



EndPoint Manager User Guide | Version 13.1



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About This Guide

This User Guide familiarizes you with the product and provides a complete list of features with brief descriptions. We recommend reading this guide before setting up and exploring EndPoint Manager. Please note that frequent software updates may result in minor differences between this documentation and the current shipping version.

Product Overview

EndPoint Manager enables you to remotely manage client workstations running our Reboot Restore client software through a graphical console interface.

Key Features

- Secure Client-Server Architecture – Clean, secure design with separated client and server components
- Scalable Deployment – Supports one EndPoint Manager Server with multiple Consoles, or multiple Servers with one Console
- Internet and Proxy Compatibility – Functions over standard Internet connections and through proxy servers
- Optimized Network Usage – Minimal bandwidth requirements for transmitting commands; clients perform processing locally
- Intuitive Administrator Console – User-friendly graphical interface for streamlined management
- Multilayer Administrator Accounts – Configurable access rights and permissions for different administrator levels
- Simultaneous Client Management – Manage multiple clients at once
- Automated Task Scheduling – Create schedules for automatic task execution
- Deployment Tool Integration – Command-line switches for integration with existing deployment solutions

System Requirements

Before installing Reboot Restore Enterprise, verify that your system meets the following minimum requirements:

- 1st Gen Intel Core or AMD Equivalent Processor (x86 or x64)
- Microsoft® Windows 7, Windows 8, Windows 10, Windows 11
- 2GB of RAM
- 20GB of free hard disk space for installation.
- An active Internet connection is required for license activation.

Reboot Restore Enterprise is designed ONLY for Windows PCs. Do NOT install it on servers Mac, and Linux Operating Systems.

Always backup your important data before installing Reboot Restore Enterprise.

For multi-boot system installation please consult the [Knowledgebase](#).

Installing EndPoint Manager

Before installing Reboot Restore Enterprise close any applications that you have running. To install the Reboot Restore EndPoint Manager, extract the downloaded ZIP file, open the EndPoint Manager folder and double click Setup.exe to get started.

The default installation location is: C:\Program Files\Reboot Restore Enterprise\Reboot Restore EndPoint Manager

Program Components

The EndPoint Manager consists of two primary components: the EndPoint Manager Server (Service) and the EndPoint Manager Console (GUI). These can be installed on the same workstations/server.

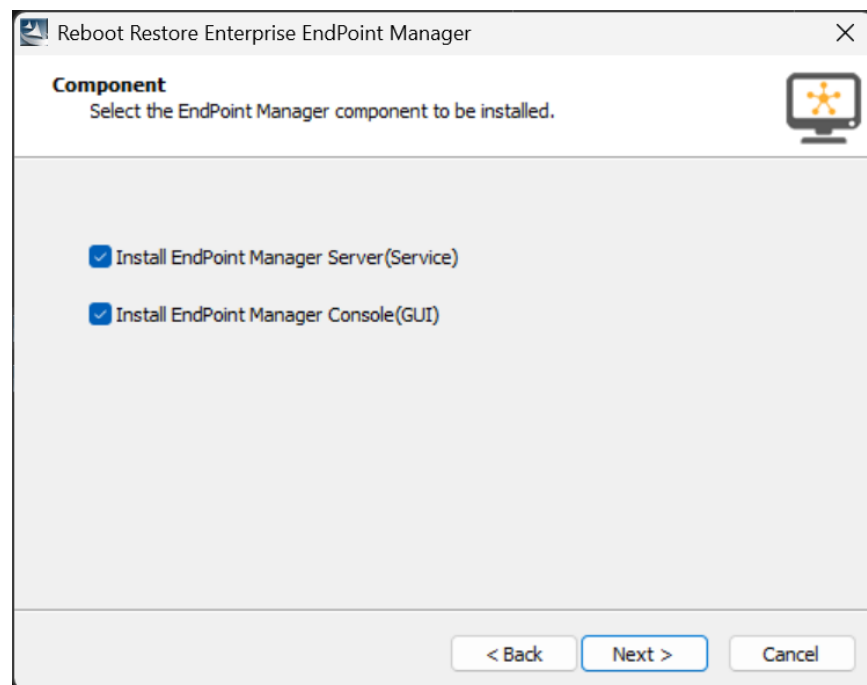
EndPoint Manager Server

The EndPoint Manager Server maintains connections between client workstations and EndPoint Manager. As the core component of the system, it is required for client workstation connectivity—without the Server, clients cannot connect to EndPoint Manager.

