

Horizon DataSys

RollBack Rx PC Client

User Manual



Horizon DataSys
Copyright © 2011 – All Rights Reserved

Last Updated: May 3, 2011

Table of Contents

Introduction	5
Chapter 1: Installation and Setup	7
Minimum Requirements for RollBack Rx PC Edition	7
Install RollBack Rx PC Edition	8
RollBack Rx PC Edition Activation.....	11
Uninstall RollBack Rx from Windows	13
Uninstall RollBack Rx When Windows Fails to Boot	13
Chapter 2: Rollback System	15
Different Ways to Rollback System	15
Rollback System from the Application Console	15
Rollback System When Windows Fails To Start Up.....	16
Rollback System from Desktop Shortcut.....	16
Rollback System with Scheduled Tasks	17
Rollback System with Batch Commands	17
Chapter 3: Recover Files	18
Search Snapshots to Recover Files	18
Explore Snapshots to Recover Files.....	18
Revert Files to Old Time Stamp.....	19
Chapter 4: Taking Snapshots	20

Taking new snapshot from the Application Console..... 20

Take New Snapshots When Windows Fails to Start Up 21

Take New Snapshots from Desktop Shortcut..... 22

Scheduling Snapshots 23

 Take New Snapshot with Batch Commands..... 24

Chapter 5: Manage Snapshots 25

 Manage Snapshots 25

 View Snapshot Properties..... 25

 Delete Snapshots 25

 Lock or Unlock Snapshots 26

 Rename Snapshots..... 26

 Defrag Snapshots 27

 Explore Snapshots..... 27

Chapter 6: System Security 28

 RollBack Rx Access Control..... 28

 Create New Users 29

 System Security 30

Chapter 7: Manage Baseline 32

 Update Baseline..... 32

 Reset to Baseline 32

Chapter 8: Scheduled Tasks 34

 Rollback System with Scheduled Tasks 34

 Take Snapshots with Scheduled Tasks 36

Chapter 9: Program Settings..... 37

Program Appearance.....	37
Advanced Settings	38
Network Settings	38
Chapter 10: Command Line Switches	39
Command Line Switches	39
Product Support	41
F.A.Q.	43

Introduction

This User's Guide is designed to familiarize PC users with features and benefits of the RollBack Rx software. 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 installing/setup. The information contained in this User's Guide is subject to change without notice. Horizon Datasys 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.

RollBack Rx has revolutionized the way PC users instantly recover from computing disasters. RollBack Rx offers instant PC rollback, file recovery, system and PC disaster recovery, all in one. RollBack Rx can instantly undo any common PC issue by reverting the PC back to any earlier state. With RollBack Rx, you can easily restore your PC to an hour ago, yesterday, last week or even a few months. RollBack Rx's file recovery feature easily restores files from archived snapshots. System and data security (snapshot encryption) prevents unauthorized access to system and data even if the PC is stolen. RollBack Rx allows computer users, regardless of their skill levels, to easily fix computer problems in seconds.

What makes RollBack Rx 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 5 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 RollBack Rx Do?

- RollBack Rx 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.
- Protect system and data from data thieves.

RollBack Rx Benefits

- Reduce computer maintenance by up to 90%.
- Reduce organizational overhead from writing restriction policies.
- Reduce Total Cost of Ownership of an organization's assets by minimizing PC maintenance, administration time, and troubleshooting.
- Reduce unnecessary anxiety related to allowing users full access to the computers.
- Eliminate timely 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.

3

Program Components

Familiarize yourself with the RollBack Rx software components before installing and/or exploring RollBack Rx.

RollBack Rx has two components that are installed during the setup process.

- **Application Console (GUI)**
- **Subsystem Console**

Application Console (GUI) The Application Console is RollBack Rx's main user interface (GUI). This is the GUI or Windows component(s) that are installed into the primary operating system. It is from this Windows console that you can perform all the RollBack Rx functions and have access to all the program features.

Subsystem Console is also known as RollBack Rx's mini operating system that boot prior to the Windows operating system. The Subsystem Console is the Interface to RollBack Rx disk operating system (DOS). The Subsystem Console works below the Windows operating system

to provide a failsafe rollback capability if Windows is inaccessible (ie. BSOD or system crash). You can access the Subsystem Console by press the HOME key on keyboard during system startup. From within the Subsystem Console, you can perform many tasks such as rolling back the PC to a previous state. Take a snapshot of the crashed PC (so that you can retrieve data file after performing a rollback), or uninstall RollBack Rx.

System Tray Icon is RollBack Rx's shortcut on your desktop to the main **Application Console**. You can find it in the lower right hand corner of your Windows desktop. It provides you quick access to the RollBack Rx GUI interface. From the system tray; users can quickly take new snapshots, roll-back to a previous snapshot or even launch the RollBack Rx main program console. You can access the system tray icon by right clicking on the icon to bring up the popup menu.

4

Chapter 1: Installation and Setup

Minimum Requirements for RollBack Rx PC Edition

Verify that your system meets the following minimum requirements before attempting to install RollBack Rx PC Edition.

- Intel® Pentium® III or equivalent processor
- Windows XP Professional, Home Edition, or Microsoft Windows 2000, or Vista
- 64MB of RAM
- 1GB of free disk space for installation
- CD/DVD ROM, if installing from a CD
- Internet Connectivity for software license activation

