Reboot Restore Rx Pro

User Guide | Version 12

Horizon DataSys
Making IT Simple™

Table of Contents

Introduction

Thank you for choosing Reboot Restore Rx Pro Edition. 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 Rx Pro 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 Rx Pro 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 Rx Pro 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 Rx Pro Do?

Reboot Restore Rx Pro 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 Rx Pro has three main components:

Subsystem Console:

This is the basic interface to Reboot Restore Rx's operating system which is a mini- operating system working wholly outside Windows. Reboot Restore Rx Pro Subsystem provides you with restore ability should Windows fail to start-up and while Reboot Restore Rx Pro 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 Rx Pro 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 Rx Pro 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 Rx Pro's primary user interface in Windows. Here you can find easy and quick access to all the program features.
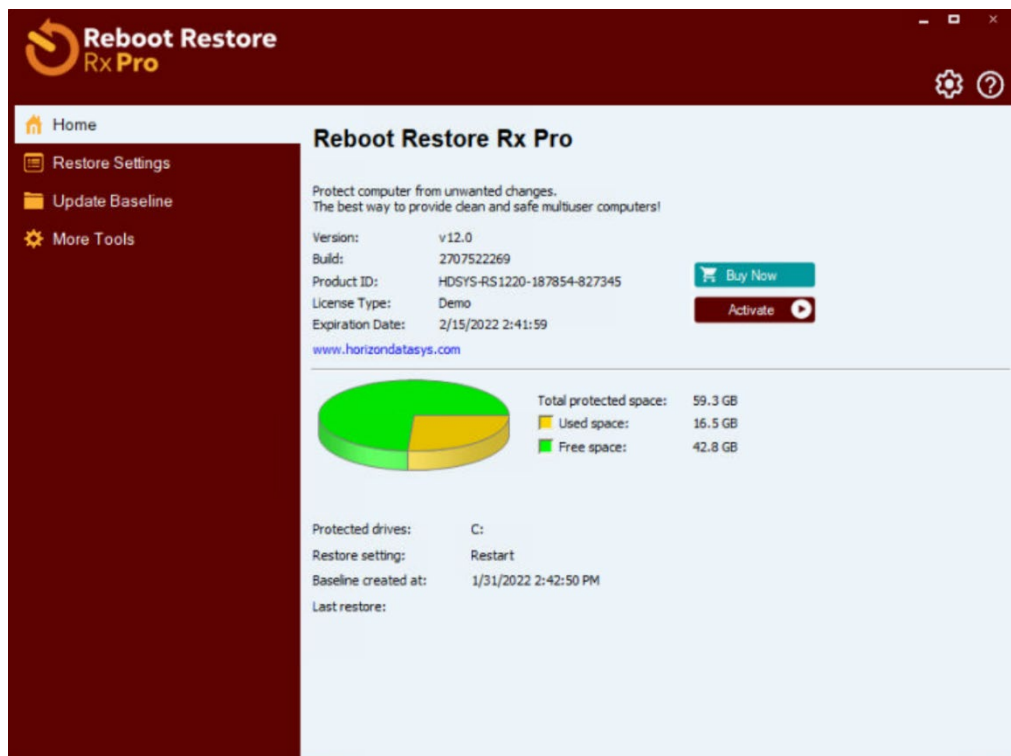
I. Installation and Setup

Minimum System Requirements

Verify that the system meets the following minimum requirements before attempting to install Reboot Restore Rx Pro v12

- 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.

- CD/DVD-ROM drive if you need to setup from the CD Media Pack.

- Additionally, you must have a working internet connection to activate the program over an Internet connection.

Reboot Restore Rx: 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 Rx Pro.

For multi-boot system installation please consult the Knowledgebase.

Installing Reboot Restore Rx Pro

Before installing Reboot Restore Rx Pro close any applications that you have running. To install Reboot Restore Rx Pro insert the installation disk or run Setup.exe from the Reboot Restore Rx Pro 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.
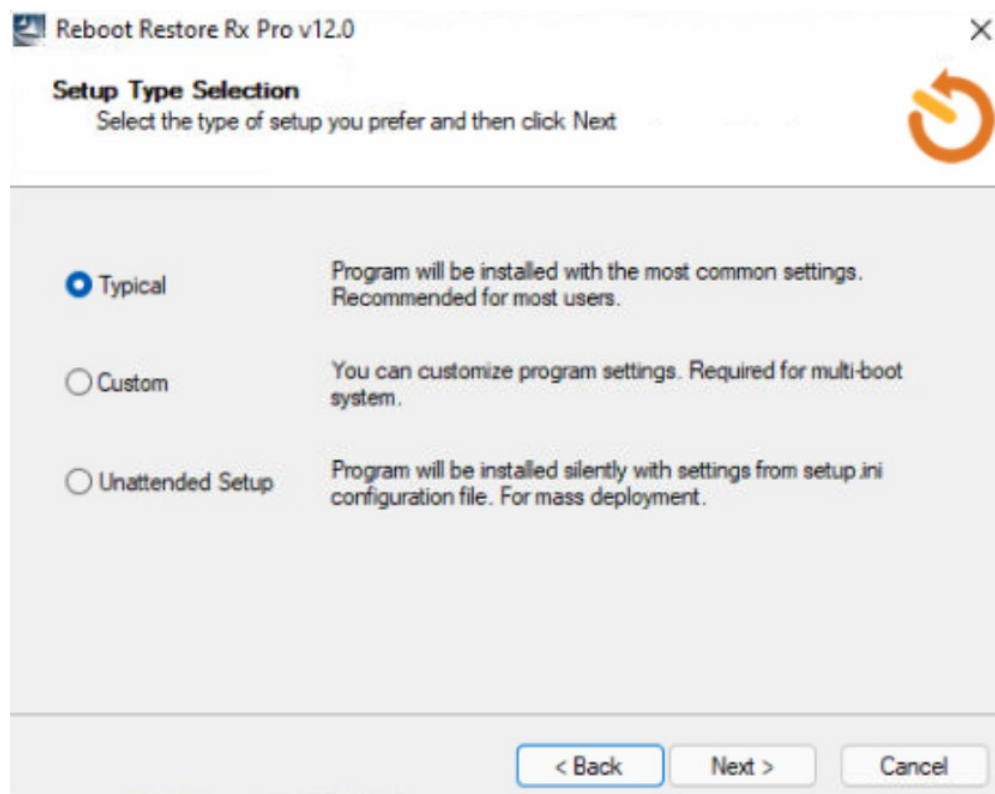
Typical Setup. Typical Setup will install Reboot Restore Rx Pro with the default program settings. During Typical Setup, you will be prompted to enter/configure the following Reboot Restore Rx Pro program settings:

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

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 Rx Pro program settings.

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

Unattended Setup Unattended Setup is used to deploy Reboot Restore Rx Pro 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 Rx Pro 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 Rx Pro setup folder

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

Setting up an Exemption Drive

Reboot Restore Rx Pro 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 Rx Pro 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.

In version 12, 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.
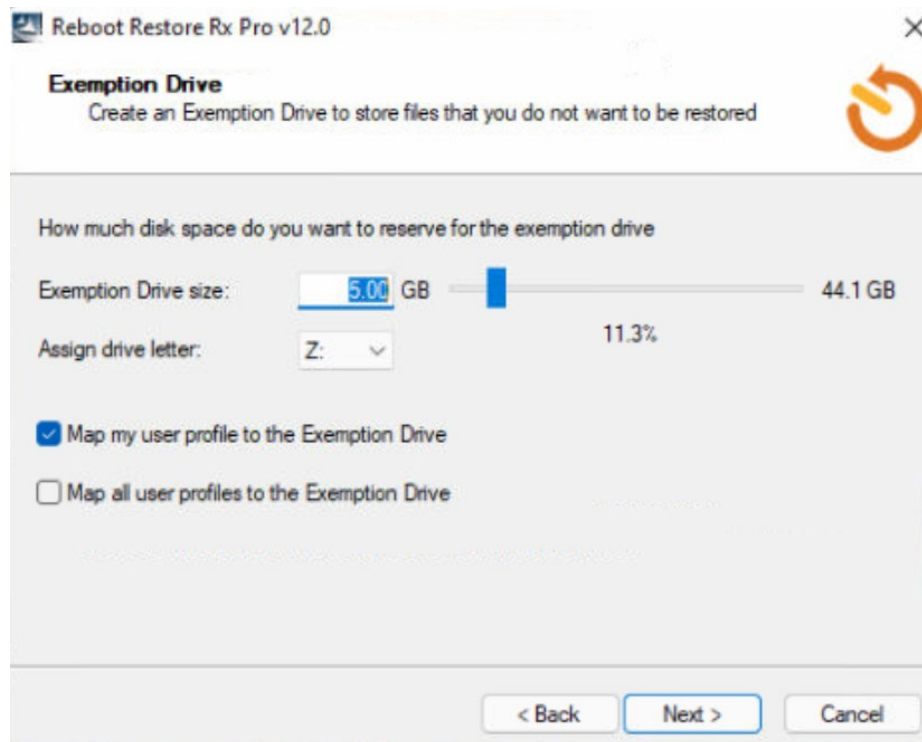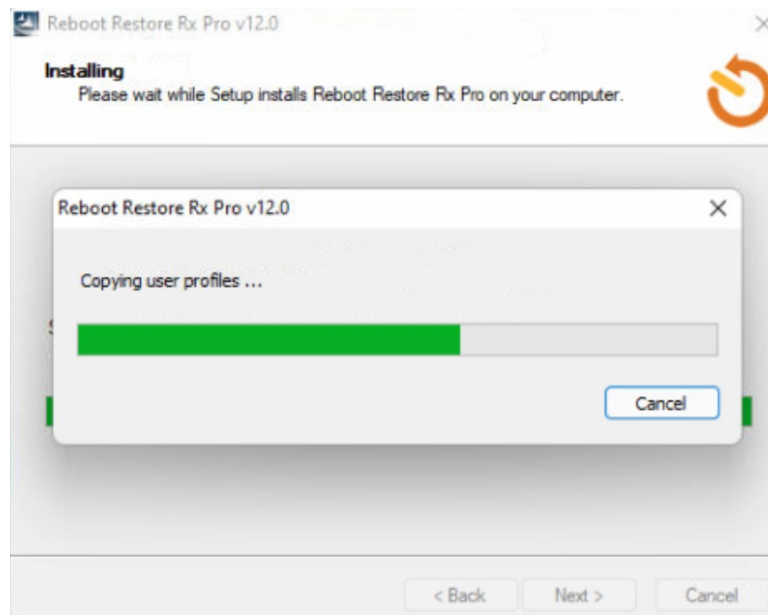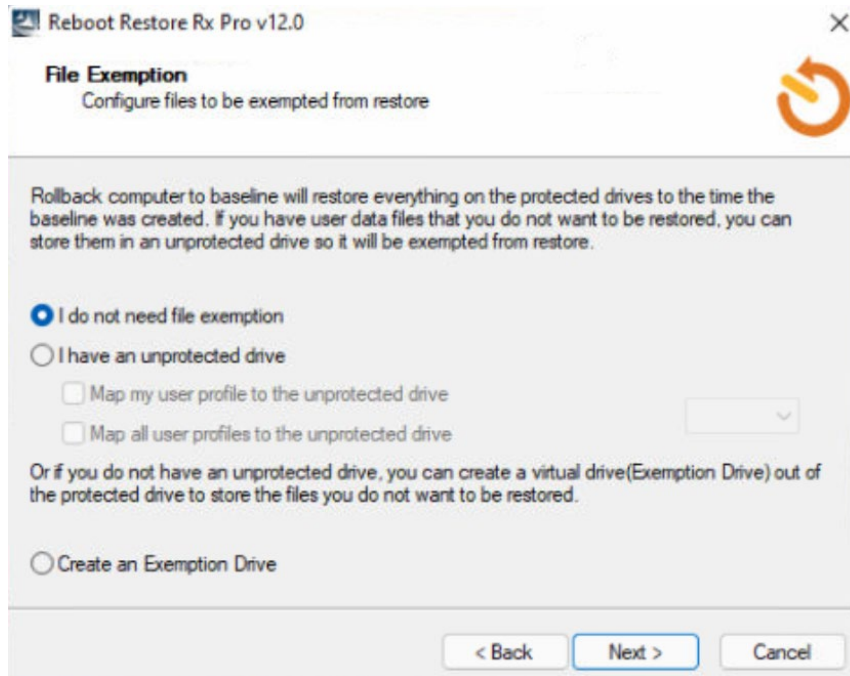
Once the installation has successfully completed you will be prompted to **restart** your computer to complete the installation.

