



# FAQ SARDU MultiBoot Creator

## SARDU MultiBoot Creator (hereafter SARDU)

### [Overview]

This short, but informative and comprehensive F.A.Q. is also a “mini” guide that will help you in understanding and using SARDU.

### **Q) I have downloaded the zip file for SARDU MultiBoot Creator, what now?**

A) SARDU MultiBoot Creator is a software application which does not require installation. Just extract the zip file into a folder and moved to the preferred directory on the PC.

The folder contains the executable software and some of the files used by the software.

To run the software, simply double click on the executable software icon to open the graphic interface.

There is no need to uninstall the software, as all the files it uses are in the folder itself, which can be deleted at any time.

To update an older version of SARDU, as long as there are no 7z or language updates in the version changelog, make a backup of the old version, then copy the executable software file into the folder which contains SARDU\_1 to get the updated version.

To learn more about how SARDU MultiBoot Creator is organised, read the following FAQ

### **Q) OK, I have downloaded SARDU MultiBoot Creator but what does it do?**

A) SARDU MultiBoot Creator is a software that manages multiple bootable ISOs (CD/DVD images), allowing them to coexist on a single USB stick or other removable storage device, which can be launched from an easy to use graphical menu.

Your USB pendrive is transformed by the software into a true pocket-sized, customisable IT multitool, which can be used to boot up your PC and Mac from both BIOS Legacy and UEFI (Unified Extensible Firmware Interface).

No technical knowledge is needed to create bootable peripheral devices, as SARDU has been programmed to do this for you.

### **Q) SARDU MultiBoot Creator is running but I am not very familiar with it, how is it organised?**

A) SARDU may seem difficult at first due to the enormous number of features it comes with.

But actually, once you start using it, you will find the windows and data are arranged logically.

The ISO files (DVD/CD images) are divided into four macro categories to which the Extra section is added for PRO users.

The four main categories are:

- Antivirus
- Utility
- Linux
- Windows

As SARDU MultiBoot Creator cannot integrate all the ISO images it manages, they must be downloaded or already in the user’s possession.

The software integrates a downloader. ISO images can be downloaded by simply clicking on the download icon or by right-clicking.

If you already have the ISO files, you can select them by clicking on the third column (folder) in the



reference row or by right-clicking - - > Search ISO on the mouse

Once the ISO file has been downloaded, or selected, a blue icon will appear in the cell of the second column of the software.

To add the ISO file to the USB pendrive to be created with SARDU, it must be selected with a checkmark in the first column. Upon confirmation of positive outcome, the space needed (which will be occupied) to create the drive will be displayed automatically.

Perform the same procedure to add each ISO file you want to add to your USB pendrive.

The USB pendrive created using SARDU MultiBoot Creator is incremental, meaning that over time ISO files can be added and/or removed from the USB pendrive by deselecting the ISOs already added, or deleted by clicking on the recycle bin that appears to the right of the software row.

The DVD follows the same logic, although is limited by its storage capacity and has a write-only memory. If you are still unsure, now that you have created your first drive using SARDU MultiBoot Creator, you can read the other FAQs for further explanations.

N.B. Windows ISO Images cannot be downloaded using SARDU as we cannot know which Version or language the user needs.

### **Q) I don't understand anything, how can I create a USB pendrive from which PCs can be booted up?**

A) It may seem difficult when you first start using SARDU but it really isn't.

To get started, the best idea may be to create a USB pendrive which only contains the applications that are included, by default, in every drive which is created (the RAM memory test and a few other utilities). Let's take a closer look at how to proceed

Run the SARDU MultiBoot Creator software

Connect a FAT32 formatted USB pendrive to the PC (if you are unsure, look in the FAQ for supported drives)

""Search for the USB pendrive"" by clicking on the magnifying glass icon in the top right corner.

If the USB pendrive is detected, you will see it in the list, and all its parameters will be displayed in the bottom of the SARDU ""report"" window.

If more than one unit is connected to the PC, select the correct one from the dropdown menu (hereafter ComboBox) in the list of detected units.

To create the drive, click on the button which displays the icon of USB pendrive.

As the files are extracted and copied onto the USB pendrive, SARDU MultiBoot Creator will display the different stages of its process.

After the USB pendrive has been created, boot up can be tested from *Legacy* using the ""Test USB"" function that uses the Integrated QEMU (button in the upper part of the GUI).

The USB pendrive created using SARDU MultiBoot Creator is incremental, which means that over time ISO files can be added or removed from the USB pendrive by deselecting the ISOs, if previously selected.