The Server operates as a Windows system service (RMCServer) without a user interface. You can start, stop, or restart the service through Windows Control Panel > Services.

EndPoint Manager Console

The EndPoint Manager Console provides the graphical user interface for viewing and managing client workstations. The Console connects to the EndPoint Manager Server to access and control connected clients.



Installing the EndPoint manager on the same workstation/server

Run the setup.exe installation and make sure both *Install EndPoint Manager Service (Service)* and *Install EndPoint Manager Console (GUI)* are selected (like screenshot above). Follow the steps in the setup program to complete the installation.

Installing the EndPoint manager on different workstations

In this configuration, a dedicated workstation or server runs EndPoint Manager as a service. Install EndPoint Manager on your laptop or workstation and select the *Install EndPoint Manager (GUI)* only option during setup.

The EndPoint Manager Server and EndPoint Manager Console can be installed in the same computer or different computers.

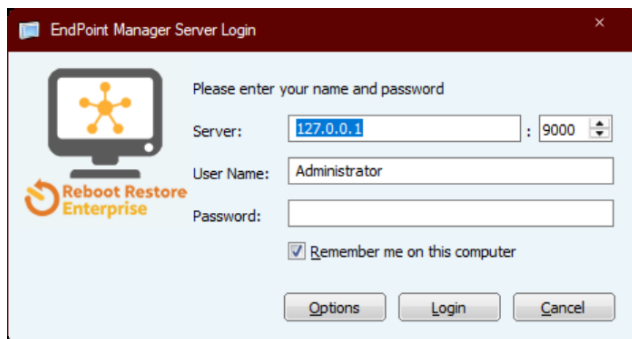
Console Overview

EndPoint Manager Server Login

When you first open EndPoint Manager, you will be prompted to enter an administrator username and password. The default administrator account is:

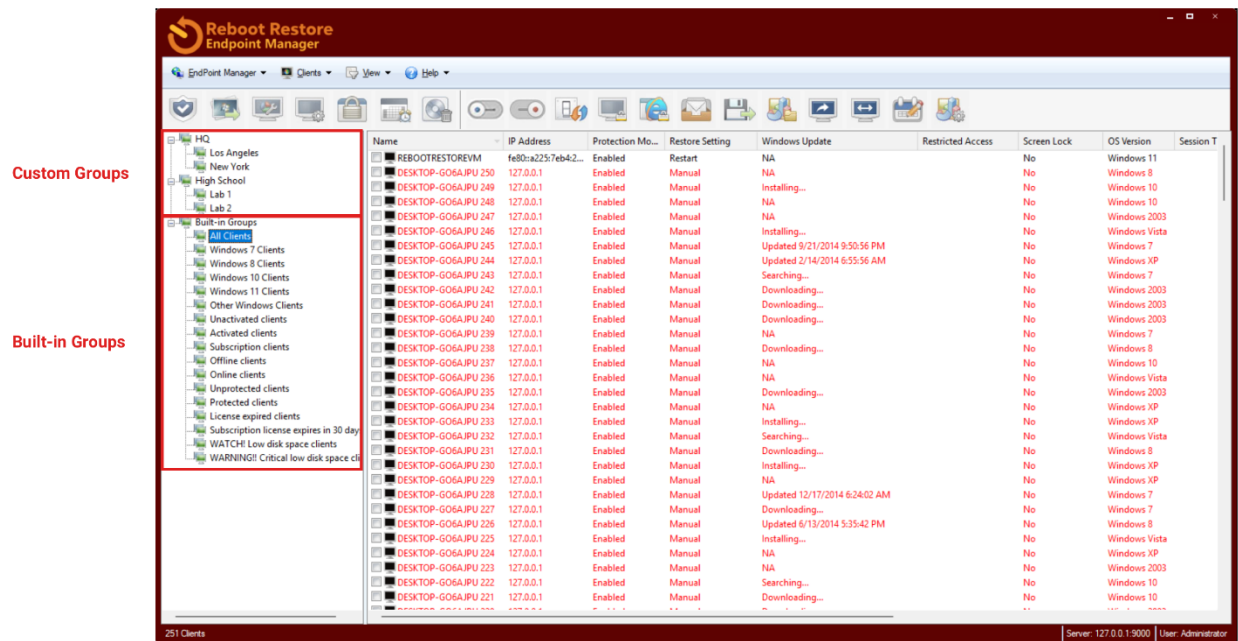
- Username: Administrator
- Password: (blank)

