SCHWARZ
COMPUTER SYSTEME

PC-Sheriff 2000 ™

User Manual

English

Version 1.0
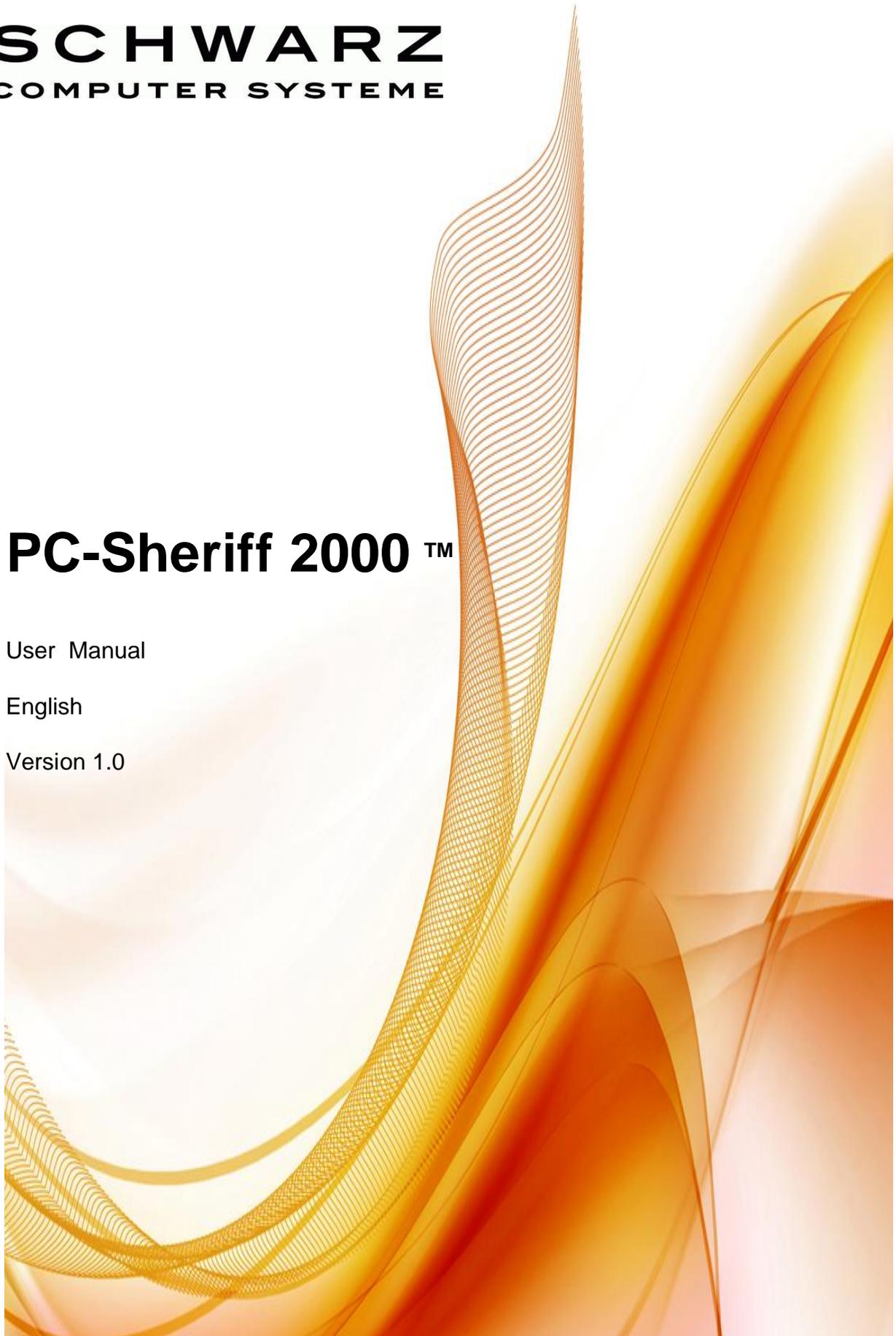
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Table of Contents

INTRODUCTION:

Thank you for choosing PC-SHERIFF 2000. This User's Guide is provided to you to familiar yourself with the product. You can find the complete list of all the product's features and a brief description of each feature in this document. It is highly recommended that you read this User's Guide thoroughly before setup and explore PC-SHERIFF 2000. The information contained in this User's Guide is subject to change without notice. SCHWARZ COMPUTER SYSTEME assumes no responsibility or obligation of any kind for any errors contained herein or in connection with the furnishing, performance, or use of this document.

PC-SHERIFF 2000 is virtually a PC time machine, providing PC rollback, file recovery, system and data security and drive imaging solutions. PC rollback instantly undo PC problems by reverting the PC back to last hour, yesterday, last week or last month; File recovery easily restores files from archiving snapshots; System and data security prevents unauthorized access to system and data even if the PC is stolen, Drive imaging creates backup image of partitions or hard drives for bare-metal hard drive recovery. PC-SHERIFF 2000 allows computer users, regardless their skill levels, to easily and quickly fix computer problems in seconds.

What makes PC-SHERIFF 2000 the best choice for your PC protection solution?

- It does not require hidden partition or reserved disk space to install.
- It supports unlimited snapshots.
- It takes a new snapshot in few seconds.
- It takes snapshots without interrupting your work.
- It rolls back to a snapshot in less than 10 seconds.
- It works even if Windows OS fails to startup.
- It allows file recovery from snapshots.
- It allows snapshot encryption to prevent data thief in the event of lost PC.
- It does not deteriorate PC system performance.
- It works as if it's not even there, it doesn't require you to do a thing.

What can PC-SHERIFF 2000 do?

PC-SHERIFF 2000 allows you quickly and easily to:

- Recover deleted and corrupted files.
- Rollback entire computer to a clean system after virus infections.
- Restore crashed system to working state.
- Reset publicly shared system to clean, pre-configured state after each session.
- Remove unwanted software installations.
- Back out failed software deployment process.
- Fix Windows system crashes or software problems.
- Try out software products before actual deployments.
- Clone partitions or drives to backup image files.
- Protect system and data from data thieves.

PC-SHERIFF 2000 Benefits

You need PC-SHERIFF 2000 if you want to:

- Reduce computer maintenance by up to 90%.
- Reduce organization feuds when writing restriction policies.
- Reduce Total Cost of Ownership of an organization's assets by minimizing hard drive maintenance, administration time, and troubleshooting.
- Reduce unnecessary anxiety related to allowing users full access to the computers.
- Eliminate re-imaging of computers.
- Eliminate common negative consequences of user experimentation.
- Eliminate downtime or "out of order" signs at user computers.
- Simplify the maintenance process and environment.
- Instantly refresh computers to their optimal working state.
- Significantly lower Total Cost of Ownership of Technology Assets.
- Ensure consistent configurations.
- Prevent identify thief and key board logging.

Program Components

Familiar yourself with PC-SHERIFF 2000 program components before starting to explore PC-SHERIFF 2000.

Subsystem Console Interface to PC-SHERIFF 2000 disk operating system (DOS), which is a mini-operating system works below Windows operating system to provide rollback capability when Windows is not longer accessible. You can access the Subsystem Console by press the HOME key on keyboard during system startup. In Subsystem Console, you can rollback system, take new snapshot, or uninstall PC-SHERIFF 2000 in emergency situations.

System Tray Icon It is PC-SHERIFF 2000 shortcut on your desktop. You can find it in the lower right hand corner of your Windows desktop. It provides you quick access to rollback system, take new snapshot features. You can also launch PC-SHERIFF 2000 main program console, the Application Console, from the system tray icon popup menu. Access the system tray icon by right click on the icon to bring up the popup menu.

Application Console The Application Console is PC-SHERIFF 2000 main user interface (GUI). There you have access to all the program features.

SETUP: System Requirements

PC-SHERIFF 2000 system requirements:

- Intel® Pentium® III or equivalent processor
- Microsoft® Windows XP Professional or Home Edition, Windows® 2000, Vista or Windows 7™*
- 64MB of RAM
- 1GB of available hard disk space
- CD / DVD ROM if you need to setup from a CD
- Internet connection if you want to activate the program over Internet connection

> ***PC-SHERIFF 2000 is designed for Windows PCs. DO NOT install it on servers, dynamic or compressed drives, mirroring or RAID!***
> ***PC-SHERIFF 2000 protect only the 1st physically hard-disk-drive.***
> ***Always backup your important datas before install the PC-SHERIFF 2000.***

Default Setup

Default Setup will install PC-SHERIFF 2000 with some default program settings such as:

- Copy program files to C:\program files\PC-Sheriff 2000 folder
- Protect all available partitions on the 1st hard drive
- Disable PC-SHERIFF 2000 access control (Do not require a password to access PC-SHERIFF 2000 program consoles)
- Disable Windows System Restore

You only need to provide a Product ID to complete the Default Setup.

Custom Setup

Custom Setup lets you to configure program settings during setup such as:

- Where to copy program files to
- What partitions to protect
- Enable/Disable PC-SHERIFF 2000 access control
- Enable/Disable Windows System Restore
- Setup PC-SHERIFF 2000 on multi-boot systems

Advanced Setup

Advanced Setup is used to deploy PC-SHERIFF 2000 to a network of computers with pre-configured program settings. Advanced Setup reads-in the program settings from a setup configuration file, **setup.cfg.** You can create a **setup.cfg** configuration file using **A**dvanced **S**etup **C**onfiguration **W**izard (ASCW) provided in the support folder on the program CD. With **ASCW** you can configure all PC-SHERIFF 2000 program settings.

Unattended Deployment

To mass deploy PC-SHERIFF 2000 with Windows active directory, SMS software deployment tools, Network logon scripts, or system images, refer to the PC-SHERIFF 2000 Deployment Whitepaper included in the Documents folder on the program CD.

Product Activation

Schwarz Computer Systeme is committed to the protection of intellectual property rights and the reduction of software piracy. Everyone in the economic chain, not just the software developer, is hurt by piracy, including the reseller, the support provider, and you, the end user.

PC-SHERIFF 2000 contains a software-based product activation technology, which means you must activate your PC-SHERIFF 2000 installations in order to authenticate its license.

Activate PC-SHERIFF 2000 over Internet Connection

If the computer with the installed PC-SHERIFF 2000 is connected to the Internet, you can easily activate PC-SHERIFF 2000 over the Internet connection.

1.   Upon the purchase of PC-SHERIFF 2000, you will receive an authorized Product ID from Schwarz Computer Systeme. You can install PC-SHERIFF 2000 with the authorized Product ID and then activate it, or if you already have a demo version of PC-SHERIFF 2000 installed, you can activate the demo setup with the authorized Product ID without uninstall and reinstall the program.

2.   To activate PC-SHERIFF 2000 over the Internet connection, right click PC-SHERIFF 2000 system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate PC-SHERIFF 2000 over Internet connection", click on Next.
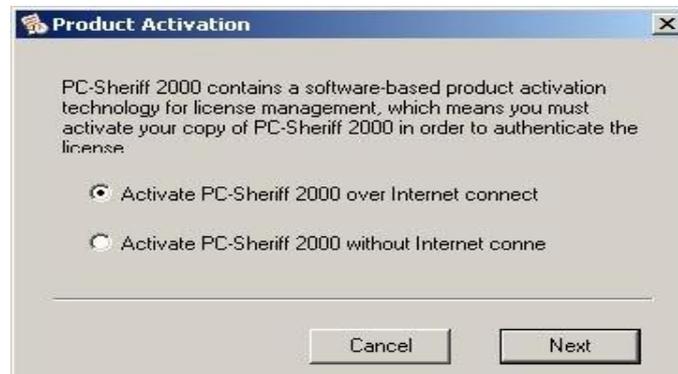
3.   Copy and paste the authorized Product ID that you received from Schwarz Computer Systeme into the product ID field replacing the demo product ID, and then click on the Activate button.

You will be prompted to restart the computer to complete the activation.

* You can only activate the number of installations licensed by the authorized Product ID.

Activate PC-SHERIFF 2000 without Internet Connection

1.   If the computer with the installed PC-SHERIFF 2000 does not have Internet connection, you need to manually activate PC-SHERIFF 2000 with an activation code.

To manually activate PC-SHERIFF 2000, right click PC-SHERIFF 2000 system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate PC-SHERIFF 2000 without Internet connection", click on Next.
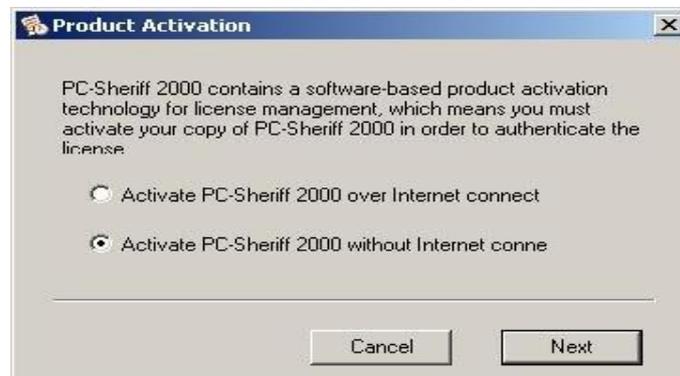
2.   On the Product Activation Window, you will see a Product ID and an Activation ID, write down those two IDs and send them to Schwarz Computer Systeme by fax or phone.

3.   Schwarz Computer Systeme will reply you with an Activation Code based on the Product ID and Activation ID you provided.

4.   Copy and paste the Activation Code into the Activation Code field and then click the Activate button.
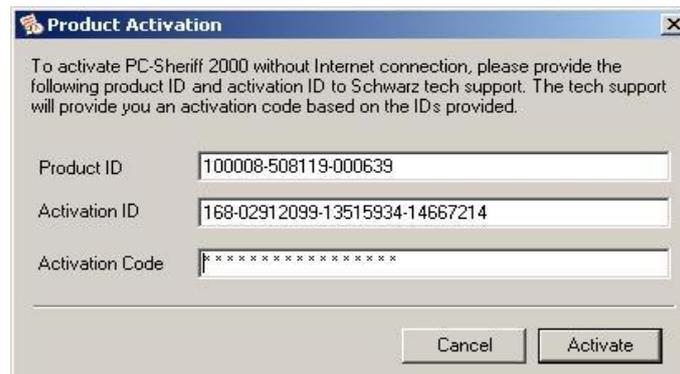
You will be prompted to restart the computer to complete the activation.

UNINSTALL:

Uninstall PC-SHERIFF 2000 from Windows

You can remove PC-SHERIFF 2000 from your computer through one of the two options provided in Windows:

- Uninstall PC-SHERIFF 2000 from Control Panel, Add/Remove Programs.
- Uninstall PC-SHERIFF 2000 by running Start/All Programs/PC-SHERIFF 2000/Uninstall.