Deployment

To mass deploy Reboot Restore Rx Pro with Windows Active Directory, deployment tools, Network logon scripts, or using system images, refer to the Reboot Restore Rx Pro Deployment Whitepaper KB link

https://support.horizondatasys.com/Knowledgebase/Article/View/reboot-restore-rx-pro-formerly-drive-vaccine-deployment-guide

Product Activation

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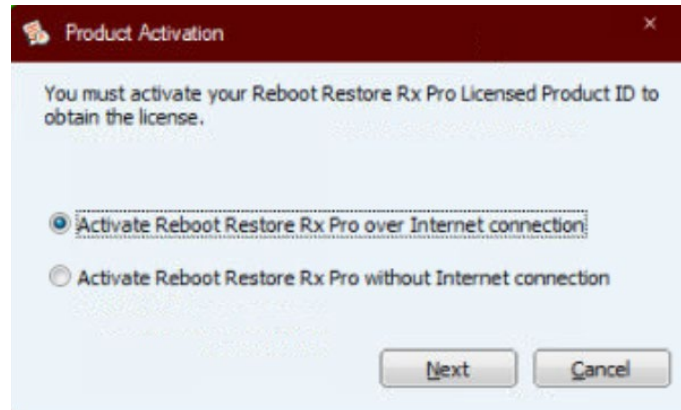
Activate Reboot Restore Rx Pro over an Internet Connection

If the computer on which Reboot Restore Rx Pro is installed can connect to the Internet, you can easily activate the license using the **Activate Reboot Restore Rx Pro over Internet Connection** option.
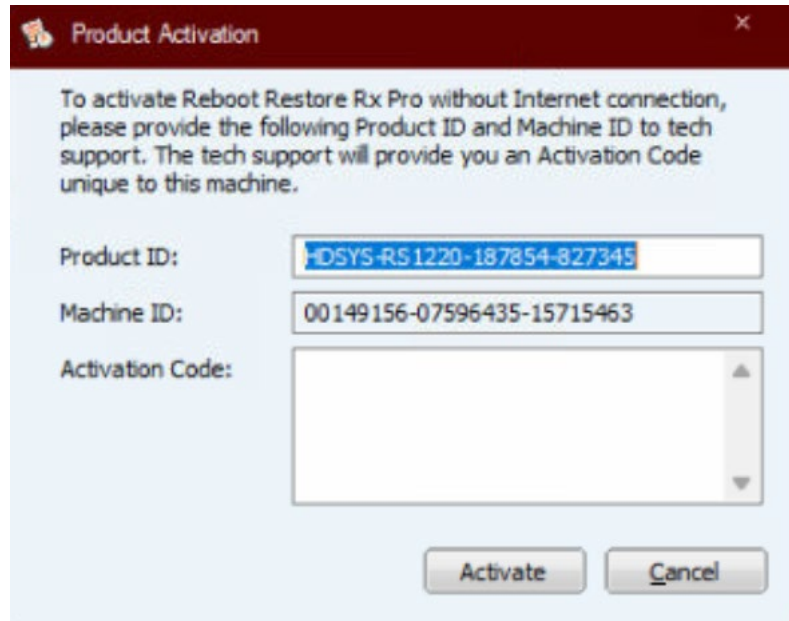
1. Upon the purchase of Reboot Restore Rx Pro you will receive a Licensed Product ID from Horizon DataSys. You can install Reboot Restore Rx Pro with this Licensed Product ID and the activation will be done automatically during setup. If you installed Reboot Restore Rx Pro using the demo key during installation, you can activate using your purchased license key after installation without having to uninstall and reinstall the program

2. To activate Reboot Restore Rx Pro over an Internet connection, right-click on the Reboot Restore Rx Pro system tray icon and select "About" from the popup menu. Click on the Activate button on the About Window. Then select "Activate Reboot Restore Rx Pro 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 Rx Pro that you can activate is limited by the number of licenses defined by the Licensed Product ID.