To add additional users with customized permissions, refer to the [EPM Administrators section](#).



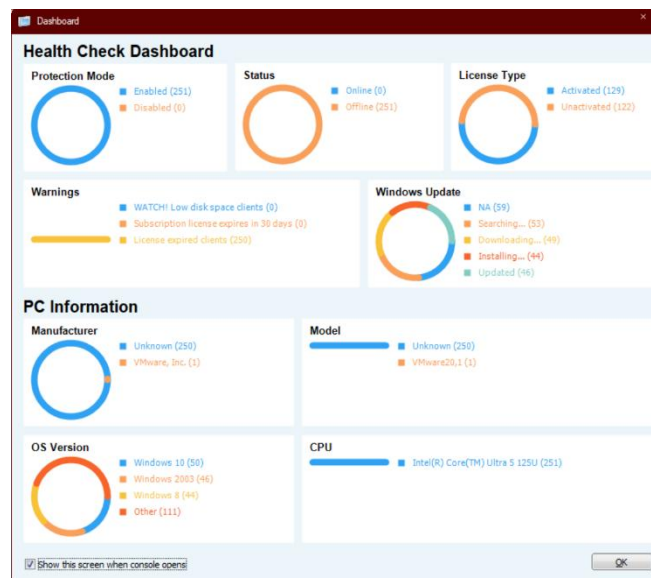
Main Interface

Once logged into the console, the left side of EndPoint Manager displays a list of preset groups that allow IT administrators to filter workstations. To add custom groups, right-click anywhere on the group list and select Add Group. The right side of the console displays client workstations after the Reboot Restore Client has been successfully installed and connected to the EndPoint Manager IP address.



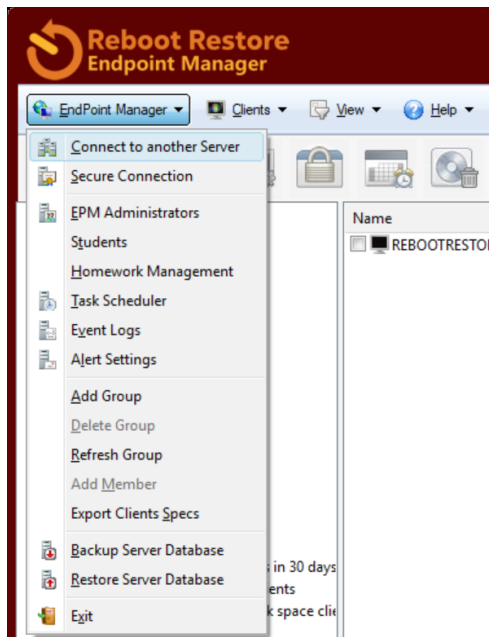
The Health Check Dashboard will appear once there is at least one workstation connected to the EndPoint Manager. This dashboard provides at a glance information of your Reboot Restore clients with actionable reports.

You can access the Health Check Dashboard via the View > Health Check Dashboard menu.