SARDU users with a PRO licence can also boot up the USB pendrive which has been created in systems that allow booting from UEFI (Unified Extensible Firmware Interface), in addition to booting from BIOS Legacy.

### **Q) When I run SARDU MultiBoot Creator software for the first time, it asks me to register. Why should I register?**

A) One of SARDU's strengths is that there is no need to release a new version in order to add/update supported and managed ISOs, add a software patch or correct any errors due to new version releases.

The registered version of the SARDU software downloads the updated ISO database list each time you run the software. Our staff may update the database more than once on the same day.

Registration is **free** and users can choose to receive newsletters (as we hate spam as much as anyone, we only send notifications for important software upgrades or promotional offers).



If you have questions about the GDPR, you can read our [privacy policy](#) here. Rest assured that we love our own privacy and have the same respect for the privacy of users.

**Q) SARDU does not recognise my USB pendrive (or other external media). Why?**

A) By default, SARDU MultiBoot Creator recognises FAT32 formatted drives. Make sure the antivirus or firewall is not blocking it. Management of the NTFS pendrive can be enabled from the *USB* menu (the NTFS file system is not compatible with UEFI and Windows multi-installation). If the problem persists, make sure the drive is not included in the BlackList (USB menu).

Windows recognises some large capacity USB media as a Hard Disk.

Hard Disk support is enabled from the USB menu.

exFAT is NOT supported.

**Q) SARDU MultiBoot Creator is slow while writing to my USB pendrive and/or appears to be 'frozen'**

A) SARDU extracts the files from the ISO (CD/DVD images) and copies them onto the USB pendrive.

There are many factors which affect this process, including the CPU and RAM of the PC which manage the process of extraction, writing files to the USB pendrive, and so on.

One test you can do is to extract the ISO files onto a USB pendrive using 7zip: this makes it easy to see that the processing speed depends on the write speed of the USB pendrive.

Some are fast, others are only fast with large files and extremely slow with smaller files, while others are fast with all types of files.

At SARDU, we ONLY use super-fast, latest generation USB pendrives which are now highly affordable and able to transfer data at 400MB/s.

There are times when the extraction process seems 'frozen'. This may be due to the large size of the file to be extracted and therefore the writing process requires longer or, possibly, the antivirus or firewall is blocking extraction because some files contained in the ISO are identified as malicious.

As has been amply demonstrated, the fault is therefore NOT with SARDU MultiBoot Creator, and a possible solution would be to buy a high-performance USB pendrive.

**Q) Can the pendrive created with SARDU MultiBoot Creator boot an old BIOS Legacy PC?**

A) Among its many possible uses, SARDU can also give new life to an old PC.

The pendrive or DVD created with our software are able to boot from both 32 or 64 bit BIOS Legacy and UEFI systems, as well as modern or dated versions of Live operating systems (*operating systems that can be booted without being installed*).

The only requirement is that the machine can be booted by CD/DVD or using a USB pendrive.

**Q) Can the pendrive created with SARDU MultiBoot Creator boot a new PC/Mac from UEFI?**

A) Pendrives or DVDs created with our software can boot from both 32 or 64 bit BIOS Legacy and UEFI systems, as well as modern or old versions of Live operating systems.

The necessary requirements are limited to having a PRO version of SARDU MultiBoot Creator, the ISO images we want to add are UEFI compatible and your machine allows booting from CD/DVD or a USB pendrive. "Secure Boot" must also be deactivated.

**Q) Can the pendrive created with SARDU MultiBoot Creator boot from both UEFI and Legacy?**

A) The 'free' software version (even if registered) creates drives which only allow the PC to be booted from BIOS Legacy.

Drives created with SARDU MultiBoot Creator PRO boot both BIOS Legacy and UEFI systems (with Secure Boot deactivated)



**Q) Problem: The pendrive created with SARDU does not boot the PC**

A) Verify the pendrive is bootable (it contains the files required to boot the PC), by trying to boot *BIOS Legacy* using the Test USB option (QEMU menu or assigned button).

Some BIOS firmware (Acer, for example) require boot from USB to be enabled as well as, perhaps, activation of the option to display the appropriate selection menu (BBS Popup). Others require both boot from Legacy and UEFI to be enabled.

The basic rules to follow are: enable the Compatibility Support Module (CSM) if installed, disable *Secure Boot*.

There is no standard sequence when applying these changes, therefore we recommend you refer to the specific manuals supplied with your motherboard.

**The pendrive created with SARDU, even using the SARDU MultiBoot Creator PRO version, will not boot the PC with Secure Boot active.**

**Q) The USB pendrive created with SARDU MultiBoot Creator doesn't work. How can I fix the problem?**

A) It may be that an antivirus blocks SARDU during the creation of the boot files on the USB or the Master Boot Record (MSB) on the USB has been corrupted.

