



Client User Guide | Version 13



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Table of Contents

Contents

About the Client User Guide	3
About Reboot Restore Enterprise	3
Program Components	4
Installation and Setup	6
Minimum System Requirements	6
Installing Reboot Restore Enterprise	7
Standalone installation	7
Setup.INI Wizard	8
Additional deployment options	9
How to set up an Exemption Drive	9
Product Activation	10
Internet Activation	10
Offline Activation	11
Restore and Baseline Settings.....	12
Home.....	12
Restore Settings	13
Update Settings.....	14
More Tools	15
Settings Menu	16
Command Line Switches	19
Program Settings.....	19
Activation	21
Technical Specifications	22
Support Options	23

About the Client User Guide

Thank you for choosing Reboot Restore Enterprise. This User Guide details the client protection features and configuration options available to you. This user guide walks you through the steps to configure, deploy, and manage your Reboot Restore clients.

About Reboot Restore Enterprise

Why Choose Reboot Restore Enterprise?

Reboot Restore Enterprise offers a comprehensive PC auto-reset solution with the following advantages:

- Non-Restrictive Design – Provides users with full freedom to use PC workstations without limitations.
- Rapid Deployment – Deploy across a network of workstations in minutes.
- High Performance – Restore entire hard drives in seconds
- Simple Architecture – No hidden partitions, special files, or folders required for setup and operation.
- Flexible Restore Options – Configure restores to trigger on restart, logoff, daily first boot, scheduled intervals (daily or weekly), system idle time, or on demand.
- Seamless Baseline Updates – Modify the baseline without disabling protection or restarting Windows; simply apply changes and set the new system state as the baseline.
- Baseline Rollback – Revert to an earlier baseline if needed after updating
- Exemption Drive Support – Configure an Exemption Drive to preserve specific data from rollback.

Key Capabilities

Reboot Restore Enterprise enables you to:

- Reset public-access PC workstations to a clean, pre-configured baseline after each session.
- Completely remove virus, spyware, ransomware and other malware infections.
- Eliminate unauthorized software installations.
- Resolve issues caused by user errors, virus infections, system degradation, unwanted program updates, or Windows compatibility problems.
- Sandbox untested applications before deploying them to your live system.
- Prevent identity theft by removing keyboard logging utilities and other security threats.
- Enforce a common operating environment and your organization's End User Policy (EUP).

Program Components

Reboot Restore Enterprise has three main components:

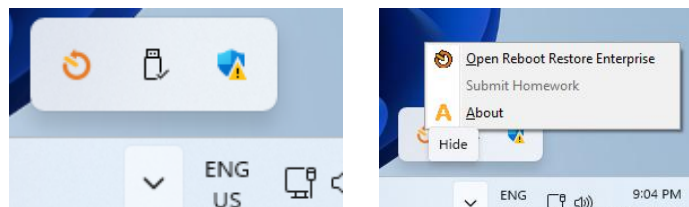
Subsystem Console

The Subsystem Console provides access to Reboot Restore Enterprise's independent operating system, which functions separately from Windows. This mini-operating system enables system restore capabilities when Windows fails to start or while Reboot Restore Enterprise is in disable restore mode. To access the Subsystem Console, press the HOME key during system startup.



System Tray Icon

The System Tray Icon provides quick access to Reboot Restore Enterprise from your desktop. Located in the lower right-hand corner of the Windows desktop, double-click the icon to open the client console. If the icon was hidden during setup, press CTRL+ALT+SHIFT+F10 to display it.



Application Console

The Client Console is the primary user interface for Reboot Restore Enterprise in Windows. This interface provides access to key program functions, including Restore Settings, Update Baseline, and advanced configuration options. IT administrators can review and modify these settings through EndPoint Manager, included with Reboot Restore Enterprise.



Installation and Setup

Minimum System Requirements

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

- 2nd Gen Intel Core or AMD Equivalent Processor (x86 or x64)
- Microsoft Windows 7, Windows 10, or Windows 11
- 4GB of RAM
- 20GB of free hard disk space
- Active Internet connection for product activation