- At least two partitions or disks

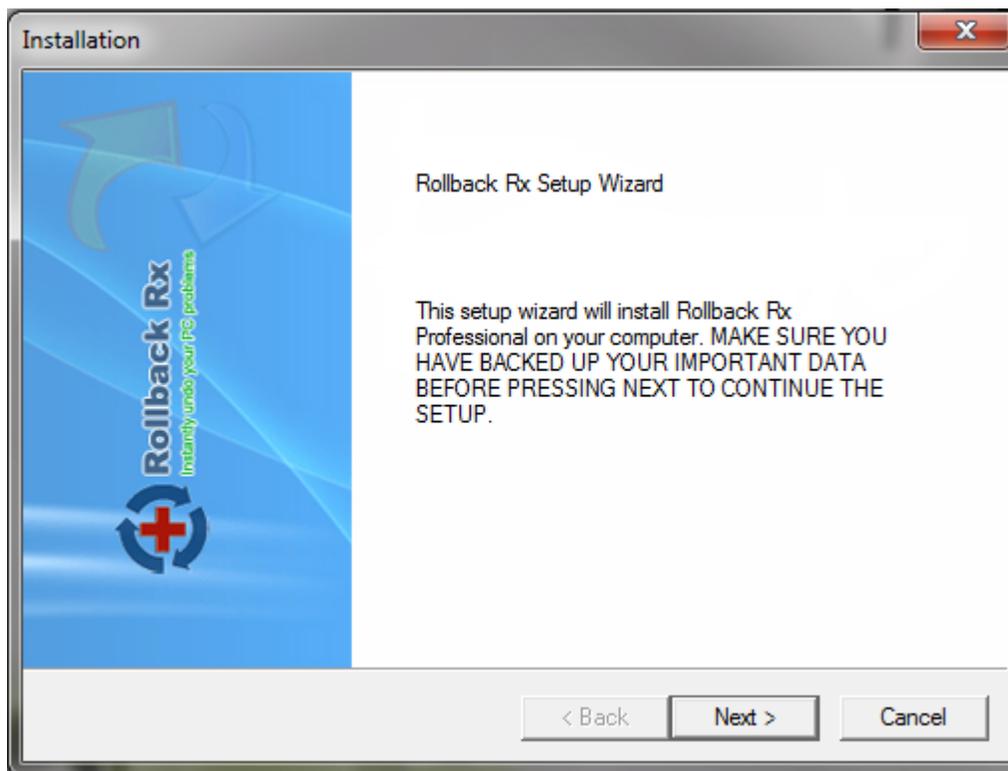
****RollBack Rx is designed for Windows PCs. Do NOT install it on servers! Always backup your important data before setup RollBack Rx.**

Install RollBack Rx PC Edition

Before installing RollBack Rx Professional close any applications that are running.

To install RollBack Rx PC Edition, insert the installation disk, or run the Rollback_Rx_[Version].exe file you downloaded, where [Version] is the version number of your installation file.

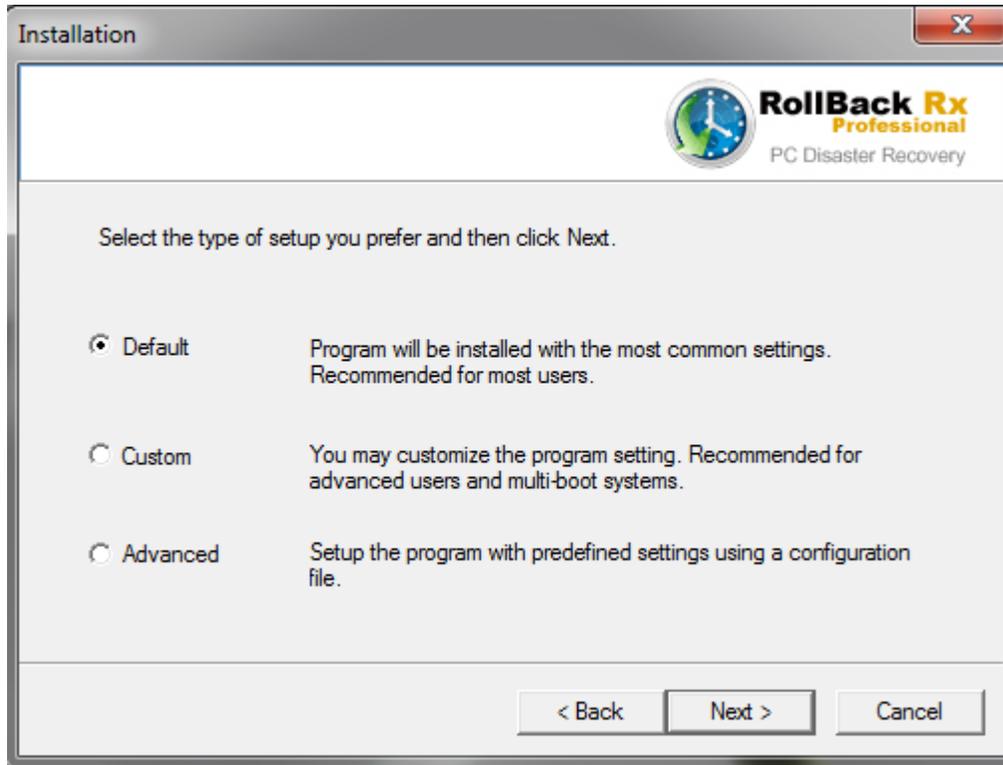
A welcome screen will appear at the start of the installation process. Click Next to continue installation of RollBack Rx PC Edition.



Read and accept the End User License Agreement. Then click "Next". Also Click "Next" on the next screen to check the latest updated setup files.

Choose the location to install RollBack Rx. A minimum of 1 GB of free disk space is required where RollBack Rx PC Edition will be installed.

RollBack Rx PC Edition is now ready to install. Click Next to start the installation process.



The RollBack Rx PC Edition setup program will come up **3 installation options**:

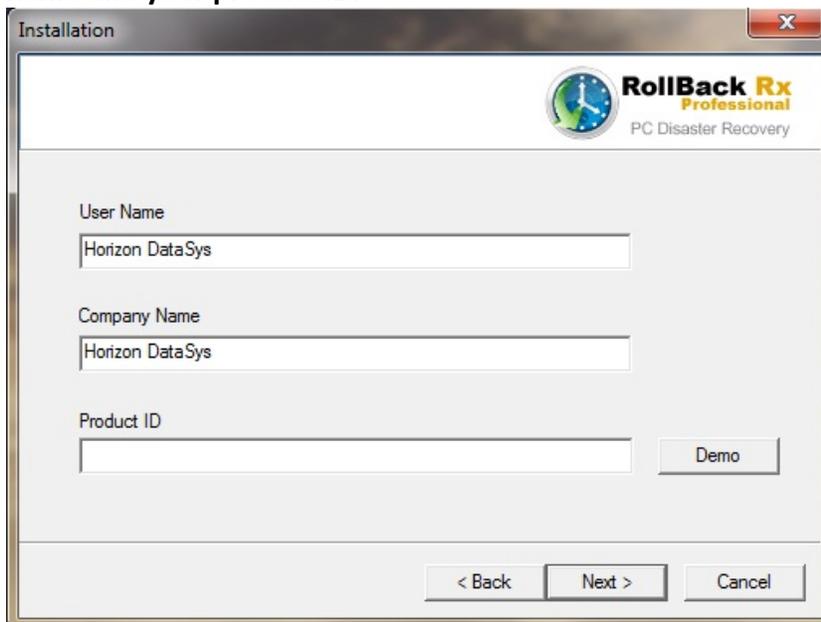
1. **Default Setup** → Install RollBack Rx with some default program setting such as:
 - Copy Program files to C:\program files\shield folder
 - Protect all available partitions on the 1st Hard Drive
 - Disable RollBack Rx access control (Do not require a password to access RollBack Rx program consoles)
 - Disable Windows System Restore
2. **Custom Setup** → Let's you to configure program settings during setup such as:
 - Where to copy program files to
 - What partition to protect
 - Enable/Disable RollBack Rx access control
 - Enable/Disable Windows System Restore
 - Setup RollBack Rx on multi-boot systems
3. **Advanced Setup** → Used to deploy RollBack Rx 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

