Horizon DataSys

# Drive Vaccine v10.4

User Manual



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## **Introduction**

Thank you for choosing Drive Vaccine. This User Guide is provided to give a quick overview of the basic features of Drive Vaccine along with a brief description of each feature. If you're still unable to find the information you're looking for, you can find additional resources and contact methods at the end of this document.

Drive Vaccine is a PC baseline recovery software which automates the process of continually returning multi-user computer workstation(s) back to a preset configuration that you define (called the "baseline"). Regardless of what any user may attempt to do to the systems -- including, but not limited to, erasing files, installing software, infecting the machines with malware, downloading files, changing system settings, or deliberately tampering with registry settings -- Drive Vaccine will still reset the PC(s) back to your predefined baseline settings upon every restart, on any fixed schedule, or after a defined period of inactivity, making the workstation(s) perfectly configured and available for the next user.

### What makes Drive Vaccine the best choice as your PC auto-reset solution?

- Non-restrictive design, freedom for users to use PC workstations without restrictions.
- Easy to deploy to a network of workstations in just minutes.
- Extremely fast; restore an entire full 4 Tb harddrive in just seconds.
- Doesn't require hidden partitions or special files or folders to setup and run.
- Flexible restore options, restore baseline on restart, restore on logoff, restore on the first boot up of that day, restore daily, restore weekly, when the system becomes idle, or only restore when desired.
- Easy to update baseline; you don't need to disable protection to make changes to the baseline. Simply make changes to the system and set this new system state as the new baseline without having to restart Windows.
- An Exclusion Drive can be configured to keep data unchanged from rollback.
- Return to an earlier baseline if you updated the baseline but aren't happy with the baseline update

### What Can Drive Vaccine Do?

Drive Vaccine allows you to quickly and easily:

- Reset public-access PC workstations to a clean, pre-configured baseline after each session.
- Completely clean up virus, spyware, or other malware infections.
- Remove unauthorized software installations.
- Fix issues resulting from inadvertent user errors, virus infections, incidental system degradation, unwanted program updates, or Windows compatibility issues.
- Sandbox new untested applications before installing them on your live system and potentially exposing it to any unwanted changes.
- Prevent identify theft and key board logging utilities from remaining on the PCs.
- Enforce a common operating environment and your organization's EUP (End User Policy).

#### **ProgramComponents**

Drive Vaccine has three main components:

**Subsystem Console**: This is the basic interface to Drive Vaccine's disk operating system (DOS) which is a mini- operating system working wholly outside Windows. The Drive Vaccine Subsystem provides you with restoration ability should Windows fail to startup and while Drive Vaccine is in the disable restore mode. You can access the Subsystem Console by pressing the <u>HOME</u> key on your keyboard during the system boot-up.



**System Tray Icon**: This is a shortcut to access Drive Vaccine from your desktop. You can find it in the lower right-hand corner of your Windows desktop. The System Tray Icon (or Systray Icon) provides you quick access to the main program console. Right-click on the system Tray Icon to bring up the Drive Vaccine Application Console.



Application Console: This is Drive Vaccine's primary user interface in Windows. Here you can find easy and quick access to all the program features.

🖉 Drive Vaccine PC Restore Plus		- O X
@ <u>H</u> elp ▼		
🚯 Home	Drive Vaccine PC Restore Plus	
💿 Restore Settings	Protect your public access PCs from going out-of-order and more!	
🐔 Baseline Settings		
≝ji Tools & Settings	Build: 2700300298 R51012-345632-472570 www.horizondatasys.com All rights reserved! Total protected space: 39.9 GB Used space: 5.15 GB Free space: 34.8 GB	
	Protected drives:C:Baseline Create at:3/11/2015 2:20:31 PMLast Restore:3/12/2015 4:04:52 PMRestore Mode:Restart	

## <u>Chapter 1: Installation and</u> <u>Setup</u>

Minimum System Requirements for Installing Drive Vaccine

Verify that the system meets the following minimum requirements before attempting to install Drive Vaccine.

- 1.0 gigahertz (GHz) processor.
- Microsoft<sup>®</sup> Windows<sup>®</sup> XP, Windows Vista<sup>™</sup>, Windows 7, or Windows 8 & 8.1
- 1 gigabytes (GB) of RAM.
- 10 gigabyte (GB) of free hard disk space.
- CD/DVD-ROM drive if you need to setup from the installation CD.
- Additionally, you must have an Internet Service provider (ISP) if you wish to activate the program over an Internet connection.

