Important Information

This document describes the how to use Avid Product Recovery CD-ROMs and perform the Windows Activation process that is required on new systems and systems that have just restored the Windows operating system. Avid recommends that you read all the information in this document thoroughly before using the Avid recovery CD or activating your Windows operating system.

You should not reinstall the operating system unless you are directed to do so by Avid Customer Support. Also ensure that you have your Windows licensing information, existing system name, and IP address information documented before performing a system recovery.

This procedure restores only the Windows operating system and the hardware drivers. It does not restore the Avid application software. The software must be reinstalled separately, after the operating system recovery is complete.

In some products the reinstallation offers you two options:

- Performs a Windows installation to the entire drive (C: and D: partitions). This replaces all of the data from all the available partitions on your system.
- Performs a Windows installation to the 1st partition (C:). This removes the data in the C: partition only; the D: partition is not changed. You can perform this operation to replace only the operating system.

The following procedures are included in this document:

If this is a new installation you do not need to use the Avid Product Recovery CD-ROM to reinstall the Window Operating System,

- “Reinstalling the Windows Operating System” on page 2
- “Windows Operating System Setup” on page 3
- “Windows Activation” on page 5
Symbols and Conventions

This document uses the following symbols and conventions:

<table>
<thead>
<tr>
<th>Symbol or Convention</th>
<th>Meaning or Action</th>
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</thead>
<tbody>
<tr>
<td>n</td>
<td>A note provides important related information, reminders, recommendations, and strong suggestions.</td>
</tr>
<tr>
<td>🔄</td>
<td>A caution means that a specific action you take could cause harm to your computer or cause you to lose data.</td>
</tr>
<tr>
<td>🔄</td>
<td>A warning describes an action that could cause you physical harm. Follow the guidelines in this document or on the unit itself when handling electrical equipment.</td>
</tr>
<tr>
<td>▶️</td>
<td>This symbol indicates a single-step procedure. Multiple arrows in a list indicate that you perform one of the actions listed.</td>
</tr>
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</table>

Reinstalling the Windows Operating System

To reinstall the Windows operating system from the Avid Product Recovery CD-ROM:

1. (Option) If this system is a server:
   a. Make sure all clients unmount any workspaces they have mounted and stop the Connection Manager.
   b. Stop the File Manager using the Monitor Tool and quit all software applications.
2. Disconnect all of the Ethernet and Fibre Channel network cables.
3. Locate the Avid Product Recovery CD-ROM.
5. Click the Start button, and select Shut Down. The Shut Down Windows dialog box opens.
6. Select Restart, and click OK. The Windows operating system shuts down and restarts the system.
   The system starts and then displays the Avid Product Recovery CD-ROM screen. This takes approximately 2 minutes.
7. Select one of the available options:
   ▶️ Recover the C: partition only.
   ▶️ Recover both the C: and D: partitions.
   ▶️ Exit without doing a recovery.
8. Type the number of the operation you want to perform at the prompt.
   - If you type 1 or 2, a warning screen appears informing you that you are about to recover the Windows operating system. Continue with step 9.
   - If you type 3, the recovery quits and displays the DOS prompt A:
9. A caution screen appears informing you again that you are about to recover the Windows operating system.
   - Press any key and continue with step 10.
   - Press Ctrl+C to quit the recovery.
10. A final caution screen appears informing you again that you are about to recover the Windows operating system.
   - Press Y to continue. The Symantec® Ghost® screen appears showing the progress of the operating system recovery. This takes approximately 10 minutes. Continue with step 11.
   - Press N to quit the recovery.
11. Allow the system recovery to finish and remove the Product Recovery CD-ROM from the CD-ROM drive.
12. Press Ctrl+Alt+Delete to restart the system and start the Windows operating system.

The Microsoft CHKDSK (check disk) automatically runs directly after image completes and the system is restarted. The CHKDSK process runs on each logical partition (C and D) and takes about 20 seconds to complete.

The Windows operating system recovery is complete. You need to configure and activate the operating system as described in the following sections.

Windows Operating System Setup

When recovering the Windows operating system, you need to run the Windows Setup utility to set the operating system parameters. You need to have the Windows license number to type in as part of the configuration. Depending on the Windows operating system you are using, Avid provides the license number in the following location.

