RollBack Rx Pro

Horizon DataSys
Making IT Simple™

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Introduction

This User Guide is designed to familiarize you with features and benefits of RollBack Rx. You can find the complete list of all the product's features and a brief description of each feature in this document. It is highly recommended that you read this User Guide thoroughly before installing/setup. The information contained in this User Guide is subject to change without notice. Horizon DataSys assumes no responsibility nor obligation of any kind for any errors contained herein nor in connection with the furnishing, performance, or use of this document.

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

What makes RollBack Rx Pro the best choice for your PC protection solution?

- Does not require hidden partition or reserved disk space to install
- Supports an unlimited number of snapshots
- Takes a new snapshot in 5 seconds.
- Takes snapshots in the background without interrupting your work.
- Roll back to a snapshot in less than 10 seconds.
- Works even if Windows OS fails to start up.
- Allows you to browse inside snapshots to recover documents.
- Allows snapshot encryption to prevent unauthorized

What Can RollBack Rx Do?

RollBack Rx allows you quickly and easily to:

- Recover deleted and corrupted files.
- Rollback your entire computer to a clean system after a virus infection.
- Restore a crashed system to prior working state.
- Reset a multi-user system to a clean, pre-configured state after each user's session.
- Completely remove unwanted software installations.
- Back out of a failed software deployment.
- Fix Windows system crashes or software problems.
- Try out software products before actual deployments without risk.
- Protect system and data from unauthorized access.

Program Components

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

- **Application Console (Windows-based GUI)**
- **Subsystem Console (pre-Windows mini-OS)**

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

Subsystem Console: Subconsole for short, this is the RollBack Rx's mini operating system that boots prior to the Windows operating system. The Subsystem Console is the Interface to RollBack Rx disk operating system (DOS). The Subsystem Console works below the Windows operating system to provide a failsafe rollback capability if Windows is inaccessible (i.e., in case of a Blue Screen of Death or system crash).

You can access the Subsystem Console by pressing the **HOME** key on the keyboard during system start up while the RollBack Rx pre-Windows (Splash Screen) is displayed. From within the Subsystem Console, you can perform many tasks such as rolling back the PC to a previous state. Take a snapshot of the crashed PC (so that you can retrieve data from this snapshot after performing a rollback) or uninstall RollBack Rx.

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

I. Installation and Setup

Minimum Requirements for RollBack Rx Professional

Verify that your system meets the following minimum requirements before attempting to install RollBack Rx Pro version 11

- 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.

Rollback Rx Pro is designed ONLY for Windows PCs. Do NOT install it on servers Mac, and Linux Operating Systems. Always backup your important data before installing Rollback Rx.

Install RollBack Rx Pro

Before installing RollBack Rx close any applications that are running. To install RollBack Rx, insert the installation disk or run the Rollback Rx _[Version].exe file (where [Version] is the version number of your installation file).

If you are installing Rollback Rx from a downloaded compressed/zip file, you will need to extract first before. Once extracted, go to the RollBack Rx Pro folder and run setup.exe

A welcome screen will appear at the start of the installation process. Click Next to continue installation of RollBack Rx.
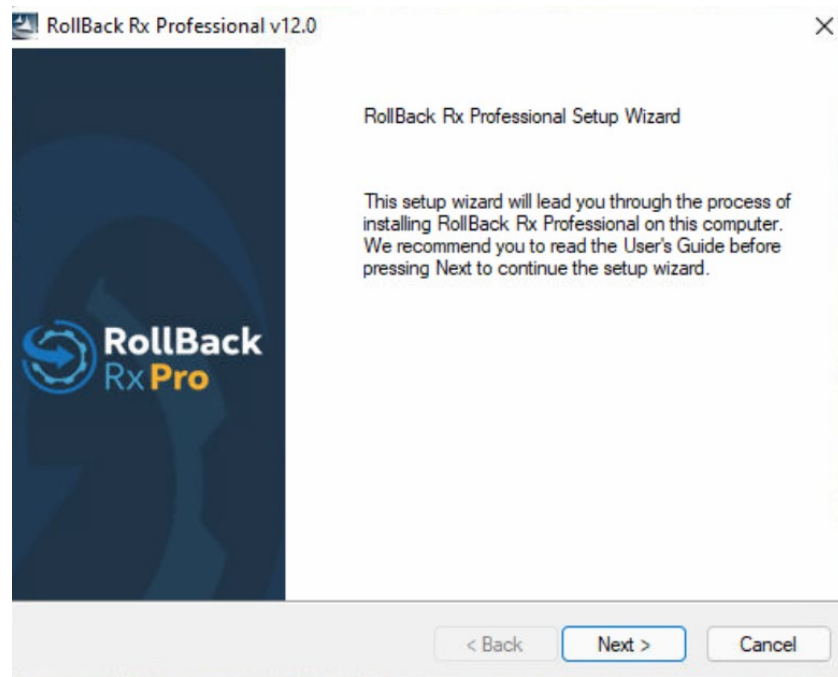
Read and click "Accept" on the End User License Agreement.