Drive Vaccine is designed strictly for Windows-based PCs. Do NOT install it on servers! Always backup your important data before installing Drive Vaccine. For multi-boot system installation please consult to the <u>Knowledgebase</u>.

#### **Installing Drive Vaccine**

Before installing Drive Vaccine close any applications that you may have running.

To install Drive Vaccine insert the installation disk or run Setup.exe from the download archive file. A welcome screen will appear at the start of the installation process. Click on "Next" and follow these steps to complete installation.

Read and accept the End User License Agreement. Then click Next.

Then you will be presented with a screen offering three different setup options.

#### **Typical Setup**

Typical Setup will install Drive Vaccine with the default program settings. During the Typical Setup, you will be prompted to enter/configure the following Drive Vaccine program settings:

- Disable Windows System Restore to maximize disk space usage
- Your Product ID
- Set Drive Vaccine administrator password
- Select the partition(s) to protect

etup Type Selection Select the type of setu	up you prefer and then click Next
<ul> <li>Typical</li> </ul>	Program will be installed with the most common settings. Recommended for regular users.
O Custom	You can customize the program setting. Required for multi-boot systems.
O Unattended Setup	Program will be automatically installed with settings defined in the setup.ini configuration file. For mass deployment.

### **Custom Setup**

Custom Setup lets you to configure all the available program setup options. During the custom setup, you will be prompted to enter/configure the following Drive Vaccine program settings:

- Disable Windows System Restore to maximize disk space usage
- Your Product ID
- Set Drive Vaccine administrator password
- Select the partition(s) to protect
- Enable and define the files and folders for an Exclusion Drive
- Location on your hard drive where you'd like to install the program files to
- Setup for Windows multi-boot systems

#### **Unattended Setup**

Unattended Setup is used to deploy Drive Vaccine to a network of computers with preconfigured program settings. Unattended Setup reads in the program settings from a setup configuration file, **setup.ini**. You can create this **setup.ini** configuration file using **Setup INI Wizard** provided in the support folder on the program CD or download archive (zip) file. With the **Setup INI Wizard** you can configure all the Drive Vaccine program settings.

To continue Click on **Next** to Start the installation Process.

### **Creating an Exclusion Drive**

Drive Vaccine restores everything on your protected hard drive(s) back to the baseline. But you may wish to have put aside certain user data files and folders that would be excluded from the restore process and the changes made to these files and folders to remain persistent even while everything else is restored to the baseline configuration. You must define this Exclusion Drive during the installation process as an **Exclusion Drive** can't be created after installation. If Drive Vaccine is already installed you can still exclude some registry keys from the restore-to-baseline. To set up an **Exclusion Drive** chose **Custom Setup** during the installation process.

Exclusion Drive Create an Exclusion Drive to store files I	that you d	o not wa	ant to be resto	red	Z
Rollback PC to baseline will restore everything created. If you have frequently changed data f	on the pro iles that y	otected o ou want	drives to the t to be exclude	ime the bas ed from rollb	seline was back.
Drive Vaccine PC Restore Plus lets you to crea protected drive(s) to store data files you do not	ate a virtu want to re	al drive(E ollback.	Exclusion Driv	/e) out off t	he
OI do not want to create an Exclusion Drive	e.				
Oreate an Exclusion Drive					
How much disk space do you want to res	serve for t	ne exclu	sion drive		
Total protected space: 39.99 GB					
Free Space: 34.92 GB		-	14.3%		
Exclusion Drive size: 5.00 GB	0 *				34.9
Move My profile to the Exclusion Drive					
Move All user profiles to the Exclusion Drive	3				
	1	-	00.00		

Once the installation has successfully completed you will be prompted to **restart** your computer to complete the installation.

## **Deployment**

To mass deploy Drive Vaccine with Windows Active Directory, SMS software deployment tools, Network logon scripts, or using system images, refer to the Drive Vaccine Deployment Whitepaper included in the Support folder on the program CD or downloaded archive (zip) file.

## **Product Activation**

Drive Vaccine contains software-based product activation technology, which means you must activate your Drive Vaccine installation in order to authenticate its license.