We strongly recommend formatting your USB pendrive with RmPrepUSB. In software options, select "non-bootable partition", "MS-DOS bootable", "FAT32".

**Q) My USB pendrive has a storage capacity greater than 32 GB. Can I use it with SARDU in FAT32?**

A) YES, absolutely. We strongly recommend formatting your USB pendrive with RmPrepUSB. In software options, select "non-bootable partition", "MS-DOS bootable", "FAT32".

**Q) Can I check the functionality of the USB or ISO created with SARDU MultiBoot Creator from QEMU?**

A) NO, QEMU is only used to verify the graphics card boot from BIOS Legacy has worked correctly.

Its use is limited to this, also because it is not a real PC. For more advanced tests you can use other types of virtual PCs but, without a doubt, the only valid choice is to perform the test on an actual PC.

If the graphics card does not boot, the pendrive may be corrupt. Reformat the pendrive with RmPrepUSB or use a different pendrive.

**Q) I am unable to register the SARDU MultiBoot Creator software, why?**

A) Remember that to register the software, we require your email address to send you the serial code for registration.

If you have lost or cannot find the serial code we provided, please read the FAQ, "How can I retrieve my serial code".

Make sure that the software has been extracted from the compressed file and that no antivirus, firewall or proxy is blocking SARDU connections. Otherwise, create the appropriate rules to allow updates from the sardu.pro site

See the FAQs below which explains why you should add SARDU to the White List.

If the problem is not resolved, you can try to register and/or update the software manually by following the steps below:

- 1 - Run the SARDU MultiBoot Creator software;
- 2 - Click on "?" in the main menu;
- 3 - Select "Create update file" - Save the .upd files which are created on your Desktop (if necessary, have the details available for the email used to register the software on our server, along with the serial code we sent to you);
- 4 - Open the page <https://www.sardu.pro/account.php> (requires login);
- 5 - Click on the "Manual Update" TAB and upload the .upd update files previously saved on the Desktop;



- 6 - The server will send a ZIP file. Save this file on your Desktop;
- 7 - Go back to the SARDU MultiBoot Creator software;
- 8 - Click on “?” in the main menu;
- 9 - Select “Import update file” and then select the ZIP file you previously saved on the Desktop.

SARDU MultiBoot Creator will now be registered and updated according to the user software licence.

**Q) Why do I have to add SARDU and its folder to the White List?**

Q) SARDU performs several operations, such as making the USB bootable or renaming or modifying tens of files in just a few seconds, operations which some Antivirus programs consider malicious. Some software contained in ISOs, such as those for testing security, are almost always considered to be malicious. It is therefore strongly recommended that you add the SARDU folder, the path to the USB pendrive and the path where the ISOs are downloaded to the White List.

**Q) I have forgotten the serial code and/or my password to access the portal. How can I recover them?**

A) When a user registers on our server, <https://www.sardu.pro>, a dedicated user area is automatically created on the website.

You can find the serial code in the “Your account” section of this area.

If you cannot remember your password to enter the portal, click on “forgot password” located in the upper right of the display. You will then be sent a link (to the email address provided at the time of registration) from which you can reset the password.

**Q) Can I check if there is something blocking my SARDU MultiBoot Creator software?**

A) In the *File* menu, you will see *Checking elementary actions*. It is recommended that you carry out this action with a selected USB pendrive; by activating this check, SARDU will test the extraction (7z), download (Wget), syslinux on the USB pendrive as well as the other tools that can be used by SARDU.

**Q) Can I add my own ISO image if I can't find it in the list?**

A) If the ISO is Linux derived from other Linux ISO images managed by SARDU and complies with the main structure, you can use the dedicated Extras management. (see FAQ)

**Q) Can I rename the ISOs, relative boot menu items on the USB pendrive and the [text help](#)?**

A) YES, absolutely. Once the ISO has been selected, right-click to rename the software, the text help (Description displayed in the dedicated ISO menu) and/or reset everything to the default configuration.

**Q) The Extra section is not enabled, why?**

A) This section can only be used if you have a SARDU MultiBoot Creator version with a PRO licence. Check that the PC you are using has the necessary licence.

**Q) How does the Extra section work?**

A) The Extra section, displayable by clicking on the dedicated TAB, is divided into two sections:

1) “Linux Derived”.

In this section we are mainly able to manage ISOs that are derived from better known Linux distributions. In addition to the filters available in all the other categories, whose use we can check in the FAQ, we find the “Add” button.

