

About SecondChance

Welcome to PowerQuest SecondChance. Have you ever changed a system setting and found that it hindered the performance of your PC? Or downloaded a file that caused problems for your system? Perhaps you have unsuccessfully tried to get rid of a program that only partially installed? Or maybe you are not sure what happened to your system, but your PC just is not working as well as it worked yesterday?

SecondChance can return your computer to an earlier point in time, called a Checkpoint, when it was working to your satisfaction. You just select the Checkpoint you want to return to, click a button, and SecondChance restores your computer to that Checkpoint. SecondChance is also the perfect backup companion for imaging software such as PowerQuest Drive Image.

How Does SecondChance Work?

SecondChance creates Checkpoints, which are snapshots of your system at specific points in time. By default, SecondChance automatically creates a Checkpoint once a day, Monday through Friday. You can [change this schedule](#) to meet your needs, and you can also [create Checkpoints manually](#) at any time.

SecondChance runs in the background, automatically tracking any changes made on your system between Checkpoints. It saves copies of files that are deleted or updated and records changes to directories. Because SecondChance is designed to minimally impact system performance, you will hardly notice that it is running.

Whenever you want, you can [restore your system](#) to the state it was in at any previous Checkpoint in your list of Checkpoints. Before restoring your system, you can use the SecondChance [Checkpoint Viewer](#) to see which folders and files have changed since the Checkpoint you are restoring to was created.

Do not worry that your disk will fill up quickly with all of the files SecondChance is saving in Checkpoints. You determine how much [disk space](#) to use for Checkpoints. SecondChance maintains the space limits you specify by automatically discarding the oldest Checkpoint when necessary.

Disclaimer: Although SecondChance is easier and faster to use than standard backup software, it is not a replacement for such software. SecondChance can help you recover from most but not all types of problems. For example, if your hard disk fails or becomes corrupted, SecondChance may not be able to restore your system. Additionally, SecondChance does not track changes made to your system in MS-DOS Mode or Windows Safe Mode. PowerQuest recommends using SecondChance together with standard backup software to cover those problems that SecondChance does not handle.

 [Related Topics](#)

Getting Started

SecondChance starts automatically each time you start Microsoft Windows. It works in the background to monitor specified drives and track changes that occur on your system between Checkpoints.

While SecondChance is running, you see the SecondChance program icon  on the Windows taskbar.

If you need to restore your system to a particular Checkpoint or change SecondChance settings, you can use the program icon to display the SecondChance window.

When you installed SecondChance, you were prompted to create an Emergency Boot Disk. If you did not create the disk, you should create one now. PowerQuest recommends that you create the disk before continuing. If you cannot restart your system or if Windows does not load properly, you can use this disk to restore your system to a previous Checkpoint. Also, be sure you store the emergency boot disk in a safe place.

{button ,JI('To_open_the_SecondChance_window')} [To open the SecondChance window](#)

To create an emergency boot disk,

- 1** Insert a blank, formatted disk into your disk drive.
 - 2** If necessary, open the SecondChance window.
 - 3** Click the **Options** tab.
 - 4** Click **Create Emergency Disk**.
 - 5** Click **Create Disk**.
 - 6** Click **Done** when the emergency boot disk is created.
- Be sure you label the disk and store it in a safe place.

 [Related Topics](#)

To use the emergency boot disk,

- 1 Insert the emergency boot disk into the correct disk drive.
- 2 Restart your computer.
- 3 Use the Up or Down arrow key to select the Checkpoint you want to restore to.
- 4 Press <Enter> to start the restoration process.
- 5 Remove the emergency boot disk from the disk drive when prompted.
- 6 Press any key to restart your computer.

 [Related Topics](#)

About the SecondChance Window

SecondChance works in the background to keep track of changes on your system between Checkpoints. When you want to restore your system to a previous Checkpoint or customize how SecondChance works, you can display the SecondChance window.