8	Drive Vaccine PC Restore Plus
	Product Activation
4	Drive Vaccine PC Restore Plus contains a software-based product activation technology for license management, which means you must activate your copy of Drive Vaccine PC Restore Plus in order to authenticate the license.
	<ul> <li>Activate Drive Vaccine PC Restore Plus over Internet connection</li> <li>Activate Drive Vaccine PC Restore Plus without Internet connection</li> </ul>
	Next <u>C</u> ancel

#### Activate Drive Vaccine over an Internet Connection

If the computer on which Drive Vaccine is installed can connect to the Internet, you can easily activate Drive Vaccine using the **Active Drive Vaccine over Internet Connection** option.

- Upon the purchase of Drive Vaccine, you will receive a Licensed Product ID from Horizon DataSys. You can install Drive Vaccine with this Licensed Product ID and the activation will be done automatically during setup. If you installed Drive Vaccine using the demo key during installation, you can activate using your personal license key after installation without having to uninstall and reinstall the program.
- 2. To activate Drive Vaccine over an Internet connection, right-click the Drive Vaccine system tray icon and select "About" from the popup menu. Click on the Activate button on the About Window. Then select "Activate Drive Vaccine over Internet connection" and click on Next.
- 3. Copy and paste the Licensed Product ID that you received from Horizon DataSys into the Product ID field replacing the demo Product ID, and click on the Activate button.

That's it! You won't need to supply any other information for the activation.

\* The number of installations of Drive Vaccine that you can activate is limited by the number of licenses defined by the Licensed Product ID.

#### Activate Drive Vaccine without an Internet Connection

If the computer on which Drive Vaccine is installed doesn't have an Internet connection, you will need to do an offline activation of Drive Vaccine using a registration code.

- To manually activate Drive Vaccine, right-click Drive Vaccine system tray icon and select the About option from the popup menu. Click on the Activate button on the About Window. Select "Activate Drive Vaccine without Internet connection." Click on Next.
- 2. On the Product Activation Window, you will see a Product ID and an Activation ID, write down or copy-and-paste these two IDs and send them to Horizon DataSys tech support by fax, phone, or email at the contact information given at the end of this User Guide.
- 3. Horizon DataSys tech support will reply you with an Activation Code based on the Product ID and Activation ID you provided.
- 4. Type this Activation Code into the Activation code field and hi the Activate button.

That's it! You won't need to supply any other information.

## <u>Chapter 2: Defining the Baseline</u> and Restore Options

## **Baseline Information**

The Baseline is the cornerstone of Drive Vaccine, it's the predefined system state to which Drive Vaccine will restore the PC. The baseline can be updated to include the current system settings and data changes since the last baseline was created.

To view the current baseline's information, right-click the Drive Vaccine icon in the system tray and select "Open Drive Vaccine" from the popup menu.

In the Drive Vaccine main application console click on the Home option in the left-hand navigation pane. Here you can view the date and time at which the current baseline was created, when the last restore-to-baseline took place, and the restore mode (or restore trigger).

Trive Vaccine PC Restore Plus		_ 0	X
🥑 <u>H</u> elp ▼			
<ul> <li>✔ Help ▼</li> <li>A Home</li> <li>Restore Settings</li> <li>Baseline Settings</li> <li>Tools &amp; Settings</li> </ul>	Select how you would like to restore the PC     How often would you like to restore the PC?		
	Restore <u>N</u> ow In addition to the restore settings, you can always Restore Now. Apply		

## **Restore-to-Baseline Settings**

You can configure Drive Vaccine to restore the system back to the baseline according to one of the following eight trigger (8) settings:

- 1. Auto-restore baseline at every startup and restart (boot up).
- 2. Auto-restore baseline at logoff.
- 3. Auto-restore baseline after a specified period of inactivity.
- 4. Auto-restore baseline hourly at the specified minutes past the hour.
- 5. Auto-restore baseline daily at first boot up of the day.
- 6. Auto-restore baseline daily at the specified time of the day.
- 7. Auto-restore baseline weekly on the specified day of the week and the time.
- 8. Manually restore baseline.

### \* You can also choose to restore the baseline at any time by pressing the Restore Now button.

1. To configure restore baseline settings, right-click the Drive Vaccine icon in the system tray and select "Open Drive Vaccine" from the popup menu.

8	Open Drive Vaccine PC Restore Plus	
A	About	
	- ()	14:42
		Wednesda

2. In the Drive Vaccine main application console, choose "**Restore Settings**" from the navigation pane on the left-hand side. Make your selection on the right hand panel.