Uninstaller will prompt you to select a snapshot to uninstall the system to. You can choose to keep the current system and data or return the computer to another snapshot during uninstall. The snapshot selected here will be the final state of the PC after uninstalling PC-SHERIFF 2000.
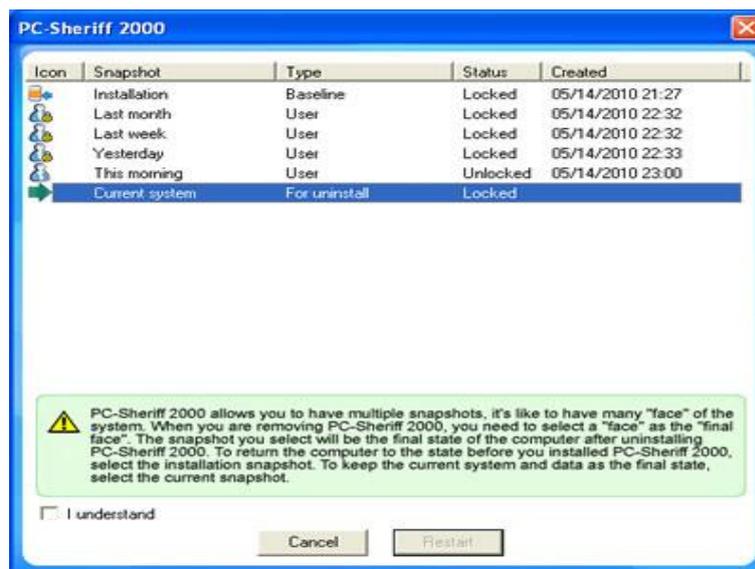
If you have problem with your computer, DO NOT attempt to uninstall PC-SHERIFF 2000 first. Rollback the system to a good snapshot might fix the problem. If you have problem to access either PC-SHERIFF 2000 Application Console or Subsystem Console to perform a rollback, contact technical support before attempting to uninstall PC-SHERIFF 2000.

Uninstall PC-SHERIFF 2000 when Windows fails to Boot

If you cannot boot into Windows and you need to uninstall PC-SHERIFF 2000, you can uninstall it from the Subsystem Console.

1. Restart the computer, press the <u>HOME</u> key as you see the PC-SHERIFF 2000 screen to enter the Subsystem Console. You will need to provide a user name and password if PC-SHERIFF 2000 access control is enabled.

2. Select Uninstall from the Subsystem Console menu.

3.   Uninstall will prompt you to select a snapshot to uninstall to. The snapshot you selected will be the final state of the PC. Click on Next to continue.
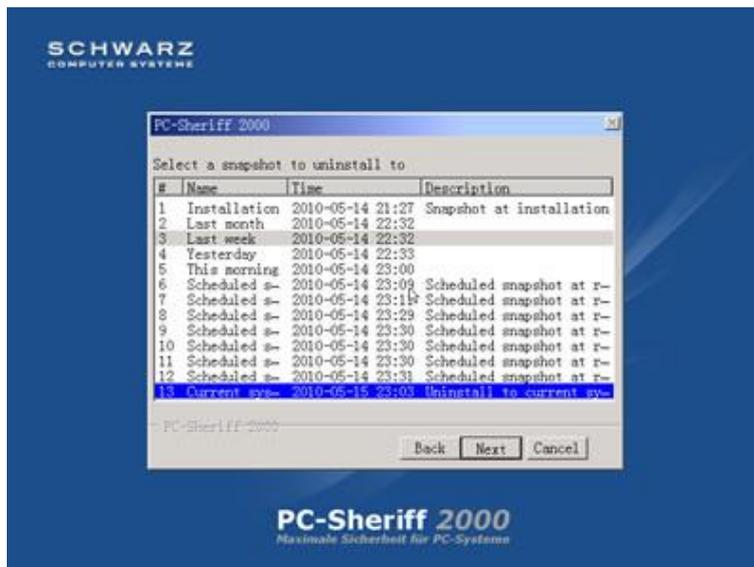
You can choose to keep the current system and data or return the computer to an earlier snapshot during uninstall. The snapshot selected here will be the final state of the PC after uninstalling PC-Sheriff 2000.

> Assuming the PC is not booting when you uninstall PC-SHERIFF 2000 from the subsystem console, uninstall to the current system will result in an unbootable system.

ROLLBACK: Different Ways To Rollback System

You can rollback system with one of the following methods:

- Rollback system from PC-SHERIFF 2000 main program console in Windows
- Rollback system from PC-SHERIFF 2000 subsystem console when Windows O.S. fails to start up
- Rollback system from desktop shortcut in system tray
- Rollback system with command line switches or batch files
- Setup scheduled tasks to automatically rollback system

Rollback System from the Application Console

To rollback system from the PC-SHERIFF 2000 application console:

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a password to access the main program console if the PC-SHERIFF 2000 access control is enabled.

2.   In the main program console, under the Common Tasks, click on "Rollback system", the right-hand panel will display all the available snapshots. The current snapshot you are in is indicated by a big green arrow. Select the snapshot you want to rollback system to. You can choose to take a snapshot of the current system before rollback by checking the "Take a snapshot of the current PC before rollback in case I want to come back" checkbox. Click on "Next" to continue.
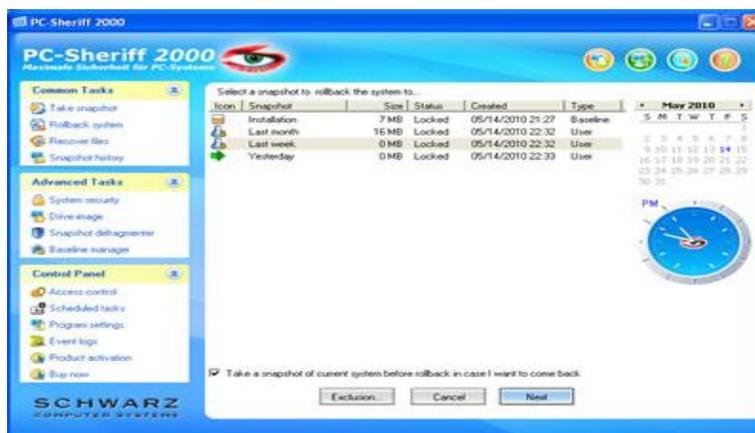
> Rollback system to a snapshot will reset everything on the hard drive to the time of the snapshot. To keep the latest user data created after the snapshot, you might select files or folders to transfer to the restoring snapshot, so your data will remain current after rollback as if it's excluded from rollback. To exclude files from the rollback, click on the Exclusion button.
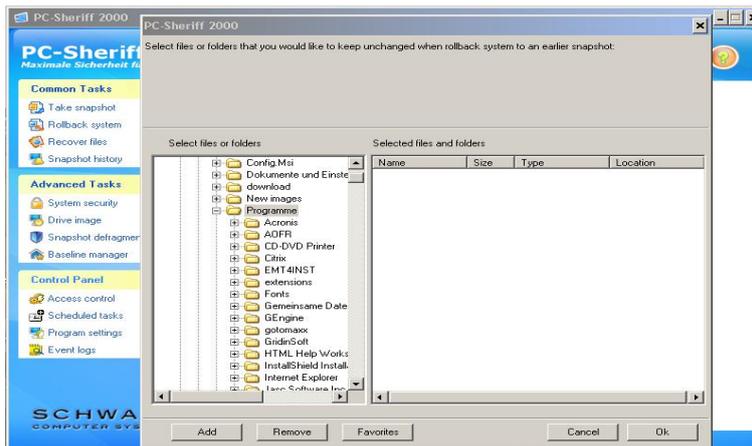
3.   Select the files or folders in the current system, that you would like to synchronize with the snapshot you are rolling back to. It is recommended you only select files, because large folders could take longer time to synchronize.
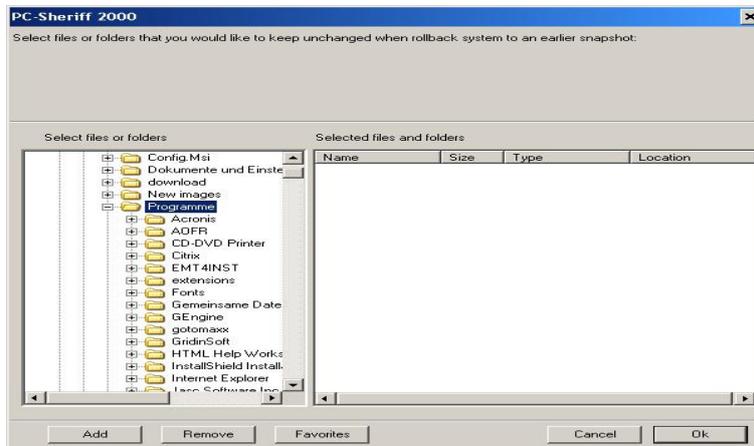
4.   The computer needs to restart to rollback the system. Click on "Restart" to restart the computer.
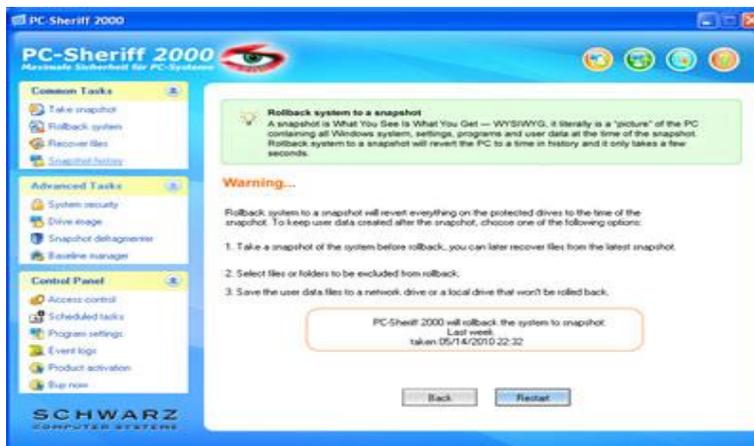
You can select to take a snapshot of the current PC before rollback to a snapshot in case you want to come back later

Rollback System When Windows Fails To Start Up

If you encounter a complete system crash, you are not able to start Windows O.S., you need to rollback the system from the PC-SHERIFF 2000 Subsystem Console.

1.   To access the Subsystem Console, restart the computer press the HOME key as you see the PC-SHERIFF 2000 logo. You will need to provide a user name and password if the PC-SHERIFF 2000 access control is enabled.

2.   Click on "Rollback system". You will see a list of available snapshots. Select a snapshot and click on "Next" to rollback to the snapshot.
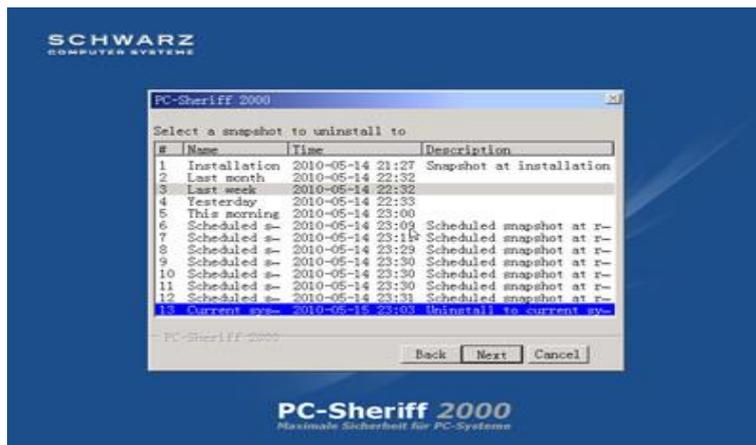
Rollback System from Desktop Shortcut

To rollback system from the desktop shortcut:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Rollback system" from the popup menu. Select a snapshot to rollback the system to. You can also choose to take a snapshot of the current PC by checking the "Take a snapshot of the current PC before rollback in case I want to come back" checkbox. Click on "Next" to continue.

2.   The computer needs to restart to rollback to the snapshot. Click on "Restart" to restart the computer.

Rollback System with Scheduled Tasks

You can schedule PC-SHERIFF 2000 to automatically rollback system with one of the following seven schedule settings:

- Schedule PC-SHERIFF 2000 to rollback system on restart
- Schedule PC-SHERIFF 2000 for system restore on log off
- Schedule PC-SHERIFF 2000 for a one-time system rollback
- Schedule PC-SHERIFF 2000 for hourly system rollback
- Schedule PC-SHERIFF 2000 for daily system rollback
- Schedule PC-SHERIFF 2000 for weekly system rollback
- Schedule PC-SHERIFF 2000 for monthly system rollback

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to log into Application Console if the PC-SHERIFF 2000 access control is enabled.

2.   In the Application Console, under the Control Panel Task menu, click on the "Scheduled tasks" and "Add" to bring up the new schedule settings window, Select "Rollback system" in the schedule task drop-down list; Select "your restore schedule type" in the schedule type drop-down list.
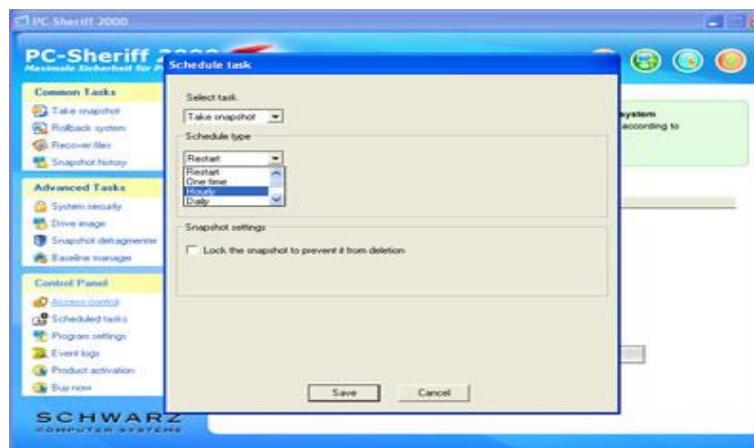
3.   For the restore settings, you need select which snapshot you want to rollback the system to. You can select to a). rollback system to the latest snapshot, b). rollback system to a specific snapshot. You also need to choose what to do with other snapshots after rollback the system. a). keep all the other snapshots. b). remove all the other unlocked snapshots. Click on "Save" to save the new schedule setting.
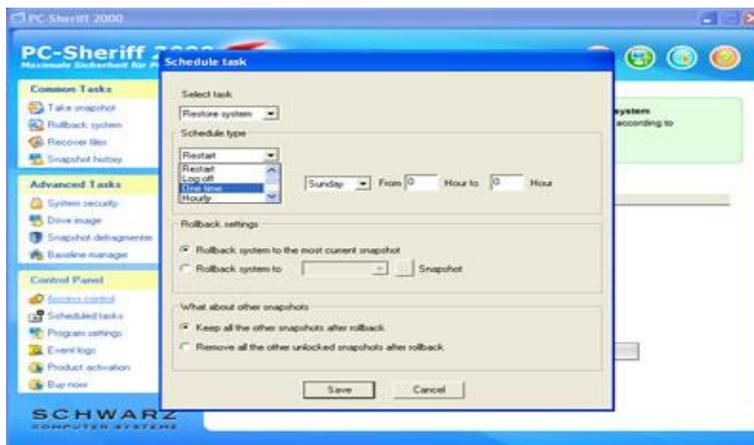
 4.   You will then see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.
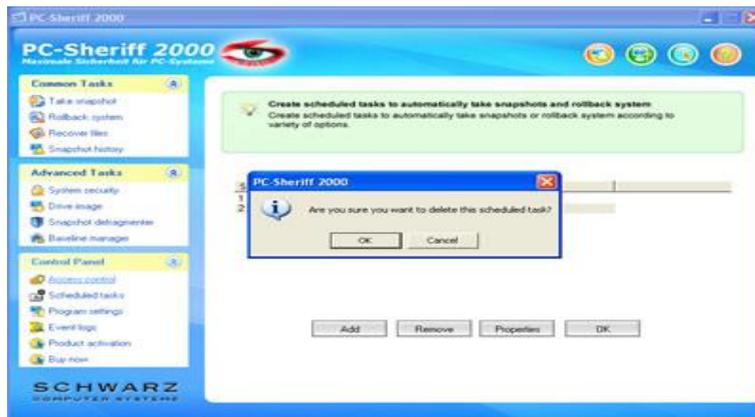
Rollback System with Batch Commands

You might incorporate PC-SHERIFF 2000 instant recovery ability into your application by calling a command line switch, refer to the Command Line Switches section of this user's guide for details on how to rollback system with batch commands.