The SecondChance window has one tab for each main task or group of tasks you can perform in the window. To display a tab, click the tab name.

Tab name	Description
Control	Restore monitored drives to selected Checkpoints, manually create a new Checkpoint , and view a drive as it was at a given Checkpoint.
Options	Add drives to Checkpoint monitoring, remove drives from Checkpoint monitoring, specify disk space limits , and create an Emergency Disk (if you did not create one just after you installed SecondChance).
Checkpoint Space	View a drive's Checkpoint space and delete old Checkpoints .
Schedule	Schedule automatic Checkpoints, view and change the schedule.
Online	Access the PowerQuest Web site, download SecondChance updates, and get product information.

{button ,JI('`To_open_the_SecondChance_window')} To open the SecondChance window

{button ,JI('`To_create_an_emergency_boot_disk')} To create an emergency boot disk

{button ,JI('`To_close_the_SecondChance_window')} To close the SecondChance window

To open the SecondChance window,

- 1 Locate the SecondChance program icon  on the Windows taskbar (near the time display).
- 2 Click the program icon.

Tips

- You can also click **Start ▶ Programs**

▶ **PowerQuest SecondChance**, or you can right-click the program icon, then click **Open SecondChance**.

 [Related Topics](#)

To close the SecondChance window,

- 1 Click  to close the SecondChance window.

The SecondChance program is minimized and appears in the icon tray on the Windows taskbar.

Tips

- To close the SecondChance Checkpoint Viewer window, click **File ▶ Close**.

 [Related Topics](#)

About Checkpoints

A Checkpoint is a snapshot of your system at a specific point in time. SecondChance saves a snapshot of your system configuration and all the files on your computer when it creates a Checkpoint. You can [schedule SecondChance](#) to create Checkpoints automatically, and you can also [manually create a Checkpoint](#). It is a good idea to create a Checkpoint before you install or remove a product, download a file, or change a system configuration setting. If something goes wrong, you can easily restore your computer to its previous state before the problem occurred.

{button ,JI(`To_create_a_Checkpoint_manually')} [To create a Checkpoint manually](#)

To create a Checkpoint manually,

Use the **Control tab** in the SecondChance window to create a new Checkpoint manually--usually before you install or remove a product, download a file, or change a system configuration setting.

- 1 Click .
- 2 (optional) Type a Checkpoint description in the text box.
- 3 Click **OK**.

Tips

- You can also right-click on the SecondChance icon in the Windows system tray, then click **Create a new Checkpoint**.
- Checkpoints are always numbered sequentially (Checkpoint 1, Checkpoint 2, and so on).

 [Related Topics](#)

About Scheduling Automatic Checkpoints

By default, SecondChance is scheduled to create a Checkpoint automatically at 8:00 AM, Monday through Friday. Use the SecondChance window's Schedule tab to change the default schedule to the day(s) and time(s) you specify. For example, you might want SecondChance to create a Checkpoint at 6:00 PM, Monday through Saturday.

{button ,JI(`To_schedule_days`)} [To schedule days](#)

{button ,JI(`To_schedule_times`)} [To schedule times](#)

{button ,JI(`To_delete_a_scheduled_time`)} [To delete a scheduled time](#)

To schedule days,

- 1 From the Schedule tab, select the day on which to create an automatic Checkpoint.
- 2 Repeat Step 1 for each day on which to schedule a Checkpoint.

Tips

- To leave a day unscheduled, leave its check box blank.

▶ [Related Topics](#)

To schedule times,

- 1 From the Schedule tab, click **Add/Remove Times**.
- 2 Type the time you want in the text box, then click **Add**.
- 3 Repeat Step 2 for each time at which to schedule an automatic Checkpoint.