Advanced Setup Configuration Wizard (ASCW) provided in the support folder on the program CD. With **ASCW** you can configure all RollBack Rx program settings.

Unattended Deployment

To mass deploy RollBack Rx with Windows active directory, SMS software deployment tools, Network logon scripts, or system images, refer to the RollBack Rx Deployment whitepaper included in the Documents folder on the program CD.

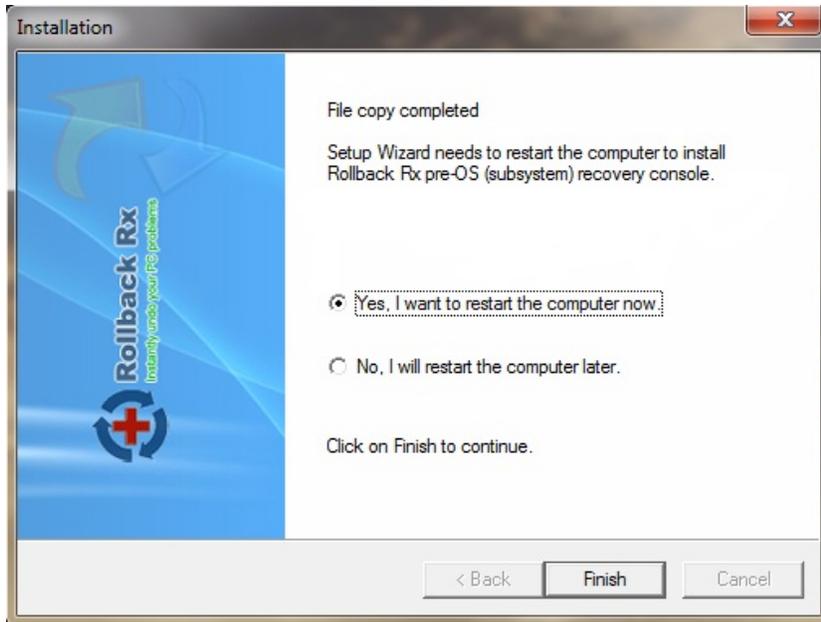
Once you have choose your installation option, you will be prompt to input your **user, company name and your product ID**.



The screenshot shows the 'Installation' window for RollBack Rx Professional. The window contains the following elements:

- Logo: RollBack Rx Professional PC Disaster Recovery
- User Name: Horizon DataSys
- Company Name: Horizon DataSys
- Product ID: (empty field)
- Buttons: Demo, < Back, Next >, Cancel

Click **“Next”**. Once all files have been installed, a window will display notifying you that setup is complete. Click Finish to restart your computer now.



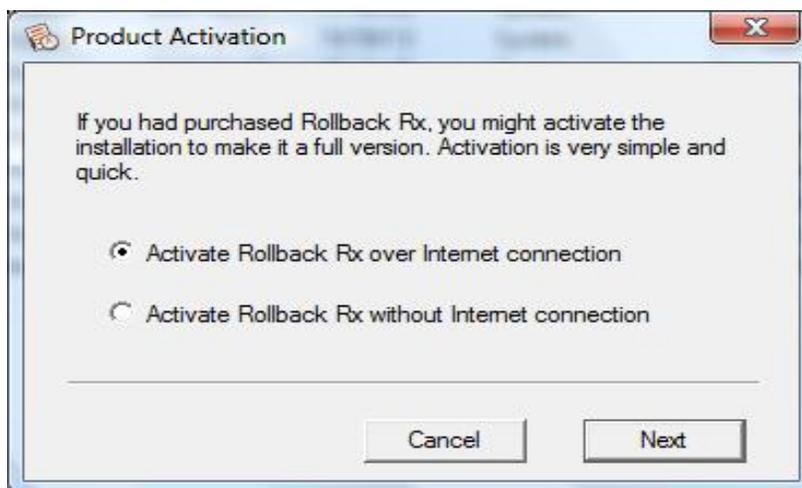
RollBack Rx PC Edition Activation

Horizon Datasys 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.

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

ACTIVATE ROLLBACK RX OVER INTERNET CONNECTION

If the computer has RollBack Rx installed is connected to the Internet, you can easily activate RollBack Rx over the Internet connection.