Clicking the “Add” button opens a dialogue window containing fields to be completed.

In the first field, *Name*, we must enter the product name. This name is the same as the one displayed in the start menu.



*Menu type*, if enabled with the appropriate checkmark, allows us to add the given ISO in the start menus of the pre-configured category: Antivirus, Utility, Linux. As an alternative, if the ISO is selected, it will be added to the start menu called “Extra”.

*Linux derived from* is the heart of the Extra section. In the Combo box we can find the names of Linux distributions that have been used as the basis and point of reference for creating new distributions. If, for example, we want to add a standard ISO derived from Debian, we simply need to choose that item.

*Alternative boot mode (deprecated)* allows us to add certain ISOs by exploiting the methodologies which require the user’s knowledge.

*ISO Name* must contain the name of the ISO to be searched for by SARDU. Example MyDebian\*.iso

The other items are optional with the exclusion of the “*Text Help*” containing a short explanation which is placed at the bottom of the menu during the boot phase of the ISO. For example, “My Debian created for the company”.

Clicking on “Save”, our ISO is then added and managed by SARDU.

PLEASE NOTE: ONLY ISO images derived from known distributions and which meet the standard are managed in this section. SARDU MultiBoot Creator CANNOT manage ISO images which are not recognised by our software; this is also true of Windows images which must be managed via the dedicated software TAB.

2) “Useful software”.

In this section, we can find and add some software that we consider useful (e.g. DriverPack Solution). These software applications are not bootable and are therefore not managed and loaded onto the USB pendrive, meaning they are not included in the start menu.

**Q) Can I add a Windows version which is not in the list? How to add a PE (Preinstallation Environment)**

A) YES, absolutely.

Highlighting the line of a Windows version and clicking on the “Add” button opens a window in which we must enter the name of the Windows version we want to add (an item that will then be displayed in the menu), the name of the ISO (also \*.iso) and the relative Text Help.

By clicking on the Save button, the TAB will be updated and our item will be added to the list of managed Windows versions.

**Q) Are all Windows installer ISOs and PE (Preinstallation Environment) compatible with SARDU?**

A) All ISOs that meet the write standard for writing to a DVD are compatible, therefore it is necessary to check the file size beforehand.

Open the ISO file with 7zip to check if the install.wim or install.esd file located in the *sources* folder is smaller than 4 GB. If the file is larger, see the FAQ below.

The Windows 10 AIO ISO, not recommended, is managed by selecting the dedicated item from the list of Windows ISOs. It has a completely different structure to that of standard ISOs. We have encountered some problems when booting machines with EFI32 while the machines themselves boot the native 32Bit ISO Windows Installer perfectly.

**Q) My Windows ISO is not compatible with FAT32. How can I resolve this?**

A) Check the size of the install.wim or install.esd file located in the sources folder.

If the file size is greater than 4 GB, then it exceeds the physical limit of FAT32.



How can I try to resolve the issue?

Download ImageX <https://www.autoitconsulting.com/files/gimagex/gimagex.zip>, then download a software app that is capable of managing ISO images (something like UltraISO).

Launch the executable software according to our operating system (32 or 64 Bit).

Extract the install.wim file to a folder on the PC.

By selecting the install.wim file and then "Info", we can see the versions which are included in our ISO.

The chosen version can be extracted, then renamed as install.wim (this time the file should be smaller than 4 Gb) and loaded into the ISO, overwriting the old install.wim which was larger than 4 GB.

**Q) Why don't the USB or ISO created with SARDU MultiBoot Creator boot the software added using the integrated QEMU?**

A) QEMU was integrated with SARDU to check the menu functions from *Legacy* and that the USB pendrive which was created is bootable. We cannot expect them to boot all ISOs; some of them work properly, some of them DO NOT because they stop when searching for compatible hardware.

**Q) The ISO added to the USB pendrive does not boot and cannot find the filesystem. What can I do?**

A) Try a different USB port and/or do not use a USB hub/switch

**Q) When booting the USB pendrive from UEFI, the error message "Invalid signature", or there is an error in the *startup.ns* file is displayed. What can I do?**

A) In UEFI "BIOS settings", Secure Boot must be disabled; if possible always enable the CMS.

**Q) The ISO download link does not work or is not available, why?**

A) If you are using an unregistered version of SARDU please register. We check the ISO list daily. You can send the notifications to [info@sardu.pro](mailto:info@sardu.pro).