RECOVER FILES: Search Snapshots To Recover Files

To recover files or folders from a snapshot:

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under the Common Tasks, click on "Recover files". The right side panel shows the recover files option. Choose one of the three search options provided and then input the search string. Click on "Next" to continue.

3.   From the snapshot list, select the snapshot you want to recover the files from. If you are not sure which snapshot to recover the files from, use the calendar and clock to approximate your time. Click on "Next" to continue.

4.   On the search results window, select and right click the files or folders you want to recover. You can choose to recover the files to a new location or to its original location. If you choose to recover the files to the original location, the existing files with the same name will be overwritten.
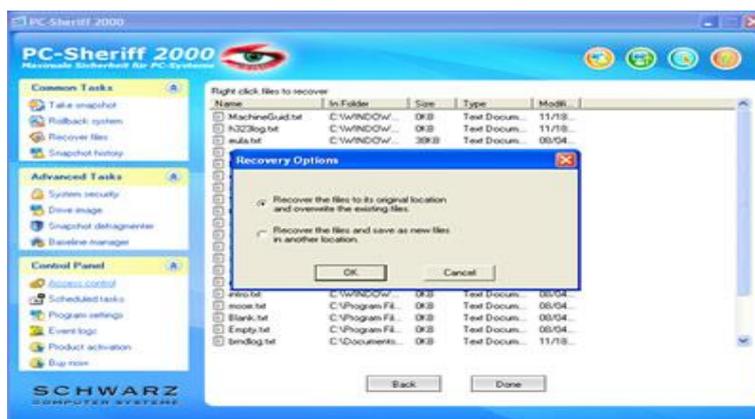
Explore Snapshots to Recover Files

To explore snapshots to recover files or folders:

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to access the Application Console if the PC-SHERIFF 2000 access control is enabled.
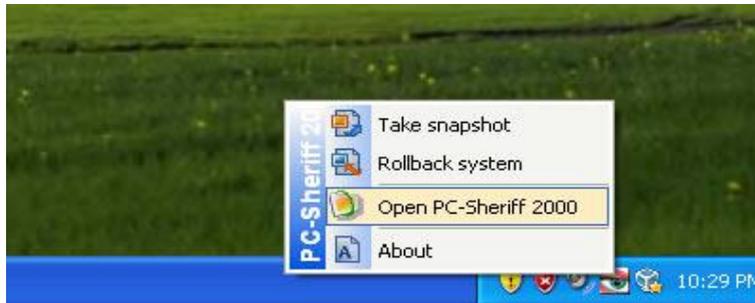
2.   In the Application Console, under the Common Tasks, click on "Recover files". The right side panel shows the recover files options. Choose "I want to explore snapshots to find files to recover" option, click on "Next" to continue.
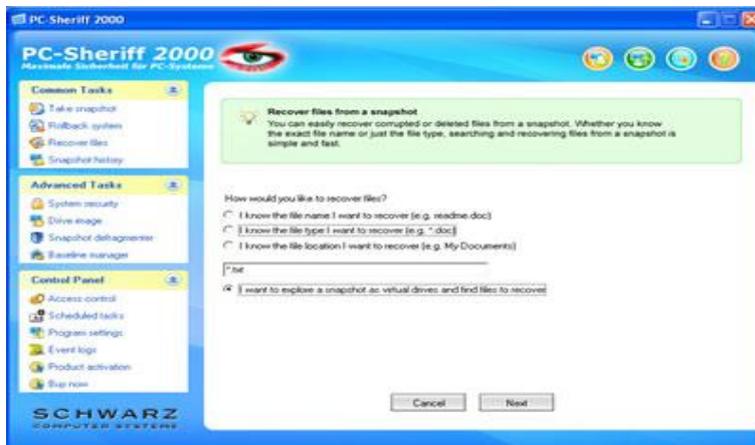
3.   From the snapshot list, select the snapshot you want to recover the files from. If you are not sure which snapshot to recover the files from, use the calendar and clock to approximate your time. Click on "Next" to continue.

4.   PC-SHERIFF 2000 will create virtual drive(s) for the selected snapshot. You can see the virtual drive(s) in My Computer and browse them as regular drives to find files. To recover a file or folder, copy it to your other drives in My Computer.
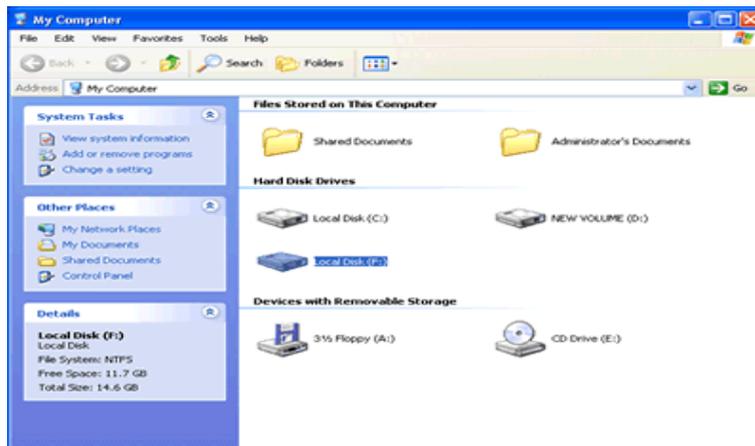
Revert Files to Old Time Stamp

If you have made unwanted changes to a file, or you just want to look at an earlier version of a document. You can use PC-SHERIFF 2000 to revert a file to its earlier versions.

1.   Right click the file you want to revert. Select "Restore from snapshot" on the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application console if the access control is enabled.
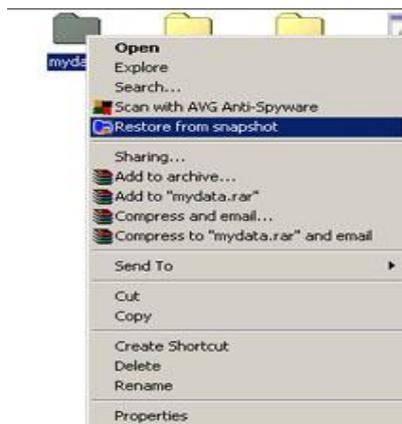
2.   From the snapshot list, select a snapshot you want to recover the file from. If you are not sure which snapshot to recover files from, use the calendar and clock to approximate the time.
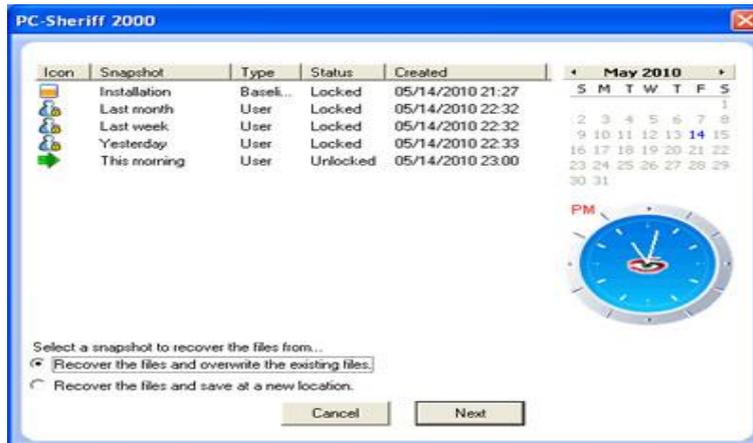
3.   You can choose to save the file to a new location or to overwrite the existing file. Click on "Next" to continue.

TAKE SNAPSHOT: Different Ways To Take New Snapshots

The magic of PC-SHERIFF 2000 is with its snapshots. You recover a crashed system by rollback the system to a good snapshot; you recover a corrupted file from a snapshot archive. A snapshot can be viewed as the picture of the system at a specific time. It is very important to take new snapshots to include changes on your system, so in the case of system rollback, you won't be rolled back to weeks or months ago. You can take a new snapshot in seconds with PC-SHERIFF 2000.

You can take a new snapshot with one of the following methods:

- Take new snapshots from PC-SHERIFF 2000 main program console in Windows
- Take new snapshot from PC-SHERIFF 2000 Subsystem console when Windows O.S. fails to start up
- Take new snapshots from desktop shortcut in system tray
- Take new snapshots with command line switches or batch files
- Setup scheduled tasks to automatically take new snapshots

Take New Snapshot from the Application Console

To take new snapshots from the PC-SHERIFF 2000 Application Console:

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under the Commons Tasks menu, click on "Take snapshot". You need to enter a name and description for the new snapshot. You can also choose to lock the new snapshot by checking the "lock the new snapshot" option. Locking the snapshot will prevent it from being deleted. Click on "Next" to continue.

> * Snapshot name is limited to 20 characters.
> * Snapshot description is limited to 50 characters.

3. New snapshot will be created instantly.

To ensure best snapshot's integrity, it is recommended you save all the files and close all running applications before taking a new snapshot.

Take New Snapshots When Windows Fails to Start Up

If you encounter a complete system crash, you are not even able to start Windows operating system. Before you choose to rollback system to another snapshot from the PC-SHERIFF 2000 Subsystem Console, you can take a new snapshot from the Subsystem Console to preserve your data up to the moment of crash. You can later access the crash snapshot for file recovery

1.   Restart the computer. Press the <u>HOME</u> key as you see the PC-SHERIFF 2000 Subsystem Console screen. You will need a user name and password if the PC-SHERIFF 2000 access control is enabled.

2.   Click on "Take snapshot" button. You need to enter a name and description for the new snapshot. Click on "Next" to take the new snapshot instantly.

> * Snapshot name is limited to 20 characters.
> * Snapshot description is limited to 50 characters.

 By taking a snapshot of the crashed system, you preserve whatever it is available in that crashed system. After you rollback the system to an earlier snapshot, you can search the snapshot of the crashed system for possible data recovery.

Take New Snapshots from Desktop Shortcut

To take new snapshots from the desktop shortcut in system tray:

 1. Right click PC-SHERIFF 2000 icon in the system tray, select "Take snapshot" from the popup menu. You will need a user name and password if the PC-SHERIFF 2000 access control is enabled.

2. Enter a name and description for the new snapshot. You can also choose to lock the new snapshot by checking the "Lock the new snapshot" option. Locking the snapshot will prevent it from been deleted. Click on "Next" to continue.

3. New snapshot will be created instantly.

 To ensure best snapshot's integrity, it is recommended you save all the files and close all running applications before taking a new snapshot.

Take Snapshots with Scheduled Tasks

You can schedule PC-SHERIFF 2000 to automatically take new snapshots with one of the following seven schedule settings.

-   Schedule PC-SHERIFF 2000 to take new snapshots on restart
-   Schedule PC-SHERIFF 2000 to take a one-time new snapshot
-   Schedule PC-SHERIFF 2000 to take hourly new snapshots
-   Schedule PC-SHERIFF 2000 to take daily new snapshots
-   Schedule PC-SHERIFF 2000 to take weekly new snapshots
-   Schedule PC-SHERIFF 2000 to take monthly new snapshots
-   Schedule PC-SHERIFF 2000 to take event based snapshots

1. Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2. In the Application Console, under the Control Panel Tasks, click on the "Scheduled tasks". The right side panel shows the scheduled tasks. Click on "Add" to bring up the new schedule settings window. Select "Take snapshot" in the schedule task drop-down list and select "a schedule type" in the schedule type drop-down list. Click on "Save" to save the new scheduled task.
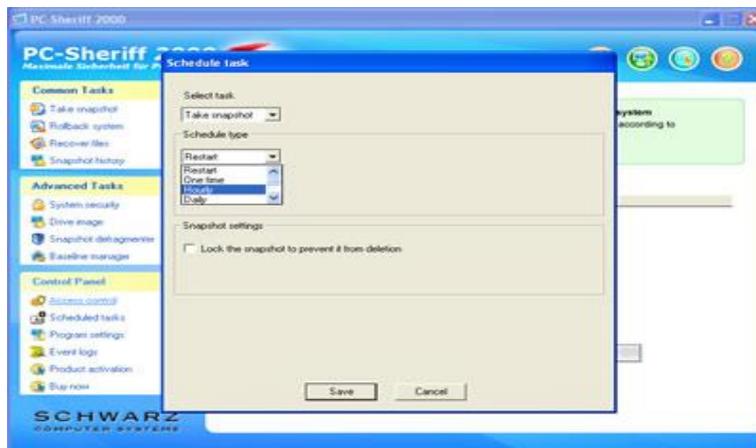
3. You will then see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.

Take New Snapshot with Batch Commands

You can incorporate PC-SHERIFF 2000 instant recovery ability into your application by calling a command line switch, refer to the Command Line Switches section of this User's Guide for details on how to take a new snapshot with batch commands.