Activate Reboot Restore Rx Pro without an Internet Connection

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

1. To manually activate Reboot Restore Rx Pro right-click Reboot Restore Rx Pro tray icon and select the About option from the popup menu. Click on the Activate button on the About Window. Select "Activate Reboot Restore Rx Pro 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
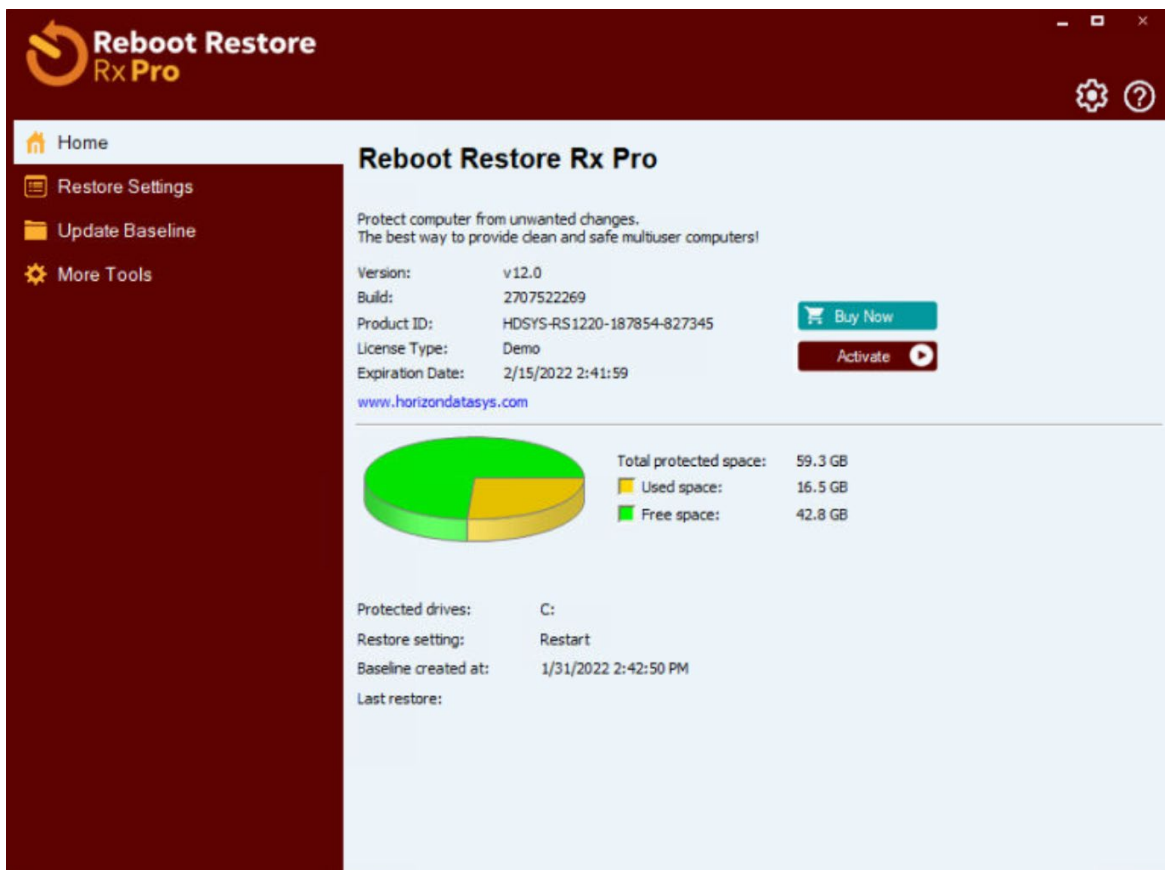
II. Restore and Baseline Settings

System Information/Home Screen

The Baseline is the cornerstone of Reboot Restore Rx Pro. It's the predefined system state to which Reboot Restore Rx Pro 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 Rx Pro icon in the system tray and select "Open Reboot Restore Rx Pro" from the popup menu.