Some ISOs are not directly downloadable because they are commercial products or they are no distribution rights. For Windows ISOs, which may be downloaded, SARDU cannot provide a link as the SARDU software is used in 237 countries and we therefore cannot know the which language and or version you wish to use. In the 'useful software' of the Extra section, you will find the link to download two tools created specifically for downloading Windows ISOs.

**Q) If I reformat my PC, will I void my licence?**

A) NO. If there is no hardware change, SARDU will not recognise any new formatting. It's worth remembering that SARDU is a so-called *portable* or *standalone* application and therefore does not require installation, only writes files to its own folder and the destination USB pendrive (where required) and, naturally, the folder where you choose to download the ISOs (if required).

If you do change hardware, see the next FAQ, "How does the "your PC" management function work on the portal?"

**Q) How does the "your PC" management function work on the portal?**

A) Access the SARDU portal and go to the section 'Your account'

PRO users can view their own PC in the 'Your PCs' section and check which one is using the licence.

The section displays the relative name (customisable) for each PC, the last time it was booted/updated and the relative licenses currently in use.

In addition, it is possible to remove a PC from the list up to 5 times, as displayed in the counter. There is a product available, at an additional low cost, that resets the counter to zero and allows a further 5 removals. Once the PC with the PRO licence has been removed, the first one to be booted using SARDU MultiBoot Creator will receive the PRO licence.



**A) I have the PRO licence, but it is not recognised**

A) Access the SARDU portal and go to the section 'Your account'

In the 'personal data' TAB, check that the serial code and email you provided when registering match (remember that the serial code is case sensitive)

In the 'licenses' TAB, check that the licence has not expired and the number of PCs on which it has already been used.

In the "Your PCs" TAB, please check which PC is currently using our licence.

If the current PC is not registered, see the FAQ, 'Can I transfer my PRO licence from one PC to another?'

**Q) Can I transfer my PRO licence from one PC to another?**

A) see the FAQ "How does the 'Your PCs' management function work on the portal?"

**Q) Will a pendrive created with SARDU boot all PCs?**

A) SARDU creates a USB that boots from BIOS Legacy and UEFI x86 and x64 systems, therefore it will boot PCs that are bootable from a USB, including all recent Macs that boot from UEFI (holding down the *option* key when rebooting).

**Q) How does the number of PCs on which I can have the PRO licence work? What if I change PC?**

A) Each licence has a limited number of PCs on which SARDU MultiBoot Creator can be used, the USBs which are created do NOT have a limit. They can be used on any number of PCs.

Once you sign in to your account, go to the shop <https://www.sardu.pro/shop-en> where you can see the number of PCs on which the software can be used.

Once you sign in to your account, go to <https://www.sardu.pro/your-account> and, selecting the 'Licence' TAB, you can see the number of PCs on which the software has been used. By going to 'Your PCs' you can see the list of PCs on which the licence is active. Should you wish to remove one from the list, perhaps because you have changed PCs, this can be done up to a maximum of 5 times.

**Q) Does the SARDU MultiBoot Creator licence expire?**

A) There are two types of user licence:

The first type of licence is valid for a year and can be renewed at any time before the date on which it expires

The second type of licence, Lifetime activation, never expires.

**Q) Can I upgrade my licence from one PRO version to another?**

A) YES, it is possible to upgrade to various packets, both with annual and lifetime activation, including switching from the version with an annual renewal to a higher version with lifetime activation.

**Q) Why should I choose SARDU MultiBoot Creator?**

A) In 2008, SARDU (Shardana Antivirus Rescue Disk Utility) was the first software to automate the creation of a DVD or USB containing multiple bootable ISO/CD/DVD images with a simple MultiBoot menu.

Even after all this time, we are still driven by the desire to innovate and improve the software.

In fact, we started off by managing just a few ISO images, and now the software manages approximately 300.

When we started development of SARDU, the MultiBoot USB drives were little more than a dream achieved by professionals after days of work. Using our software, they are now within everyone's reach, and with no special knowledge required.



When we started in 2008, UEFI was an almost unknown standard while, today, some machines can only be booted by using this standard.

Why SARDU then? Simply because SARDU has always been an innovator and will continue to be so.

**Q) What makes SARDU different?**

A) SARDU creates MultiBoot USBs and ISOs, the same drive makes it possible to boot from both Legacy BIOS mode and UEFI mode.

To create a USB with SARDU, simply download ALL the ISOs you want using the downloader integrated in the software.

Once the download is finished (or if you already have the ISOs), select all those you want to add to our USB pendrive.

Once the USB creator is launched, it will be created in one single step.

Multiple Windows Installer and Windows PE can be installed on the same USB regardless of the BIOS Legacy or UEFI boot mode.