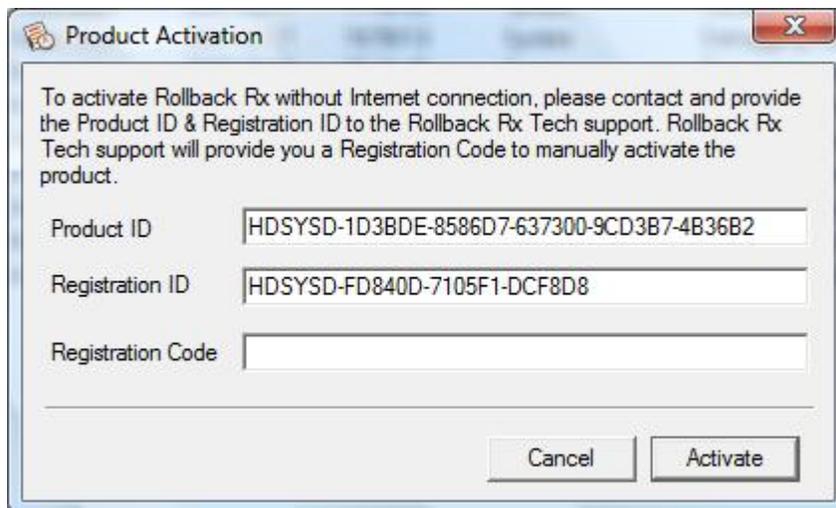
1. Upon the purchase of RollBack Rx, you will receive an authorized Product ID from Horizon Datasys. You can install RollBack Rx with the authorized Product ID and then activate it, or if you already have a demo version of RollBack Rx installed, you can activate the demo setup with the authorized Product ID without uninstall and reinstall the program.
2. To activate RollBack Rx over the Internet connection, right click RollBack Rx system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate RollBack Rx over Internet connection", click on Next.
3. If you have installed RollBack Rx with an authorized Product ID that you received from Horizon Datasys, simply click on the Activate button.
4. If you have installed a demo version of RollBack Rx, you need to first copy and paste the authorized Product ID that you received from Horizon Datasys into the product ID field replacing the demo product ID, and then click on the Activate button.

That is it! You will not need to supply any other information for the activation.

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

ACTIVATE ROLLBACK RX WITHOUT INTERNET CONNECTION

If the computer has RollBack Rx installed does not have Internet connection, you need to manually activate RollBack Rx with an activation code.



The screenshot shows a 'Product Activation' dialog box with the following text and fields:

To activate Rollback Rx without Internet connection, please contact and provide the Product ID & Registration ID to the Rollback Rx Tech support. Rollback Rx Tech support will provide you a Registration Code to manually activate the product.

Product ID: HDSYSD-1D3BDE-8586D7-637300-9CD3B7-4B36B2

Registration ID: HDSYSD-FD840D-7105F1-DCF8D8

Registration Code: [Empty field]

Buttons: Cancel, Activate

1. To manually activate RollBack Rx, right click RollBack Rx system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate RollBack Rx 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 Horizon Datasys tech support by fax or phone.
3. Horizon Datasys tech support 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.

Uninstall RollBack Rx from Windows

You can remove RollBack Rx from your computer through one of the two options provided in Windows:

1. Uninstall RollBack Rx from Control Panel → **Add/Remove Programs**.
2. Uninstall RollBack Rx by running Start → All Programs → RollBack Rx → 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 RollBack Rx.

****If you have problem with your computer, DO NOT attempt to uninstall RollBack Rx first. Rollback the system to a good snapshot might fix the problem. If you have problem to access either RollBack Rx Application Console or Subsystem Console to perform a rollback, contact Horizon Datasys technical support before attempting to uninstall RollBack Rx.**

Uninstall RollBack Rx When Windows Fails to Boot

If you cannot boot into Windows and you need to uninstall RollBack Rx, you can uninstall it from the Subsystem Console.

Restart the computer, press the **HOME** key as you see the RollBack Rx screen to enter the Subsystem Console. You will need to provide a user name and password if RollBack Rx access control is enabled.



Select Uninstall from the Subsystem Console menu.

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.

****Assuming the PC is not booting when you uninstall RollBack Rx from the subsystem console, uninstall to the current system will result in an unbootable system.**

Chapter 2: Rollback System

Different Ways to Rollback System

You can rollback system with one of the following methods:

- Rollback system from RollBack Rx main program console in Windows
- Rollback system from RollBack Rx 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 RollBack Rx application console:

1. Right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a password to access the main program console if the RollBack Rx 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 RollBack Rx Subsystem Console.

1. To access the Subsystem Console, restart the computer press the HOME key as you see the RollBack Rx logo. You will need to provide a user name and password if the RollBack Rx 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.

13

Rollback System from Desktop Shortcut

To rollback system from the desktop shortcut:

1. Right click RollBack Rx 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 RollBack Rx to automatically rollback system with one of the following seven schedule settings:

- Schedule RollBack Rx to rollback system on restart
 - Schedule RollBack Rx for system restore on log off
 - Schedule RollBack Rx for a one-time system rollback
 - Schedule RollBack Rx for hourly system rollback
 - Schedule RollBack Rx for daily system rollback
 - Schedule RollBack Rx for weekly system rollback
 - Schedule RollBack Rx for monthly system rollback
1. Right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to log into Application Console if the RollBack Rx 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 RollBack Rx 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.

Chapter 3: Recover Files

Search Snapshots to Recover Files

To recover files or folders from a snapshot:

1. Right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to access the Application Console if the RollBack Rx 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. RollBack Rx 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 RollBack Rx 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 RollBack Rx 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.

Chapter 4: Taking Snapshots

The magic of RollBack Rx 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 RollBack Rx.

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

- Take new snapshots from RollBack Rx main program console in Windows
- Take new snapshot from RollBack Rx 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

Taking new snapshot from the Application Console

To take new snapshots from the RollBack Rx Application Console:

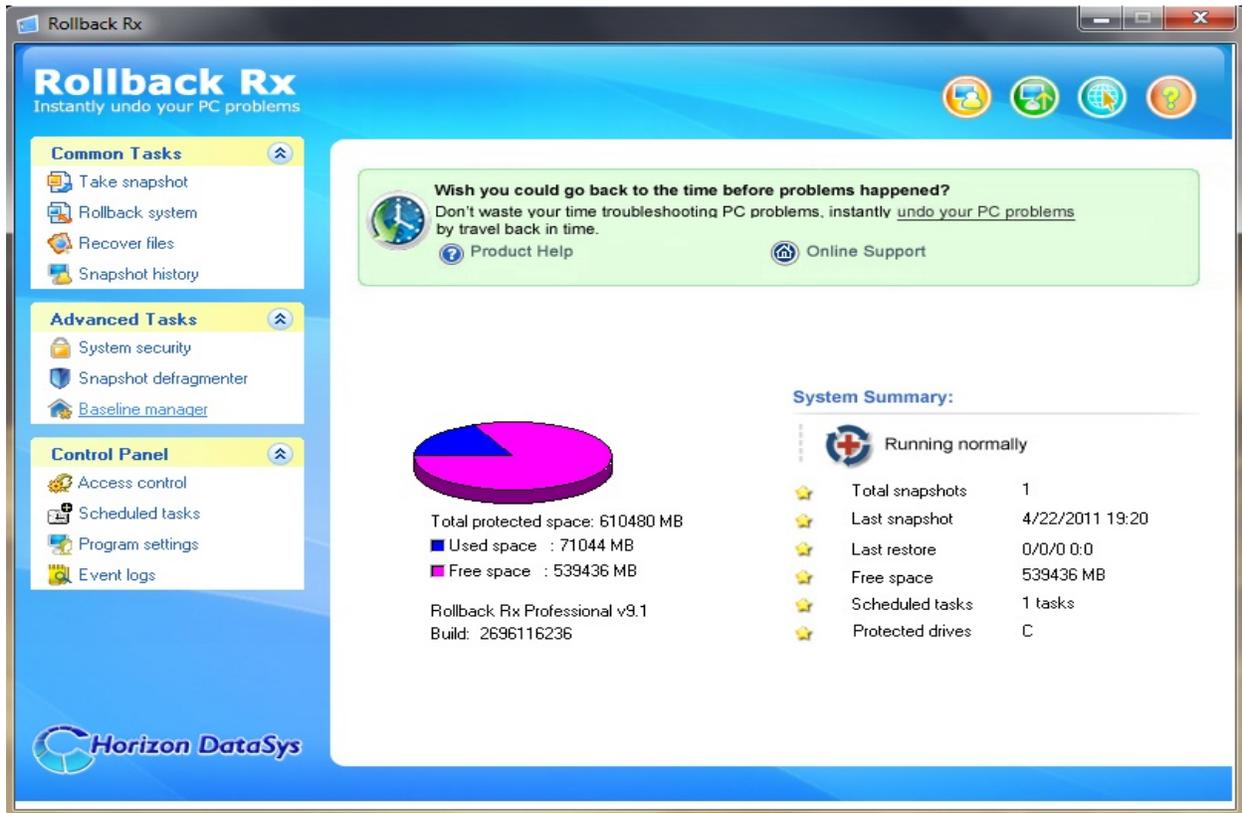
1. Right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a password to logon RollBack Rx Application Console if the access control is enabled.
2. In the Application Console, under the Commons Tasks menu, click on "Take snapshot". You need to enter 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 recommend 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 RollBack Rx 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 HOME key as you see the RollBack Rx Subsystem Console screen. You will need a user name and password if the RollBack Rx 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.

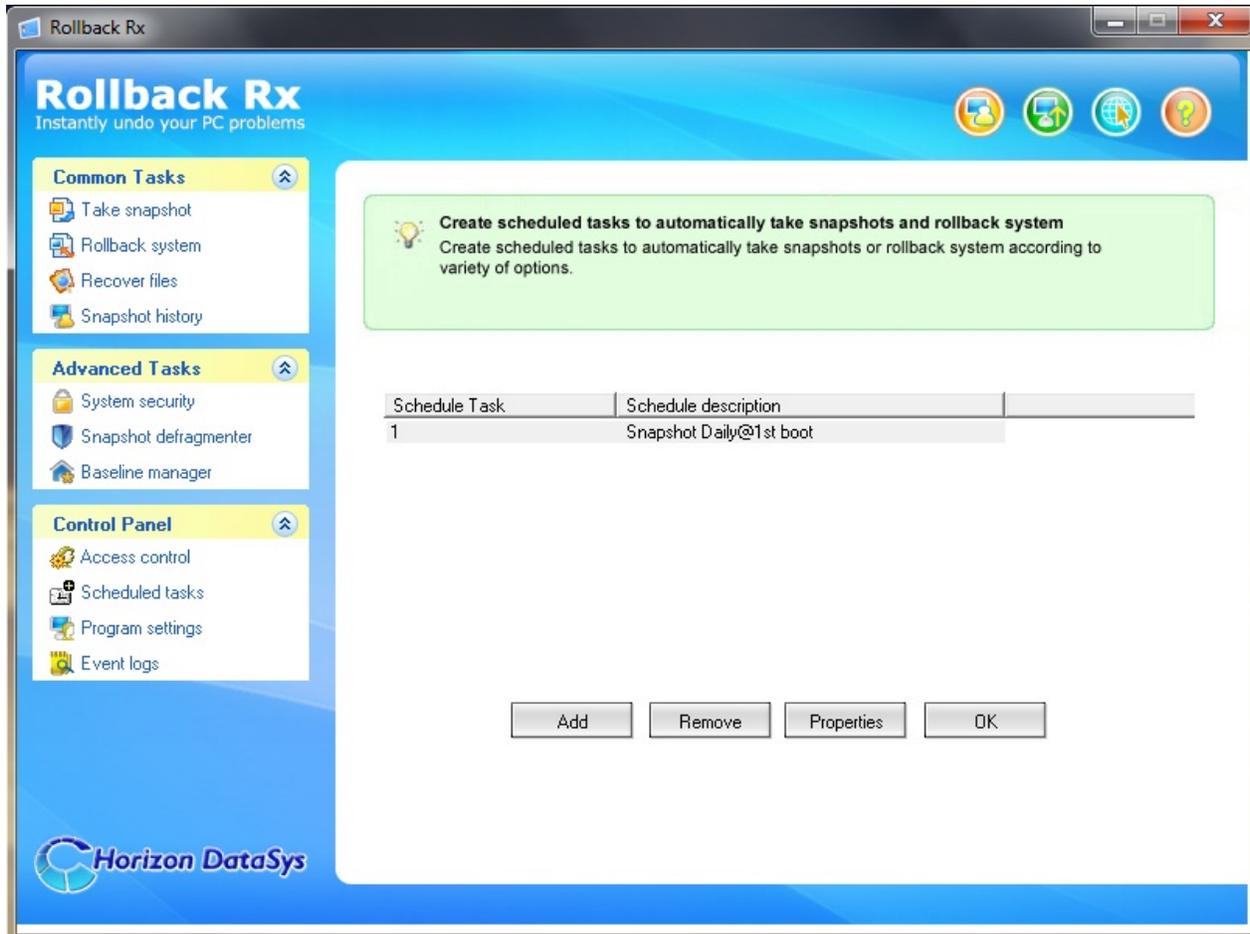
Take New Snapshots from Desktop Shortcut

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

1. Right click RollBack Rx icon in the system tray, select "Take snapshot" from the popup menu. You will need a user name and password if the RollBack Rx 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.**

Scheduling Snapshots



You can schedule RollBack Rx to automatically take new snapshots with one of the following seven schedule settings.