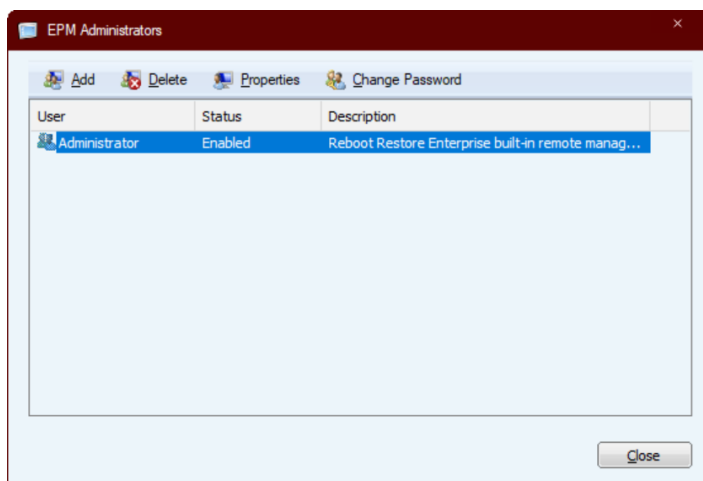
EndPoint Manager menu

The EndPoint Manager menu is used to manage actions related to the EndPoint Manager. From this menu, you can add custom groups, schedule tasks and review Event logs.



EPM Administrators

The EPM Administrator dialog allows the IT Admin to fully manage Administrator accounts that can access the EndPoint Manager. These credentials can be used to login to the EndPoint Manager, client software configuration and the Pre-OS Console.



Change EndPoint Manager administrator password

1. Click on EndPoint Manager drop down menu > EPM Administrators
2. Select Administrator > click on Change Password.

Add new EndPoint Manager administrators

1. Click on EndPoint Manager drop down menu > EPM Administrators.
2. Click on Add.
3. Select the access Rights you wish to configure for the new user, including which custom groups the User can manage.

If no group is selected, the new administrator will have access to all groups.

Delete EndPoint Manager administrators

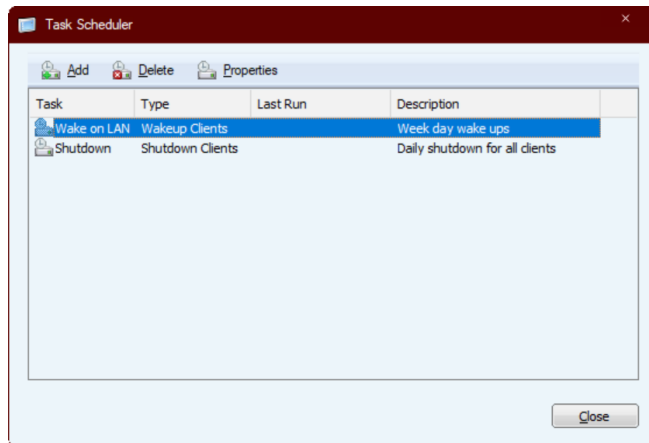
1. Click on EndPoint Manager drop down menu > EPM Administrators.
2. Select the administrator account and click on Delete.

The build-in Administrator account cannot be deleted.

Task Scheduler

The EndPoint Manager's Task Scheduler enables scheduled events for all clients or specific user created groups of workstations. Tasks can be scheduled for a specific time on a daily or weekly basis.

You can schedule task to only run on selected groups. If no group is selected, the new task will run on all client workstations.



List of available Tasks:

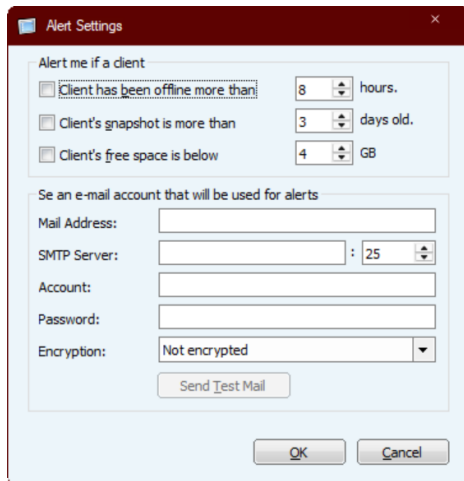
- Rollback clients
- Snapshot clients
- Defrag clients
- Restart clients
- Shutdown clients
- Wakeup clients
- Lock client screen
- Send message to clients
- Remotely execute a program on clients

Event Logs

The event logs contain details on the connected clients on administrator activities. These logs are often used in troubleshooting scenarios. You can export a copy of the logs to review in your preferred text editor.