SARDU MultiBoot Creator uses a technology called Network Unit Resource (NUR) that allows you to update the ISO list and correct most malfunctions resulting from new versions of supported software, all without having to release a new version.

**Q) Do all ISO images boot from UEFI? And from BIOS Legacy?**

A) Some ISO images only natively support standard BIOS Legacy. You can check if our ISO images boot from UEFI on the managed ISOs page. At the moment, all allow booting from BIOS Legacy.

**Q) I created a USB with SARDU, however I don't see all of the ISOs which I selected in the start menu.**

A) Check if you are booting the system from BIOS Legacy or UEFI.

If you are booting from UEFI check if the “missing” ISOs are among those that are NOT compatible with booting from UEFI <https://www.sardu.pro/managed-isos-en>.

**Q) Can I try to create a USB or DVD without making any selection?**

A) YES, absolutely, the created drives are bootable and equipped with a few small tools such as a RAM test, booting from Free DOS to upgrade old BIOS, a hardware test, etc. The PRO versions also allow booting from Legacy BIOS as well as ensuring there a few tools available when booting from UEFI. These USB pendrives can be used to try booting your PCs and Macs in both 32 and 34 bits, naturally from the same USB pendrive.

N.B.: the tools are not the same when booting from Legacy BIOS or UEFI, as the latter is not able to boot 16 Bit images and software.

**Q) Can I create a USB or DVD with multiple ISO images at the same time?**

A) SARDU is highly flexible: you can create a blank drive or even select all the managed ISOs, according to the available space on the destination drive, with DVDs respecting the single layer limit.

The most important thing for all of us at SARDU is optimisation of time. Time is money, therefore saving time means saving money.

Our software is able to work automatically to create a USB with multiple ISOs or, if necessary, download a list of ISOs by managing the download queue.

That's why we recommend using ultra-fast USB pendrives to create a high-performance bootable USB drive, as affordable USB pendrives that transfer data up to 400 MB/s are readily available.

Let's not forget that once the bootable USB is created, all the newly added ISOs can be safely deselected (File menu → Deselect all the available ISOs) and new ones can be added (see the following FAQ 'incremental SARDU').



**Q) What is the meaning of the message that appears informing me the USB pendrive I have created with SARDU is incremental?**

A) The USB pendrive created using SARDU MultiBoot Creator is incremental, meaning that over time ISO files can be added and/or removed from the USB pendrive by selecting and/or deselecting the ISOs you may have already added, or by clicking on the recycle bin that appears to the right of the software row to permanently remove them from the USB pendrive.

The DVD follows the same logic but is limited by its write-only memory and limited storage capacity.

**Q) How can I ask for assistance?**

A) To ask for assistance, send an email to [info@sardu.pro](mailto:info@sardu.pro)

Users with a PRO licence can open a ticket.

The important thing to remember is to NOT send an email and open a ticket for the same issue.

ATTENTION: please read the FAQ before sending an email, preferably including a full description of the operation(s) you attempted to perform.

The classic email containing the description 'it doesn't work' is unhelpful and should be avoided. What? How? Who?

For us to help you, we also need your help.

An example of a helpful description of a problem when requesting assistance in an email is:

I am using SARDU MultiBoot Creator 3.4.1 on a 64 Bit PC with Windows 10. When I add the ISO '.....', or when I perform a sequence, I have this error.

Or, the USB pendrive I created contains the ISO '.....', which does not boot an x64 machine (please include make/model) from BIOS Legacy or from UEFI 64.

Please do not write to tell us that SARDU does not work on a machine created with QEMU or managed by a network.

We need to be able to repeat any error which occurred so that we can resolve it or inform you where you made the error so that you won't repeat it.

On our part, we can assure you that PRO/registered versions of SARDU have been used by over 130,000 individual users without problem.

Sending emails with photos attached is not ideal. It is much better to use websites which allow images to be shared, such as <https://imgbb.com/> or <https://pasteboard.co> etc.

The same is true for file attachments. Again, it is much better to use websites like *WeTransfer* which allow the sending of files.

**Q) What USB pendrive do you recommend using?**

A) We are unable to recommend makes or models. In our tests, we use the top makes, USB 3.1 with transfer rates which are near or greater than 400 MB/s.

Our time, like yours, is money. We do not spend our time, or our money, on USB pendrives which are a waste of both.

**Q) Which language do you use when responding to emails?**

A) Italian is our native language; however, we respond to emails in English.

**Q) My account has been deactivated, why?**

A) We have strict rules at SARDU. We do not accept 'fake' emails, the use of foul language in text fields or language which is unprofessional and disrespectful.