- Schedule RollBack Rx to take new snapshots on restart
- Schedule RollBack Rx to take a one-time new snapshot
- Schedule RollBack Rx to take hourly new snapshots
- Schedule RollBack Rx to take daily new snapshots
- Schedule RollBack Rx to take weekly new snapshots
- Schedule RollBack Rx to take monthly new snapshots
- Schedule RollBack Rx to take event based snapshots

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx 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.

Chapter 5: Manage Snapshots

Manage Snapshots

View Snapshot Properties

To view the properties of a snapshot:

1. Right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx snapshots:

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon RollBack Rx 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.

Chapter 6: System Security

RollBack Rx Access Control

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

Enable RollBack Rx Access Control during Setup

To enable RollBack Rx 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 RollBack Rx program consoles. You also need this password to uninstall RollBack Rx.
2. To enable the Access Control in the Advanced Setup, you need to use the Advanced Setup Configuration Wizard (ASCW) provided in the support folder on the program CD. For more information on ASCW, refer to the RollBack Rx deployment whitepaper in the document folder on the program CD.

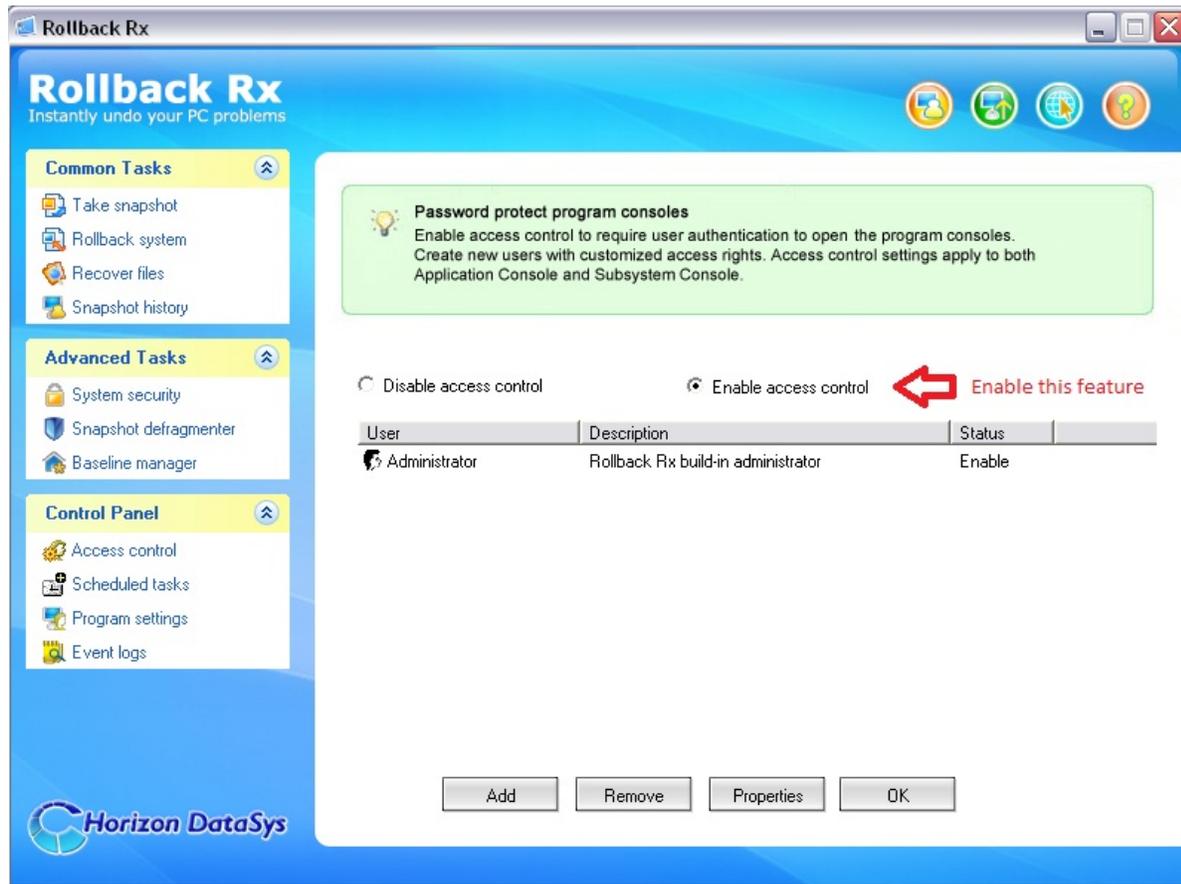
Enable RollBack Rx Access Control after Setup

1. To enable RollBack Rx Access Control after setup, right click RollBack Rx icon in the system tray. Select "Open RollBack Rx" 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 RollBack Rx program consoles. You also need this password to uninstall RollBack Rx.

**** If you have installed RollBack Rx using the Default Setup, access control is disabled by default**

Create New Users



Enable RollBack Rx Access Control only activates the build-in administrator account. The administrator account has access rights to all the program features. RollBack Rx allows you to create new users and grant them rights to certain features of the program.

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the RollBack Rx 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.