- Window XP operating system — Sticker on the side of the chassis
- Window 2000 Server operating system — Sticker on the sleeve of the Recovery CD-ROM
- Window 2003 Server operating system — Sticker on the side of the chassis
To set up the Windows operating system:

1. After the system reboots, the Windows Setup utility starts and the Windows Server Setup dialog box opens showing the License Agreement screen.
2. Click the “I accept the agreement” radio button to accept the license.
3. Click Next. The Regional Settings screen appears.
   - If you are outside the United States, customize the system and locale settings, and the keyboard for your location.
   - If you are in the United States, continue.
5. Type the system administrator’s name in the Name text box.
6. Type the company name in the Organization text box.
7. Click Next. The Your Product Key screen appears.
8. Type the Product Key from the Certificate of Authenticity in the Product key text box. The location depends on the operating system you have just loaded:
   - Window XP operating system and Window 2003 Server operating system — the certificate is located on a sticker on the system
   - Window 2003 Server operating system — the certificate is on an Avid label located on the recovery CD-ROM sleeve
9. Click Next. The License Modes screen appears.
10. Click the Per Server radio button and set the number of concurrent connections to the number of Ethernet clients the application key allows. For example, if your application key is set for 12 Ethernet clients, set this value to 12.

   If recovering a LANserver LP operating system, do not set the number of concurrent connections to more than 20. This is the maximum number of clients that the LANserver LP system can support. Setting this value to more than 20 impacts the system performance.

11. Click Next. The Computer Name and Administrator Password screen appears.
12. Type the name you want to use for the system in the Computer name text box.
13. Type the password you want to use for the administrator account in the Administrator Password text box.

   Avid recommends you use an administrator password to prevent unauthorized use of the Administrator account.

14. Confirm the password by retyping the password in the Confirm Password text box.
15. Click Next. The Date and Time Settings screen appears. Set the correct date, time, and
   time zone for the system.
16. Click the “Automatically adjust clock for daylight saving changes” check box if your
   location observes daylight saving time.
17. Click Next. The Network Settings screen appears.
18. Click the Typical radio button. The network settings are site dependent and will be set
   later during the configuration.
20. Click No. The workgroup and domain settings are site dependent and are set later during
   the system configuration. The Performing Final Tasks screen appears, followed by the
   Complete the Windows Setup Wizard screen.
21. Click Finish. The Windows operating system is loaded.
22. Click the Start button, and select Shut Down. The Shut Down Windows dialog box
   opens.
23. Select the Shut down option, and click OK. The Windows operating system shuts down
   and turns off the system.
24. Reconnect all of the Ethernet network cables.
25. Start the system.
   Continue with “Windows Activation” to activate the operating system by registering with
   Microsoft.®

**Windows Activation**

When starting a new system or after recovering the Windows operating system, you need to
run the Windows Setup utility to set the operating system parameters. You need to have the
Windows license number to type in as part of the configuration. Depending on the Windows
operating system you are using, Avid provides the license number in the following location.

- Window XP operating system — Sticker on the side of the chassis
- Window 2000 Server operating system — Sticker on the sleeve of the Recovery
  CD-ROM
- Window 2003 Server operating system — Sticker on the side of the chassis

_An Internet connection is not recommended in most Avid media networks. These instructions
explain how to activate the Windows operating system using the telephone. If your system is
connected to the Internet, follow the on-screen instructions (the process is more automated)._
To activate the Windows operating system:

1. Click on Start > Activate Windows.
   The “Let’s activate Windows” dialog appears.

2. Click on the “Yes, I want to telephone a customer service representative to activate Windows” radio button.

3. Click on the Next button.
   “Generating new Installation ID” appears briefly and then the “Activate Windows by phone” dialog appears.
4. Select your country from the Step 1 menu.
   When you select your country, the phone number for your location appears in the Step 2.

5. Dial the number and provided the installation ID shown in Step 3 to the Microsoft customer service representative.

6. Type in the conformation ID number provided by the Microsoft customer service representative.

7. Click Next and follow any on-screen instructions to finish the activation.
   Click “Remind Me Later” to close the activation and return to this process at a later date.
Accessing Online Support

Avid Online Support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read/join online message-board discussions.

To access Avid Online Support:
- Go to www.avid.com/onlineSupport/.

Technical Support Information

Most products feature a number of coverage options. Avid Assurance service offerings are designed to facilitate your use of Avid solutions. Service options include extended telephone coverage, automatic software maintenance, extended hardware warranty, and preferred pricing on replacement parts. Offerings and options may vary by product and are not available for all products.

For more information regarding Avid’s service offerings, visit www.avid.com/support or call Avid Sales at 800-949-AVID (800-949-2843).

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