We care very much about our work and seek to maintain a high standard of quality.

When "bounces" occur and the emails come back, for whatever reason... we deactivate the account.



Once the user resolves the problem, perhaps by authorising incoming emails from [info@sardu.pro](mailto:info@sardu.pro), we then reactivate the account.

If a user puts our emails in their spam folder and we then get a complaint notification, not only do we deactivate the user, who will never be activated again, but we also blacklist their machines.

Why are you so strict?

The reliability of a domain is also based on the amount of emails that come back and those that are marked as spam.

No user is obliged to register, no user is obliged to subscribe to newsletters (in this case we can also ensure newsletters are only sent to announce releases and for advantageous commercial offers, and have sent a maximum of 5 in one year).

We are not interested in users who make use of disposable emails and/or do not trust us.

**Q) Why haven't I received an email containing my serial code?**

A) Check your spam folder. If possible, add [info@sardu.pro](mailto:info@sardu.pro) to your safe sender list. Once you have done this, go to <https://www.sardu.pro> and click on 'I forgot my password' to receive a password reset link email.

We would like to highlight the fact that we DO NOT SAVE user passwords but rather only use compare-by-hash.

**Q) What is the difference between sardu.pro and sarducd.it?**

A) The sarducd.it website is where you can download SARDU MultiBoot Creator. The sardu.pro website is the 'shop window' where you can register and purchase PRO version licenses.

**Q) Fundamentally, what is the difference between SARDU free and SARDU PRO? If I purchase it, do I have to download a new executable file? Will I receive a new serial code?**

A) The same executable file is used for both SARDU Free and SARDU PRO. They use the same serial code which is linked to the user email. Once the commercial licence is purchased, our server sends the updates for ISO images, including the PRO features.

**Q) Do I receive an invoice if I purchase SARDU?**

A) YES, absolutely. The invoice is issued in real time without the user needing to request it.

An electronic invoice is sent to users in Italy and the EU.

The invoice can be downloaded at any time, whenever you access the site, and click on the 'bills' TAB of your account <https://www.sardu.pro/your-account>.

**Q) I am a VIES user, am I eligible for the VAT deduction?**

A) YES, absolutely.

When finalising the order, a check is carried out on the dedicated European Community website [https://ec.europa.eu/taxation\\_customs/vies/](https://ec.europa.eu/taxation_customs/vies/).

Users who are eligible will see the item 'VIES reimbursement' on the invoice which refunds the Italian VAT of 22%.

**Q) Why do I pay VAT?**

A) Italian tax legislation is quite complex, we at SARDU comply with tax laws which require:

An Italian citizen pays Italian VAT;

An EU citizen of a non-VIES country pays the VAT of their country of residence;

An EU citizen of a verified VIES eligible country does NOT pay VAT;

A private citizen from outside the EU pays Italian VAT;

Any NON-EU citizen/business, whether small or large, does not pay Italian VAT.



If you are a NON-EU citizen, use SARDU at company level, and registered as a private individual, change your status to business before placing your order so that VAT will then not be charged.

N.B. SARDU is not responsible for data entered by users which contain false declarations regarding their nationality, registered business or private user.

**Q) Is there a larger company behind SARDU?**

A) SARDU pro srl is a small company where Davide monitors the development of SARDU and software updates, Francesco takes care of the site and everything related to WEB programming, and Fabio is a truly amazing systems engineer who configures and prepares the server.

**Q) When I run SARDU MultiBoot Creator PRO, there are filters such as Status, Category and a search bar, how do they work?**

A) Since the software handles so many ISOs, we thought we'd add some filters to make it easier to use. Each category has its own filters.

The first filter "Status" can be used in the following modes:

Available - search for available ISOs and then download them to our PC;

Unavailable - search for ISOs which are NOT available;

Selected: Search for the selected ISO images that will then be used to create a MultiBoot ISO or USB.

The second filter "Category" is used to: Manage individual TAGs which identify the category a specific software belongs to.

Example: in the case of the 'Antivirus' TAB which can be used to filter the 'Anti-Malware' or 'Rescue CD' category, etc.;

A perhaps little known filter can be found in the 'Report' TAB. Here, a search bar appears in which we can enter the name of a specific ISO and check which TAB manages it.

For example, a search for Android will tell us how many times the item is found, in which TAB we can find it, and the search result is then displayed on the screen.

N.B. the 'Category' filters can also be checked online on the page <https://www.sardu.pro/managed-isos-en> by using the 'search ISOs' function.

The search bar allows us to search for the name of a specific ISO; this function is really helpful for TABs which manage numerous ISOs, such as Linux.