Tips

- Instead of typing the time in step 2, you can select one from the list of time values, then click **Add**. Click the Up arrow button to select later times; click the Down arrow button to select earlier times.
 - To delete a scheduled time, select a time in the list box, then click **Delete**.
- ▶ [Related Topics](#)

To delete a scheduled time,

1 From the Schedule tab, click **Add/Remove Times**.

2 Select a time you want to delete from the list box, then click **Delete**.

▶ [Related Topics](#)

About Restoring Monitored Drives to Checkpoints

If something goes wrong and you need to restore your monitored drives to an earlier Checkpoint, you can use this basic procedure.

- From the Control tab, select an earlier Checkpoint.
- Use the Checkpoint Viewer to inspect the selected Checkpoint. You should inspect the Checkpoint first so you can compare the drive's current state (the files and folders it contains, for example) to the way the drive looked when the Checkpoint was created.
- Use the Restore button on the Control tab in the SecondChance window to restore your monitored drive(s) to the selected Checkpoint and restart your computer.

{button ,JI(`,`To_select_a_Checkpoint')} To select a Checkpoint

{button ,JI(`,`To_inspect_a_selected_Checkpoint')} To inspect a selected Checkpoint

{button ,JI(`,`To_restore_monitored_drives_to_an_earlier_Checkpoint')} To restore monitored drives

{button ,JI(`,`To_recover_current_files_not_restored_with_a_Checkpoint')} To recover current files and folders

To select a Checkpoint,

From the Control tab in the SecondChance window

- 1 Select the Checkpoint you want to view, from the list box.

From the SecondChance Checkpoint Viewer

- 1 Select the Checkpoint you want to view, from the Select Checkpoint drop-down list.

▶ [Related Topics](#)

To inspect a selected Checkpoint,

Before restoring a drive to a selected Checkpoint, you can inspect the Checkpoint to see what the drive looked like when the Checkpoint was created. You can also see how the drive's current state differs from its state when the selected Checkpoint was created.

- 1 From the Control tab, click  to open the SecondChance Checkpoint Viewer.

► [Related Topics](#)

To restore monitored drives to an earlier Checkpoint,

After inspecting the Checkpoint you want to use to restore your computer, use the Control tab in the SecondChance window to restore the drive to that Checkpoint. When SecondChance restores your computer to an earlier Checkpoint, it automatically saves two new Checkpoints on your drive--one created before you restore, and one created after you restore. The Checkpoint created before you restore ensures that you can return your computer to the state it was in before you restored it to the earlier Checkpoint. The Checkpoint created after you restore is the new starting point for SecondChance to track your changes.

- 1 Select a Checkpoint you want to restore.
- 2 Click  .
- 3 Click **Yes** to confirm that you want to restore.
SecondChance checks the disk drive for errors before it starts to restore.
- 4 When prompted, quit all open programs, then click **OK**.
SecondChance creates a new Checkpoint, restarts your computer, and finishes restoring your system to the Checkpoint you selected. Then it creates another Checkpoint.
- 5 Click **Yes** to use the Checkpoint viewer window to recover current data files and folders which are not saved in the Checkpoint to which you restored your computer.

Tips

- If restoring to this Checkpoint does not solve your problem, you can return to the Checkpoint created before you restored. Just select the previous Checkpoint and repeat steps 2-5.
 - If an error is found, use the Run ScanDisk program. Refer to your Microsoft Windows Help system for more information about using ScanDisk.
- ▶ [Related Topics](#)

To recover current files not restored with a Checkpoint,

After restoring to an earlier Checkpoint, SecondChance gives you the opportunity to use the Checkpoint Viewer to recover current files that did not exist when the earlier Checkpoint was created. By default, the viewer's Show Changes Only option is selected. This view makes it easy for you to see exactly which folders and files have been added, modified, or deleted since the earlier Checkpoint was created.

You can also recover files and folders without restoring to a Checkpoint. For example, if you accidentally delete a folder, use the Checkpoint Viewer to locate the folder in an earlier Checkpoint. Find the Checkpoint that was created when the folder existed. Then copy the folder to a location on your disk drive, using the steps below.