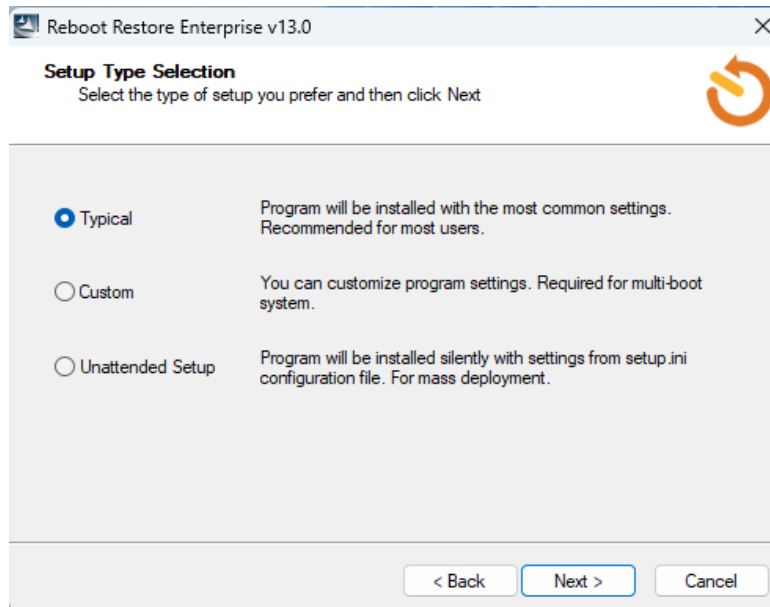
Important: Reboot Restore Enterprise is designed exclusively for Windows PCs. Do not install on servers, Mac, or Linux operating systems. Always back up important data before installing Reboot Restore Enterprise.

Installing Reboot Restore Enterprise

Standalone installation

Before installing Reboot Restore Enterprise, close all running applications. To begin installation, locate and double-click on Setup.exe from the Reboot Restore Enterprise folder after extracting the ZIP file (typically, this will be in your Downloads folder).

The installation wizard will display a welcome screen. Click Next and follow the prompts to complete the installation. You will then be presented with three setup options:



Typical Setup

Typical Setup installs Reboot Restore Enterprise with default program settings. During this installation process, you will be prompted to configure the following:

- Language selection
- License key entry or demo key selection
- Administrator password setup
- Automatic protection of the system drive and all partitions on the system drive
- Automatic UltraVNC installation (required for Remote Control features)

A system reboot is required to complete the installation.

Custom Setup

Custom Setup allows you to configure all available program setup options. During the custom installation process, you will be prompted to configure the following Reboot Restore Enterprise settings:

- Language selection
- License key entry or demo key selection
- Custom installation directory
- Multi-boot system support
- Administrator password setup
- Selective partition protection
- Exemption drive configuration
- User Profile exemption option
- UltraVNC installation toggle

A system reboot is required to complete the installation.

Unattended Setup

Unattended Setup deploys Reboot Restore Enterprise to multiple computers with pre-configured program settings. This installation method reads program settings from a configuration file named setup.ini. You can use a third-party deployment tool to deploy a pre-configured program to your clients.

To create the setup.ini configuration file, use the Setup INI Wizard located in the Deployment Tools folder within the extracted installer ZIP file. The Setup INI Wizard allows you to configure all Reboot Restore Enterprise program settings. After creating your custom setup.ini file, delete or rename the default setup.ini file and copy your custom configuration file to the Reboot Restore Enterprise setup folder.

Click Next to begin the installation process.

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

Setup.INI Wizard

The Setup.ini Wizard tool enables IT administrators to pre-configure installation packages for deployment through third-party tools, eliminating the need to manually configure each PC individually. The Setup.ini Wizard is located in the Deployment Tools folder.

For detailed step-by-step instructions, refer to the Knowledge Base article on the Setup.INI Wizard: [Setup INI Wizard Overview](#).

Additional deployment options

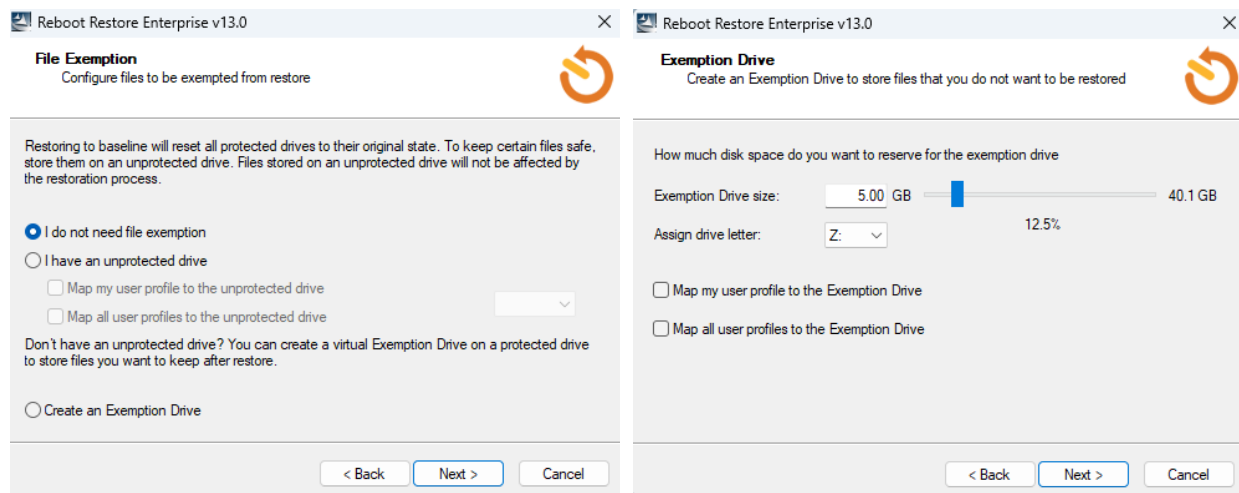
To deploy Reboot Restore Enterprise across multiple systems using Windows Active Directory, deployment tools, network logon scripts, or system images, refer to the [Reboot Restore Enterprise Deployment Guide](#).