MANAGE SNAPSHOTS:

View Snapshot Properties

To view the properties of a snapshot:

1.   Right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Common Tasks, click on "Snapshot history". The right side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green arrow.
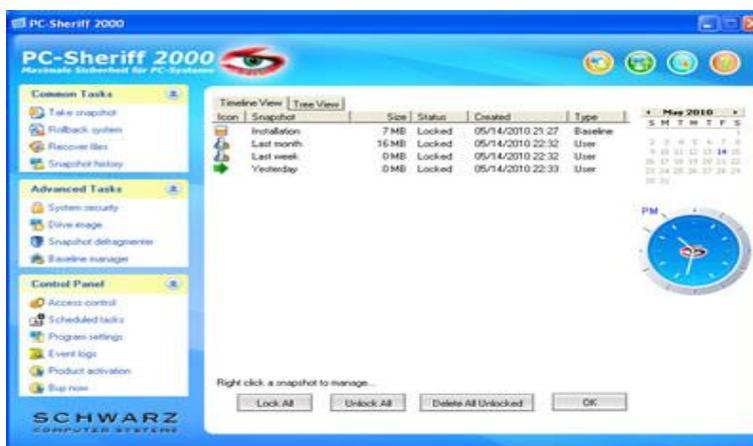
3.   Right click a snapshot and select "Properties" from the popup menu. You can change the snapshot name and description on the properties. The used space information reveals how much drive space is taken by all snapshots and how much is taken by this snapshot.

Delete Snapshots

To delete PC-SHERIFF 2000 snapshots:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Common Tasks, click on "Snapshot history". The right side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green arrow.
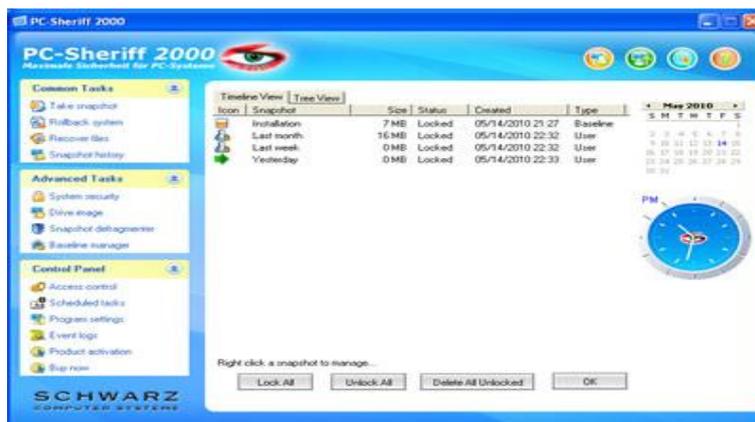
3.   Right click a snapshot and select "Delete" from the popup menu. To delete multiple snapshots, hold down Ctrl key while selecting snapshots.

4.   You can also use Delete All Unlocked button to delete all the unlocked snapshots.
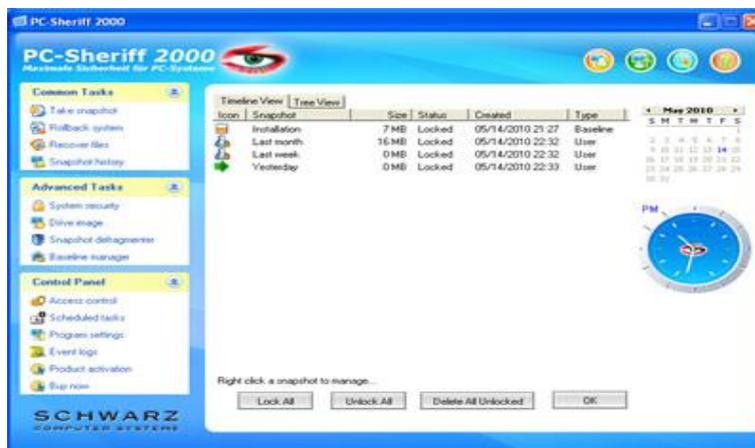
| | You can only delete unlocked snapshots. To delete locked snapshots, unlock it first. |

Lock or Unlock Snapshots

You can lock snapshots to prevent it from being accidentally deleted or removed by program settings. To delete a locked snapshot, you have to unlock it first.

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.
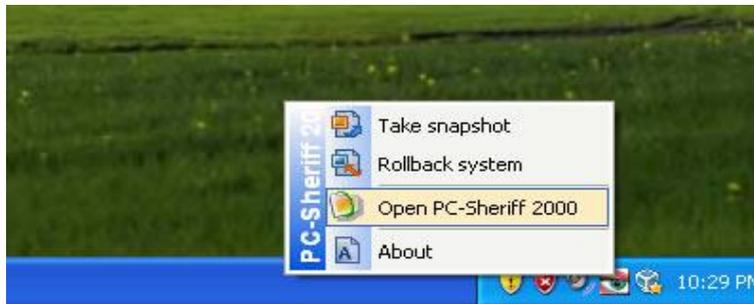
2.   In the Application Console, under Common Tasks, click on "Snapshot history". The right side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green arrow.
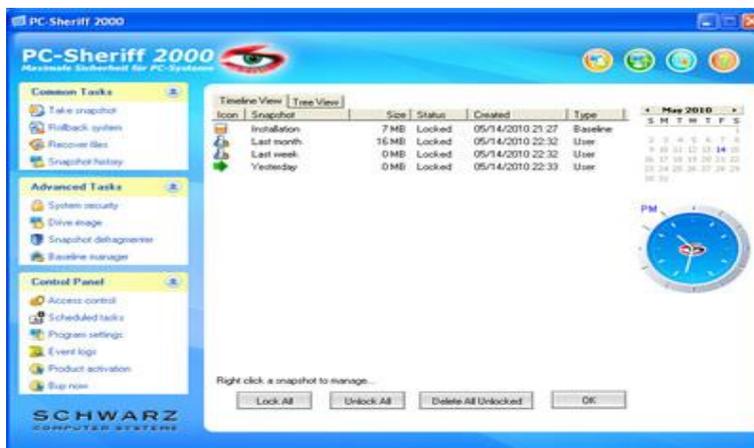
3.   Right click a snapshot and select "Lock/Unlock" from the popup menu. To lock/unlock multiple snapshots, hold down Ctrl key while selecting snapshots.

4.   You can also use Lock All/Unlock All buttons to lock/unlock all the snapshots.
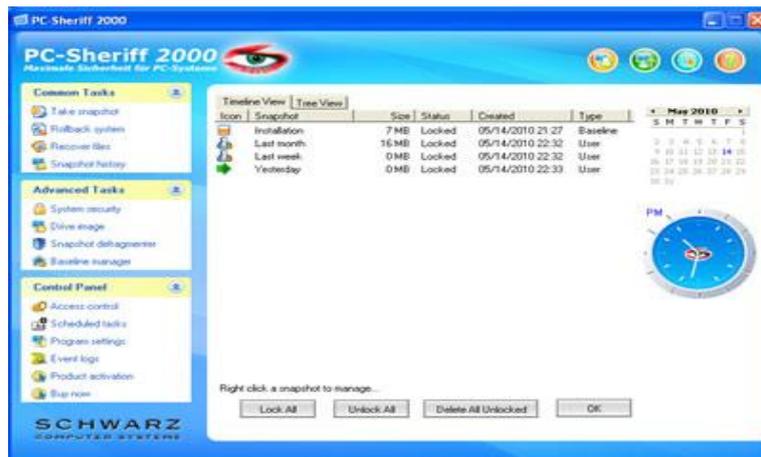
Rename Snapshots

To rename a snapshot:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Common Tasks, click on "Snapshot history". The right side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green arrow.
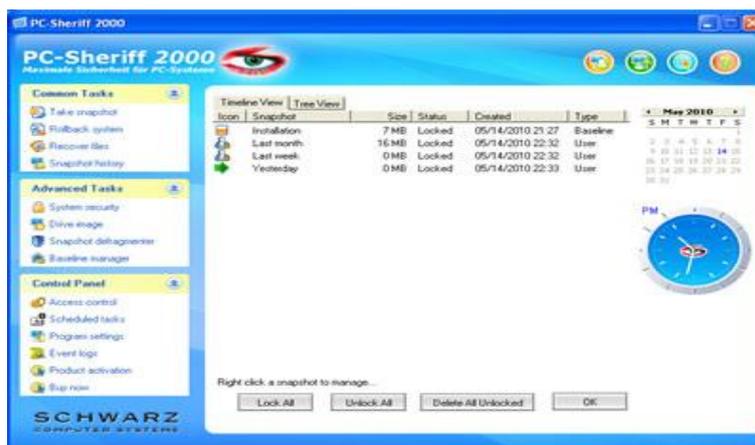
3. Right click a snapshot and select "Rename" from the popup menu.
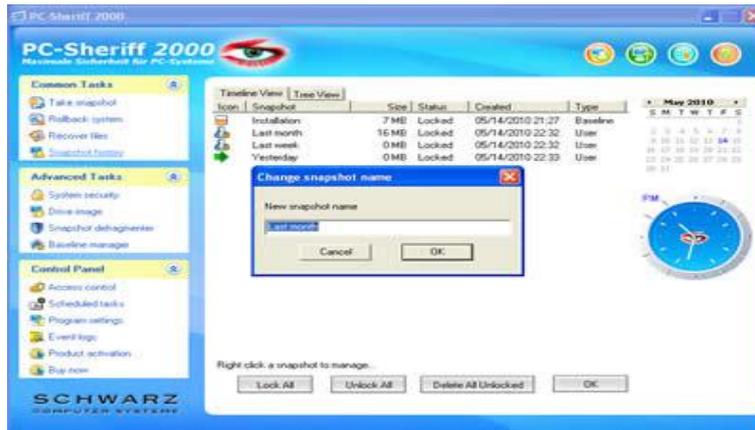
Defrag Snapshots

If you have taken or deleted many snapshots, you need to defrag snapshots to reclaim free disk space and improve system performance.

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "Snapshot defragmenter". Click on "Defragment" to start defrag. It might take some time to defrag all snapshots (depends on how many snapshots you have and when it was defragged last time).
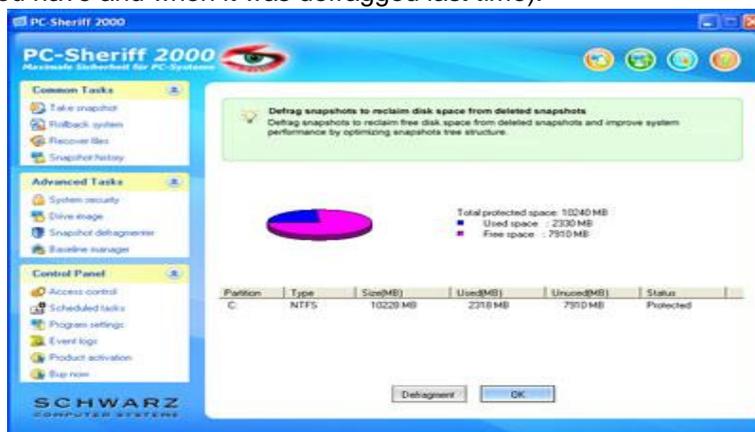
For best system performance it's important to defrag snapshots and defrag them often.

Explore Snapshots

You can mount a snapshot as virtual drives and explore it as local drives to recover files.
To explore a snapshot:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Common Tasks, click on "Snapshot history". The right side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green arrow.
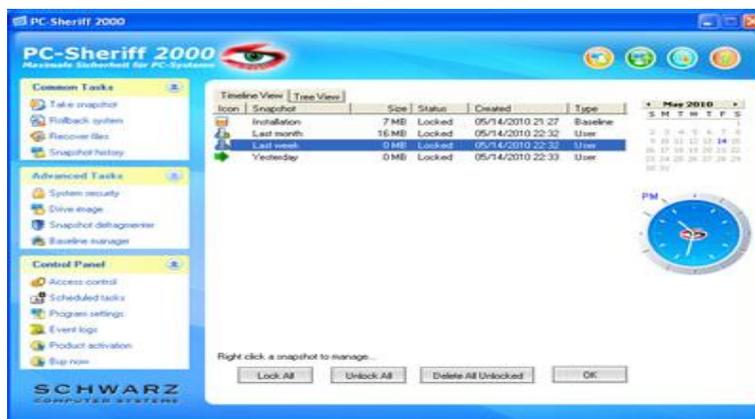
3.   Right click a snapshot and select "Explore snapshot" from the popup menu.

4.   The snapshot will be mounted as virtual drive(s). You can open and explore the virtual drive(s) as local disk in My Computer. Click on "Dismiss virtual Drive(s) to dismount the snapshot or rebooting the PC will dismount the snapshot as well.
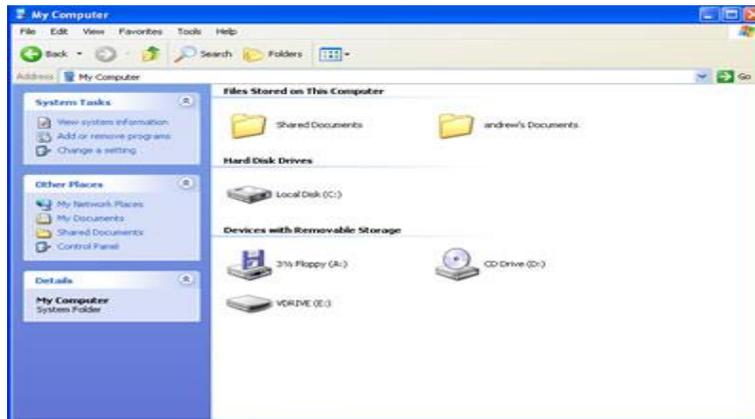
SYSTEM SECURITY:

PC-SHERIFF 2000 Access Control

To prevent unauthorized users from rollback your system or recover your hidden files, you can password protect access to PC-SHERIFF 2000 consoles by enabling Access control. The Access Control's user accounts and password apply to both PC-SHERIFF 2000 Application Console and the Subsystem Console.

Enable PC-SHERIFF 2000 Access Control during Setup

To enable PC-SHERIFF 2000 Access Control during setup, you need to use either Custom Setup or Advanced Setup:

1.   To enable the Access Control in the Custom Setup. Select the enable Access Control checkbox and provide a password for the administrator account. You must remember this password. You will need it to access the PC-SHERIFF 2000 program consoles. You also need this password to uninstall PC-SHERIFF 2000.

2.   To enable the Access Control in the Advanced Setup, you need to use the **A**dvanced **S**etup **C**onfiguration **W**izard (ASCW) provided in the support folder on the program CD. For more information on ASCW, refer to the PC-SHERIFF 2000 deployment whitepaper in the document folder on the program CD.

Enable PC-SHERIFF 2000 Access Control After Setup

1.   To enable PC-SHERIFF 2000 Access Control after setup, right click PC-SHERIFF 2000 icon in the system tray. Select "Open PC-SHERIFF 2000" from the popup menu.