1 In the upper-right pane of the Checkpoint Viewer, select the files and folders you want to restore.

2 Click **File** ► **Copy Selected Item(s)**.

3 Click **Yes** to copy the items to the same place where the items were located when the earlier Checkpoint was created, or click **No** to open the file browser and select a new destination for the item(s).

Tips

- In step 1, to select multiple adjacent items, press <Shift> and select the first and last items in the group you want.
To select multiple nonadjacent items, press <Ctrl> and select the items you want.
- In step 2, you can also click  on the toolbar.
- You may have moved directories or changed directory names since the earlier Checkpoint was created. If so, use the file browser to locate the new directory where you would like to copy the items.
- Scenario - You want to restore your computer to the Checkpoint SecondChance took early this morning. Since that Checkpoint was created, you have created a new spreadsheet. You restore your computer to this morning's Checkpoint, and you can no longer see your spreadsheet file. You can not see it because it did not exist when the Checkpoint was created. Display the Checkpoint Viewer and locate your spreadsheet file in the window's upper-right pane. Select the file and copy it where you want to keep it now.

► [Related Topics](#)

About the Checkpoint Viewer Window

Use the Checkpoint Viewer to inspect your Checkpoints before you restore your system to one of them. You can select a Checkpoint and compare your system's state when the Checkpoint was created, with your system's current state. You can view and compare lists of color-coded folders and files to see what has changed since the selected Checkpoint was created. The color-coding lets you quickly see whether folders or files were created, deleted, renamed, or otherwise modified.

Folder color	Description
Gray	No change occurred
Green	New folder was created
Yellow	Some change occurred within the folder
File color	
Blue	File was renamed, moved, or otherwise modified
Gray	No change occurred
Green	New file was created
Red	File was deleted

The Checkpoint Viewer window displays,

- A tree view (or hierarchical list) of the folders in the Checkpoint (appears in the left pane of the window)
- A list that reflects the content and status of the drive or folder you select in the tree view (appears in the upper-right pane of the window)
- A list of the files and folders that were added after the selected Checkpoint was created (appears in the lower-right pane of the window)

{button ,JI('`To_open_the_Checkpoint_viewer_window')} To open the Checkpoint viewer window

{button ,JI('`To_close_the_Checkpoint_viewer_window')} To close the Checkpoint viewer window

{button ,JI('`To_access_Help')} To access Help

{button ,JI('`To_use_the_toolbar')} To use the toolbar

{button ,JI('`To_expand_and_collapse_the_tree_view')} To expand and collapse the tree view

To open the Checkpoint Viewer window,

1 From the Control tab, click  .

 [Related Topics](#)

To close the Checkpoint viewer window,

1 Click **File**  **Close**.

Tips

- You can also click  in the upper-right corner of the window

 [Related Topics](#)

To access Help,

- 1 Click **Help**  **Contents** to display the online Help topics, or point to a toolbar to see a brief description of its use.

Tips

- Help messages also appear in the status bar area at the bottom of the Checkpoint Viewer window. For example, when you point to a SecondChance menu command, a brief description of its use appears in the status bar.

 [Related Topics](#)

To use the toolbar,

The toolbar is located below the menu bar near the top of the Checkpoint Viewer window. As you move your mouse over a tool, you will see a brief description of its use. Except for Up One Level and Stop Current Operation, the toolbar commands are the same as the commands on the Checkpoint Viewer's menus. The toolbar provides quicker access.

Click	To
	Refresh the view in the window.
	Show only the files and folders that changed. To see the complete view of files and folders, click the selected tool.
	Show details about changes to files. SecondChance may display two lines of information for a changed file. The top line shows information about the file at the time the Checkpoint was created; the bottom line shows information about the current file on the disk (current location of moved files, current name of renamed files, and so on). To hide change details, click the selected tool.
	Copy the items you have selected. Use this command to recover accidentally deleted items without restoring to a Checkpoint, and to recover items that are not restored with a Checkpoint.
	Move up one level from the folder currently selected.
	Stop copying selected item(s) or preparing a view.