How to set up an Exemption Drive

Reboot Restore Enterprise restores all data on protected hard drives to the baseline configuration. However, you may need to preserve certain user data files and folders, excluding them from the restore process so that changes remain persistent across restarts.

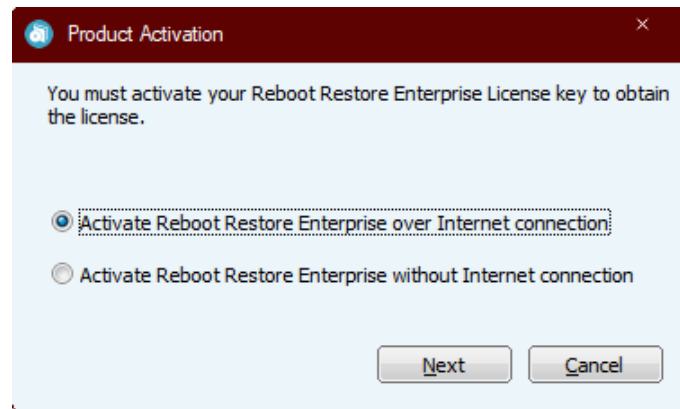
An Exemption Drive must be configured during the initial installation process and cannot be created afterward. If Reboot Restore Enterprise is already installed, you can still exclude specific registry keys from the restore-to-baseline process.

To configure an Exemption Drive, select Custom Setup during installation or use the Setup.ini Wizard tool. You can either create a new Exemption Drive or designate an existing unprotected partition as an Exemption Drive for storing user profiles.



Product Activation

Reboot Restore Enterprise uses software-based product activation technology. You must activate your installation to authenticate the license.



Internet Activation

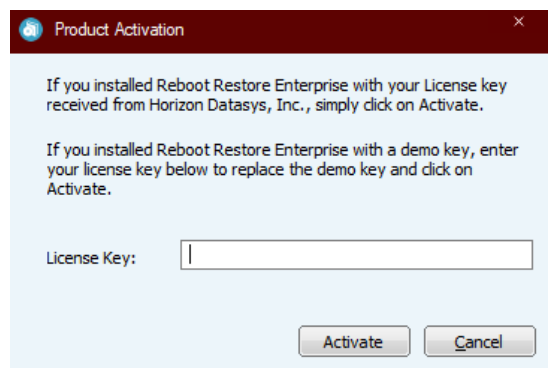
If the computer has Internet access, you can activate Reboot Restore Enterprise online using the following steps:

Using a Licensed Product ID During Installation

After purchasing Reboot Restore Enterprise, you will receive a Licensed Product ID from Horizon DataSys. Enter this ID during installation for automatic activation. If you installed using the demo key, you can activate with your purchased license afterward without reinstalling.

Activating After Installation

1. Right-click the Reboot Restore Enterprise system tray icon and select About
2. Click the Activate button in the About window
3. Select "Activate Reboot Restore Enterprise over Internet connection" and click Next
4. Enter your Licensed Product ID in the Product ID field, replacing the demo ID, then click Activate.



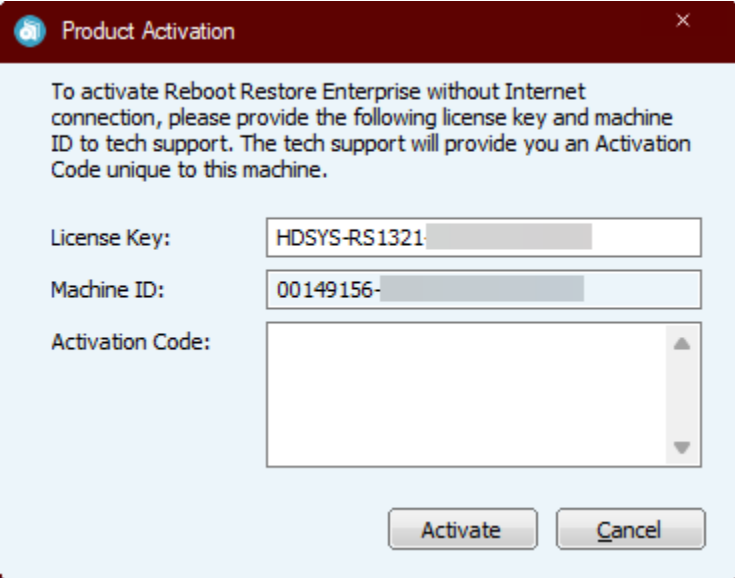
*The number of installations you can activate is limited by the license count specified in your Licensed Product ID.