Alert Settings

The Alert Settings allow IT Admins to enable email notifications on the following alerts.

The image shows a Windows-style dialog box titled "Alert Settings". It has a red title bar with a close button. The dialog is divided into two main sections. The top section, "Alert me if a client", contains three checkboxes, each followed by a numeric input field and a unit. The first checkbox is "Client has been offline more than:" with a value of 8 and the unit "hours". The second checkbox is "Client's snapshot is more than:" with a value of 3 and the unit "days old". The third checkbox is "Client's free space is below:" with a value of 4 and the unit "GB". The bottom section, "Set an e-mail account that will be used for alerts", contains several input fields: "Mail Address:", "SMTP Server:", "Account:", and "Password:". There is also a dropdown menu for "Encryption:" with "Not encrypted" selected. A "Send Test Mail" button is located below the "Encryption:" dropdown. At the bottom of the dialog are "OK" and "Cancel" buttons.

List of alerts"

- a client workstation has been offline more than "x" hours.
- a client workstation's last snapshot was more than "x" days old.
- a client workstation's free space is below "x" GB.

Group Management

Organize your clients by creating, editing and deleting custom groups. Two types of groups exist in the EndPoint Manager:

- Custom Groups: these are created by the IT Admin and any connected clients can be added.
- Built-in Groups: these are part of the EndPoint Manager. They cannot be deleted or edited and act as built-in filters based on popular criteria.

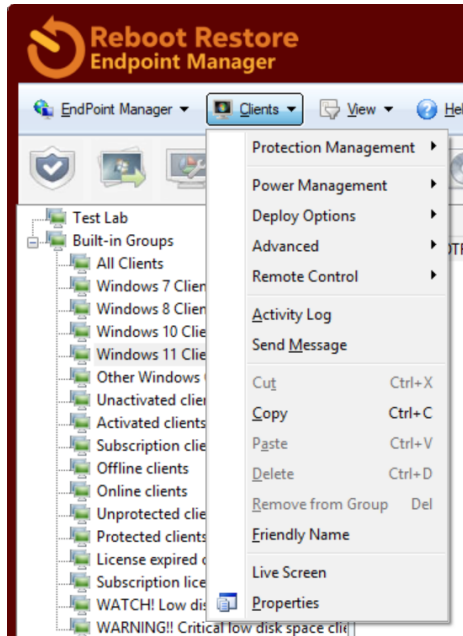
Export/Import EndPoint Manager console settings

Console settings can be exported for backup and restored using the import option. This feature allows you to back up the following console settings:

- Alert Settings
- Groups
- Users (EPM Administrators)
- Tasks

Clients Menu

The Clients menu is used to apply policy changes to your protected clients. Access the menu from the EndPoint Manager's toolbar or by right clicking on an individual workstation or a selection of workstations, including any groups.



Protection Management

The Protection Management menu includes settings related to managing the baseline of your clients. This includes restoring, updating and defragging snapshots. You can also change your baseline settings. Protection can also be managed from this submenu.

- Restore Baseline
- New Baseline
- Restore Settings
- Defrag Snapshots
- Turn on/off Protection

Power Management

Restart, Shutdown or Wake Up group of workstations or selected workstations.

Deploy Options

- *Install Windows Updates*: Allows you to execute the Windows Updates service from EndPoint Manager. Workstations will use the Windows Updates configuration from your setup, whether configured to download directly from Microsoft or through your WSUS Server.

- *Send Files*: Transfer any files to your workstations – this can include executable, PDFs, documents, etc.
- *Remote Run*: Executes advanced command line installations.
- *Software Deployment*: Deploy any software with an MSI package. You can browse and select existing MSI packages you wish to deploy or select from our preset list.
- *Uninstall Client*: This will fully remove the Reboot Restore protraction from the selected workstations. Includes option to keep previous baselines or uninstall.