To expand and collapse the tree view,

- 1 From the Checkpoint Viewer window, click the plus sign to expand a drive or folder list.
- 2 To collapse the list, click the minus sign.
- 3 To view more information about a folder, click the folder's icon in the window's left pane, or double-click the folder's icon in the window's right pane.
- 4 To refresh the list, click **View**  **Refresh View**.

Tips

- A plus sign next to a drive or folder icon in the left pane of the Checkpoint Viewer window indicates that you can expand the view to see more entries.

 [Related Topics](#)

About Viewing Checkpoint Space

Use the Checkpoint Space tab to view information about the Checkpoint space allocations for the drive(s) that SecondChance is monitoring. You can quickly see how much space is used and available.

SecondChance automatically discards old Checkpoints as needed to stay within the [Checkpoint space limits](#) you have specified for your drive(s). You can also delete old Checkpoints manually, if you need to make disk space available. For example, if you did not have enough room to install a new program, you could delete one or more selected Checkpoints manually. When you delete a Checkpoint in your list, all prior Checkpoints are also deleted.

Disk Space

Because SecondChance saves deleted files in Checkpoints, you cannot increase your free disk space by deleting files and folders. You must delete old Checkpoints instead. SecondChance maintains the space limits you set for the maximum disk space to use for Checkpoints and the minimum disk space to keep free. To avoid exceeding these limits, SecondChance will discard your oldest Checkpoint. The more disk space you allocate for Checkpoints, the more Checkpoints you can choose from when you want to restore your computer to an earlier state.

Increasing Disk Space

To increase your disk space, you can delete your oldest Checkpoint first (the Checkpoint with the lowest number). For example, if you have Checkpoints numbered 1 through 10, delete Checkpoint 1 first. If you select Checkpoint 8 to delete, SecondChance displays a dialog box informing you that deleting Checkpoint 8 also deletes Checkpoints 1 through 7. Because SecondChance maintains only the changes between Checkpoints, if you delete Checkpoint 8, you can not restore your system to any earlier Checkpoint (1 through 7).

{button ,JI('`To_delete_selected_Checkpoints')} [To delete selected Checkpoints](#)

{button ,JI('`To_change_space_limits_for_drives')} [To change space limits for drives](#)

To delete selected Checkpoints,

- 1** Click the **Checkpoint Space** tab.
- 2** Select one or more Checkpoints that you want to delete.
- 3** Click **Delete Selected Checkpoint(s)**.
- 4** Click **Yes** to confirm the deletion.

Tips

- SecondChance notifies you if earlier Checkpoints are associated with the Checkpoint you selected. Deleting the selected Checkpoint deletes the previous Checkpoints as well.

 [Related Topics](#)

About Managing Checkpoints

Use the Options tab on the SecondChance window to manage Checkpoints. You can:

- Specify the drives that you want SecondChance to monitor. You can only Checkpoint your physical disks; you can not Checkpoint removable drives or network drives. If you have multiple partitions on your hard disk, SecondChance can monitor one or more of the partitions.
- Set limits on the use of disk space for Checkpoints and the number of days to keep Checkpoints.
- Exclude directories from Checkpoints.
- Choose whether you want to be notified before SecondChance automatically deletes the oldest Checkpoints.

The Options tab also gives you the ability to create an Emergency Boot Disk (if you did not create one when you first started SecondChance). You can use the boot disk to restore your system to a previous Checkpoint, even if you cannot restart your system or if Windows does not load properly. Once you create the boot disk, be sure you store it in a secure place.