Offline Activation

If the computer does not have an Internet connection, you must activate Reboot Restore Enterprise offline using an activation code.

Steps for offline activation

1. Right-click the Reboot Restore Enterprise system tray icon and select About. Click the Activate button, then select "Activate Reboot Restore Enterprise without Internet connection" and click Next.
2. The Product Activation window displays a Product ID and Machine ID. Copy or write down both IDs and send them to Horizon DataSys technical support via chat, support ticket, or email using the contact information provided at the end of this User Guide.

A screenshot of the 'Product Activation' window. The window has a dark red title bar with a gear icon and the text 'Product Activation'. The main area is light blue and contains the following text: 'To activate Reboot Restore Enterprise without Internet connection, please provide the following license key and machine ID to tech support. The tech support will provide you an Activation Code unique to this machine.' Below this text are three input fields: 'License Key:' with the value 'HDSYS-RS1321', 'Machine ID:' with the value '00149156-', and 'Activation Code:' which is empty. At the bottom right are two buttons: 'Activate' and 'Cancel'.

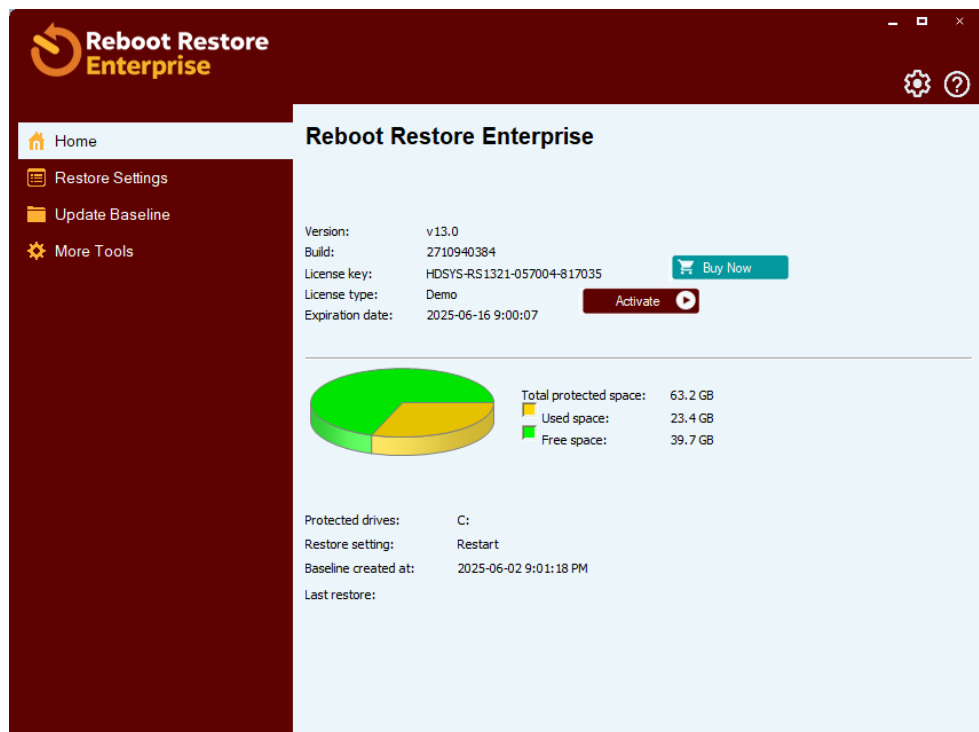
3. Horizon DataSys technical support will provide an Activation Code based on your Product ID and Machine ID.
4. Enter the Activation Code in the Activation Code field and click Activate. If successful, you will be prompted to reboot. You can verify the activation status by checking the About window.

Restore and Baseline Settings

The Baseline is the cornerstone of Reboot Restore Enterprise. It's the predefined system state to which Reboot Restore Enterprise will restore the PC. The baseline can be updated to include the current system settings and data changes since the last baseline was created.