In the Reboot Restore Rx Pro 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 Rx Pro 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
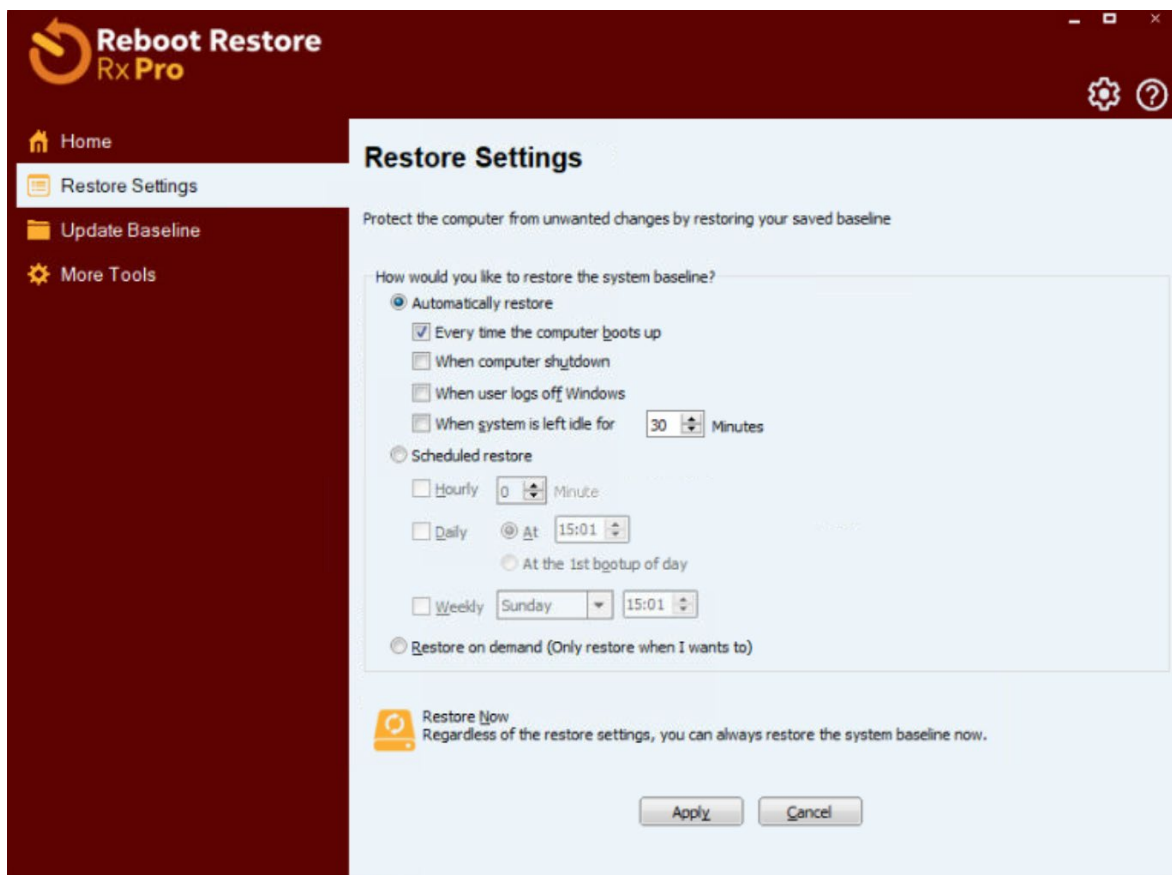
TIP. Restore on Demand is useful if you want to make changes to your current baseline (i.e. for installing drives/software that need to reboot to install correctly). Just remember to click on "New Baseline" under Update Baseline to set a new current baseline. Don't forge to set back your Restore Setting 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
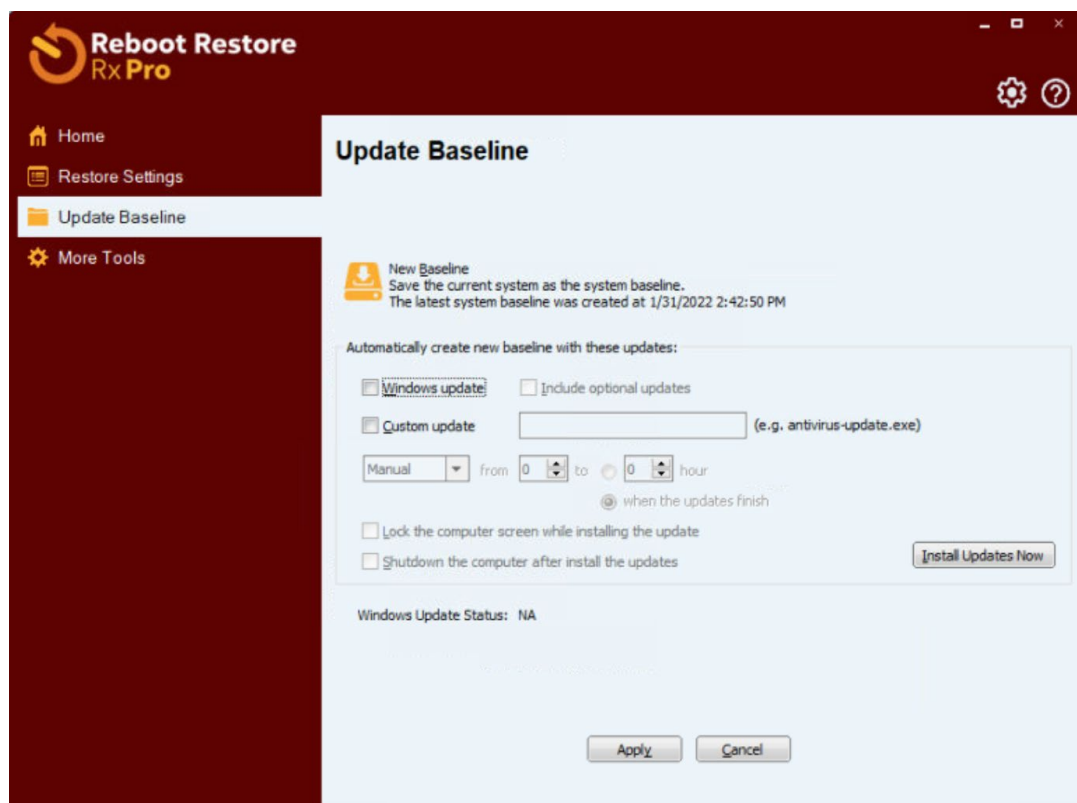
More Tools

