Reboot Restore Enterprise

User Guide | Version 13

Horizon DataSys
Making IT Simple™

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Introduction

Thank you for choosing Reboot Restore Enterprise. This User Guide is provided to give a quick overview of the basic features along with a brief description of each feature. If you're still unable to find the information you're looking for, you can find additional resources and contact methods at the end of this document. Reboot Restore Enterprise is a PC baseline recovery software which automates the process of continually returning multi-user computer workstation(s) back to a preset configuration that you define (called the "baseline"). Regardless of what any user may attempt to do to the systems -- including, but not limited to, erasing files, installing software, infecting the machines with malware, downloading files, changing system settings, or deliberately tampering with registry settings -- Reboot Restore Enterprise will still reset the PC(s) back to your predefined baseline settings upon every restart, on any fixed schedule, or after a defined period of inactivity, making the workstation(s) perfectly configured and available for the next user.

What makes Reboot Restore Enterprise the best choice as your PC auto-reset solution?

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

What Can Reboot Restore Enterprise Do?

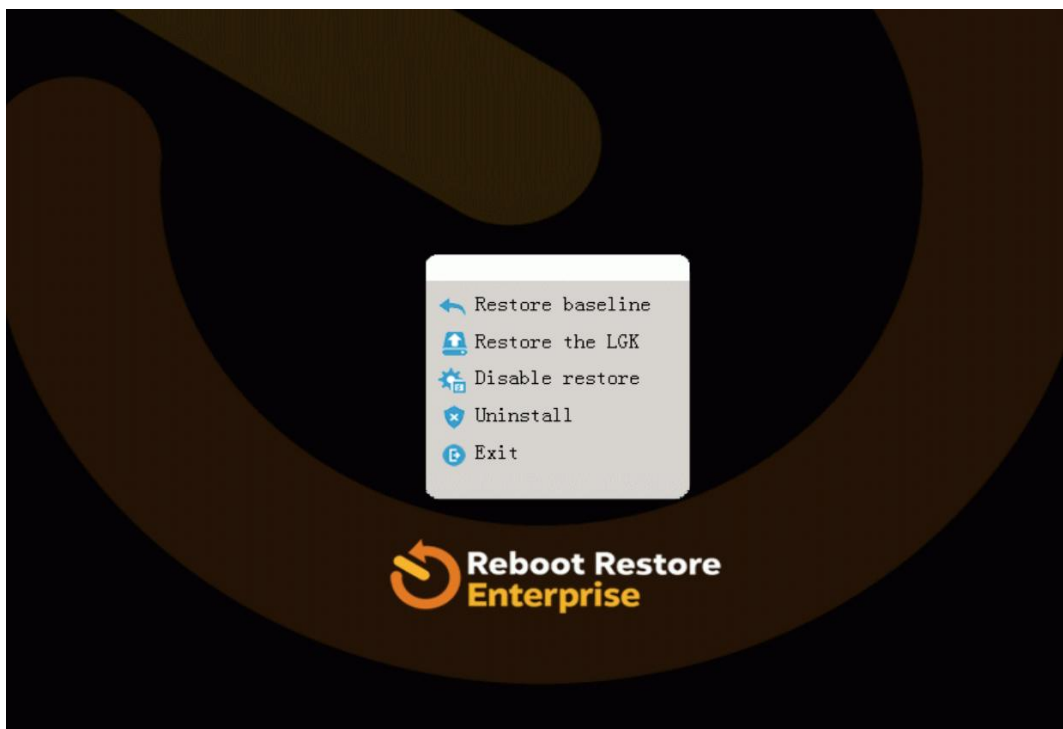Reboot Restore Enterprise allows you to quickly and easily

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

Program Components

Reboot Restore Enterprise has three main components:

Subsystem Console:

This is the basic interface to Reboot Restore Enterprise's operating system which is a mini- operating system working wholly outside Windows. Reboot Restore Enterprise Subsystem provides you with restore ability should Windows fail to start-up and while Reboot Restore Enterprise is in the disable restore mode. You can access the Subsystem Console by pressing the HOME key on your keyboard during the system boot-up.

System Tray Icon:

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

TIP: The shortcut to show the tray icon is CTRL+ALT+SHIFT+F10 if you've hidden it during setup
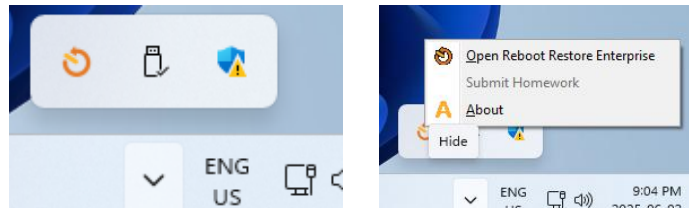
Application Console:

This is Reboot Restore Enterprise's primary user interface in Windows. Here you can find easy and quick access to all the program features.

I. Installation and Setup

Minimum System Requirements

Verify that the system meets the following minimum requirements before attempting to install Reboot Restore Enterprise v13

- 2nd Gen Intel Core or AMD Equivalent Processor (x86 or x64)
- Microsoft® Windows 7, Windows 10, Windows 11
- 4GB of RAM
- 20GB of free hard disk space for installation.
- Additionally, you must have a working internet connection to activate the program over an Internet connection.

Reboot Restore Enterprise us 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 Reboot Restore Enterprise

Before installing Reboot Restore Enterprise close any applications that you have running. To install Reboot Restore Enterprise insert the installation disk or run Setup.exe from the Reboot Restore Enterprise folder after extracting the ZIP file.