Home

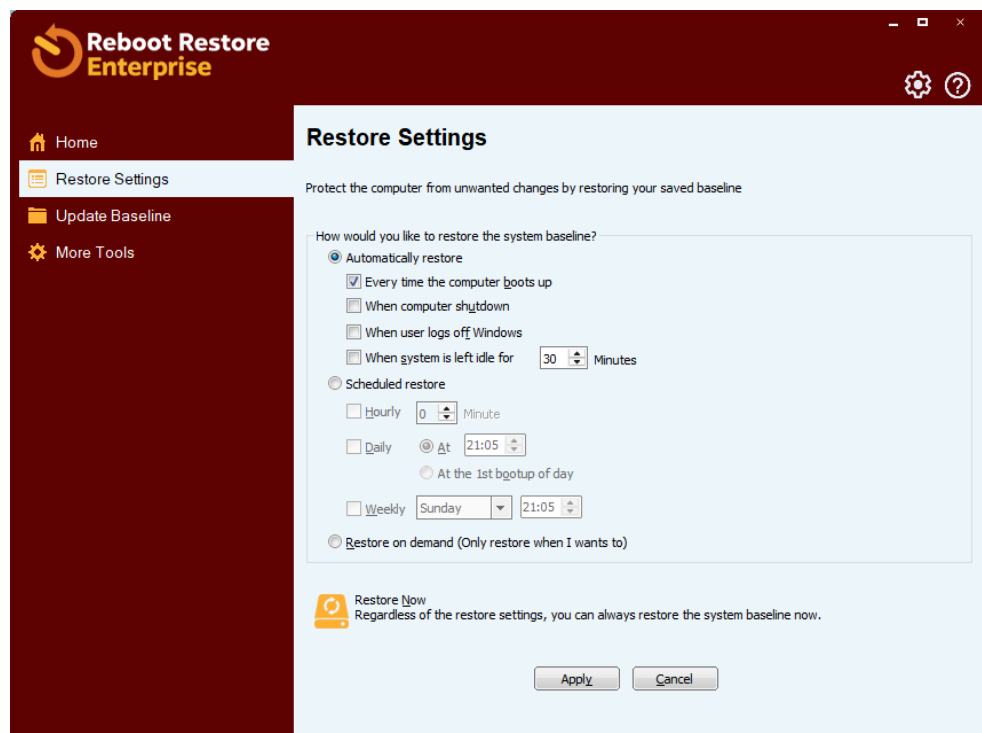
To view current baseline information, right-click the Reboot Restore Enterprise system tray icon and select "Open Reboot Restore Enterprise" or double-click the icon. In the main application console, click HOME in the left navigation pane. This displays the baseline creation date and time, the last restore-to-baseline occurrence, and the current restore setting (restore trigger).



Restore Settings

You can configure Reboot Restore Enterprise to automatically restore the system to the baseline using one of the following triggers:

- Every time the computer boots up
- When the computer shuts down
- When a user logs off
- After the system remains idle for a specified period (up to 180 minutes)
- Scheduled Restore (Hourly, Daily, or Weekly)
- Restore on Demand (Manual Restore)
- Restore Now (immediately reboots the PC and restores to the current baseline)



Tip: Restore on Demand is useful when making changes to your current baseline, such as installing drivers or software that require a reboot. After making changes, remember to click "New Baseline" under Update Baseline to save the new configuration. Then reset your Restore Setting to your preferred restore mode.

Update Settings

In this section you can set a new baseline and keep Windows up to date by setting an automated update schedule that will automatically update your baseline once the updates are completed.

New Baseline

Updates the current baseline with the current system state and changes.

Automatically create new baseline with these updates

Configure a scheduled approach to automatically apply software and Windows Updates to the current baseline. The following updates can be programmed for automatic installation:

- Windows Update – Downloads only Critical Windows Updates
- Include Optional Updates – Downloads all other updates, including Cumulative, Security, and Windows Defender definitions
- Custom Update (or Other Update) – For third-party updaters or batch files