Then click "Next." Also Click "Next" on the next screen to check for the latest available version/build setup files. Choose the location to install RollBack Rx to. RollBack Rx is now ready to install. Click "Next" to start the installation process.
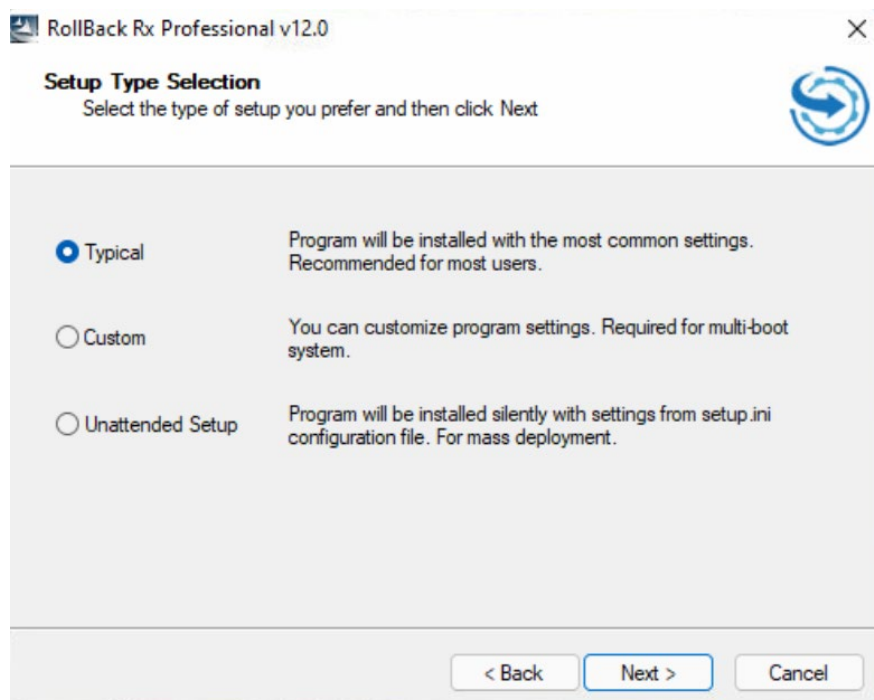
The RollBack Rx setup program present **3 installation options**:

(1) Typical Setup. Install RollBack Rx with default program setting such as.
- Copy Program files to the default C:\Program Files\Shield folder
- Protect all available partitions on the primary hard drive
- Disable RollBack Rx access control (Do not require a password to access RollBack Rx program consoles)
- Disable Windows System Restore

(2) Custom Setup. Let's you customize program settings during setup such as
- Location to copy program files to
- What specific partitions to protect
- Enable/Disable RollBack Rx access control and enter password
- Enable/Disable Windows System Restore
- Setup RollBack Rx on multi-boot systems

(3) Unattended Setup.
- Used to deploy RollBack Rx 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 a **setup.ini** configuration file using the **Setup.INI Wizard** provided in the Deployment Tools folder in the installation package. With **Setup.INI Wizard** you can pre-configure all RollBack Rx program settings.