A welcome screen will appear at the start of the installation process. Click on "Next" and follow these steps to complete installation. Read and accept the End User License Agreement. Then click **Next**. Then you will be presented with a screen offering three different setup options.
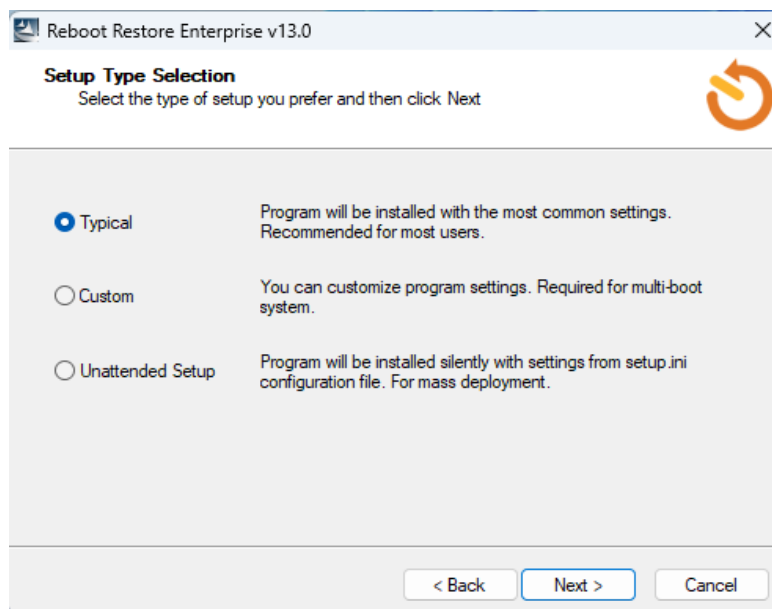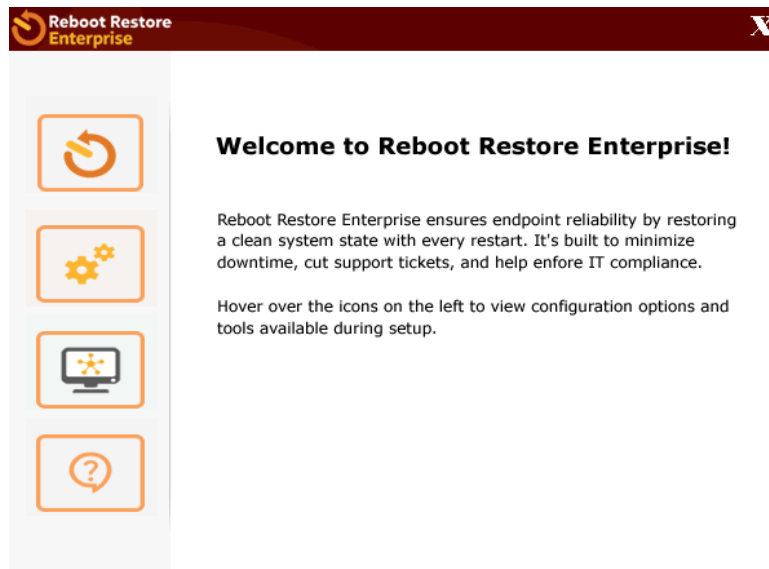
Typical Setup. Typical Setup will install Reboot Restore Enterprise with the default program settings. During Typical Setup, you will be prompted to enter/configure the following Reboot Restore Enterprise program settings:

- Language selection
- License key input or demo key selection
- Administrator password setup
- Automatic protection of system drive and all partitions in the system drive
- Automatic UltraVNC installation (required for Remote Control features)
- System reboot required to complete installation

Custom Setup. Custom Setup lets you to configure all the available program setup options. During the custom setup, you will be prompted to enter/configure the following Reboot Restore Enterprise program settings.

- Language selection
- License key input 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
- System reboot required to complete installation

Unattended Setup Unattended Setup is used to deploy Reboot Restore Enterprise to a network of computers with pre-configured program settings. Unattended Setup reads in the program settings from a setup configuration file, **setup.ini**.

You can create this **setup.ini** configuration file using **Setup INI Wizard** provided in the Deployment Tools folder from the extracted installer folder (zip) file. With the **Setup INI Wizard** you can configure all the Reboot Restore Enterprise program settings.

Once you've created the setup.ini file, delete or rename the default one and copy the setup.ini over to the Reboot Restore Enterprise setup folder

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

Setting up an Exemption Drive

Reboot Restore Enterprise restores everything on your protected hard drive(s) back to the baseline. But you may wish to have put aside certain user data files and folders that would be excluded from the restore process and the changes made to these files and folders to remain persistent even while everything else is restored to the baseline configuration.

You can setup an Exemption Drive during the installation process as an Exemption Drive can't be created after installation. If Reboot Restore Enterprise is already installed you can still exclude some registry keys from the restore-to-baseline. To setup an Exemption Drive chose **Custom Setup** during the installation process.

You can now have the option to create an Exemption Drive or use an unprotected partition as an exemption drive to move user profiles to.

Reboot Restore Enterprise v13.0 ✕

File Exemption
Configure files to be exempted from restore

Restoring to baseline will reset all protected drives to their original state. To keep certain files safe, store them on an unprotected drive. Files stored on an unprotected drive will not be affected by the restoration process.

⦿ I do not need file exemption

◯ I have an unprotected drive

☐ Map my user profile to the unprotected drive

☐ Map all user profiles to the unprotected drive

Don't have an unprotected drive? You can create a virtual Exemption Drive on a protected drive to store files you want to keep after restore.

◯ Create an Exemption Drive

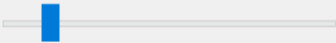< Back   Next >   Cancel

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Reboot Restore Enterprise v13.0 ✕

Exemption Drive
Create an Exemption Drive to store files that you do not want to be restored

How much disk space do you want to reserve for the exemption drive

Exemption Drive size: 5.00 GB   40.1 GB

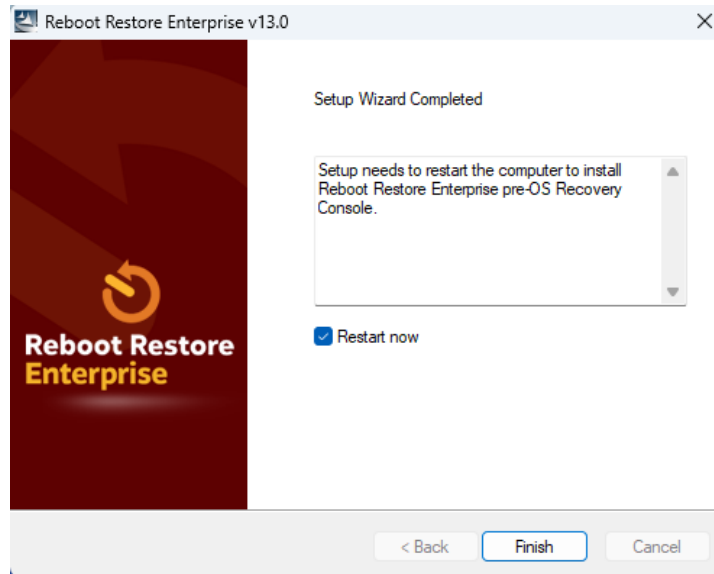   12.5%

Assign drive letter: Z:

☐ Map my user profile to the Exemption Drive

☐ Map all user profiles to the Exemption Drive

< Back   Next >   Cancel

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

Deployment

To mass deploy Reboot Restore Enterprise with Windows Active Directory, deployment tools, Network logon scripts, or using system images, refer to the Reboot Restore Enterprise Deployment Guide

Product Activation

Reboot Restore Enterprise contains software-based product activation technology, which means you must activate your Reboot Restore Enterprise installation in order to authenticate its license.
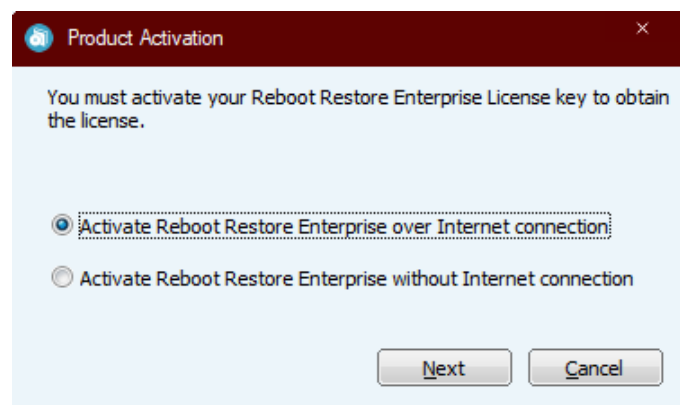
Activate Reboot Restore Enterprise over an Internet Connection

If the computer on which Reboot Restore Enterprise is installed can connect to the Internet, you can easily activate the license using the **Activate Reboot Restore Enterprise over Internet Connection** option.

1. Upon the purchase of Reboot Restore Enterprise you will receive a Licensed Product ID from Horizon DataSys. You can install Reboot Restore Enterprise with this Licensed Product ID and the activation will be done automatically during setup. If you installed Reboot Restore Enterprise using the demo key during installation, you can activate using your purchased license key after installation without having to uninstall and reinstall the program

2. To activate Reboot Restore Enterprise over an Internet connection, right-click on the Reboot Restore Enterprise system tray icon and select "About" from the popup menu. Click on the Activate button on the About Window. Then select "Activate Reboot Restore Enterprise over Internet connection" and click on Next

3. Copy and paste the Licensed Product ID that you received from Horizon DataSys into the Product ID field replacing the demo Product ID, and click on the Activate button.
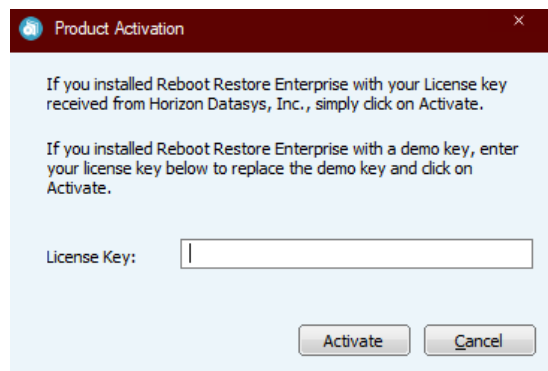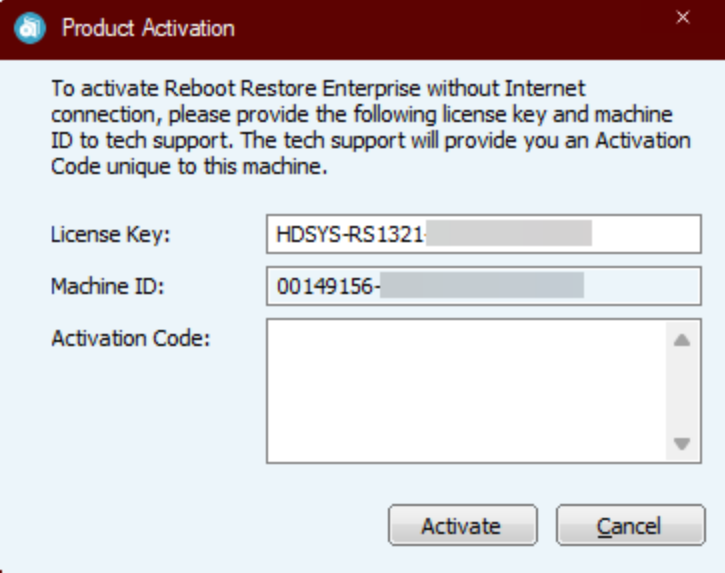

That's it! You won't need to supply any other information. You can go back to the "About" popup windows to check the activation status

*The number of installations of Reboot Restore Enterprise that you can activate is limited by the number of licenses defined by the Licensed Product ID.

Activate Reboot Restore Enterprise without an Internet Connection

If the computer on which Reboot Restore Enterprise is installed on doesn't have an Internet connection, you will need to do an offline activation of Reboot Restore Enterprise using an activation code.

1. To manually activate Reboot Restore Enterprise right-click Reboot Restore Enterprise tray icon and select the About option from the popup menu. Click on the Activate button on the About Window. Select "Activate Reboot Restore Enterprise without Internet connection." Click on Next.

2. On the Product Activation Window, you will see a Product ID and Machine ID, write down or copy/paste these two IDs and send them to Horizon DataSys tech support via chat, support ticket or email at the contact information given at the end of this User Guide.

3. Horizon DataSys tech support will reply you with an Activation Code based on the Product ID and Activation ID you provided.