Advanced

- *Activate Client License*: Used to enter a fully licensed key. This can be useful when converting a trial license key to a fully licensed key or after upgrading to a major version of our software that requires a new license key.
- *License Maintenance*: Shows current license key with some details about the current status of your licenses.
- *View Client Settings*: Review current settings of the selected Clients.
- *Modify Client Settings*: Various options exist to update Client Settings such as Restore Settings, Manage Baseline and show/hide the pre-OS logo and tray icon.
- *Lock Screen or Unlock Screen*
- *Restrict Resource*: Useful features for kiosk configurations where users should not be able to access certain parts of the Operating System or external hardware.
- *Windows Defender*: This is part of Windows Security. Definition updates are typically installed during a Windows Updates process but can be forced updated from the EndPoint Manager, including performing a scan.

Views Menu

You can view client workstations in EndPoint Manager Console in one of the following five options:

1. Tile View
2. List View
3. Large Icon View
4. Small Icon View
5. Detail View

Tile View

Displays client workstations as icons in the EndPoint Manager console, each icon has the client workstation's name, OS version and IP address.

The icons with gray monitor indicate the client workstations are currently offline, the icons with blue monitor indicate the client workstations are currently online.

To select multiple client workstation icons, click your mouse at an area above the icons and then drag the mouse over the icons, or hold down the Ctrl key while you click on client workstation icons.

You can drag and drop the client workstation icons to any area of the EndPoint Manager console.

List View/Large Icon/Small Icon

Displays client workstations as icons in the EndPoint Manager console, each icon has the client workstation's name.

The icons with gray monitor indicate the client workstations are currently offline, the icons with blue monitor indicate the client workstations are currently online.

To select multiple client workstation icons, click your mouse at an area above the icons and then drag the mouse over the icons, or hold down the Ctrl key while you click on client workstation icons.

You can drag and drop the client workstation icons to any area of the EndPoint Manager console.

Detail View

Displays client workstations in a detailed list in the EndPoint Manager console.

Detailed view by default shows the following properties of each client workstation: Computer name, OS Version, Service Pack, IP Address, Total Space, Free Space, Memory Size, Last Snapshot, Network, Friendly Name and Session Time.

To customize the detailed view list, click on View menu and select Columns.

The icons with gray monitor indicate the client workstations are currently offline, the icons with blue monitor indicate the client workstations are currently online.

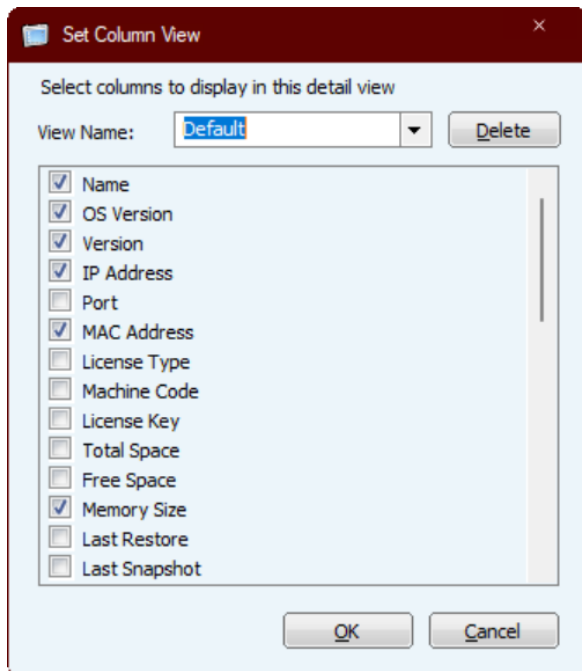
To select multiple client workstation icons, click your mouse at an area above the icons and then drag the mouse over the icons, or hold down the Ctrl key while you click on the client workstation icons.

Other Console Customizations

Column view customization

From the main window, right click on any of the column headers > Columns. We also have built-in groups of Columns and you can create your own.

The list includes many details you can add to your default view in the EndPoint Manager console.



Support Options

Horizon DataSys is committed to delivering exceptional customer support and technical service. We provide professional and timely assistance through multiple channels, including user documentation, online troubleshooting resources, telephone support, and dedicated account management.

1. Support Knowledgebase - <https://support.horizondatasys.com/knowledge-base>
 - a. Review FAQ
 - b. Submit a Ticket
2. E-mail: support@horizondatasys.com
3. Live Chat via horizondatasys.com (Available during business hours)

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