{button ,JI(`,`To_add_drives_to_Checkpoint_monitoring')} [To add drives to Checkpoint monitoring](#)

{button ,JI(`,`To_remove_drives_from_Checkpoint_monitoring')} [To remove drives from Checkpoint monitoring](#)

{button ,JI(`,`To_change_space_limits_for_drives')} [To change space limits for drives](#)

{button ,JI(`,`To_exclude_directories_from_Checkpoints')} [To exclude directories from Checkpoints](#)

{button ,JI(`,`To_create_an_emergency_boot_disk')} [To create an emergency disk](#)

{button ,JI(`,`To_enable_Checkpoint_discard_notification')} [To enable Checkpoint discard notification](#)

To add drives to Checkpoint monitoring.

- 1 From the Options tab, click **Drives**.
- 2 Select the drive you want SecondChance to monitor.
- 3 Click **OK**.

When SecondChance notifies you that it must create a new Checkpoint and restart your computer before your changes can take effect, close any open applications, then click **Restart**.

 [Related Topics](#)

To remove drives from Checkpoint monitoring,

1 From the Options tab, click **Drives**.

2 Deselect the drive you do not want SecondChance to monitor.

SecondChance warns you that removing the drive also deletes all of the Checkpoints on that drive.

3 Click **OK**.

When SecondChance notifies you that it must create a new Checkpoint and restart your computer before your changes can take effect, close any open applications, then click **Restart**.

 [Related Topics](#)

To change space limits for drives,

When you installed SecondChance, it set default space limits for the drive(s) you specified for monitoring. You can change these limits for disk space usage and the number of days to maintain old Checkpoints. To stay within the specified space limits, SecondChance automatically discards old Checkpoints. SecondChance also warns you when you reach maximum disk space limits, unless you have disabled this feature.

- 1** From the Options tab, click **Limits**.
- 2** Select the drive you want to limit, from the Select Drive drop-down list.
- 3** Specify the Maximum Space for Checkpoints you want in the respective text box.
- 4** Specify the Minimum Free Space you want in the respective text box.
- 5** Specify the number of days (1-14) you want to maintain Checkpoints.
- 6** Click **OK**.

The new values take effect immediately.

Tips

- In steps 3 and 4, instead of typing the space limit value, you can select one from the list of values. Click the Up arrow button to select increasing values; click the Down arrow button to select decreasing values.
- In step 5, SecondChance will not automatically discard Checkpoints created within the number of days you specified unless the amount of free space on your drive drops below the minimum you specified in Step 4. In other words, for the number of days you specify, SecondChance will ignore the setting in Maximum Space for Checkpoints. This will prevent recent Checkpoints from being discarded when you uninstall a large application such as an Office suite (that is, unless you run out of disk space).

 [Related Topics](#)

To exclude directories from Checkpoints,

Use the Exclude button on the Options tab to exclude directories from Checkpoints. For example, you can exclude temporary directories (such as \Tmp, \Temp, or \Windows\Temp) and Internet caches (such as \Temporary Internet Files) that consume space in Checkpoints and need not be restored. You can add to the list of excluded directories. You can also remove directories from the list if you decide that you do want them included in Checkpoints.

- 1** From the Options tab, click **Exclude**.
- 2** To specify a new directory to exclude, click **Add Directory**, browse for and select the directory you want to exclude from Checkpoints, then click **OK**.
- 3** To remove a directory from the list of excluded directories, select the directory in the list box, then click **Remove Directory**.
- 4** Click **OK**.

When SecondChance notifies you that it must create a new Checkpoint and restart your computer before your changes can take effect, close any open applications, then click Restart.

 [Related Topics](#)

To enable Checkpoint discard notification,

Use the **Options tab** to specify whether SecondChance will notify you before it automatically discards old Checkpoints. The oldest Checkpoints are discarded so that Checkpoint space does not exceed your specified drive space limits.

By default, SecondChance notifies you before it discards old Checkpoints. If you do not want to be notified, you can change the default.

- 1 To enable Checkpoint Discard Notification, select the check box.
- 2 To disable Checkpoint Discard Notification, leave the check box blank.