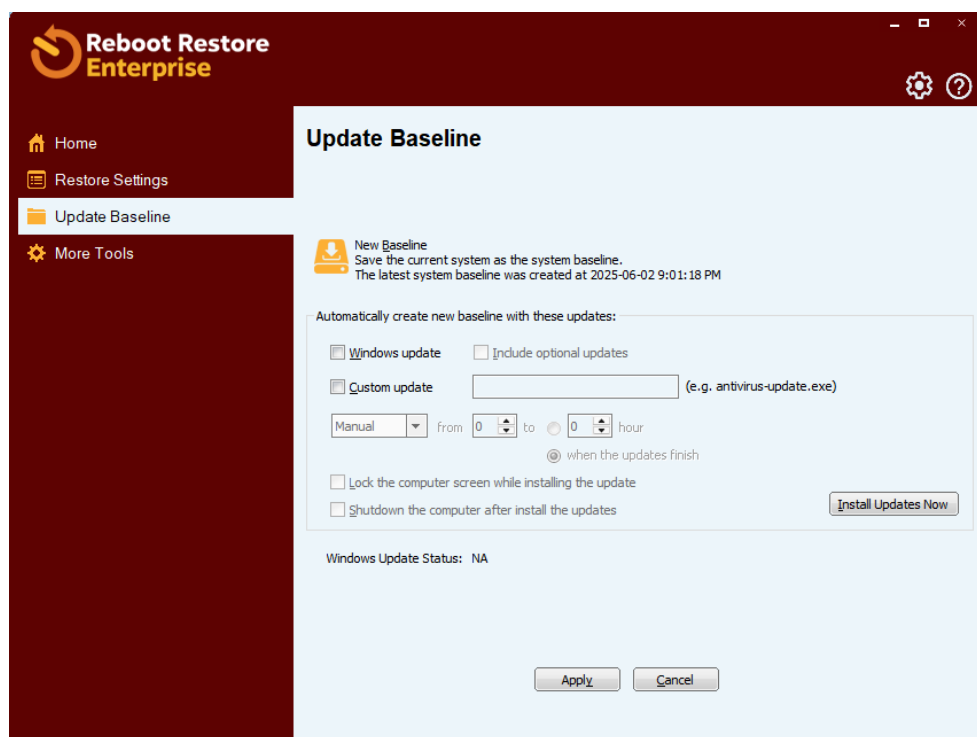
For additional information, refer to the Knowledge Base articles below:

[How do I use the Custom Update settings?](#)

[How to use the Update Baseline settings to automatically install Windows Updates](#)

Install Update Now

Clicking **Install Updates Now** applies your configuration immediately without waiting for the scheduled time.



More Tools

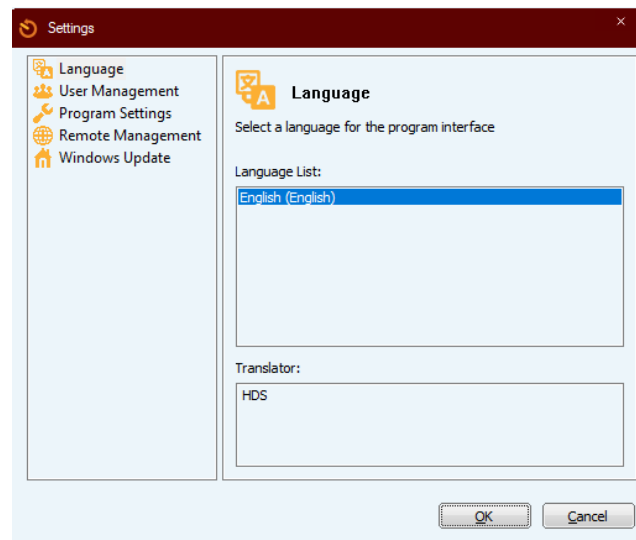
Additional Functions for Reboot Restore Enterprise

- **Restore the Last Good Known System** – Loads the second-to-last saved baseline. This feature is useful for recovering from issues such as problematic Windows Updates or unstable driver installations
- **Back to Start** – this is the original baseline set after installing Reboot Restore Enterprise
- **Kiosk Features** – disable common functions (Optical Media/USB Storage devices, Task manager, Command Prompt)
- **Registry Exemption** – if you wish to exempt a specific Windows registry entry from being rolled back
- **User Profile Exemption** – Moves specific or all Windows User Profiles to an Exemption Drive, ensuring user profile data and files remain intact after system restore

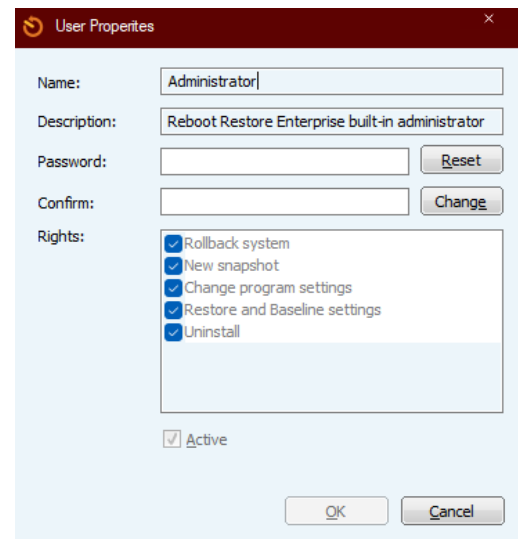
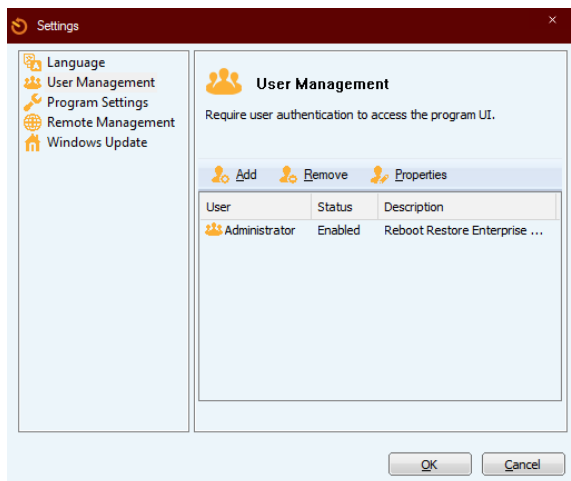
Settings Menu