Additional Functions for Reboot Restore Rx Pro

- 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 Rx Pro
- Restrict Resource Usage – disable external storage or Internet access on the client PC
- Registry Exemption – if you wish to exempt a specific Windows registry entry from being rolled back
- (NEW) User Profile Exemption – if you wish to more a specific Windows User Profile from being restores 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
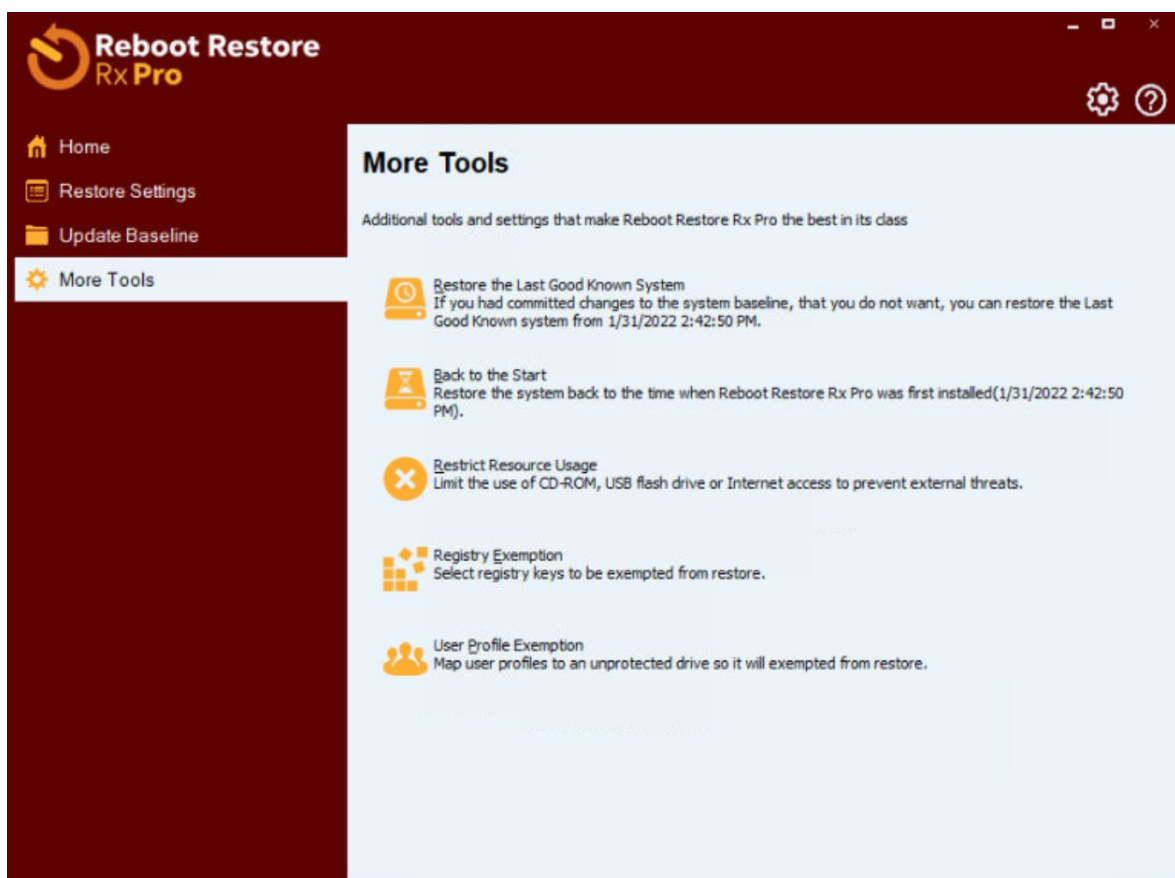
Registry Exemption
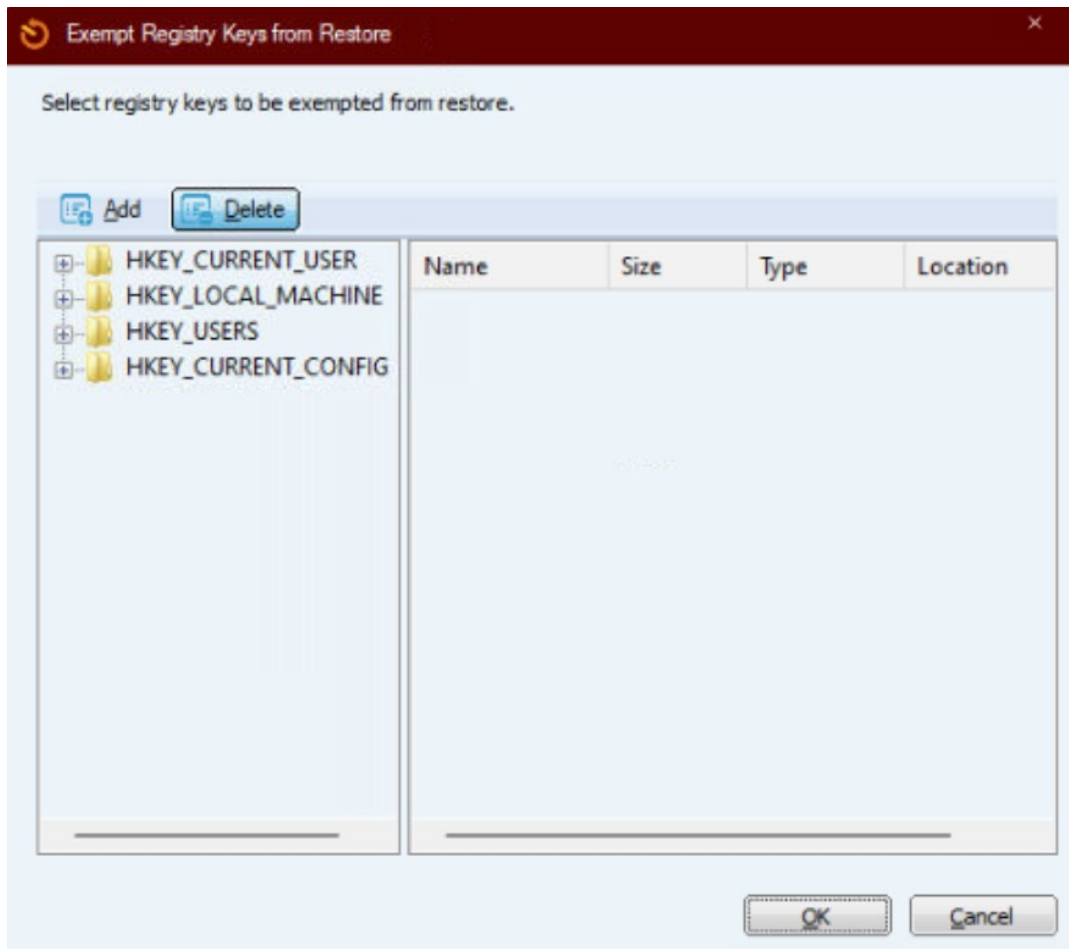
User Profile Exemption
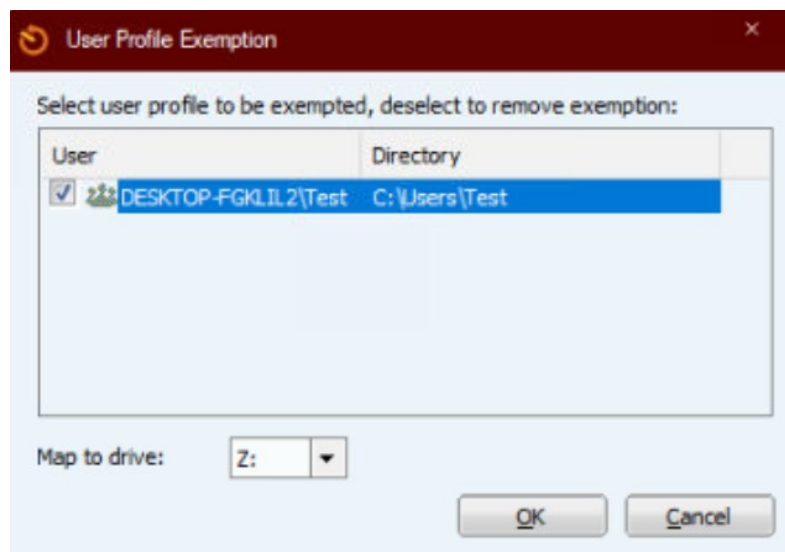
III. Settings