 [Related Topics](#)

About Online Services

You can click the Online tab in the SecondChance window to visit the PowerQuest Web site (at <http://www.powerquest.com>). You can also register your SecondChance software (if you did not register when you installed SecondChance), check for software updates, and update to a newer version of SecondChance.

To use online services, you must have an Internet connection. You must also have a Web browser such as Netscape Navigator or Microsoft Internet Explorer installed on your computer. SecondChance will automatically start your Internet connection software and display the Web site that you choose.

{button ,JI('`To_register_SecondChance')} To register SecondChance

{button ,JI('`To_update_SecondChance')} To update SecondChance

{button ,JI('`To_view_the_PowerQuest_web_site')} To view the PowerQuest web site

To register SecondChance,

Registered users will receive free technical support and information on new product developments and upgrades as soon as they become available.

- 1 From the Online tab, click the **Register**.
- 2 Follow the instructions on the registration page that appears in your web browser.

 [Related Topics](#)

To update SecondChance,

1 From the Online tab, click **Update** to connect to the PowerQuest web site and check for a newer version of SecondChance.

If a newer version exists, a dialog box asks you whether you want to download and automatically update your SecondChance software.

2 Click **OK** to download the new software version and automatically restart SecondChance.

 [Related Topics](#)

To view the PowerQuest web site,

On the PowerQuest Web site, you can get more information about SecondChance and other PowerQuest products, contact PowerQuest technical support engineers, and buy additional products.

1 Click the **www.powerquest.com** button from the Online tab.

 [Related Topics](#)

About Quick Practice Lesson

You can complete this simple practice lesson to see how easy it is to use SecondChance. You will change the background image on your computer desktop, then use SecondChance to restore your display exactly as it was before you changed it.

In this practice lesson you will do the following:

- Take a Checkpoint before you change anything.
- SecondChance uses this Checkpoint to save a snapshot of your system configuration and your files.
- Change your background display.
- Return to your original background display. You will do this by restoring your computer to the Checkpoint you took before you changed the display property.

 [Take me through the lesson](#)

{button ,JI(' ,To_create_a_Checkpoint')} [To create the Checkpoint](#)

{button ,JI(' ,To_change_the_display_property')} [To change the display property](#)

{button ,JI(' ,To_restore_a_drive_to_the_Checkpoint')} [To restore the drive to the Checkpoint](#)

To create a Checkpoint,

- 1 Click the Control tab in the SecondChance window.
- 2 Click .
- 3 In the Checkpoint Description text box, type Before display change.
- 4 Click **OK** to close the dialog box and create the Checkpoint.

The Checkpoint appears at the top of the list of Checkpoints, which is located at the bottom of the Control tab.

 [If you have created the Checkpoint, you are ready to change the display property](#)

 [Related Topics](#)

To change the display property,

1 From the Windows taskbar, click **Start**  **Settings**

 **Control Panel.**

2 Double-click **Display**, then click the Background tab.

3 Select a new wallpaper for the desktop, from the Wallpaper list box.

4 Click **OK**.

The background you selected now appears on the desktop.

 If you have changed the display property, you are ready to restore the drive to the Checkpoint you took earlier

 [Related Topics](#)

To restore a drive to the Checkpoint,

Now you will return to your original display background by restoring the drive to the Checkpoint you took earlier.

- 1 From the **Control tab**, select the Checkpoint **Before display change**.
 - 2 Click .
 - 3 When prompted, click **Yes** to confirm that you want to restore your computer to the selected Checkpoint.
 - 4 When prompted, quit any other programs you have open and click **OK** to restart your computer. It might take a while for your computer to restart.
 - 5 Log in when prompted and be comforted that your display looks exactly as it did when you started this practice lesson.
- You will find SecondChance most useful when your system develops problems that interfere with your computer's performance. For example, if your computer can not load Windows, you can use your SecondChance emergency boot disk. If changes to system settings cause trouble or you get stuck installing or removing a program, you can restore your computer to an earlier Checkpoint.