### **Disable Restore**

You can disable Drive Vaccine's restore to make changes to the system. After you make changes to the system, you need to run **Update Baseline** in order to incorporate these changes into the new baseline. If you don't want to keep the changes, DON'T hit the Update Baseline button but press the Restore Now button instead.

1. To disable Drive Vaccine's restore-to-baseline to make changes to the system, right-click the Drive Vaccine systray icon and select "**Open Drive Vaccine**" from the popup menu.

In the Main Menu, click on "**Restore Settings**" from the left-hand side navigation pane, select the "Manual" option in the right-hand panel.

## **Restore from Subsystem**

If on the next Windows start-up Drive Vaccine won't restore-to-baseline, you can stop the Windows boot-up, go into the Drive Vaccine sub-console, and restore back to the current baseline or the prior baseline.

- 1. To restore-to-baseline from the pre-Windows subsystem, restart the computer and press the HOME key after the BIOS screen to access the Drive Vaccine subsystem console. Select option 1: Restore Baseline
- 2. You may be prompted to enter a password for the Administrator account to enter the subsystem console. Enter your password. Select **Restore PC** from the subsystem menu.

## **Reset to the Last Good Known Baseline**

If you've made changes to the baseline which now cause Windows to no longer boot-up properly, is there a way to back-out of these new changes and return to an earlier baseline? Yes, Drive Vaccine allows you to undo baseline updates by returning the system back to the baseline that was saved prior to the current baseline update.

- 1. To return the system to the Last Good Known Baseline, restart the computer and press the HOME key after the BIOS screen to access the Drive Vaccine subsystem console. Select option 2.
- 2. You may be prompted to enter a password for the Administrator account to enter the subsystem console. Select Reset to the Installation Baseline from the subsystem menu.



## **Update Baseline**

You can either manually update the baseline by pressing the Update Baseline button. Or automate the baseline update by setting up a baseline update task which also allows you to execute the Windows and/or program updates before updating the baseline. If you set up a Baseline Update task the following events will take place:

1. Restore to the current baseline.

2. Apply updates as selected at the scheduled time and update the baseline at end of this time frame.

🖉 Drive Vaccine PC Restore Plus		_ 0	X
🥑 <u>H</u> elp ▼			
<ul> <li>Home</li> <li>Restore Settings</li> <li>Baseline Settings</li> <li>Tools &amp; Settings</li> </ul>	Baseline Settings Update Baseline Make the current system as the baseline. The system baseline was created at 3/12/2015 4:12:08 PM Update baseline scheduler Windows updates Other updates Other updates Other updates (e.g. antivirus-update.exe) Sunday From Other to Other hour Shutdown the system after applying the updates		
	Apply Cancel		

3. Shutdown the PC after the updates have completed (optional).

When you set up an automated baseline update task any restore-to-baseline setting will be temporarily suspended for the duration of the updates to be applied and the baseline to be updated. This is a recursive baseline update task so once this task has completed it will repeat the following week and thereafter. For more update options please use the Drive Vaccine **Remote Management Console**.

The baseline update start time and end time use a 24 hour military clock and cannot extend beyond a single day. The baseline will be updated at the end time and the restore setting will then resume. If the updates go beyond the scheduled end time, the new baseline will contain an incomplete update. So you're strongly advised to allow extra time for the updates to occur.

## **Chapter 3: Program Settings**

## **Change Administrator Password**

- 1. Right click the Drive Vaccine icon in the system tray, select "Open Drive Vaccine" from the popup menu.
- 2. In the main application console, click on "Tools & Settings." The right-hand panel will display the Tools & Settings options. Select the "Settings" option.
- 3. In the Settings window, choose the Change Password tab.
- 4. Set a new password for the administrator account and retype it to confirm this new password. By default the login is: **Administrator**.

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## **Hide Program Icon**

1. Right-click the Drive Vaccine icon in the system tray, select "Open Drive Vaccine" from the popup menu.

🖉 Settings	X
Language Change Password Program Settings Network Settings	Program Settings         Customize Drive Vaccine PC Restore Plus program interface to meet your personal or organization's need         Hide Tray Icon         * Press Ctrl+Alt+Shift+F10 to show icon         Autorun missed scheduled restore at next startup
	<u>O</u> K <u>C</u> ancel

- 2. In the main application console, click on "Tools & Settings." The right-hand panel will display the Tools & Settings options. Select the "Settings" option.
- 3. Select the Program Settings option in the left-hand Settings menu Navigation Pane.
- 4. Check the "Hide Tray Icon" option.
- 5. To show the program icon in the system tray, simultaneously press the **Ctrl + Alt + Shift + F10** keys.