4. Type this Activation Code into the Activation code field and click the Activate button. The machine should prompt to reboot if successful

    That's it! You won't need to supply any other information. You can go back to the "About" popup windows to check the activation status

II. Restore and Baseline Settings

System Information/Home Screen

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.

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

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

Restore Settings

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

- Every time the computer boots up
- When the computer shuts down
- When a user logs off
- When system is left idle from xx number of minutes (up to 180 minutes)
- Scheduled Restore (Hourly | Daily | Weekly)
- Restore on Demand (i.e. Manual Restore)
- **Restore Now** will immediately reboot he PC and restore it to the current baseline
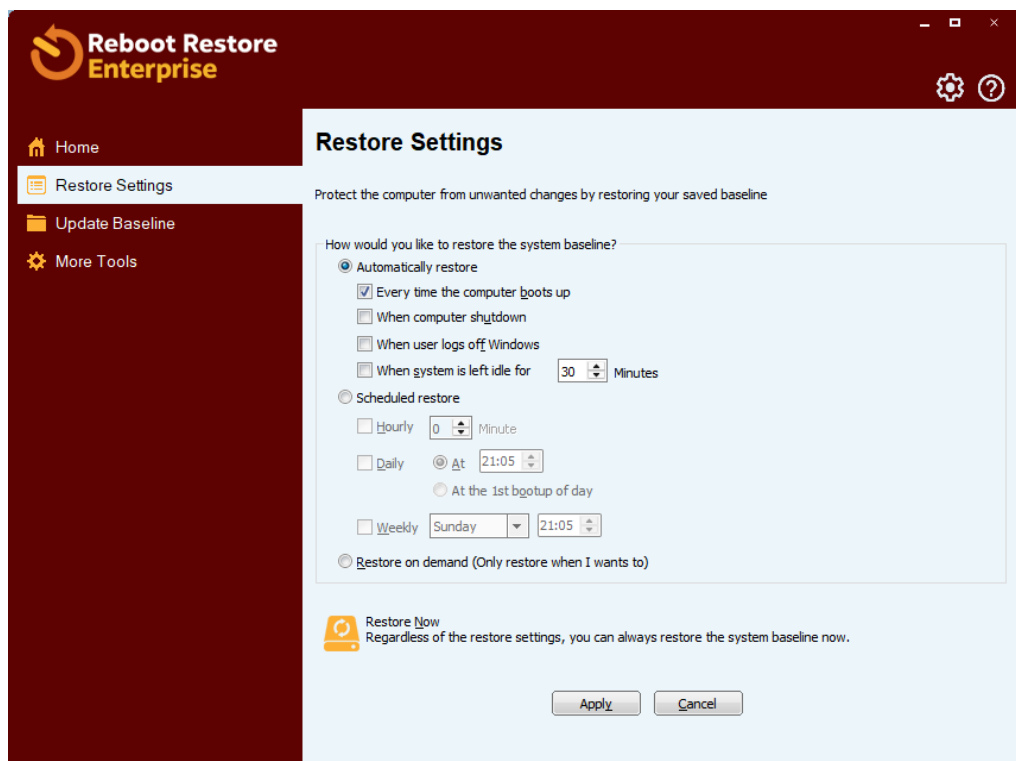
TIP. Restore on Demand is useful if you want to make changes to your current baseline (i.e. for installing drives/software that need to reboot to install correctly). Just remember to click on "New Baseline" under Update Baseline to set a new current baseline. Don't forge to set back your Restore Setting to your desired restore mode.

Update Baseline

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** will commit the current system state and set it as the new current baseline

Automated Baseline Updates

- Windows Update will download ONLY Critical Windows Updates
- Include Optional Updates will download all other updates which includes Cumulative, Security and Windows Defenders definitions
- Custom Update (or Other Update) for 3rd party updaters or a batch file. To know more you can check the KBs below.

  Click here to check the Custom Update / Other Update KB

 Click here for more info on Setting up Automated Windows Updates

- Install Update Now – will trigger the updates set in the settings above it without waiting for the set day/time
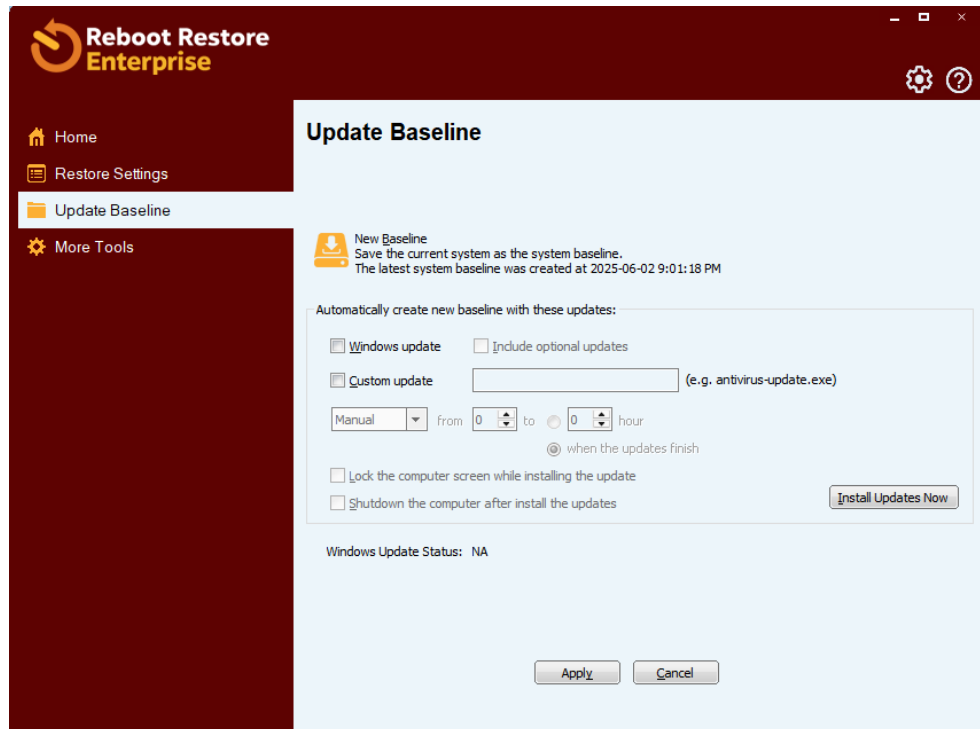
More Tools