Unattended Deployment

To mass deploy RollBack Rx with Windows active directory, software deployment tools, Network logon scripts, or system images, refer to the RollBack Rx Deployment whitepaper in the URL below

https://support.horizondatasys.com/Knowledgebase/Article/View/97

Once you have chosen your installation option, you will be prompted to input your purchased **product ID.** If you're demoing the software, click the DEMO button and it will automatically insert the default demo key
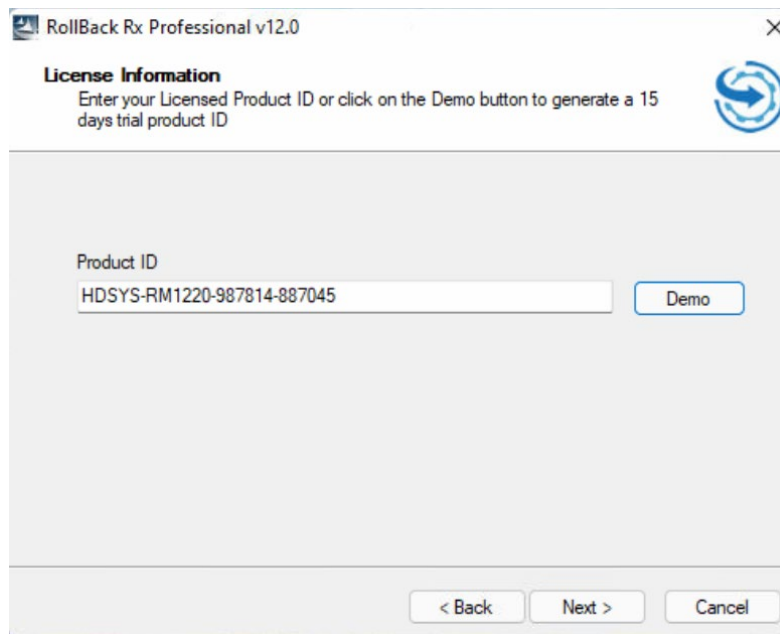
Click **"Next".** Once all files have been installed, a window will display notifying you that setup is complete. Click Finish to restart your computer at this point to complete installation.

Once the PC boots back up. You will see the Windows Update Settings Startup prompt below

1. For the first option, you can have RollBack Rx turn off Windows Update completely. This is useful to do a full lockdown of the PC and prevent unanticipated changes caused by forced updates by Windows.

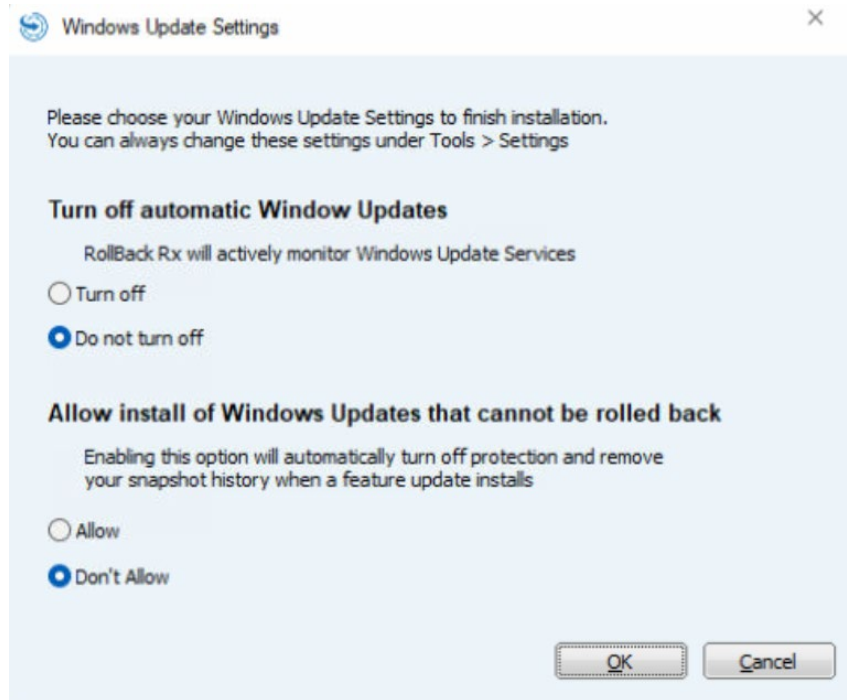2. The second prompt is specific for Windows 10/11 Feature Updates that need boot access to install completely. Allowing this feature will have RollBack Rx automatically disable protection mode when a Feature Update needs boot access. RollBack Rx will automatically reboot the PC and reenable protection once the updates are finished

TIP: These setting can be changed later in the Settings > Advanced Settings section

WARNING: When RollBack Rx turns off protection, it automatically consolidates your snapshot data (you lose your snapshot history) and disables the Subconsole.