## Exclude Registry Keys from Restore-to-Baseline

- 1. Right-click the Drive Vaccine icon in the system tray, select "Open Drive Vaccine" from the popup menu.
- 2. In the main application console, click on "Tools & Settings." The right-hand panel will display the Tools & Settings options. Select the "Registry Exclusion" option.
- 3. A Registry Key Selection window should pop-up. Select the key(s) that you wish to exclude from the auto-restore and click on "Add."

TRegistry Exclusion Selection				X
You can select registry folders or keys keys, excluding system keys could bri bootup, use only when you need to.	s to be excluded ng back corrupti	from restore(We r on). Registry exclu	recommend yo Ision can slow	u only exclude user down the PC
	Name	Size	Туре	Location
HKEY_USERS				
< · · · · · · · · · · · · · · · · · · ·	<	101		
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## Restrict Access to USB Port(s), Optical Drive(s), and/or the Internet

- 1. Right-click the Drive Vaccine icon in the system tray, select "Open Drive Vaccine" from the popup menu.
- 2. In the main application console, click on "Tools & Settings." The right-hand panel will display the Tools & Settings options. Select the "Restrict Resource Usage" option.
- 3. Click on any, some, or all of the checkboxes to prevent users from accessing those system resources.

ኛ Restrict Resource Usage	×
Select the resource that you want to restrict us	age
Restrict use of CD-ROM device	
Restrict use of <u>U</u> SB flash drive	
Restrict use of Internet	
	ancel

## **Connect to the Remote Management Console (RMC)**

Drive Vaccine comes with a free network management utility that enables IT administrators of multiple machines to centrally control all multiple Drive Vaccine client PCs (PCs on which Drive Vaccine is installed) from a single interface. You can find this utility included on the Drive Vaccine download file in the Drive Vaccine RMC folder. The RMC is installed on a single machine to which all the client Drive Vaccine PCs connect. Determine the Internet Protocol (IP) address of the machine on which the RMC is installed and using the following instructions enter this IP address into each Drive Vaccine client machine. You may need to create exceptions in your network firewall to allow these client machines to connect to the RMC.

ኛ Settings	×
Language Change Password Program Settings Network Settings	Network Settings   Connect to Drive Vaccine PC Restore Plus network Remote Management Console (RMC)   Connect to RMC   Server:   : 9000 @   Status:     Cognect
	<u>O</u> K <u>C</u> ancel

To connect a Drive Vaccine client PC to the Drive Vaccine Remote Management Console (RMC):

- Right-click the Drive Vaccine icon in the system tray, select "Open Drive Vaccine" from the popup menu.
- 2. In the main application console, click on "Tools & Settings." The right-hand panel will display the Tools & Settings options. Select the "Settings" option. In the Settings window, choose the Network Settings tab.
- 3. Check "Connect to network management console" option. You will need to provide:
  - Computer name or IP address of the computer that has the Drive Vaccine RMC installed.
- The port number used by Drive Vaccine RMC to client connections.

## <u>Chapter 4: Command Line</u> <u>Switches</u>

Drive Vaccine provides you a set of command-line switches to manage the software with batch files or network scripts. Enter the specified switch using at a Windows DOS prompt.

Help ShdCmd.exe {/Help | ?} Setup and Uninstall **Unattended Setup** Setup.exe /s Uninstall ShdCmd.exe /Uninstall {/baseline | /current } /u administrator /p password **Program Settings** Tray Icon ShdCmd.exe /Traylcon [/show | /hide] /u administrator /p password Language ShdCmd.exe /Lang [/set langid] /u administrator /p password \*Langid can be retrievd by runing ShdCmd.exe /Lang Subsystem Display Mode ShdCmd.exe /StartMode [text | color16 | color256 | colortrue] /u administrator /p password Show Protected Partitions ShdCmd.exe /Part /u administrator /p password **Change Administrator Password** ShdCmd.exe /ChangePwd /pwd [password] /u administrator /p password Import Program Settings from Setup.ini ShdCmd.exe /Import {/path inifilepath} /u administrator /p password