Additional Functions for Reboot Restore Enterprise

- Restore the Last Good Known System – this the backup baseline saved after setting a new baseline
- Back to Start – this is the original baseline set after installing Reboot Restore Enterprise
- Restrict Resource Usage – disable common functions (USB/CD Drive, Task manager, Command Prompt)
- Registry Exemption – if you wish to exempt a specific Windows registry entry from being rolled back
- User Profile Exemption – if you wish to move a specific Windows User Profile from being restored so that saved created content on that specific profile is not erased on restore. An unprotected partition or exemption drive set up during Custom install is required
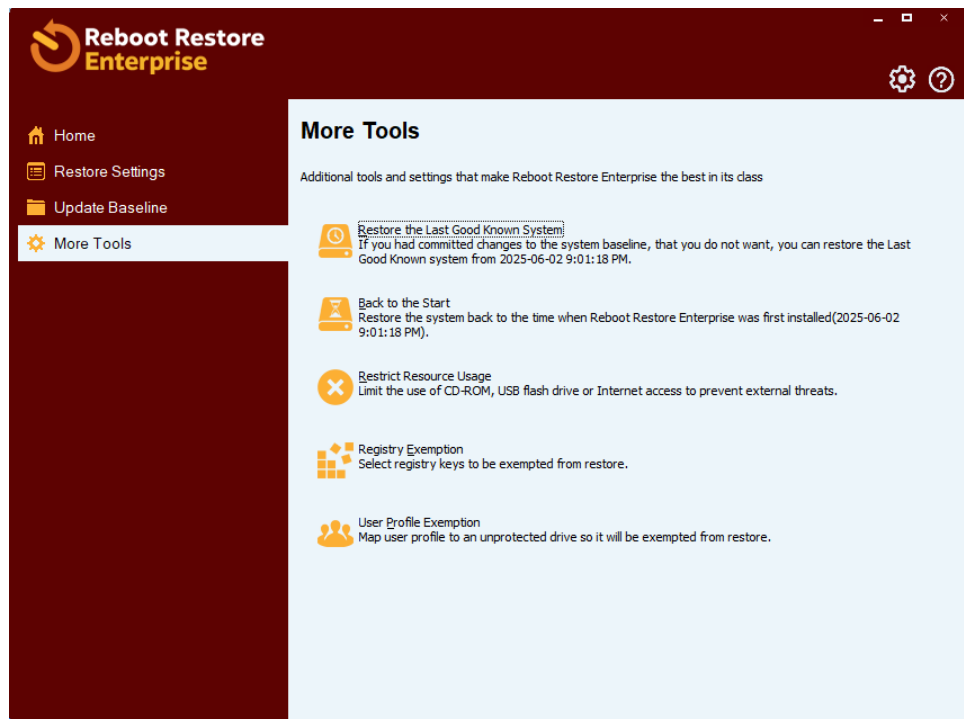
Registry Exemption
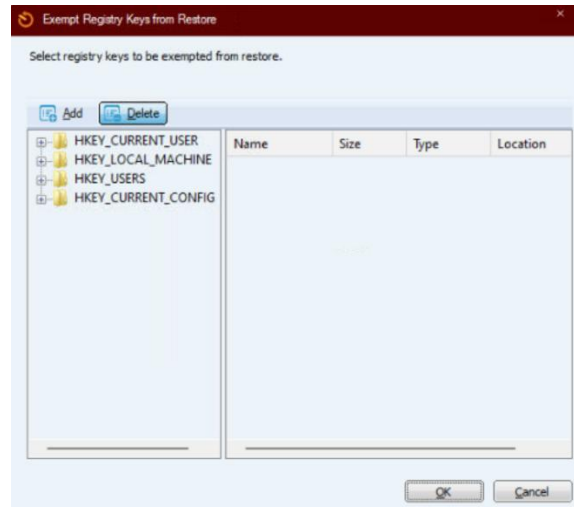
Restrict Resource Usage
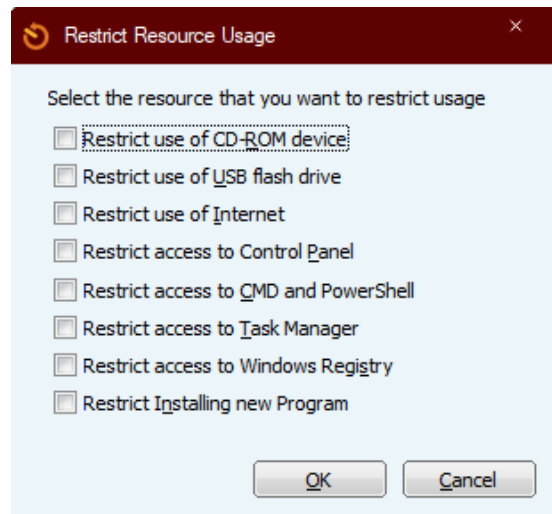
User Profile Exemption
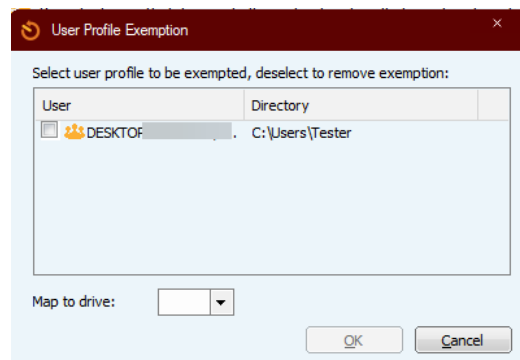
III. Settings

The Settings Menu is now accessible by clicking on the Settings [icon] button, located at the upper right side of the Reboot Restore Enterprise Application Console

Available Options in the Setting Menu

- Language Select
- User Management - for creating other user accounts and password resets
- Program Settings – hiding splash screen, turning off Windows Updates
- Remote Management – to connect the client PC to the Endpoint Manager
- Windows Update – turn off /on automatic Windows Updates

