc/Enter key during system restore.
  - If ALaunch.exe is running, check if it is still running repeatedly.
- Revision 2.0.2011 (Mar 14, 2006)
  - Hidden partition password check should be case-sensitive
  - Launch eRecovery using Startup menu under limited account will do nothing. (Should show a warning)
- Revision 2.0.2010 (Mar 13, 2006)
  - Limited & guest account issue



- Revision 2.0.2009 (Mar 13, 2006)
  - Clear password field if user inputs an incorrect password.
  - Clear temp folder after creating backup
  - More than one CD writer issue
  - eRecovery password flow will stop factory default notification burn CD flow.
- Revision 2.0.2008 (Mar 5, 2006)
  - Show the version number when using limited user account.
  - Avoid inputting password when using limited user account.
- Revision 2.0.2007 (Mar 3, 2006)
  - Replace the string, "Don't remember your password" to "Hint"
  - Hint of image icons carried additional line break in some languages
- Revision 2.0.2006 (Mar 3, 2006)
  - When recovering from CD, before going to update patch process (takes a few seconds for CD recovery), hide main window to avoid user confusing.
  - During preload process, show wrong UI language and write incorrect Boot.ini
  - In widget mode, the icon of drag movement is incorrect.
  - Form's icon is abnormal.
  - After reboot the system, the eRecovery AP will remove user's backup image file.
  - Can not burn factory default CD in remind dialog at startup.
  - Replace newer dlls.
- Revision 2.0.2005 (Feb 23, 2006)
- Some UI modification for multi-language
- CD2D bug when restoring to a new hd or an one partition hd
- No need to reboot system after installation
- Move environment check code to eRAgent.exe
- Check if memory size less than 200 MB then set image file index size to 12MB (for CD2D insufficient memory issue)
  - Revision 2.0.2003 (Feb 15, 2006)
    - Silent installation fail.
    - Delete user backup point, the "Last backup" info when mouse hover over ETF's eRecovery is not updated.
    - Add "As per ISO 9660 regulations, the first bootable DVD produced by eRecovery will have a maximum size of 4GB" string.
    - Only require capacity of 680 MB or above for first CD, other CDs could be a 650MB size.
- Revision 2.0.2002 (Feb 10, 2006)
  - Detect CD-RW when eRecovery launched or when user goes to device selection page to avoid device change affecting eRecovery behavior.
  - Some multi-language layout change
- Revision 2.0.2001 (Jan 27, 2006)
  - Multi-language wording
  - Multi-language Help files
- Revision 2.0.2000 (Jan 20, 2006)

- eRecovery needs CD size larger than 680MB. If user inserts a media with a capacity less than 680MB, we will show a error message.
  - Restoring application sometimes causes UI abnormal
  - While user inserting CD, block UI to prevent user pressing casually
  - eRecovery service sometimes fails to start (check administrator fail) due to workstation service not available. We will retry 30 secs.
  - Tune UI layout for some languages
  - Update NTI SDK supported CDRW database
  - Change program's order to 6000
  - new EULA
  - Replace newer UI components (version 730)
- Revision 2.0.1006(Jan 18, 2006)
  - eRecovery will not run under limited user account.(Spec) eRecovery will show meaningless dialog in previous version, this version fix this behavior.
  - Check full backup's integrity while making incremental backup
  - Check "NAPP version" in install shield
  - Change button image. (WinPE)
    - Revision 2.0.1004(Jan 11, 2006)
  - Text error in backup page(Dutch)
  - Widget hint is not updated after deleting a user backup.
  - Decimal point precision revised
  - Adjust page layout in three main pages
  - 0xF0000009 user cancel exception
  - Restore from CD backup fails. (WinPE)
  - Add EULA page in install process
  - Burn machine warning message removed
- Revision 2.0.1003(Jan 9, 2006)
  - Solved bug 0034.
  - Update ITWIN (20050106)
- Revision 2.0.1002 (Jan 6, 2006)
  - Start menu shortcut changed.
  - Solve bugs from notes: 20,28,31,32
  - Fix some UI abnormality.
  - UI component, plugin, and widget update
- Revision 2.0.1000 (Dec 30, 2005)
  - Copy current configuration will delete user backup.
  - Fix some UI abnormality.
  - UI component and widget update
  - WinPE keyboard support
- Revision 2.0.0.163 (Dec 29, 2005)
  - Change font property in combo box.
  - Replace the right backup icon in main page.

- Set default backup mode to incremental when there is a full image.
- Change "Blocking autoplay" effect range.
- Can not let user to input volume name when burning.
- After deleting backup files, the buttons' status are incorrect.
- Backup error format changes to hex.
- Sync external exe language.
- Fixed backup current configuration bug
- Follow ETF password flow in WinPE
- Change to Wasay tool 1229 release
- Replace Acer.Empowering.Windows.Forms.dll to version 660
- Revision 2.0.0.162 (Dec 28, 2005)
  - Solve bugs from notes database (4,11,20,25,27,29,30)
  - Modify "Size" field in backup listview to right-aligned
  - Modify getting region type in multilanguage
  - Let icon in widget could be clicked
  - Add showing "eRecovery.exe" unavailable status on UI
  - Change text color in combobox
  - Burn second DVD fail
  - Change Wasay tools(1221) to fix restore factory default progress bug
  - Change the hover color in menu's item
- Revision 2.0.0.158 (Dec 22, 2005)
  - Solve 9 problems in notes database (2,3,5,6,8,9,10,12,13,15,19,21,22,23,24)
  - Add brief information into ETF
  - Adjust width of listview columns in backup page
  - Revise "Check change" in backup flow
  - Solve abnormal UI action in backup file listview
  - Solve showing error version strings in ETF.
  - Solve backup date not updating in widget problem
  - Add "Error handling" mechanism
- Revision 2.0.0.156 (Dec 20, 2005)
  - Solve 120DPI problem
  - Solve popup dialog and eRecovery main UI coexisting problem
  - Integrate dll and exe file version numbers into UI.
  - Let popup dialogs have single instance.
  - Solve conflict between eRecovery and ePower.
  - Lock CDRW tray while preparing burning data
  - Lock keyboard and mouse while preparing burning data
  - Add short cut under "All programs\Acer Empowering Technology"
  - Press "Enter" doesn't work in password input textbox
  - Incorrect image total size
  - Press Alt-F10, when eRecovery UI show up, Backup tab is not pressed.
  - Do not eject CD tray when prompt user to insert CD/DVD.
  - Change wording
  - Add "Check change" mechanism
  - Add multi-language support

- Revision 2.0.0.10 (Dec 14, 2005)
  - When eRecovery is running, we willl cancel Windows autoplay, disable screensaver and stop hibernate/standby timer.
  - Clear temp files created by eRecovery
  - Double layer DVD burning
- Revision 2.0.0.1 (Dec 7, 2005)
  - Initial release