Access the Settings Menu in the upper right side of the Reboot Restore Enterprise Application Console. This section includes the following additional settings:

- **Language**

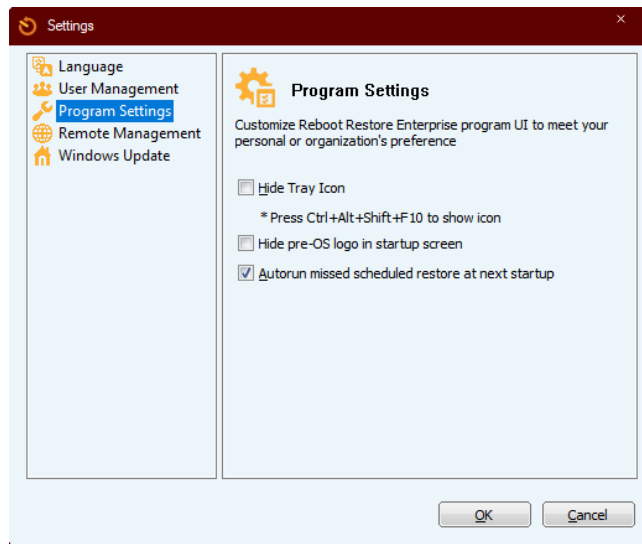


- **User Management** – add or remove users that have access to the Reboot Restore settings. This includes restrictions to areas of the program

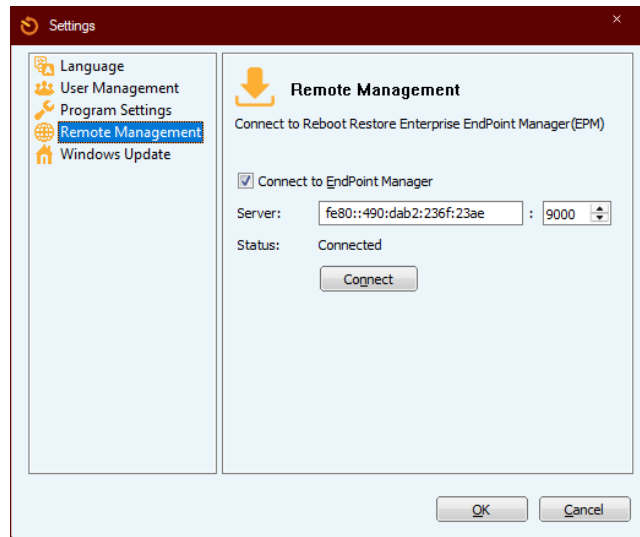


- **Program Settings**

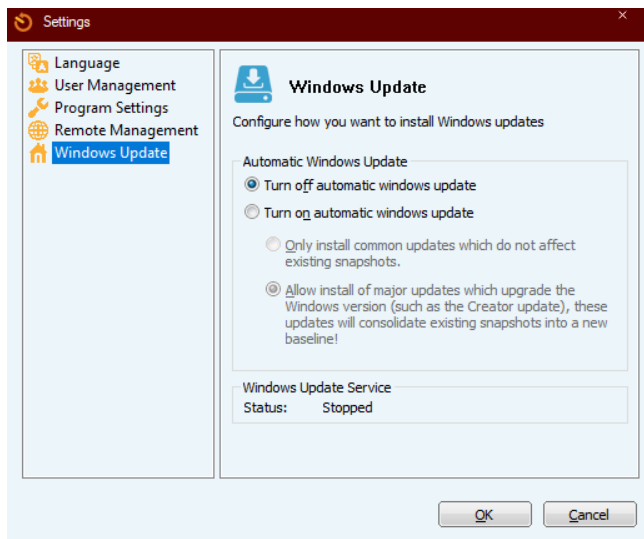
- Hide Tray Icon – Hides the system tray icon. Show the icon to access the Reboot Restore client console by using the following keyboard shortcut CTRL+ALT+SHIFT+F10.
- Hide pre-OS logo in startup screen – The Reboot Restore splash screen will be hidden and replaced with a "Loading Baseline" or "Bootting" DOS-like message. You can still press the HOME key to access the Subconsole
- Autorun missed scheduled restore at next startup – If a scheduled restore was missed because the machine was powered off, the task will run at the next boot.