2.   In the Application Console, under Control Panel, click on "Access Control". Check "Enable access control" checkbox and then click on "Apply".
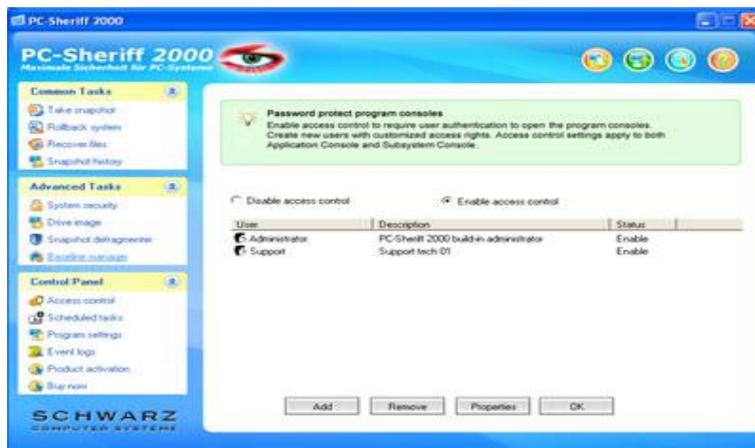
3.   You will be prompted to set a password for the administrator account. You must remember this password. You will need it to access the PC-SHERIFF 2000 program consoles. You also need this password to uninstall PC-SHERIFF 2000.
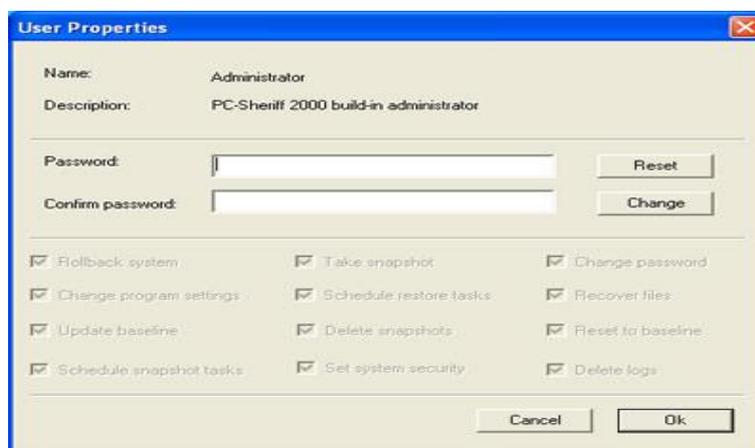
> If you have installed PC-SHERIFF 2000 using the Default Setup, access control is disabled by default

Create New Users

Enable PC-SHERIFF 2000 Access Control only actives the built-in administrator account. The administrator account has access rights to all the program features. PC-SHERIFF 2000 allows you to create new users and grant them rights to certain features of the program.

1.	Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the PC-SHERIFF 2000 Application Console if the access control is enabled.

2.	In the Application Console, under Control Panel, click on "Access Control". Click on "Add" to create a new user account. You can grant access rights to the new user. Click on "Add" to create the new user.

3.	The new user will be listed in the Access Control window. As the new user logs into the Application Console, he will only have access to the features he was granted rights to.

> Remove "delete snapshots" right from a user will also deny him from locking or unlocking snapshots.

System Security

PC-SHERIFF 2000 system security prevents unauthorized access to the system and data by password protect Windows startup and encrypt snapshots. It secures your system and data from data thief even if the PC is stolen. To enable PC-SHERIFF 2000 system security, you must first enable PC-SHERIFF 2000 access control. System security uses the same user accounts and passwords provided by the Access Control.

Enable PC-SHERIFF 2000 System Security

1.   To enable PC-SHERIFF 2000 system security, right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "System security". The right side panel shows the system security settings. There you can set the following security settings:

Encrypt snapshots and require password authentication to start Windows to prevent unauthorized access to the system and data.
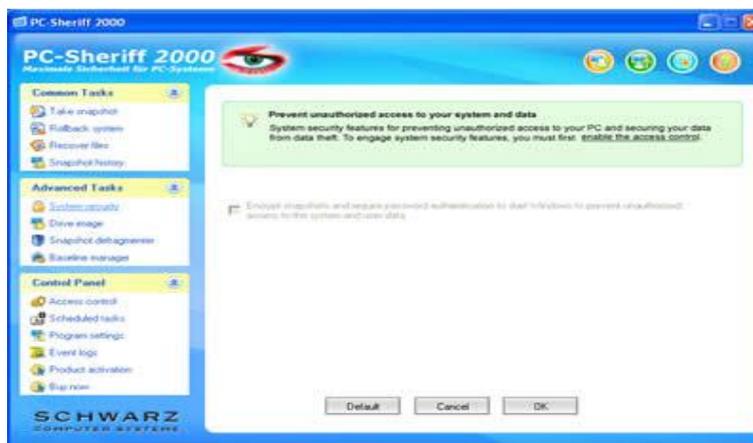
DRIVE IMAGE: About Drive Image

PC-SHERIFF 2000 snapshots work like magic, you can take a snapshot of a PC in seconds, and you can restore the PC to a snapshot in seconds. It's fast, easy and powerful and it uses very little resources. PC-SHERIFF 2000 made these impossible possible by protecting system and data in real time without creating and carrying duplicated copy of the system, this is the strength of PC-SHERIFF 2000 Snapshots. But on the flip side of the coin, this is also PC-SHERIFF 2000's weakness, what if you do want to have a backup of everything to store on a server? What if the hard drive fails, how can you recover the system and data on a new hard drive?

PC-SHERIFF 2000 answers these questions by providing a simple and effective drive imaging solution which allows you to backup partitions and disks to an image file. The image file is a clone image of hard drives. You can store image files on external drives and use them to recover to a new hard drive in an event of hard drive failure.

Backup Partitions and Disks

Drive image performs hot drive or partition backups without interrupting your working process. All your applications remain online during the hard drive backup. The backup is easy and fast.

To backup partitions or disks:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "Drive image". The right side panel shows the drive image options. Click on "Back up my computer".

3.   Select the disks and partitions you would like to backup.
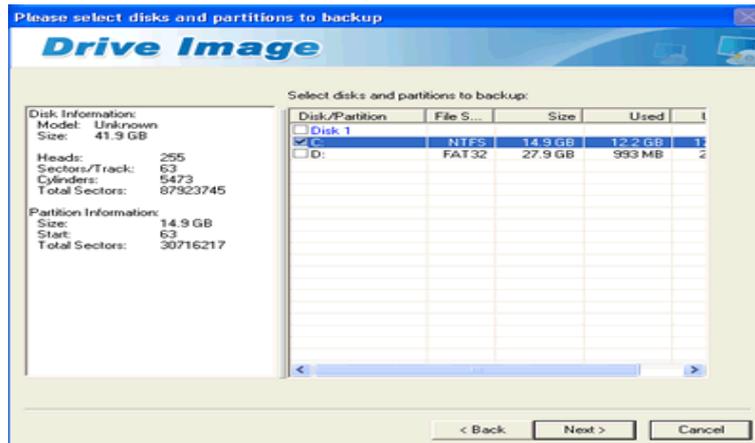
4.   Select a backup mode: full backup, incremental backup or differential backup.

Full Backup: A complete backup of the selected disk(s) or partition(s).
Incremental Backup: Incremental backup only backs up changes that occurred since last backup which can be either a full backup or incremental backup. Incremental backup requires less disk space. You MUST have a full backup as the base before you can create any incremental backups.

Differential Backup: Differential backup only backs up changes that occurred since last FULL backup. Incremental backup usually take less disk space than full backup but more space than incremental backups. You MUST have a full backup as the base before you can create a differential backup.
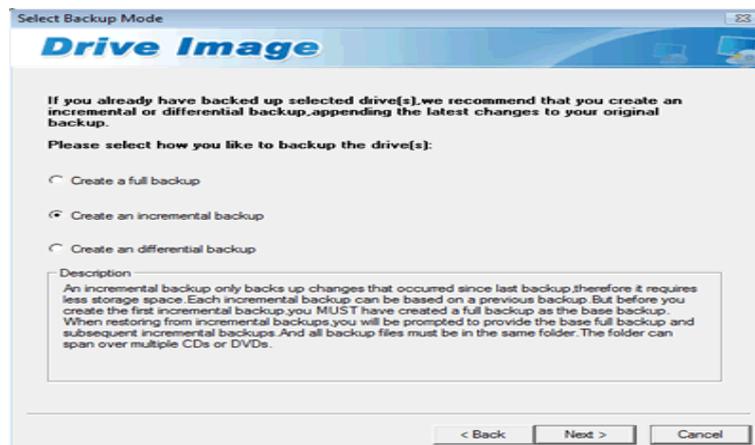
5.   Select where to save the backup image to. The archive location can be a local hard drive, a network drive or an external USB drive. Provide a name for the backup file. Click on Next to continue.

* You cannot save image files to the partitions been backed up
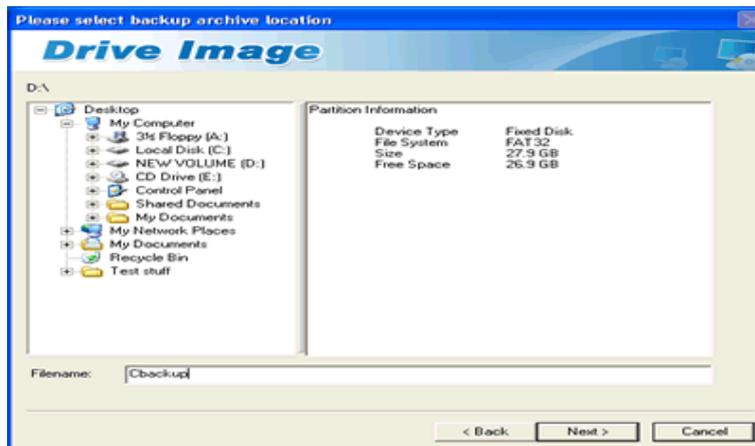
6.   Configure backup options. You can select to compress the backup files. Compression makes backup files about 30-50% smaller in size but compression slows down the backup process. You can select to split backup file in various sizes for archiving purpose. For example, backup will create multiple files in the size of 650MB if you choose to split image file in size of 650MB. So you can burn these files to CDs for archiving purpose. You can also provide a comment for the image files. Click on Next to continue.
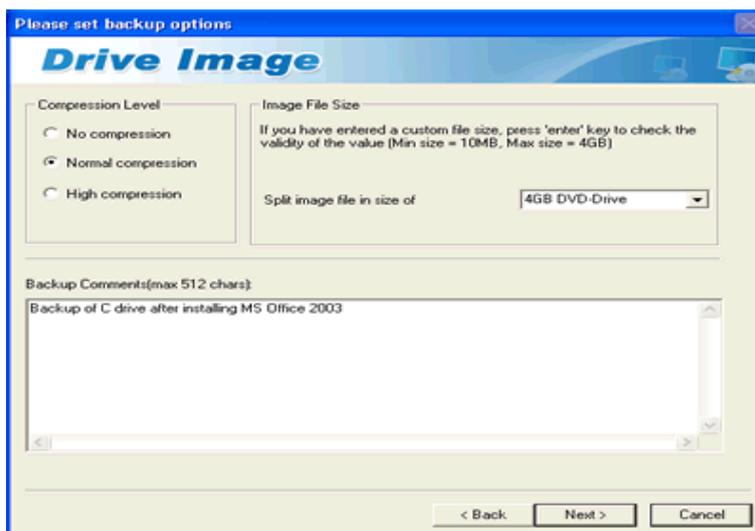
7.   Confirm the backup settings and click on Next to start backup.
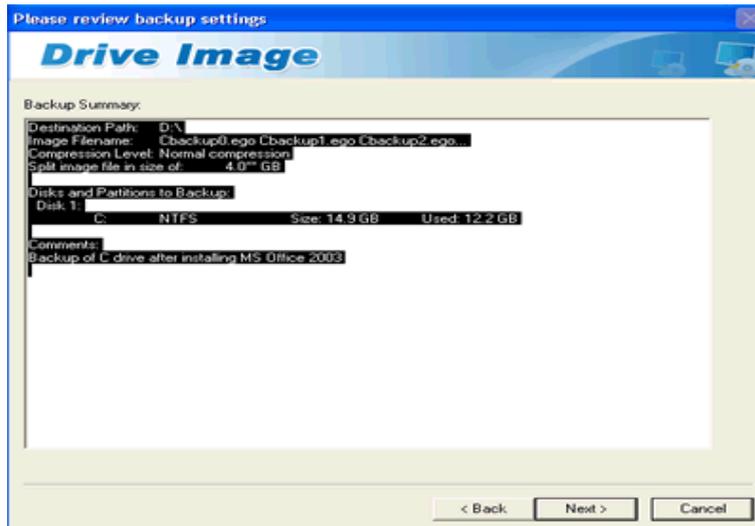
8.   Backing up disks or partitions involves copying GBs of data to the archive location, which might take many minutes. You might cancel the backup process by clicking the Cancel button. Click on "Done" when backup is completed.
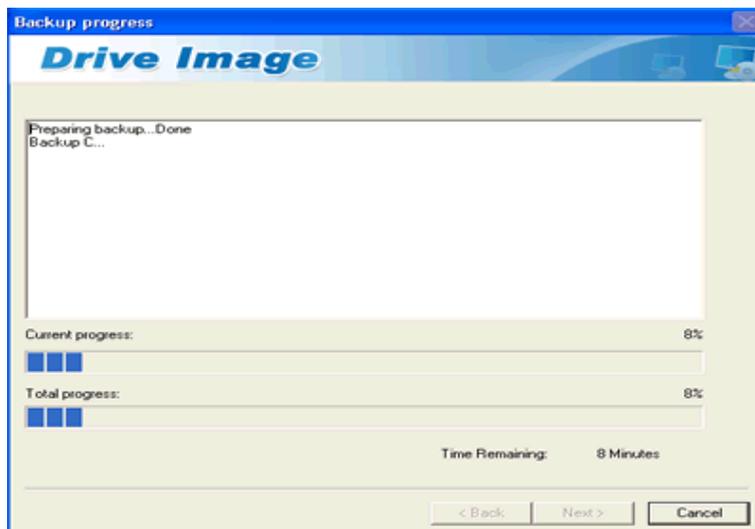
Backup Image to Recover Files Open

If you lose a file and don't have a dedicated file backup, any previously created image file containing the lost file can be read by Drive image Explorer to extract the desired file from the image file.

To open a backup image to recover files:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "Drive image". The right side panel shows the drive image options. Click on "Explore backup image".

3. Select an image file from the drive tree. The property of the image file is displayed in the right hand panel. Make sure you have selected the correct backup image.

4. Select a partition contained in the backup image file to explore (one or more may exist), assign a virtual drive letter for the selected partition. Click on 'Explore' to create the virtual drive.

5.   The virtual drive will be created in My Computer. You can explore the virtual drive as if it's a local hard drive to copy files from virtual drive to other drives.

*To protect image file's integrity, the virtual drive created for the image file is Read-Only. You can only copy files out the virtual drive (file recovery), you cannot copy files into the virtual drive.