### Update Baseline

ShdCmd.exe /Snapshot /u administrator /p password

### Update Baseline Scheduler

ShdCmd.exe /UpdateSch [/show] [/win] [/app name] [/t day-from-to] [/shutdown] /u administrator /p password

\*[/show] shows the current setting

### Restore Now

ShdCmd.exe /Restore [/baseline | /lastgood | /current] /u administrator /p password

### **Reset or Update the Installation Baseline**

ShdCmd.exe /Baseline {/reset | /update} /u administrator /p password

/reset: reset to the installation baseline

/update: update the current system as the new installation baseline

### Add shutdown switch to the restore command line

Shdcmd.exe /Restore [/baseline] | /lastgood | /current] /shutdown /u administrator /p password

/baseline: reset to baseline

/lastgood: reset to last good known

/current: reset to current baseline

### Exclude Registry from Restore

ShdCmd.exe /SyncReg [/add keyname1 ...] [/del keyname1 ...] [/clear] [/export filename] [/backup] /u administrator /p password

- add: Add registry keys to be excluded from restore
- del: Deleted registry keys added to the exclusion

clear: Delete ALL registry keys added to the exclusion

export: Export the registry keys added to the exclusion to a file (for debug only)

### **Restrict Use of Resources**

ShdCmd.exe /Restrict [/cdrom [0|1]] [/ufd [0|1]] [/internet [0|1]] /u administrator /p password

## Restore Settings

ShdCmd.exe /ResMode [/show] [/restart] [/logoff] [/idle mm] [/weekly "dd hh:mm"] [/daily hh:mm | 1stboot] [/hourly mm] /u administrator /p password

\*[/show] shows the current setting

## <u>Chapter 5: Uninstalling Drive</u> <u>Vaccine</u>

You can uninstall Drive Vaccine from your computer through the following method:

- Uninstall Drive Vaccine from your computer's Control Panel Control Panel > Programs and Features > Drive Vaccine
- Uninstall needs to restart the computer. Select "Yes" to restart.

Uninstall	
This wizard will lead you through the process of Plus from this computer. If you have an Exclusio CONTENT BEFORE UNINSTALLING, because Un The system might need to reboot to dismount th Are you sure you want to uninstall?	uninstalling Drive Vaccine PC Restore on Drive, YOU MUST BACKUP ITS install will remove the Exclusion Drive. he Exclusion Drive when uninstalling.
	Yes No

If you have an Exclusion Drive configured for Drive Vaccine, you'll be promoted to uninstall (remove) the Exclusion Drive after rebooting.

\* Before removing the Exclusion Drive, you must save (copy or move) the data in the Exclusion Drive to an external drive, removing the Exclusion Drive will cause you to lose all the data on the Exclusion Drive! If you wish to save the data onto the internal drive on which Drive Vaccine is installed then you must move or copy the data from the Exclusion Drive to this internal drive and update the baseline. When you uninstall Drive Vaccine the system will be left in this new baseline with your Exclusion Drive data included.

\* If you are experiencing any problems with your computer DO NOT attempt to uninstall Drive Vaccine. You should first use the "Restore Now" or the "Restore to Last Good Known" to restore and attempt to repair the system instead.

## **Chapter 6: Product Limitations**

## **Terms and Conditions**

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### You May

- Install only one copy of the software under one license.
- Make only one copy of the software for archival purposes.
- Transfer the software on a permanent basis to another entity, provided that you retain no copies of the software.

### You May Not

- Rent or lease any portion of the Drive Vaccine software.
- Reverse engineer, decompile, disassemble, modify, translate, make any attempts to cover the source code of the software or create derivative works from the software.
- Attempt to install and activate this software on any more individual nodes than the number of license keys that you are granted by your legally purchased keys.
- Use a previous license key or key set of the software after you've received a replacement key or key set for an upgraded version of the software.

#### **Limited Warranty**

<u>If you opted to purchase the Media CD Pack</u>: Horizon DataSys Corporation guarantee that the Media CD Pack on which the software is distributed will be free from defects for a period of thirty (30) days from the delivery date of the software. Subsequent to this guarantee period, Horizon DataSys does not extend any further assurance that the CD-ROM contents will be free of incidental degradations or that the software contained therein will be error-free. Disclaimer of Damages.