Language Select
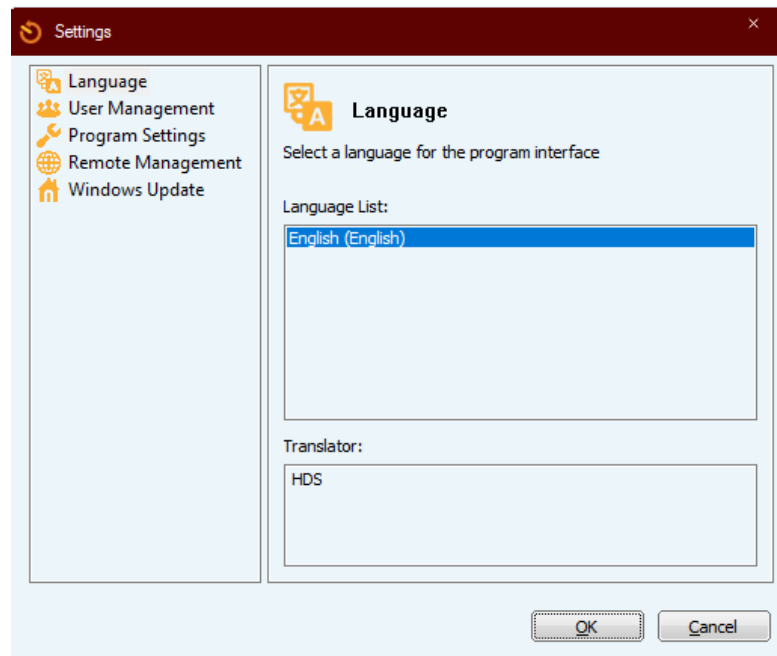
User Management
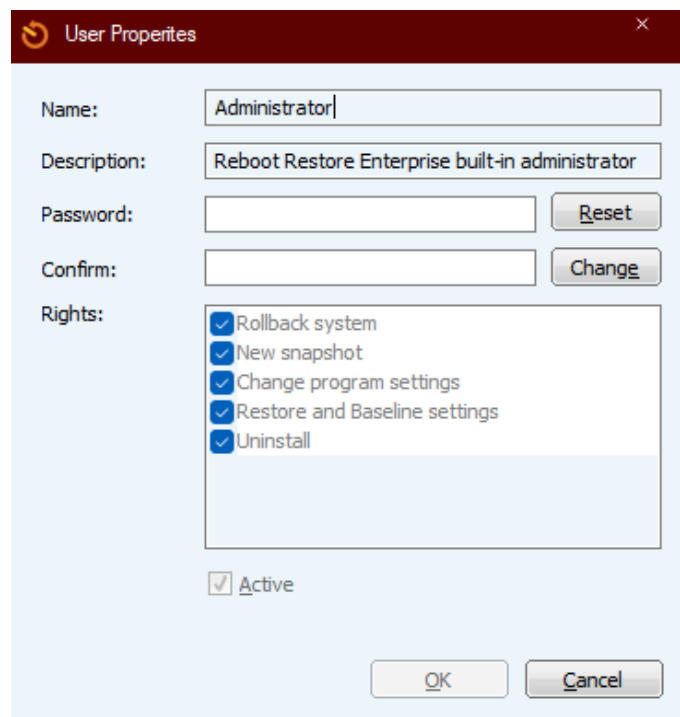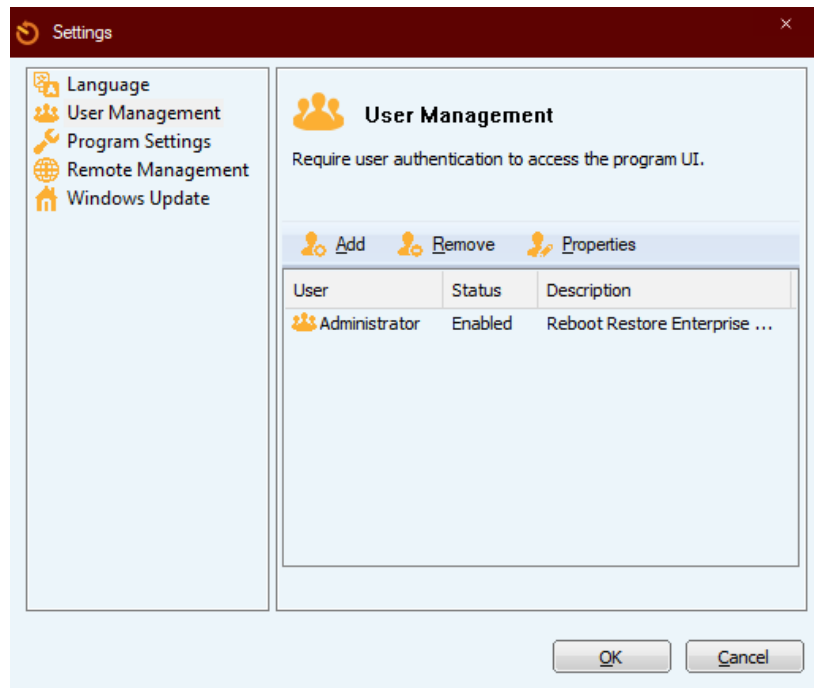
Program Settings

