



Frequently Asked Questions

1. What is the Radix Reload?

Radix Reload is a unique solution that enables PC users to instantly repair major software problems without having to wait for technical support or suffering from business downtime.

2. Why do I need the Radix Reload?

Even the most reliable computer system is subject to failures arising from user errors, virus attacks and configuration changes. With Radix Reload installed, restoring is only a matter of a few seconds. Even inexperienced users can quickly and easily repair major software problems, without having to know anything about the cause or the step required to solve the problem - by a press of a button.

3. How does the Radix work?

During installation (or snapshot modification by an authorised person), Radix shields all sectors occupying data and protects them with an Administrator's password.

During operation Radix constantly monitors the data flow and maps the new sectors. During recovery, Radix deletes all new sectors instantly from the HDD "map" and the system restores to original condition.

4. What is the actual size of a snapshot?

A snapshot is a stored map of the HDD sectors reflecting the HDD's state when stored. The actual size of a snapshot is less than 0.1% of the HDD capacity.

Protected sectors are often linked to several snapshots in parallel and remain protected even if the corresponding data is "deleted". Sectors linked to snapshot/s are freed only after the "parent" snapshots are deleted.

5. How many snapshots can my system store?

Radix Standard (basic) enables a single snapshot. Multiple snapshots are available with the professional models.

6. Can I update my protected HDD?

Yes. Administrator or a user with administrator's privileges can update a password-protected snapshot at any time. User without privileges can only update a user's snapshots.



7. Is my PC really secured?

Yes. Except in cases of physical damage to the HDD. The Radix software version protects against most threats generated within the system and network (preventing damage by pre-boot destructive tools, requiring additional protection measures). Nevertheless, Radix is not an alternative to other security measures like Firewall, antivirus software and periodical data backup.

8. Does Radix protect all installed hard disks?

Radix Reload protects all selected volumes in the first physical hard disk.

9. Does the Radix limit my computer operation in any way?

No. Radix Reload can be invisible to the user during operation.

10. Does Radix store data in the PCI/USB hardware device?

No. Radix Reload stores data only inside the protected HDD. The hardware device is used for extra data security when applicable.

11 Can Reload be remotely controlled?

Yes. Reload enables powerful, versatile remote control capabilities.

The network administrator can manage and control hundreds remote computers simultaneously.

19. Does Radix Reload integrate with network management software?

Yes. Radix Reload can be smoothly integrated in any network environment, and any common third party's management or control software like ZenWorks, SMS, Tivoli, OpenView, GhostServer, LanDesk, PC-Anywhere, etc.

12. What kind of failures does Radix Reload repair?

Radix Reload instantly repairs most known software related problems. This includes program disruption, boot failures, Operating System crashes, Windows-Registry errors, changed configuration and more.

13. Can Radix repair damage caused by viruses?

Yes. Radix Reload repairs damage caused by viruses, eliminates traces of worms, Trojans horses, and spywares and cleans the protected volume from other unwanted elements or parasites such as cookies and temp files.



14. Can I stop using my anti-virus software?

Radix effectively cleans the protected volume from viruses and repairs damage caused by viruses after restoring to a clear point. Nevertheless, the virus resides in the system memory (RAM) and can reproduce itself to another PC on the network. Therefore, we recommend using the Radix Reload as your last line of defence and not as an alternative to other security, backup tool or recovery plans.

15. Can I stop doing regular system backups?

No. Although Radix Reload instantly recovers software failures, periodical backup is required for cases of hardware failures.

16. What if I lose the Radix USB eToken, or forget my password?

Radix's help desk (after authorization verification) recovers lost passwords and enables one-time access in cases of lost or defective hardware, enabling user to uninstall the Radix software and work normally (without Radix protection), until receiving a replacement Token.

17. What if the Radix hardware becomes defective or has been removed?

In the event that Radix Reload hardware (when applicable) or the wrong password entered (when applicable) is not detected during PC-boot sequence, the boot process halts and a warning message pops up. The data is secured and unprotected operation is disabled. The PC resumes normal operation right after the Radix device has been repaired or replaced or the right password (when applicable) is entered.

18. Does Radix support Linux OS?

No. Radix current models only support MS-Windows OS.

19. Does Radix protect server computers?

Although the Radix Reload supports MS Server OS, it is primarily designed to protect desktop and laptop computers.

20. Does Radix protect RAID5 disks array?

Unfortunately Radix cannot protect RAID 5 disk array.