The Settings Menu is now accessible by clicking on the Settings [⚙] button, located at the upper right side of the Reboot Restore Rx Pro 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

Language Select
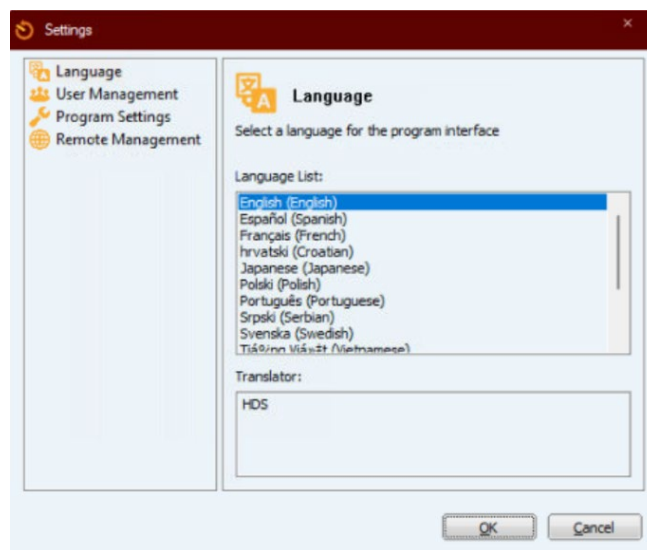
User Management
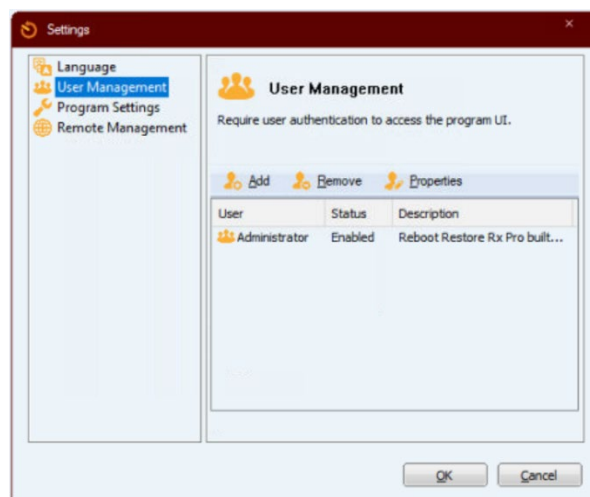
Program Settings

In this section the following option are available

- **Hide Tray Icon**.
  To truly make Reboot Restore Rx Pro invisible to the end-user. To make the tray icon appear again press CTRL+ALT+SHIFT+F10
- **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
- **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.
- **Allow install of Windows Updates that cannot be rolled back**
  This is specific for Windows 10/11 Feature Updates that need boot access to install completely. Allowing this feature will have Reboot Restore Rx Pro automatically disable protection mode when a Feature Update needs boot access. Reboot Restore Rx Pro will automatically reboot the PC and reenable protection once the updates are finished
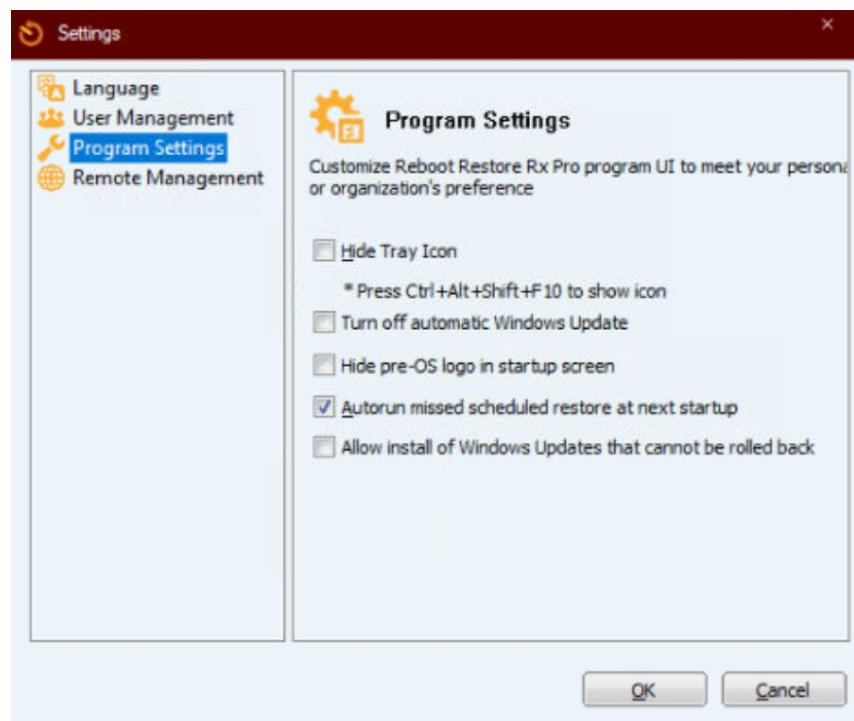
Remote Management

To connect a client PC to the Reboot Restore Rx Pro EndPoint Manager (EPM):