In this section the following option are available

- **Hide Tray Icon**.
  To truly make Reboot Restore Enterprise invisible to the end-user. To make the tray icon appear again press CTRL+ALT+SHIFT+F10
- **Hide pre-OS logo in startup screen**.
  The Reboot Restore splash screen will be hidden and you'll get a "Loading Baseline" or "Booting" DOS-like message instead. You can still tap the HOME key here to access to Subconsole
- **Autorun missed scheduled restore at next startup**.
  If you've set a scheduled restore at a specific day and the machine was off during that time, the task will run on next boot.
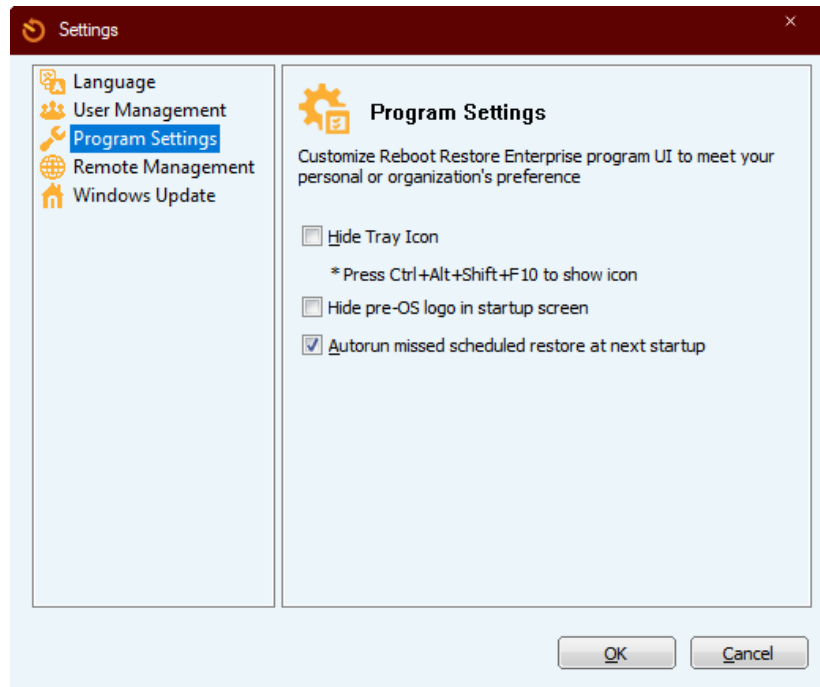
Remote Management

To connect a client PC to the Reboot Restore Enterprise Endpoint Manager (EPM)

1. Right-click the Reboot Restore Enterprise icon in the system tray, select "Open Reboot Restore Enterprise" from the popup menu.
2. In the main application console, click on the Settings button. In the Setting window, go to Remote Management
3. Check "Connect to Reboot Restore Enterprise Endpoint Manager". You will need to provide either:
- the computer name or IP address of the PC/Server that has the Reboot Restore Enterprise Endpoint Manager installed.
- the port number used by Reboot Restore Enterprise EPM to client connections.
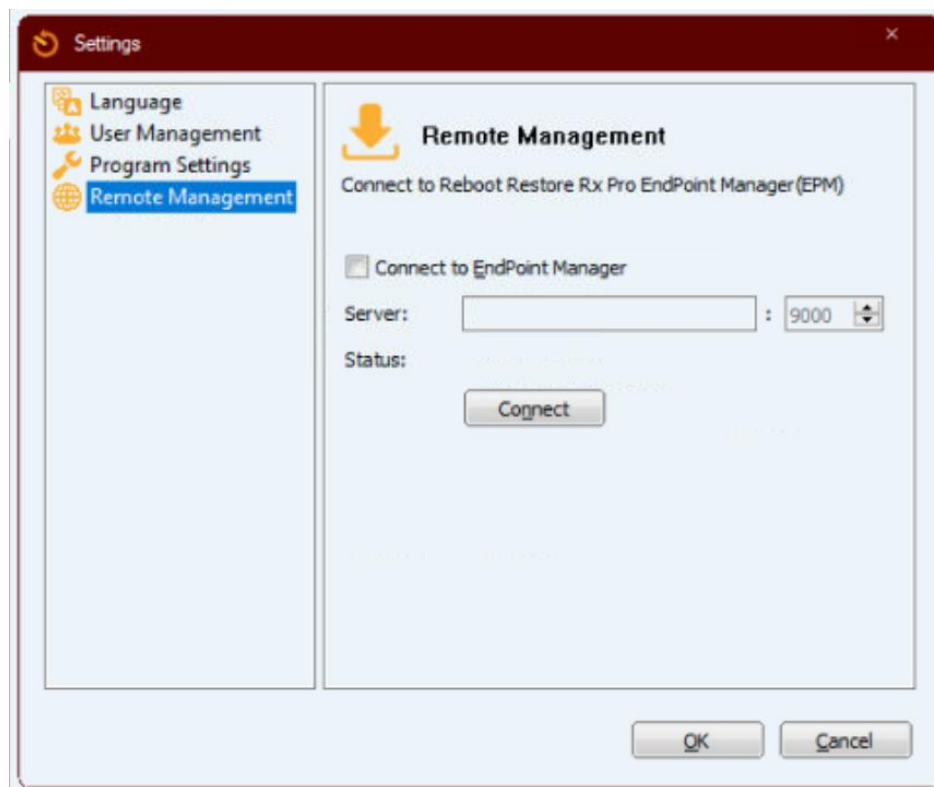
Windows Update

Turn off Automatic Windows Update- This is useful for fully locking down the PC and prevent unexpected downtime that can occur with forced Windows Updates

Turm on Automatic Windows Update – This is the default Windows setting which allow all updates to install. This is useful if you're manually checking for updates.