**Q) I have my own ISOs, can I add them to SARDU?**

A) SARDU MultiBoot Creator, in addition to the ISOs found in the individual TABs which can be consulted on the page <https://www.sardu.pro/managed-isos-en>, manages the ISOs derived from other widely available Linux distributions in the EXTRA section. Please refer to the relevant FAQ.

**Q) What do the items and numbers represent in the comparison table of the shop <https://www.sardu.pro/shop-en>?**

A) The table lists the various features of SARDU MultiBoot Creator and the differences between the various licenses.

The most important differences can be found in the number of managed Windows installer or PE ISOs.

Example: *Windows Installer number 3* means that there can be up to 3 Windows installer ISOs on the same FAT32 formatted USB pendrive (Seven, Eight, 10...or... Windows 10 PRO, Windows 10 Home, Windows 10 Enterprise...)

In order to manage more than the PRO Tech allows, special packets which are only displayed in the shop window for eligible users can be purchased.



*PC number* represents the number of PCs on which SARDU MultiBoot Creator can be used at the same time and NOT the number of PCs on which the created USB pendrive can be used, as this number is limitless. Please remember the licence can be transferred from one PC to another. Read the dedicated FAQ.

**Q) I have transferred my SARDU PRO licence 5 times, will I have to buy a new licence in the future?**

A) Absolutely NOT. There is a low cost function called "Reset PC Restore" which resets the counter to zero, giving the user the possibility to remove a further 5 PCs.

**Q) How do you update SARDU MultiBoot Creator?**

A) When starting the software, for FREE and PRO registered users, SARDU checks if updates are available and downloads them automatically providing there is an internet connection. Updates are released with high frequency and, with SARDU's Know-How, it is not necessary to release a new version in order to update ISO versions and/or adapt their functionality.

**Q) Does the user serial code expire or is it different for the PRO version?**

A) Absolutely NOT. The serial code, sent by email, is the user ID. The server recognises the user and transmits ONLY those parts of the software which the user has the right to receive according to their individual licence.

**Q) Once the licence has expired, does the USB pendrive or ISO which was created still work?**

A) YES, absolutely. The USB pendrive or ISO created with SARDU MultiBoot Creator have no date of expiry.

**Q) Why is the Windows TAB below Linux displayed as not active?**

A) The Windows TAB below Linux is not active because the necessary tools only work below Windows.

**Q) I would like to use SARDU under Linux, would you recommend that I buy the PRO licence?**

A) First of all, we recommend users try the Free version, and then ONLY buy the PRO licence if everything works and there are useful features, such as 'boot from UEFI', which are only available on the commercial version.

Unfortunately, despite everything, SARDU may not work properly with all Linux distributions and related customisations for which we cannot guarantee support.

**Q) Some ISOs are not downloadable despite having the PRO version, why?**

A) Some ISOs are not available for download from the manufacturer, or cannot be legally redistributed and, therefore, the user must already have them in their possession.

SARDU ONLY manages the start-up of bootable ISO images, therefore the user should NOT think that by buying SARDU Pro they will then receive licenses for commercial software.

Individual software licenses REMAIN with their rightful owners.

**Q) There are some ISOs I think should be included in those managed by SARDU, can I recommend them?**

A) YES, absolutely. Simply send an email to [info@sardu.pro](mailto:info@sardu.pro), recommending ISO, its macro category and a link to download it.

After evaluating the possibility that it could be useful to the SARDU community, it will then be tested and, in the case of a positive outcome, it will be added to the list

**Q) How are the ISOs managed by SARDU MultiBoot Creator tested?**

A) Before being added to the list of ISOs managed by SARDU, they are tested in debugging mode on multiple PCs.



SARDU pro srl has dozens of PCs with various architectures (x86, x64, UEFI 32, UEFI64, MAC). When it is determined the ISOs function correctly, we make them available to users.

**Q) SARDU MultiBoot Creator is not translated into my language, can I help?**

A) SARDU has been translated into a number of different languages by our users. As a token of thanks, our best licence is activated free of charge on their user account.

**Q) What does the notification inviting me to verify the file is contiguous mean?**

A) Some ISO images managed by SARDU are copied onto a USB pendrives and managed by a dedicated menu.

If the ISO file is fragmented, perhaps because of the USB pendrive, this may cause the “non-contiguous file” error.

The WinContig Software, which is located in the tools subfolder, checks if the file is contiguous and, if not, defragments it.

The SARDU pro team is pleased to announce that we have updated the SARDU MultiBoot Creator Linux database to manage the foo.iso ISO image.

Feel free to share this news and help us grow.