We recommend you to dismiss (unplug) the virtual drive after you finish exploring it. Or the virtual drives will be dismissed when you restart the PC.
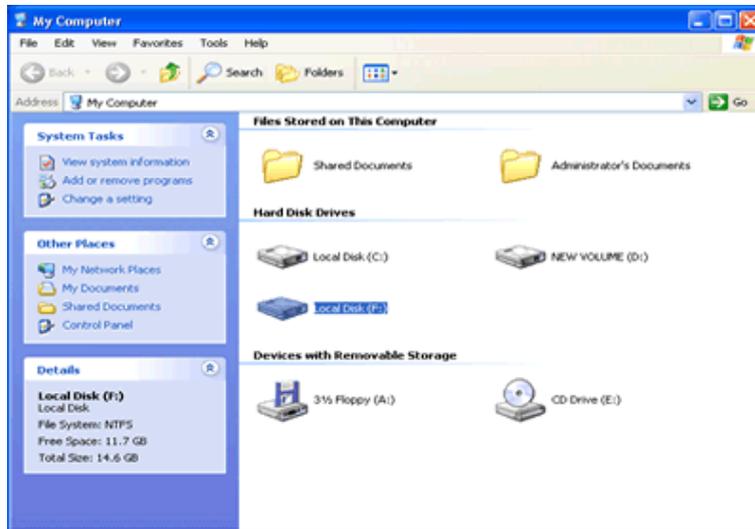
6.   To dismiss (unplug) a virtual drive, Click on "Close virtual drives" from the PC-SHERIFF 2000 Application Console, Drive image.

How to Restore Backup Image

PC-SHERIFF 2000 snapshots protect and restore your computer from 99% of the system and software problems. If you have any problems with your PC, try to rollback the system to a good snapshot first, which will fix most of your problems within seconds. The only times you would need to restore a drive backup image would be:

- You have a hard drive failure. You need to recovery the system to a new hard drive.
- Restoring to all PC-SHERIFF 2000 snapshots had failed.

In both cases, you would need to boot off a bootable CD-ROM to recover from a backup image. Follow the instructions in the following sections to **create the bootable CD** and **restore a backup image**.

Create the Bootable Recovery Media

Drive image includes a user-friendly recovery media builder that allows you to create and burn bootable recovery CD/DVDs containing backup images.

To create a bootable recovery media:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon PC-SHERIFF 2000 Application Console if the access control is enabled.
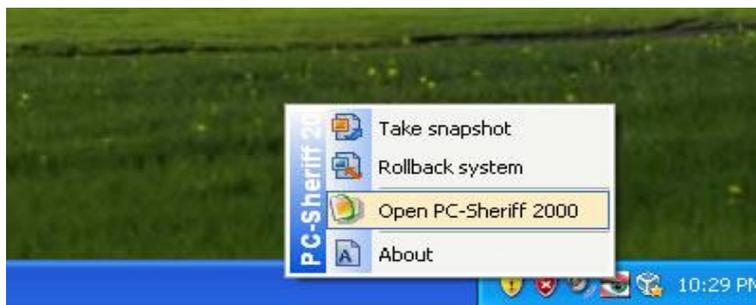
2.   In the Application Console, under Advanced Tasks, click on "Drive image". The right side panel shows the drive image options. Click on "Create recovery media".

3.   You can create two types of recovery media: A: Bootable CD/DVD recovery disc if the local computer has a CD/DVD burner. B: An ISO file that can be used to create bootable recovery CD/DVDs if the local computer does not have a CD/DVD burner.
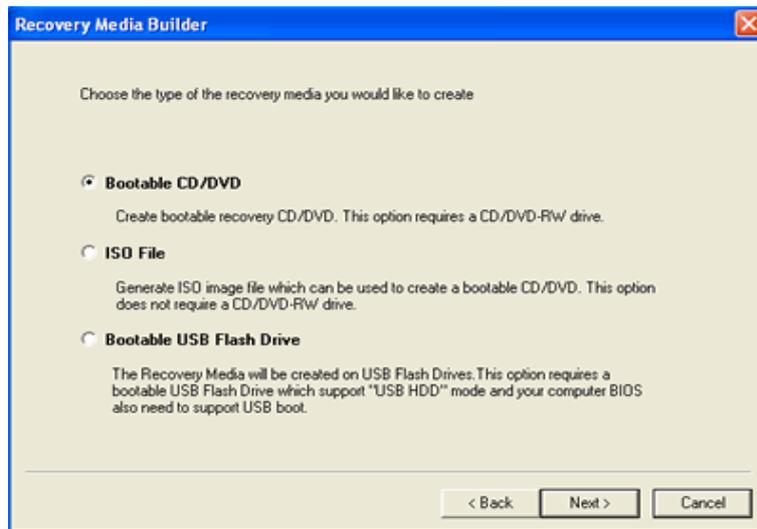
4.   To create a bootable CD/DVD recovery disc, select a CD-RW (CD writer) from the list of available CD-RW devices.
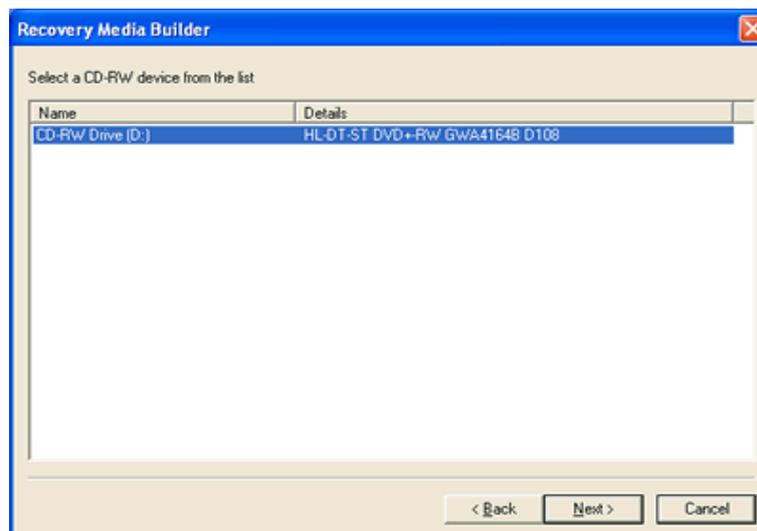
5.   You can add a backup image to include on the recovery CD. Insert a blank CD/DVD into the CD-RW tray and click on Next to start burning the disc.
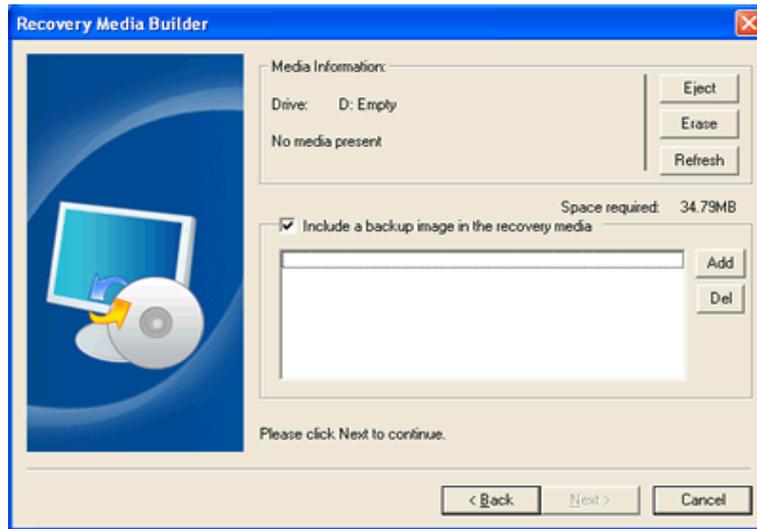
6.   To create an ISO file that can be used to create bootable recovery CD/DVDs if the local computer does not have a CD/DVD burner, provide a filename for the ISO file. You might also add backup images to the ISO file.
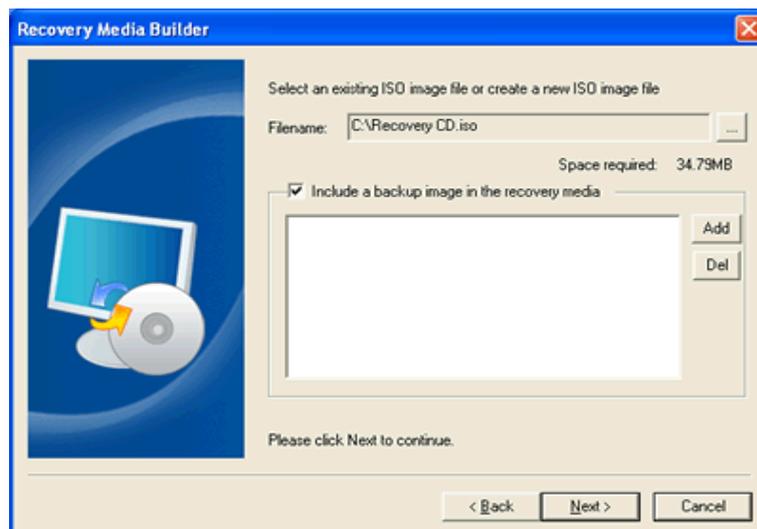
7.　　　Click on Next to create the ISO file.
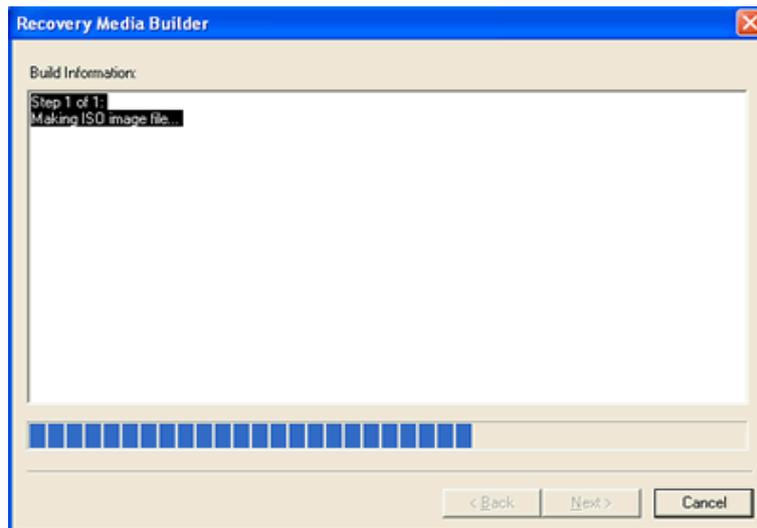
Restore Partitions or Disks from Backup Image

Restore a drive backup image to a partition or hard disk will overwrite everything on the target drive! Make sure the target hard drive does not have PC-SHERIFF 2000 installed before restoring a backup image.

1.　　　To restore disks or partitions from a backup image, insert a drive image bootable recovery CD into the CD tray and startup the computer (You need to set the computer to boot from CD-ROM). The computer will boot from the recovery CD and launch drive image restore automatically, click on Start and select Restore from Computer from the popup menu.

2.	Expand the drive letter in the left panel to find a backup image file that you want to restore from.
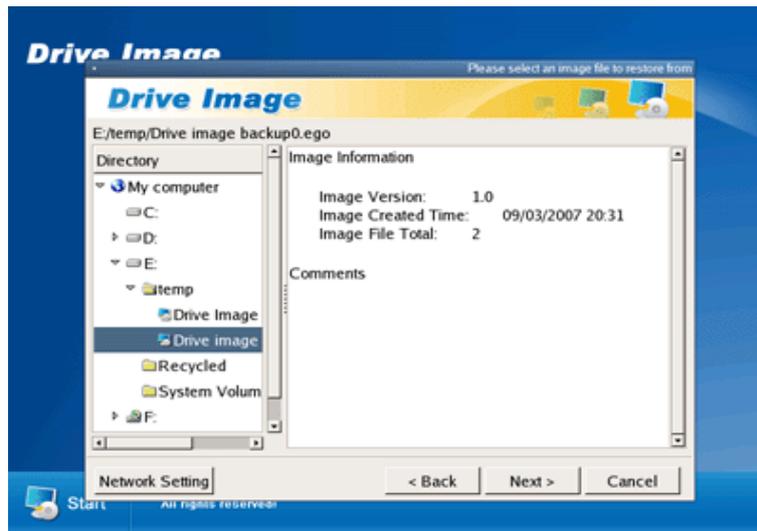
3.	The backup image might contain multiple partitions, you can restore all partitions to a hard disk or only select a specific partition to restore. Click on Next to continue.
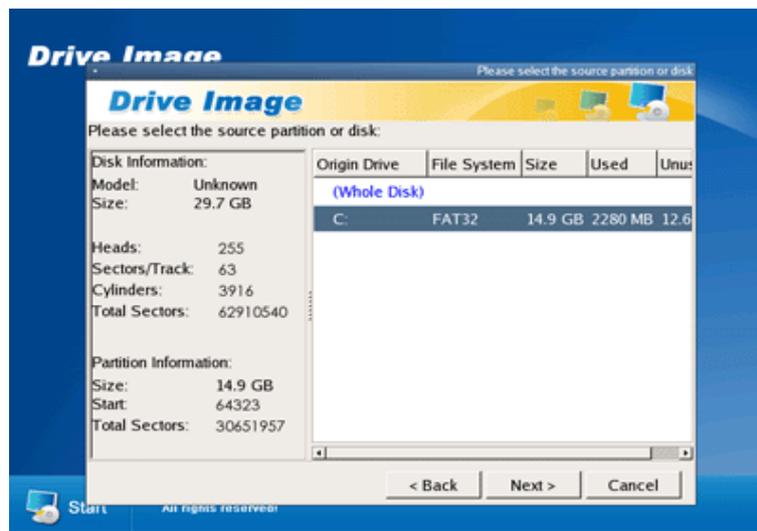
4.   Select the target partition to restore to. Information on the target partition will be OVERWRITTEN. To restore a backup image to a disk, you can select Restore Sector by Sector option. Sector by Sector Restore can be used to restore a backup of unknown file system such as a hidden partition.
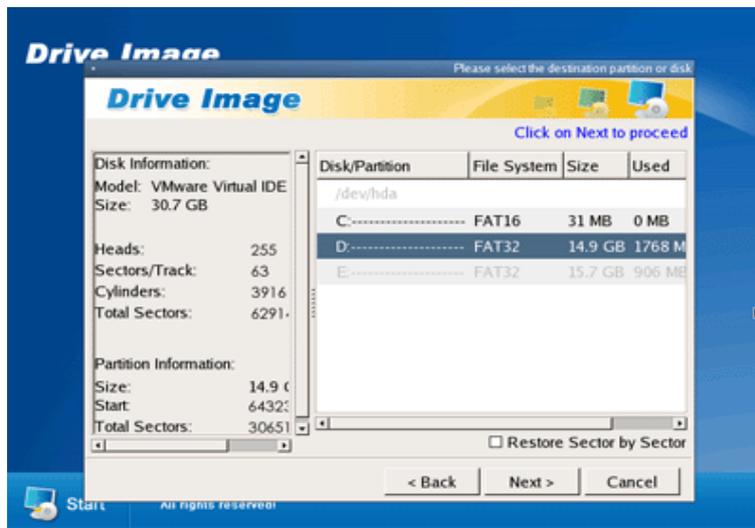
5.   Confirm the restore settings. If the target drive has PC-SHERIFF 2000 installed (we recommend you to uninstall PC-SHERIFF 2000 from the target drive before restoring a backup image to it, but if you didn't), you must check the Restore MBR option. Click on Next to proceed.
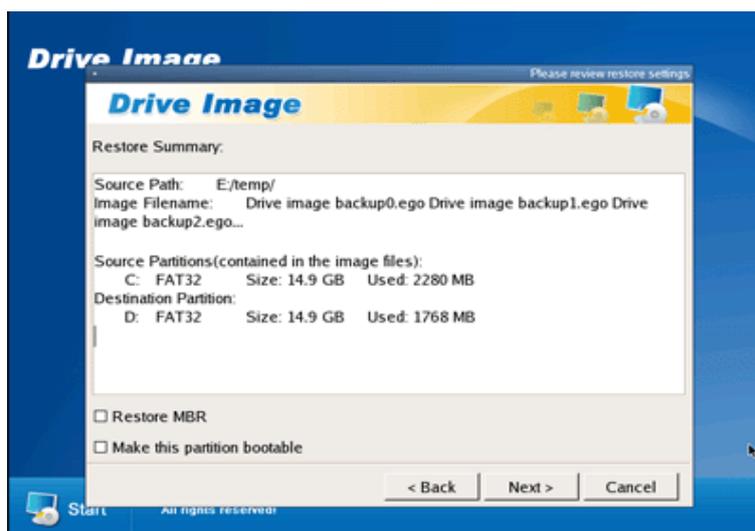
6.   You can cancel the Restore process by clicking on the Cancel button. Click on Done when Restore is completed.
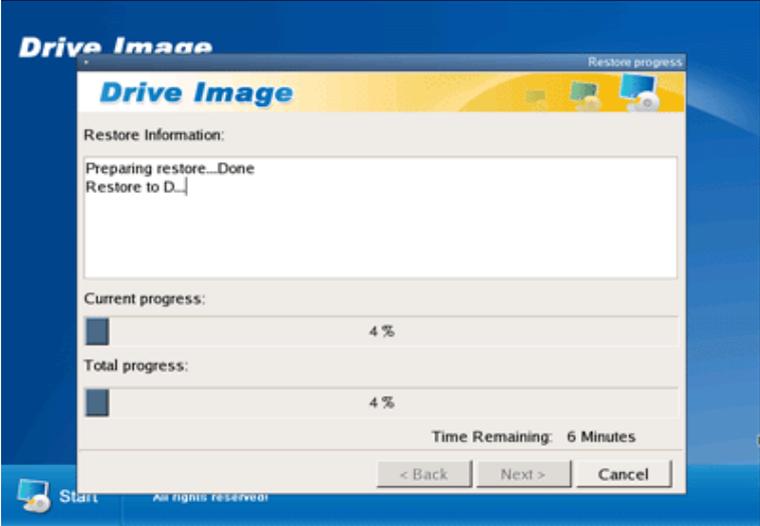
BASELINE MANAGER:

Update Baseline

The very first snapshot created during the setup of PC-SHERIFF 2000 is the baseline snapshot. It is the foundation of all other snapshots created after. After updating the operating system with new service pack or some other major changes on your computer, you might want to make the current system as the new baseline.

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "Baseline Manager". The right side panel show the manage baseline options. Select "Update Baseline". The computer needs to restart to update the baseline.

Update baseline will consolidate all the existing snapshots into the new baseline. All snapshot history will be vanished after running update baseline. If you just want to take a new snapshot of the current system, select take snapshot instead.

Reset To Baseline

The very first snapshot created during the setup of PC-SHERIFF 2000 is the baseline snapshot. It is most likely the base configuration of your computer. Over a period of time, you may have taken new snapshots containing new programs or settings; but at the end of the day, you might just want to return the system back to the nice and neat condition where it is all started from. Reset to baseline allows you to return the computer back to the baseline configuration with a reboot.

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the PC-SHERIFF 2000 Application Console if the access control is enabled.

2.   In the Application Console, under Advanced Tasks, click on "Baseline Manager". The right side panel show the manage baseline options. Select "Reset to Baseline". The computer needs to restart to reset to the baseline.
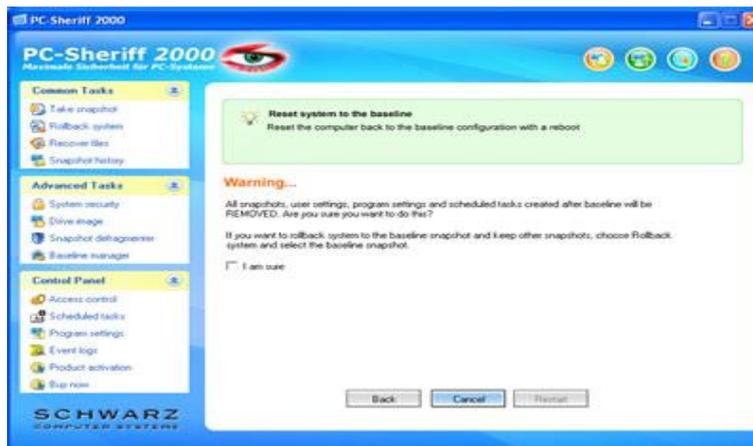
> *All the snapshots taken after the baseline snapshot will be permanently deleted after you reset to the baseline. Please backup your important data before running reset to baseline. If you want to rollback system to the baseline snapshot and keep all other snapshots, select rollback system*

SCHEDULED TASKS:

Rollback System with Scheduled Tasks

You can schedule PC-SHERIFF 2000 to automatically rollback to a snapshot with one of the following seven schedule settings:

- Schedule PC-SHERIFF 2000 to rollback system on restart
- Schedule PC-SHERIFF 2000 for system restore on log off
- Schedule PC-SHERIFF 2000 for a one-time system rollback
- Schedule PC-SHERIFF 2000 for hourly system rollback
- Schedule PC-SHERIFF 2000 for daily system rollback
- Schedule PC-SHERIFF 2000 for weekly system rollback
- Schedule PC-SHERIFF 2000 for monthly system rollback

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the Application Console if the access control is enabled.

2.   In the Application Console, under Control Panel, click on the "Scheduled tasks". The right side panel shows the scheduled tasks. Click on "Add" to bring up the new schedule settings window. Select "Rollback system" in the schedule task drop-down list and select "a schedule type" in the schedule type drop-down list.

3.   For the restore settings, you can select which snapshot you want to rollback the system to. You can select to a). rollback system to the latest snapshot, b). rollback system to a specific snapshot. You can also choose what to do with other snapshots after rollback, such as a). keep all the other snapshots. b). remove all the other unlocked snapshots. Click on "Save" to save the new schedule task.
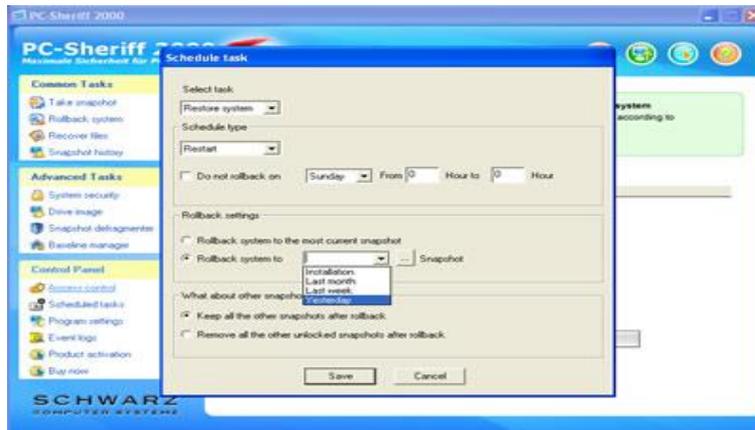
4.   You will then see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.

Take Snapshots with Scheduled Tasks

You can schedule PC-SHERIFF 2000 to automatically take new snapshots with one of the following seven schedule settings.

- Schedule PC-SHERIFF 2000 to take new snapshots on restart
- Schedule PC-SHERIFF 2000 to take a one-time new snapshot
- Schedule PC-SHERIFF 2000 to take hourly new snapshots
- Schedule PC-SHERIFF 2000 to take daily new snapshots
- Schedule PC-SHERIFF 2000 to take weekly new snapshots
- Schedule PC-SHERIFF 2000 to take monthly new snapshots
- Schedule PC-SHERIFF 2000 to take event based snapshots

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the Application Console if the access control is enabled.

2.   In the Application Console, under Control Panel, click on the "Scheduled tasks". The right side panel shows the scheduled tasks. Click on "Add" to bring up the new schedule settings window. Select "Take snapshot" in the schedule task drop-down list and select "a schedule type" in the schedule type drop-down list. Click on "Save" to save the new scheduled task.

3.   You should see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.

PROGRAM SETTINGS:

Program Appearance

To customize PC-SHERIFF 2000 program appearance:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the Application Console if the PC-SHERIFF 2000 access control is enabled.
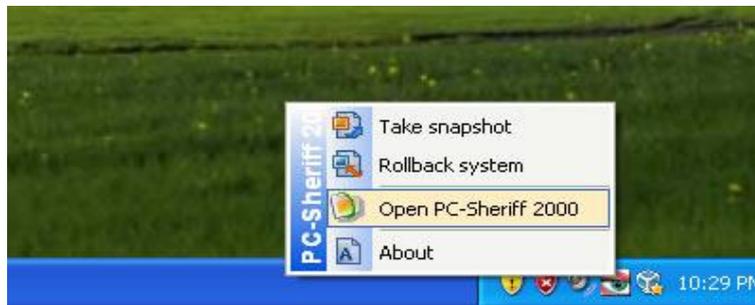
2.   In the Application Console, under Control Panel, click on "Program settings". The right side panel shows the program settings options, click on the "Program Appearance" tab. There you can customize the following PC-SHERIFF 2000 program settings:

- Do not show PC-SHERIFF 2000 icon in the system tray
- Do not show PC-SHERIFF 2000 logo during startup
- Do not show user name in logon screen
- Do not show popup message when taking scheduled snapshots
- Do not allow user to cancel scheduled tasks
- Change the Subsystem Console hotkey from HOME to something else
- Remind users about missed scheduled tasks
- Remind users to recover the latest files after rollback to an earlier snapshot
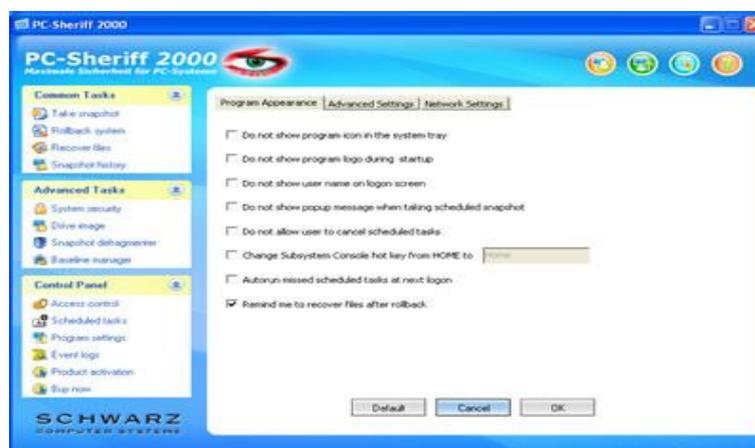
Advanced Settings

To configure advanced PC-SHERIFF 2000 program settings:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the Application Console if the PC-SHERIFF 2000 access control is enabled.

2.   In the Application Console, under Control Panel, click on "Program settings". The right side panel shows the program settings options, click on the "Advanced settings" tab. There you can customize the following program settings:

- Delete unlocked snapshots when X days old
- Always take a snapshot of the current system before rollback system
- Defrag snapshots during next startup to reclaim free space and improve system performance after deleting X snapshots
- Defrag snapshots during next startup to reclaim free space after taking X new snapshots
- Keep these files and folders unchanged when restring system to another snapshot
- Automatically delete the oldest unlocked snapshot when free space is below X MB
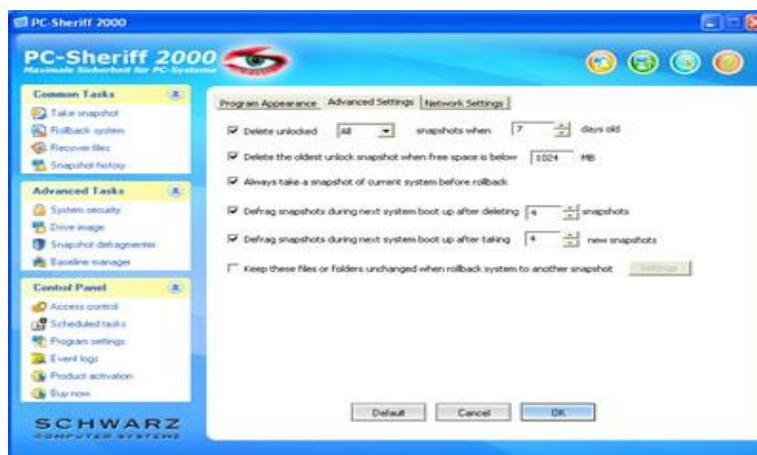
Network Settings

To connect PC-SHERIFF 2000 to a remote management console (PC-SHERIFF 2000 RMC) for centralized client management in a network environment:

1.   Right click PC-SHERIFF 2000 icon in the system tray, select "Open PC-SHERIFF 2000" from the popup menu. You will need a user name and password to logon the Application Console if the access control is enabled.

2.   In the Application Console, under Control Panel, click on "Program settings". The right side panel shows the program settings options, click on "Network settings" tab to connect to remote management console, you need to provide:

- PC-SHERIFF 2000 Remote Management Console (RMC) server name or IP address
- PC-SHERIFF 2000 RMC 's server port

If the computer is behind a proxy or firewall, you need to provide proxy server's settings in order to connect to the remote management console server.
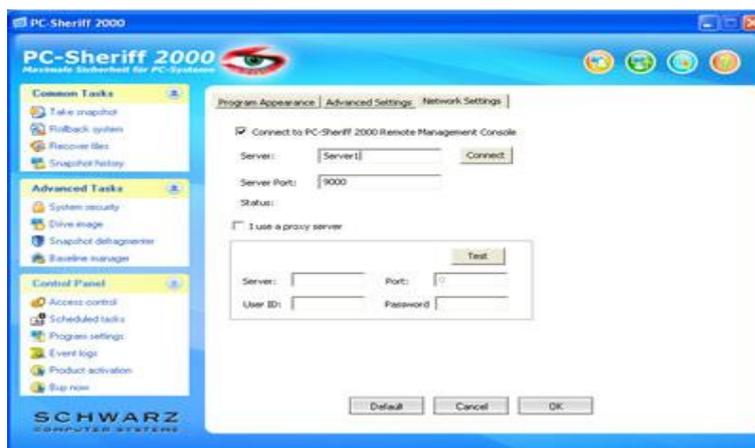
COMMAND LINE SWITCHES:

PC-SHERIFF 2000 provides you a set of command-line switches to take snapshot and restore system with batch files or network scripts.