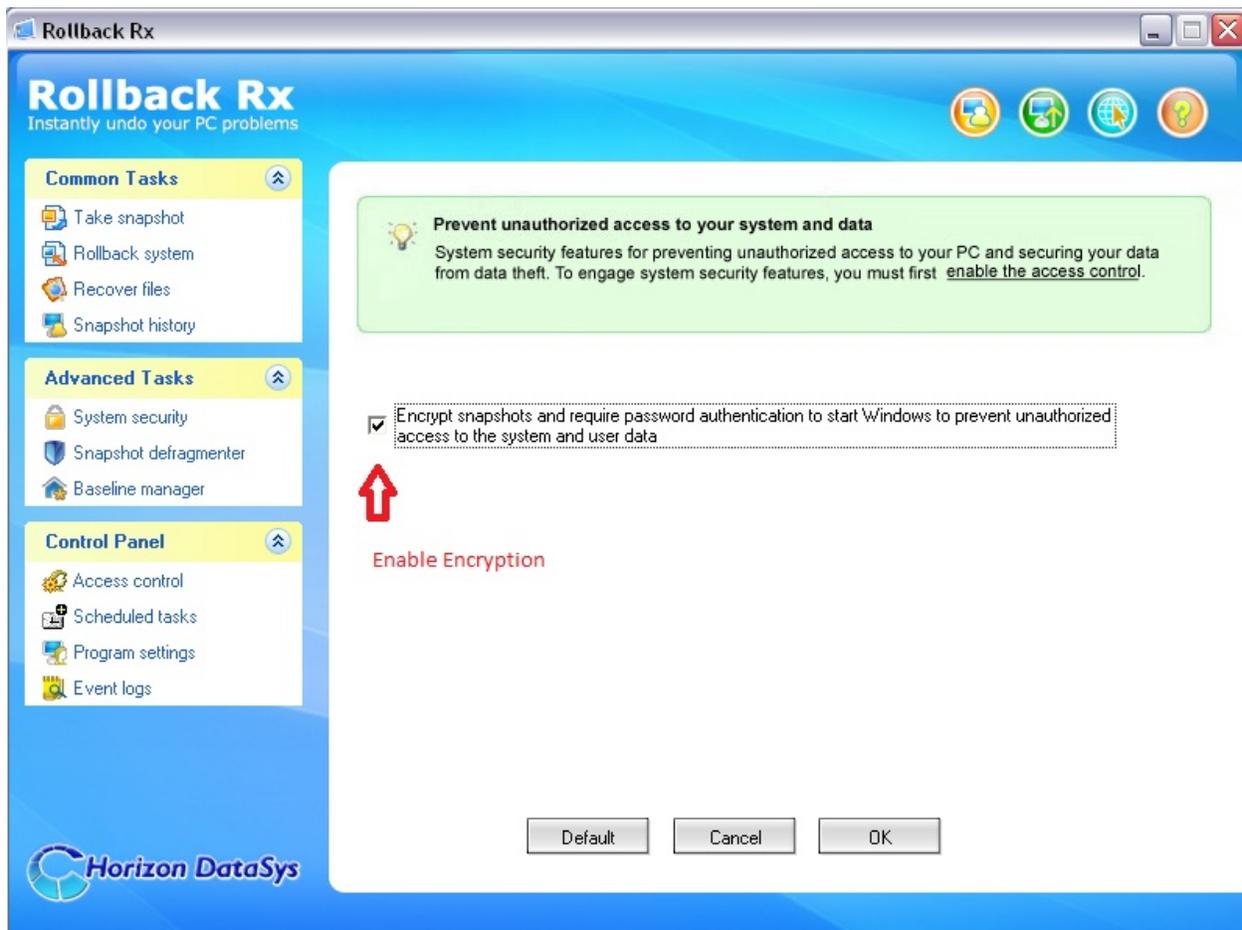
- The new user will be listed in the Access Control window. As the new user logs into the Application Console, he will only have access to the features he was granted rights to.

**** Remove "delete snapshots" rightst from a user will also deny him from locking or unlocking snapshots.**

System Security

RollBack Rx 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 RollBack Rx system security, you must first enable RollBack Rx access control. System security uses the same user accounts and passwords provided by the Access Control.**

Enable RollBack Rx System Security



1. To enable RollBack Rx system security, right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the RollBack Rx 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:

A. Encrypt snapshots and require password authentication to start Windows to prevent unauthorized access to the system and data.

B. Disable malicious direct disk IO.

* RollBack Rx, like all other software based system protection and recovery software, uses Windows kernel mode file filter drivers to collaborate with Windows IO system to monitor and protect data. By Windows' design, all programs working in Windows should process its IO through Windows IO system, therefore the IOs are properly monitored by 3rd party filter drivers. What if malicious software that tries to write to the hard drive directly without going through Windows IO system and therefore bypass all filter drivers? It will defeat the purpose of 3rd party filter drivers and most likely damage the system. Windows tries its best to block such malicious direct disk IOs. RollBack Rx's Disable malicious direct disk IO features provides an extra layer of protection against such malicious disk IOs.

Unfortunate this feature only works on some chipsets. We do not recommend you to turn on this feature unless you are sure that you are having problems with malicious direct disk IOs.

Chapter 7: Manage Baseline

Update Baseline

The very first snapshot created during the setup of RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the RollBack Rx 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 RollBack Rx 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 RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the RollBack Rx 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.