 [Related Topics](#)

To remove SecondChance,

1 From the Windows taskbar, click **Start**  **Settings**

 **Control Panel.**

2 Double-click Add/Remove Programs.

3 From the Install/Uninstall tab, select **SecondChance** from the list box, then click **Add/Remove**.

4 Click **Yes**.

 [Related Topics](#)

PowerQuest Technical Support

Before Contacting Technical Support

PowerQuest is committed to providing you with comprehensive technical support. However, before contacting our technical support department, please try to resolve your problem by using SecondChance Help, and PowerQuest's corporate web site.

Tips

- Your problem may be resolved by applying the most recent patch or upgrade of the software.
- Your product serial number is required to obtain technical support.

Term of Technical Support for SecondChance 2.0

Technical support is available to all registered users throughout the life of SecondChance, which began when PowerQuest released SecondChance 2.0 to manufacturing and ends six months after the release of SecondChance 3.0.

Upon registration, PowerQuest provides 90 days of complimentary technical support from the day of your first call. In addition, registered users are eligible for special upgrade pricing when PowerQuest releases a new version of SecondChance. Contact PowerQuest Customer Service for additional information about upgrade pricing.

Contact Information

E-mail

Language	E-mail address (for specific technical problems)
Dutch	eurots@powerquest.com
English	help@powerquest.com eurots@powerquest.com
French	france@powerquest.com
German	germany@powerquest.com
Italian	italian@powerquest.com
Portuguese	latina@powerquest.com
Spanish	spanish@powerquest.com

To obtain e-mail technical support for specific technical questions, you can fill out the form at <http://www.powerquest.com/support/emsupport.html>.

E-mail on Demand

PowerQuest maintains an e-mail on demand system to resolve common problems. You can view a list of available documents at <http://www.powerquest.com/support/demand.html>. To request one of the documents, send an e-mail message to support@powerquest.com with the index number of the document in the subject of the message. You can only request one document per e-mail message.

Corporate Web Site

The PowerQuest web site includes a wide array of information, including answers to frequently asked questions.

Information Web Site Address

Overview of support options	http://www.powerquest.com/support/index.html
E-mail support request form	http://www.powerquest.com/support/emsupport.html
Error messages	http://www.powerquest.com/support/er/er0000.html
SecondChance FAQs	http://www.powerquest.com/support/FAQs.html

Fax

Location	Number
USA	+1 (801) 437-4218
Europe	+31 (0) 20 582 9260

Fax a description of your problem to the technical support fax number. This service is available in the U.S., Canada, and Europe 24 hours a day, 7 days a week. PowerQuest technicians try to respond to all fax requests within 24 hours.

Telephone

Language	Location	Number
Dutch	Netherlands	+31 (0) 20 581 3906
English	Netherlands	+31 (0) 20 581 3907
English	UK	+44 (0) 0171 341 55 17
English	USA	+1 (801) 226-6834
French	France	+33 (0) 1 69 32 49 30
German	Germany	+49 (0) 069 66 568 516
Italian	Italy	+39 (0) 02 45 28 1312
Portuguese	USA	+1 (801) 226-6834
Spanish	Spain	+34 (0) 91 622 3146
Spanish	USA	+1 (801) 226-6834

The USA call center is open Monday through Friday, 7 a.m. to 6 p.m., MST/MDT. Our European call centers are open Monday through Thursday, 9:00 to 18:00, CET, and Friday 9:00 to 17:00, CET.

Postal Service Mail

USA	Europe
PowerQuest Corporation	PowerQuest
P.O. Box 1911	Orlyplein 85
Orem, Utah 84059-1911	1043 DS
U.S.A.	Amsterdam
	The Netherlands

Please include a description of your problem. Also include a return address, a daytime phone number, or other relevant contact information.

{ewl RoboEx32.dll, WinHelp2000, }