- **Remote Management** – set the IP address for the EndPoint Manager to connect and manage your client via our console. This can be preconfigured with the Setup.ini Wizard so you only set it once in your configuration.



- **Windows Update** – Configure how Windows Updates are installed on the client. Options include turning automatic updates on or off, installing only common updates that do not affect existing snapshots, or allowing major updates (such as Windows version upgrades) that will consolidate existing snapshots into a new baseline.



Command Line Switches

Reboot Restore Enterprise provides you a set of command-line switches to manage the software with batch files or network scripts. Run the command lines using the Windows command prompt.

Help

ShdCmd.exe {/Help | ?}

Setup and Uninstall

Unattended Setup

Setup.exe /s

Uninstall

ShdCmd.exe /Uninstall {/start | /lastgood | /baseline } /u administrator /p password

Program Settings

Tray Icon

ShdCmd.exe /TrayIcon [/show | /hide] /u administrator /p password

Language

ShdCmd.exe /Lang [/set langid] /u administrator /p password

*Langid can be retrieved by running 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 infilepath} /u administrator /p password

Turn Off/Turn On Protection

ShdCmd.exe /protect [enable | disable] /u administrator /p password

Show/Hide the subsystem logo

ShdCmd.exe /SubSystem [/show | /hide] /u administrator /p password

Allow install of Windows Updates that cannot be rolled back

ShdCmd.exe /BcdEdit [/enable | /disable] /u administrator /p password

Disable Auto Windows Update (for Windows 10 system)

ShdCmd.exe /watchWU [/enable | /disable] /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

For example: shdcmd.exe /UpdateSche /win /t 01-03-04 /u administrator /p password
//This will set the Windows Update scheduler on Monday from 3 to 4am.

For example: shdcmd.exe /UpdateSche /win /t 02-03 /u administrator /p password
//This will set the Windows Update scheduler on Tuesday from 3 to finish.

List All Snapshots

ShdCmd.exe /List /u administrator /p password

Enable/Disable Fast Restore

ShdCmd.exe /FastRes [/enable | /disable]

Restore Now

ShdCmd.exe /Restore [/start | /lastgood | /baseline] /shutdown /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

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] [/disable] /u administrator /p password

*[/show] shows the current setting

Apply Windows Update Now

ShdCmd.exe /updwin /all /u administrator /p password

Defrag Snapshots in Pre-OS

ShdCmd.exe /defragnow /u administrator /p password

Set Subsystem to Defrag on Every Restart

ShdCmd.exe /TsrOpt {/enable | /disable} /u administrator /p password

Activation**Check Activation Status**

ShdCmd.exe /netreg /status

Activate Now Using the Existing Product ID

ShdCmd.exe /netreg /regnow

Activate Using another Product ID

ShdCmd.exe /netreg /pid RM123-568-1236 /restart /u Administrator /p password

*Do not supply the /restart switch if you do not want the activation to automatically restart the system

Show How Many Days Remaining for the Demo

ShdCmd.exe /netreg /days

Technical Specifications

System Compatibility

Reboot Restore Enterprise is designed to work optimally within the following specifications:

Hard Disk Support

Reboot Restore Enterprise supports up to four IDE/SATA/PATA/SSD/M.2 NVMe drives and a maximum of 12 logical partitions. The system protects drives designated as Disk0, Disk1, Disk2, and Disk3. For optimal performance, we recommend standard disk configurations rather than SCSI, RAID, or mirroring setups.

Operating System Boot Requirements

For full protection coverage, the system must boot from the protected Windows operating system. Booting from external media or non-Windows operating systems may bypass Reboot Restore Enterprise protection drivers.

Compatibility with Low-Level Disk I/O Applications

Reboot Restore Enterprise works best when it has direct access to disk I/O. Some applications that intercept low-level disk operations—such as certain antivirus programs, encryption software (including BitLocker), or imaging tools—may require special configuration. If you encounter an "Open Protect Failed" error during installation, refer to our Knowledge Base article for compatibility solutions.

Disk Partition Management

To modify disk partitions on a protected drive, temporarily uninstall Reboot Restore Enterprise, complete the repartitioning, then reinstall the software.

Windows Version Upgrades

For major Windows version upgrades (such as Windows 10 to Windows 11) or Feature Updates, uninstall Reboot Restore Enterprise or disable protection before performing the upgrade. If you're unsure whether your update requires this step, contact our support team for guidance.

Multi-Boot Configurations

Reboot Restore Enterprise is optimized for single Windows installations or dual-boot configurations with multiple Windows operating systems.

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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