Selecting "Allowing Install of Major Updates" is specifically for annual Windows Feature Updates (Creators Update, 23H2, 24H2. etc.) which needs access to the boot sector to fully install. Reboot Restore will automatically disable and re-enable protection mode once these types of updates have finished installing, setting a new Installation Baseline
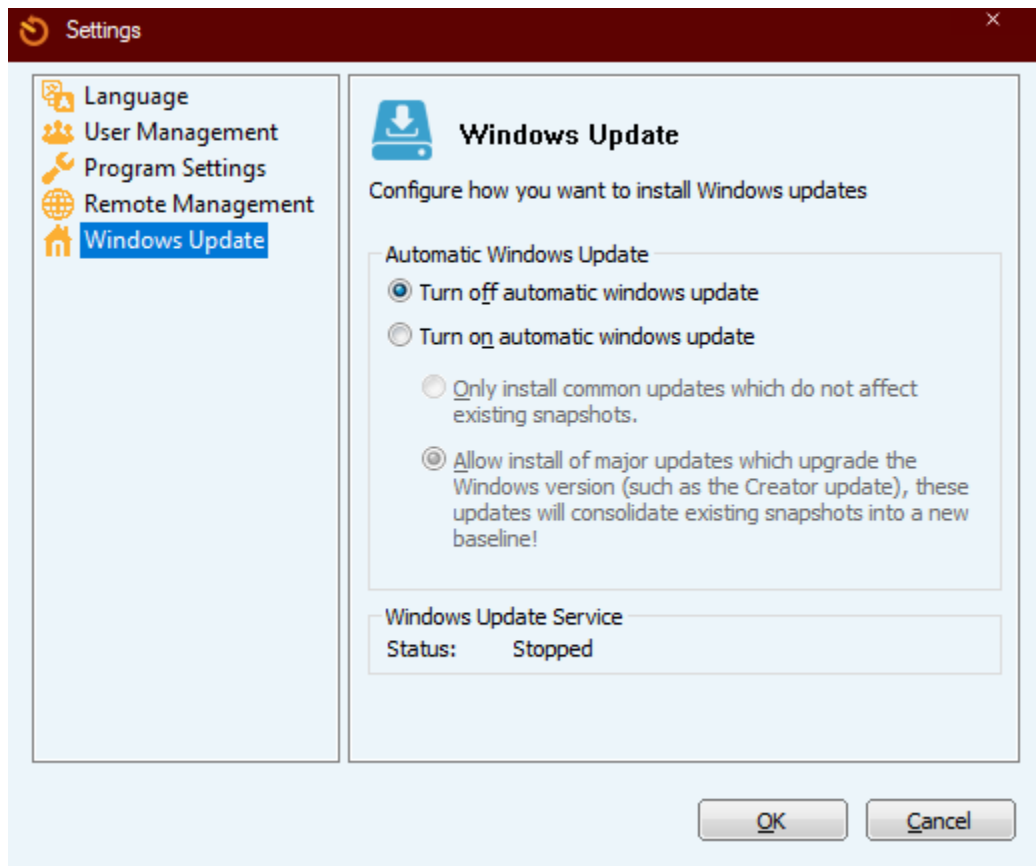
IV. Command Line Switches

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 retrievd by runing ShdCmd.exe /Lang

Subsystem Display Mode
ShdCmd.exe /StartMode [text | color16 | color256 | colortrue] /u administrator /p password

Show Protected Partitions
ShdCmd.exe /Part /u administrator /p password

Change Administrator Password
ShdCmd.exe /ChangePwd /pwd [password] /u administrator /p password

Import Program Settings from Setup.ini
ShdCmd.exe /Import {/path inifilepath} /u administrator /p password

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

V. Limitation and Support Options

Product Limitations

The following limitations still exist in Reboot Restore Enterprise v13

Hard Disk Support

Reboot Restore Enterprise can only protect up to four IDE/SATA/PATA/SSD/M.2N NVME drives. If a system has more than four hard disks and a maximum of 12 logical partitions. Reboot Restore Enterprise will protect the first four drives designated as the Disk0, Disk1, Disk2, and Disk3 hard drives. Reboot Restore Enterprise does not support SCSI, RAID, or mirroring hard drive configurations.

Booting From an External Media (OS)

Reboot Restore Enterprise cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing the Reboot Restore Enterprise protection drivers. For example, booting from a CD- ROM or USB that starts a different OS that may be able to change the hard drive and produce unpredictable results.

Disk Encryption Programs that Intercept Low-Level Disk I/O

Reboot Restore Enterprise may conflict with some applications that proxy low-level disk I/O such as certain anti-virus programs, encryption software (BitLocker) and imaging software. If you are getting an "Open Protect Failed" error on your install attempt [you can check this KB article.](#)

Disk Repartitioning

The hard drive on which Reboot Restore Enterprise is installed cannot be re-partitioned without uninstalling Reboot Restore Enterprise first.

Changing the Version of the OS Updates

You can't upgrade to a new version of Windows (i.e. from Windows 7 to Windows 8) while Reboot Restore Enterprise is installed. You must uninstall Reboot Restore Enterprise first. Some in-version OS upgrades, such as Windows Feature Updates also require that Reboot Restore Enterprise be uninstalled or turning off protection prior to the upgrade. If you're uncertain please contact us first.

Dual-Boot of Windows and Linux OS on the Same Hard Drive

Reboot Restore Enterprise does not support systems that have multiple Windows Operating Systems with non-Windows Operating Systems (such as Linux or Mac OS) loaded on the same hard drive.

[Click here for installation instructions for dual-boot Windows systems](#)

Support Options

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

Click here to access the Support Portal Knowledgebase

Click here to access the Community Forum

If you're still not able to find answers to your questions in the Reboot Restore Enterprise FAQ and the Community Forum, you can go to Horizon DataSys web site support page for more product related documents, white papers, and other information.

You can also submit a support ticket to the Horizon DataSys support team through our online support portal.

Click here to submit a support ticket

Please contact us using any of the following methods:
E-mail: support@horizondatasys.com
Live Chat: Available during business hours (click Chat icon at the bottom of our website)

Phone Numbers:

USA:
1685 H Street #846
Blaine, WA 98230 USA
Toll: (800) 496-0148
Fax: (360) 233-0466

Canada:
1100 - 1200 West 73rd Ave
Vancouver, BC V6P 6G5 Canada
Toll: (800) 496-0148
Intl: (604) 324-0797 Fax: (604) 608-3390

VI. Release Notes

Reboot Restore Enterprise version 13.0
Build Number 2710940384
Release Date: May 27, 2025

General
- New product editions: Standard and Enterprise – Learn more
- Added PnPLockdown in shieldm.inf
- Improved Setup INI Wizard UI
- Added confirmation prompt when setting an empty administrator password
- Fixed registry exclusion issue in Windows 11 24H2
- Added detailed logging for the file filter drive
- Added detailed logging for Windows Update
- Added timestamps to kernel drivers
- Updated kernel driver and Win32 IRP structure
- Miscellaneous bug fixes and typo corrections (reported via tech support)

Endpoint Manager
- Added client report dashboard
- Added sound notification for incoming EPM messages
- EPM message history is now retained
- Fixed an issue where oversized Windows symbol files could not be downloaded