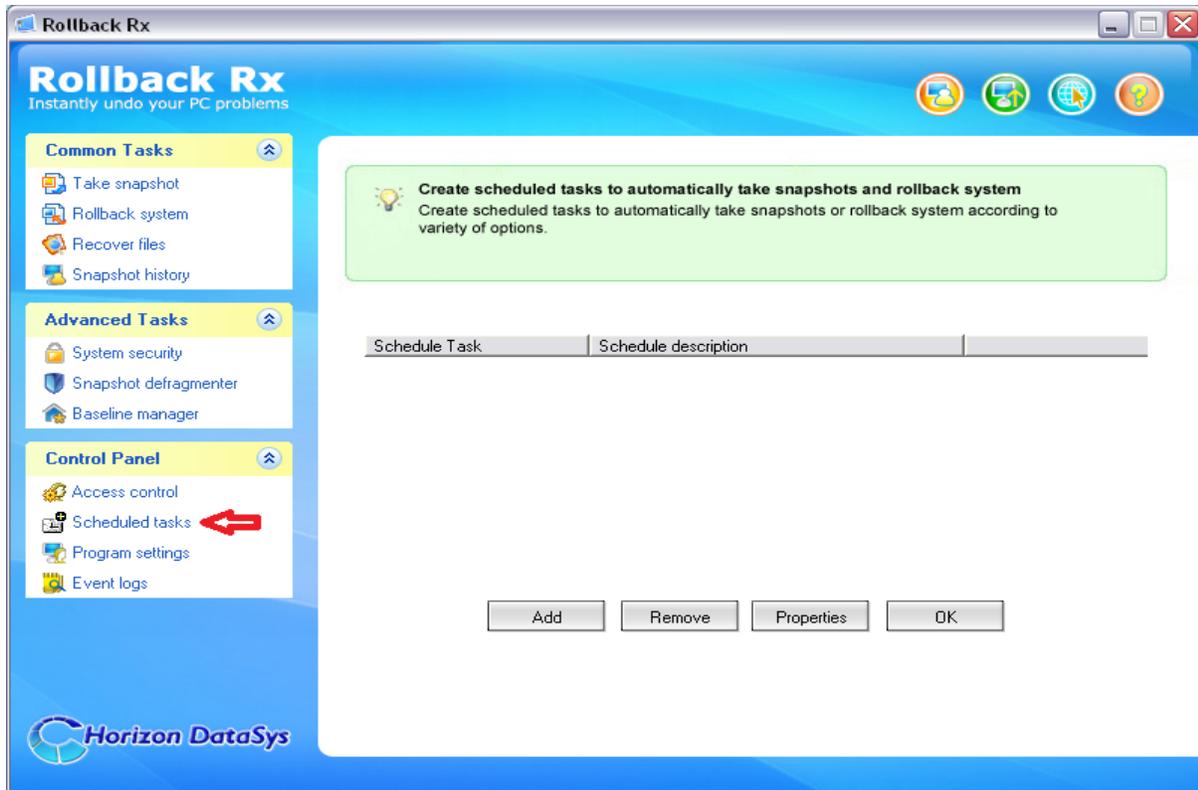
**** All the snapshots taken after the baseline snapshot will be permanently deleted after you reset to the baseline. Please backup your important data before running reset to baseline. If you want to rollback system to the baseline snapshot and keep all other snapshots, select rollback system.**

Chapter 8: Scheduled Tasks

Rollback System with Scheduled Tasks

You can schedule RollBack Rx to automatically rollback to a snapshot with one of the following seven schedule settings:

- Schedule RollBack Rx to rollback system on restart
- Schedule RollBack Rx for system restore on log off
- Schedule RollBack Rx for a one-time system rollback
- Schedule RollBack Rx for hourly system rollback
- Schedule RollBack Rx for daily system rollback
- Schedule RollBack Rx for weekly system rollback
- Schedule RollBack Rx for monthly system rollback



1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" 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 RollBack Rx to automatically take new snapshots with one of the following seven schedule settings.

- Schedule RollBack Rx to take new snapshots on restart
 - Schedule RollBack Rx to take a one-time new snapshot
 - Schedule RollBack Rx to take hourly new snapshots
 - Schedule RollBack Rx to take daily new snapshots
 - Schedule RollBack Rx to take weekly new snapshots
 - Schedule RollBack Rx to take monthly new snapshots
 - Schedule RollBack Rx to take event based snapshots
1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" 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.

Chapter 9: Program Settings

Program Appearance

To customize RollBack Rx program appearance:

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the Application Console if the RollBack Rx 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 RollBack Rx program settings:
 - Do not show RollBack Rx icon in the system tray

- Do not show RollBack Rx 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 RollBack Rx program settings:

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to logon the Application Console if the RollBack Rx 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 RollBack Rx to a remote management console (RollBack Rx RMC) for centralized client management in a network environment:

1. Right click RollBack Rx icon in the system tray, select "Open RollBack Rx" 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:

RollBack Rx Remote Management Console (RMC) server name or IP address
RollBack Rx 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.

Chapter 10: Command Line Switches

Command Line Switches

RollBack Rx 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 the baseline snapshot.
/current //Restore to current snapshot.
/n "snapshot name" //Restore to a snapshot by name.
/t "08/11/2004 18:00" //Restore system to the snapshot that is closest to 08/11/2005 18:00.
/run "path to the executable" //Spawn a process after the restore.
/u "user" //user name, only required if the access control is enabled.
/p "password" //user password, only required if the 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 the 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 the access control is enabled.
/p "password" //user password, only required if the 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 RollBack Rx system tray icon.
/showicon //Show RollBack Rx tray icon.
/import "path to setup.cfg file" //Import program settings from setup.cfg.
/u "user" //user name, only required if the access control is enabled.
/p "password" //user password, only required if the 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.

Product Support

Product Limitations

The following limitations still exist in RollBack Rx v9.0:

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

Booting From an External Media (OS) – RollBack Rx cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing RollBack Rx protection drivers. For example, booting from a CD-ROM will start 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 – RollBack Rx may conflict with some applications that proxy low-level disk I/O.

Compressed Drives – RollBack Rx cannot be installed on compressed NTFS drives. (The workaround is to uncompress the drive, install RollBack Rx and then re-compress the drive)

Disk Repartitioning – The disk with RollBack Rx installed cannot be re-partitioned without uninstalling RollBack Rx.

Dual Boot of Windows and Linux OS on the Same Hard Drive – RollBack Rx 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, RollBack Rx blocks the use of defragmentation programs. The reason for this is that RollBack Rx 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 RollBack Rx is installed, the work done by a defragmentation program would not provide the desired result. 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. Horizon Datasys recommends that defragmentation be done before installing RollBack Rx. In addition, RollBack Rx has a build-in defragmenter as the alternative.

Support Options

Horizon Datasys 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 RollBack Rx FAQ and knowledge base, you can go to Horizon Datasys web site support page for more product related documents, white papers and other information.

<http://support.horizondatasys.com/ics/support/default.asp?deptID=4443>

You can submit an online support case with Horizon Datasys technical support team through our online support forum.

<http://support.horizondatasys.com/ics/support/ticketNew.asp>

The Horizon Datasys customer service department can assist you with non-technical questions. Visit Horizon Datasys 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 a list of Frequently Asked Questions about RollBack Rx, please visit:

<http://www.horizondatasys.com>

Knowledge Base

Horizon Datasys online knowledge base contains general information about Horizon Datasys products and problems reported by users on various laptop and desktop computers.

You can find answers for most of your questions or problems in the knowledge base:

<http://support.horizondatasys.com/ics/support/KBSplash.asp>

Help Desk

Horizon Datasys provides an easy to use helpdesk for you to submit online support tickets and get response from our support technicians:

<http://support.horizontdatasys.com/ics/support/ticketNew.asp>