In no event does Horizon DataSys assume any liability or indemnity for any special, consequential, indirect, or similar damages, including but not limited to, any lost profits or lost data arising out of the use or inability to use the software even if Horizon DataSys has been advised of the possibility of such aforementioned damages prior to their occurrence. In no circumstance does Horizon DataSys' liability, accountability, or responsibility exceed the purchase price for the software.

## **Product Limitations**

### The following limitations still exist in Drive Vaccine v10.3:

- <u>Hard Disk Support</u> Drive Vaccine can only protect up to four IDE/SATA/PATA hard drives. If a system has more than four hard disks, Drive Vaccine will protect the first four drives designated as the Disk0, Disk1, Disk2, and Disk3 hard drives. Drive Vaccine does not support SCSI, RAID, or mirroring hard drive configurations.
- **Booting From an External Media (OS)** Drive Vaccine cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing the Drive Vaccine protection drivers. For example, booting from a CD- ROM or USB that starts a different OS that may be able to change the hard drive and produce unpredictable results.
- Disk Encryption Programs that Intercept Low-Level Disk I/O Drive Vaccine may conflict with some applications that proxy low-level disk I/O such as certain anti-virus programs, encryption software, and imaging software.
- <u>Disk Repartitioning</u> The harddisk on which Drive Vaccine is installed cannot be re-partitioned without uninstalling Drive Vaccine first.
- <u>Changing the Version of the OS Updates</u> You can't upgrade to a new version of Windows (i.e. from Windows 7 to Windows 8) while Drive Vaccine is installed. You must uninstall Drive Vaccine first. Some in-version OS upgrades, such as Windows 8.1 also require that Drive Vaccine be uninstalled prior to the upgrade. If you're uncertain please contact us first.
- <u>Dual-Boot of Windows and Linux OS on the Same Hard Drive</u> Drive Vaccine does not support systems that have multiple Windows Operating Systems with non-Windows Operating Systems (such as Linux or Mac OS) loaded on the same hard drive. <u>Click here for installation instructions</u> <u>for dual-boot Windows systems</u>

## Chapter 7: Support Resources

Horizon DataSys is committed to providing exceptional customer support and exemplary technical service to all our customers. Our goal is to provide you with professional and timely assistance in the use of our software through a variety of methods including user documentation, online troubleshooting, telephone service, and personal account management. If you are experiencing an issue please first read our Frequently Asked Questions (FAQ) section of our website or other product-specific documentations. Links for other useful resources are also provided here:

## Click here to access the FAQ

## Click here to access the Drive Vaccine Community Forum

If you're still not able to find answers to your questions in the Drive Vaccine FAQ and the Community Forum, you can go to Horizon DataSys web site support page for more product related documents, white papers, and other information. You can also submit an online support ticket to the Horizon DataSys technical support team through our online support forum:

### Click here to file a support ticket

If you need specific information related to our product that cannot be found online. Please contact us using any of the following methods:

E-mail: <u>support@horizondatasys.com</u> Live Chat: Available during business hours (click Chat Now icon at the top of our website) Telephone Numbers:

Canada:	USA:	<b>USA</b> : 1685 H Street #846 Blaine, WA 98230 USA Toll: (800) 496-0148 ext. 3		Europe:		
1100 - 1200 West 73rd /	Ave 1685 H Str			483 Green Lanes London, UK N13-4BS Tel: (44) 20-35149804 Fax: (44) 20-35149804		
Vancouver, BC V6P 6G5	Blaine, WA					
Canada	(800) 496-					
Toll: (800) 496-0148 ext	. 1 Fax: (360) 2	Fax: (360) 233-0466				
Intl: (604) 324-0797						
Fax: (604) 608-3390						
International:						
Melbourne, Australia:	(61)3-865-21961	Jerusale	em, Israel:	(972)2-3721-075		
Buenos Aires, Argentina:	(54)11-51993556	Mexico	City, Mexico:	(1)800-681-6746		
Brasilia, Brazil:	(55)61-37172269	Panama	a City, Panama:	(507)833-9233		
Santiago, Chile:	(56)2-9382493	Lima, Pe	eru:	(511)708-5355		
Bogota, Colombia:	(57)1-3819331	Madrid	, España:	(34)91-1898-193		
Santo Domingo, Rupublica		Caracus	s, Venezuela:	(58)212-3359405		
Dominicana:	(1)829-954-8138					
Hong Kong, China:	ong, China: (852)300-85705		aland:	(64) 98010271		