- **Rollback System**

Shieldcmd.exe /restore
/baseline //Restore to baseline snapshot.
/current //Restore to current snapshot.
/n "snapshot name" //Restore to a snapshot by name.
/t "09/01/2010 18:00" //Restore system to the snapshot that is closest to 09/01/2010 18:00.
/run "path to the executable" //Spawn a process after the restore.
[/u "user"] //user name, only required if access control is enabled.
[/p "password"] //user password, only required if access control is enabled.

- **Manage the Baseline**

Shieldcmd.exe
/resetbase //Reset PC back to the baseline snapshot.
/updatebase //Update the current system as the new baseline.
[/u "user"] //user name, only required if the access control is enabled.
[/p "password"] //user password, only required if te access control is enabled.

- **Take Snapshot**

Shieldcmd.exe /snapshot
/n "snapshot name" //Take a new snapshot with given snapshot name.
[/d "snapshot description"] //Take a new snapshot with given description, optional.
/overwrite //Take a new snapshot with given snapshot name and overwrite the existing snapshot with the same name.
[/u "user"] //user name, only required if access control is enabled.
[/p "password"] //user password, only required if access control is enabled.

- **Program Settings**

Shieldcmd.exe
/exclude /f "path to file or folder" //Exclude the file or folder from rollback.
/excludedel //Delete all files and folder exclusion list.
/excludelist //Output the files and folder exclusion list.
/snapshotlist //Output all the existing snapshot information.
/hideicon //Hide PC-Sheriff 2000 system tray icon.
/showicon //Show PC-Sheriff 2000 tray icon.
/import "path to setup.cfg file" //Import program settings from setup.cfg.
[/u "user"] //user name, only required if access control is enabled.
[/p "password"] //user password, only required if access control is enabled.

- ## Snapshot Management

Shieldcmd.exe
/delete /n "snapshot name" //Delete an unlocked snapshot by name.
/delete /force /n "snapshot name" //Delete a snapshot by name regardless it's status (locked or unlocked)
/lock /n "snapshot name" //Lock a snapshot by name.
/lock /all //Lock all snapshots.
/unlock /n "snapshot name" //Unlock a snapshot by name.
/unlock /all //Unlock all snapshots.
[/u "user"] //user name, only required if access control is enabled.
[/p "password"] //user password, only required if access control is enabled.

- ## Uninstall

Shieldcmd.exe
/uninstall current //Uninstall PC-Sheriff 2000 to the current system.
/uninstall baseline //Uninstall PC-Sheriff 2000 to the baseline snapshot.
[/u "user"] //user name, only required if access control is enabled.
[/p "password"] //user password, only required if access control is enabled.

- ## Command Line Help

Shieldcmd.exe /? or Shieldcmd.exe /help
//Open PC-Sheriff 2000 help file.

User information in [ ] are only required if the access control is enabled.

PC-SHERIFF 2000 v9.1 Release Notes

<u>Release Info:</u>

PC-SHERIFF 2000 v9.1 is an update release of the instant PC recovery softwareand contains some minor updates for small bug fixes. For those who have PC-SHERIFF 2000 v9.0 setup on a Windows XP or Windows Vista system, there is no need to update. To install PC-SHERIFF 2000 v9.1, user should first uninstall the existing v9.1 version. This Release Notes covers What's New, What's Fixed and Product Limitations.

<u>What's New:</u>

The following are new features and updates in PC-SHERIFF 2000:

- Windows 7 compatibility
- Updated device drivers to support Windows 7 power management
- New Windows 7 theme subsystem interface graphics
- New Windows 7 theme application console interface graphics
- Product activation during setup, one reboot for both setup and activation
- Added a command line switch to disable/enable hourly snapshot defrag
- Added a progress bar for take snapshot in the Application Console
- Removed "Disable direct disk IO" from system security
- Added a setup.ini configuration option for setup PC-SHERIFF 2000 beyond 128GB of hard disk
- Added a setup.ini configuration option for setup PC-SHERIFF 2000 on a Windows based server
- Added a setup.ini configuration option for setup PC-SHERIFF 2000 without hooking system page file
- Disabled application console Windows resizing

<u>What's Fixed:</u>

The following are problems and bugs fixed in PC-SHERIFF 2000:

- The subsystem fails to reset hard disk dirty bit when the PC is accidentally rebooted in the middle of update baseline
- Setup XML auto-detection failure on some systems
- Memory leak caused by subsystem mouse driver

<u>Known Issues:</u>

There are no known issues in this release of PC-SHERIFF 2000.

Product Limitations:

The following limitations still exist in PC-SHERIFF 2000:

- Hard Disk Support – PC-SHERIFF 2000 can only protect one IDE/SATA/PATA hard drive. If a system has more than one hard disk, PC-SHERIFF 2000 will protect the drive designated as the "Primary." PC-SHERIFF 2000 does not support SCSI, RAID or MIRROR hard drive configurations.

- Server Support – PC-SHERIFF 2000 is a Windows workstation based product, it is not designed to support Windows servers.

- Booting From an External Media (OS) – PC-SHERIFF 2000 cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing PC-SHERIFF 2000 protection drivers. For example, booting from a CD-ROM will start a different OS before PC-SHERIFF 2000 is loaded, that could change the hard drive without acknowledging the existence of PC-SHERIFF 2000 snapshots on the hard drive and produce unpredictable results.

- Disk Encryption Programs that Intercept Low-Level Disk I/O – PC-SHERIFF 2000 may conflict with some applications that proxy low-level disk I/O.

- Compressed Drives – PC-SHERIFF 2000 does support NTFS compressed drives. (PC-SHERIFF 2000 does support NTFS compressed)

- Dual Boot of Windows and Linux OS on the Same Hard Drive – PC-SHERIFF 2000 does not support systems that have multiple Windows Operating Systems with non-Windows Operating System (like Linux) loaded on the same hard drive.

- Use of Defragmenter Programs – Once installed, PC-SHERIFF 2000 blocks the use of defragmentation programs. The reason for this is that PC-SHERIFF 2000 tracks sector change activity, relocates some sectors, and maintains its own map of all sector locations on the hard drive. Defragmentation is the process of locating the noncontiguous sectors of a file and rearranging the sectors and restoring them into fewer sectors. As a result, once PC-SHERIFF 2000 is installed, the work done by a defragmentation program would not provide the desired result without knowing the sectors used by other snapshots. Thus, defragmentation programs are blocked. The need for a defragmenter varies according to file system and the amount of file creation and update activity on a hard drive. SCHWARZ Computer Systeme recommends that defragmentation be done before installing PC-SHERIFF 2000. In addition, PC-SHERIFF 2000 has a build-in defragmenter as the alternative.

- O.S. Upgrade - Before upgrading Windows O.S. such as upgrading from Windows XP to Windows Vista or higher, you must first uninstall PC-SHERIFF 2000.

SUPPORT OPTIONS:

SCHWARZ COMPUTER SYSTEME is committed to provide satisfying support and excellent service to our valued customers. Our goal is to provide you with professional assistance in the use of our software through the variety of methods including documentations, online or personal contacts. According to our experience with customers, most of their questions can be answered in our Frequently Asked Question or other various technical white papers. Please check your questions in the F.A.Q. and knowledge base before proceeding with other support options.

If you were not able to find answers to your questions in the PC-SHERIFF 2000 FAQ and knowledge base, you can go to SCHWARZ COMPUTER SYSTEME web site support page for more product related documents, white papers and other information.

You can submit an online support case with SCHWARZ COMPUTER SYSTEME technical support team through our online support forum.

http://www.schwarz.de/support-topmenu-65/support-pc-sheriff-2000

The SCHWARZ COMPUTER SYSTEME customer service department can assist you with non-technical questions. Visit SCHWARZ COMPUTER SYSTEME support and service web site to find your local customer service number to:
- Order an upgrade
- Find a distributor in your area
- Update your registration information

F.A.Q.

For Frequently Asked Questions about PC-SHERIFF 2000 also on:
http://www.schwarz.de/support-topmenu-65/support-pc-sheriff-2000/faq

Was ist der PC-Sheriff 2000?
Der PC-Sheriff 2000 ist wie eine PC Zeitmaschine. Er erlaubt dem Anwender, plötzlich auftretende PC Probleme wieder zu eliminieren und zu einem früheren funktionierenden Zeitpunkt zurückzukehren. Dies kann je nach Einstellung stündlich, täglich, wöchentlich, monatlich oder benutzerdefiniert sein. Der PC-Sheriff 2000 funktioniert auch noch, wenn das Betriebssystem nicht mehr startet.

Wie funktioniert der PC-Sheriff 2000?
Im Kern des PC-Sheriff 2000 arbeitet eine Snapshot Technologie (Schnappschuss Technologie). Ein Snapshot ist eine Momentaufnahme des vorhandenen Systemzustandes, welcher nach dem WYSIWYG- (What You See Is What You Get) Verfahren arbeitet und genau den im Moment vorherrschenden Systemzustand festhält. Dadurch können Sie beliebig zu früheren erstellten Snapshots zurückkehren und auch Dateien aus früheren Snapshots wieder herstellen.

Was ist ein Snapshot (Schnappschuss)?
Einen Snapshot kann man sprichwörtlich als Momentaufnahme des Systemzustandes des PCs bezeichnen und beinhaltet 100% von System-, Programm- und Anwenderdaten sowie Systemeinstellungen. Technisch gesehen beinhaltet ein Snapshot eine erstellte Karte der Festplattensektoren und dem Indexsystem auf Basis eines komplizierten Algorithmus.

Ist ein Snapshot ein Backup von Laufwerken?
Nein, ein Snapshot ist kein Backup und deshalb schneller zu erstellen und wieder herzustellen.

Wie lange benötigt der PC-Sheriff 2000 um einen Snapshot zu erstellen oder das System von einem Snapshot wiederherzustellen?
Einen Snapshot zu erstellen dauert nur wenige Sekunden, da es sich nicht um ein Backup handelt.
Eine Wiederherstellung beansprucht die gleiche Zeit zzgl. Rechner- Neustart.

Wie viel Festplattenspeicherplatz benötigt der PC-Sheriff 2000 für einen Snapshot?

Sehr wenig. Ein Snapshot beinhaltet nur eine Tabelle und den Standort aller gegenwärtig zum Erstellungszeitpunkt vorhandenen Daten auf der/den geschützten Partition/en.

Kann der PC-Sheriff 2000 automatisch Snapshots erstellen?

Ja. Dazu gibt es in der Konfiguration einen einstellbaren Aufgabenplaner (Taskmanager), welcher bei Neustart, zu einem eingestellten Datum und Zeit, einmal, stündlich, täglich beim 1. Rechnerstart, wöchentlich, monatlich oder ereignisgesteuert (z.B. bei Ausführung einer Anwendung) automatisch einen Snapshot erstellt.

Arbeitet der PC-Sheriff 2000 auch noch, wenn Windows nicht mehr startet?

Ja. Der PC-Sheriff 2000 arbeitet mit einem eigenen System, welches schon vor dem Betriebssystemstart aktiv ist. In diesem Untersystem können Snapshots erstellt werden sowie das System auf einen anderen Snapshot zurückgesetzt werden. Um in das Untersystem zu gelangen, drücken Sie die HOME- oder Pos1- Taste, während der Startbildschirm des PC-Sheriff 2000 angezeigt wird.

Welche Probleme kann der PC-Sheriff 2000 beheben?

Jegliche Art von Softwareproblemen, welche bei installiertem PC-Sheriff 2000 auftreten können. Solange es sich nur um ein Softwareproblem handelt und ein guter Snapshot existiert, können Sie das System immer zu diesem Zeitpunkt zurücksetzen.

Ich habe keinen PC-Sheriff 2000 installiert und Probleme mit meinem PC. Kann ich mit dem PC-Sheriff 2000 das System reparieren?

Nein. Der PC-Sheriff 2000 ist eine pro-aktive Schutzlösung und kein reaktives Recovery Produkt.

Was ist der Unterschied zwischen dem PC-Sheriff 2000 und der Windows System-Wiederherstellung?

Die Windows Systemwiederherstellung setzt nur Systemdateien und die Registry zurück. Der PC-Sheriff 2000 setzt die gesamte geschützte Partition oder Laufwerk zurück, inklusive Betriebssystem, Systemeinstellungen, Anwendungen, Registry und Daten. Im Falle eines beschädigten Betriebssystems kann die Windows Systemwiederherstellung nicht eingesetzt werden. Der PC-Sheriff 2000 funktioniert auch noch, wenn Windows nicht mehr startet.

Auf welchen Betriebssystemen und Dateisystemen kann der PC-Sheriff 2000 eingesetzt werden?

Grundsätzlich nur auf Windows basierenden Betriebssystemen wie Windows 2000, Windows XP Home/ Professional, Windows Vista, Windows 7 und auf Dateisystemen FAT, FAT32 und NTFS.

Unterstützt der PC-Sheriff 2000 64 Bit Betriebssysteme?

Ja.

Unterstützt der PC-Sheriff 2000 Linux?

Nein.

Kann der PC Sheriff auf Servern oder einem RAID- System eingesetzt werden?

Nein. Der PC-Sheriff 2000 ist kein Serverprodukt und unterstützt kein RAID.

Kann ich den PC-Sheriff 2000 auf einem Dual Bootsystem einsetzen?

Ja. Bei der Installation ist „Custom Setup" (benutzerdefinierte Installation) auszuwählen und der PC-Sheriff 2000 in jedem Betriebssystem zu installieren. Weitere Informationen finden Sie im Benutzerhandbuch.

Unterstützt der PC-Sheriff 2000 unbeaufsichtigtes Setup, Softwareverteilung im Netzwerk oder mittels Image?

Ja. Weitere Informationen finden Sie im PC-Sheriff 2000 Whitepaper.

Falls mir die Systemrücksetzung zu einem Snapshot nicht gefällt, kann ich zurück?
Ja, Sie können beliebig zu verschiedenen Snapshots zurückkehren.

Ich habe das PC-Sheriff 2000 Administrator Passwort vergessen.
Bitte setzen Sie sich mit Ihrem Distributor in Verbindung.
Unter Angabe der Lizenznehmerdaten und Authentifizierung kann ein Einmalpasswort zum System generiert werden.

Kann ich den PC-Sheriff 2000 unsichtbar machen?
Ja.

Wie kann ich den PC-Sheriff 2000 nach Produkterwerb aktivieren?
Informationen hierzu finden Sie im Produkthandbuch bzw. auf der Homepage.

Help Desk

SCHWARZ Computer Systeme provides an easy to use helpdesk for you to submit online support tickets and get response from our support technicians:

http://www.schwarz.de/support-topmenu-65/support-pc-sheriff-2000