1. Right-click the Reboot Restore Rx Pro icon in the system tray, select "Open Reboot Restore Rx Pro" 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 Rx Pro EndPoint Manager". You will need to provide either:
   - the computer name or IP address of the PC/Server that has the Reboot Restore Rx Pro EndPoint Manager installed.
   - the port number used by Reboot Restore Rx Pro EPM to client connections.
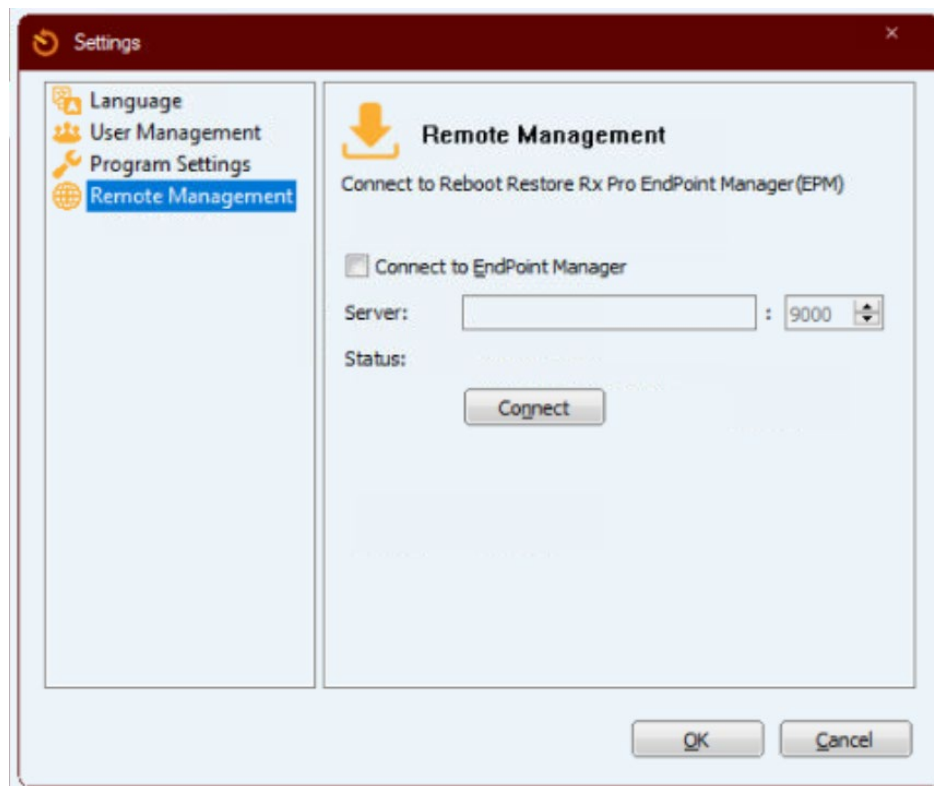
IV. Command Line Switches

Reboot Restore Rx Pro 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

V. Limitation and Support Options

Product Limitations
The following limitations still exist in Reboot Restore Rx Pro v12

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

Booting From an External Media (OS)
Reboot Restore Rx Pro 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 Rx Pro 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 Rx Pro 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 Rx Pro is installed cannot be re-partitioned without uninstalling Reboot Restore Rx Pro 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 Rx Pro is installed. You must uninstall Reboot Restore Rx Pro first. Some in-version OS upgrades, such as Windows Feature Updates also require that Reboot Restore Rx Pro 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 Rx Pro 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 Rx Pro AQ 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

VII. Release Notes

Reboot Restore Rx Pro version 12.0
Build Number 2707522269
Release Date: February 4, 2022

General
- GUI Refresh / New Product Logo and Icon
- Windows 11 kernel support
- Add setup option to exempt user profile via unprotected partition
- Add function to check whether the EFI loader is ours before setup.
- Monitor boot file changes if EFI partition is not protected.
- Fix setup problem caused by previous uninstall failed to remove the bootmgfw.dat file.
- Record log info if bootmgfw.efi was changed.
- Check bootmgfw.efi file for problems before setup.
- Fix the bug of SetBlockInfo
- Fix the bugs of caching encrypted sectors.
- Fix the bugs of restoring BCD/EFI backup using the FixTools.
- Automatically adjust DST after a rollback if computer is not connected to a time server.
- Add setup.ini settings for configuring registry exclusion during setup.
- Fix shdcmd defrag task bug.
- Add shdcmd AutoChkdsk
- Add shdcmd /mode to show current kernel mode.
- Backup BCD in the boot folder for system recovery.
- Fix restore@logoff bug due to insufficient user privilege.
- Fix caculating maxtablesectors bug.
- Allow re-activation of already activated setup with a new product ID.
- Fix the bugs of checkmbr when shutting down.
- Fix the bugs of protecting multi-disks.
- Fix loop checkpoint.

Kernel Driver
- Add safety codes for invalid snapshot index flag.
- Force clear hibernation mark if boot failed.
- Fix the bugs of SmartDiskReadWriteSector
- Remove shdsync in bootexec if protect system was disabled.
- Fix the bugs of Base64Decode.
- Fix the bugs of SwitchProtectMode.
- Add functions to support volume filter.

Pre OS

- New pre-OS skin
- Add a command line shell to the EFI pre-OS module.
- Add pre-OS command line to chkdsk EFI partition.
- Add functions to support encrypted EFI file.
- Add restore EFI option to the pre-OS restore function.
- Remove block information if disk cannot be accessed from the pre-OS.

EndPoint Manager

- New EPM toolbar.
- Add settings to turn off EPM's Activity Log feature.
- Fix EPM screenshot bug related to send message.
- EPM monitor clients visited web sites.
- EPM monitor client launched programs.
- EPM monitor windows system events.
- Record EPM lock screen message in win32data.