RollBack Rx Licence Activation

Horizon DataSys is committed to the protection of intellectual property rights and the reduction of software piracy. Everyone in the economic chain, not just the software developer, is hurt by piracy, including the reseller, the support provider, and you, the end-user.

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

Activate RollBack Rx over Internet Connection

If the computer has RollBack Rx installed is connected to the Internet, you can easily activate RollBack Rx over the Internet connection.
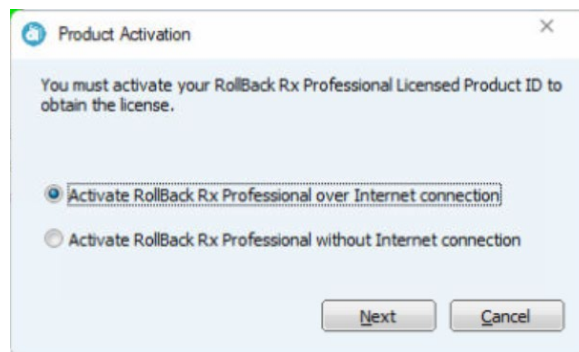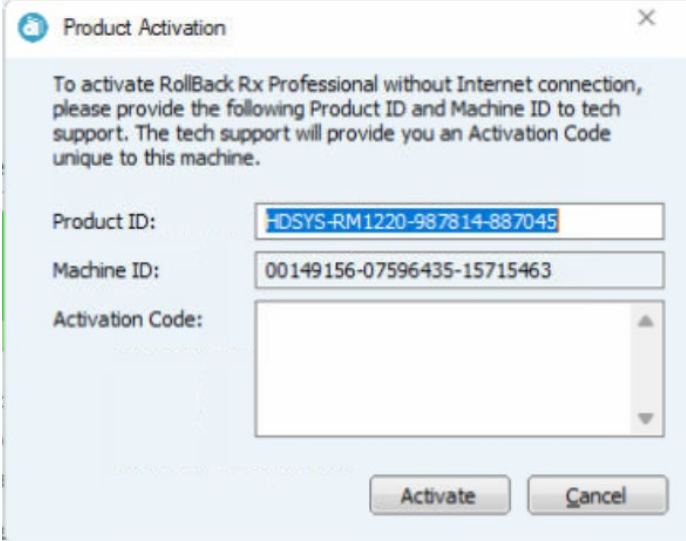
1. Upon the purchase of RollBack Rx, you will receive an authorized Product ID from Horizon DataSys. You can install RollBack Rx with the authorized Product ID and then activate it, or if you already have a demo version of RollBack Rx installed, you can activate the demo (or trial) version with your authorized Product ID without having to uninstall and reinstall the program.

2. To activate or reactivate RollBack Rx over an Internet connection, right-click the Rollback Rx system tray icon and select the "About" option from the popup menu. Click on the "Activate" button and select "Activate RollBack Rx over Internet connection. "Click "Next." to restart the machine. You will need to enter in your purchased Product ID if you installed the trial version.

3. If you have installed RollBack Rx with an authorized Product ID that you received from Horizon DataSys, simply click on the "Activate" button. The machine should prompt to reboot if successful to complete the activation process.

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

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

Activate RollBack Rx without Internet Connection

If the computer on which RollBack Rx is installed doesn't have an Internet connection, you'll need to manually activate RollBack Rx with an activation code.

1. To manually activate RollBack Rx, right-click the RollBack Rx system tray icon and select "About" from the popup menu. Click on the "Activate" button and select "Activate" RollBack Rx without an Internet connection" and click on "Next."

2. On the Product Activation window, you will see a Product ID and a Machine ID. Write down those two numbers and send them to Horizon DataSys tech support by chat, email or phone. You can find these contacts at: https://horizondatasys.com/contact/

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

4. Copy and paste the Activation Code into the Activation Code field and click the Activate button. The machine should prompt to reboot if successful to complete the activation process.

Uninstalling RollBack Rx from Windows

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

- Uninstall RollBack Rx from the Control Panel > Programs and Features > RollBack Rx (Windows 10 > Windows Settings > Apps > Apps and Features)
- Uninstall RollBack Rx from All Programs > RollBack Rx Professional > Uninstall.

Uninstaller will prompt you to select a snapshot to uninstall the system to. You can choose to keep the current system and data or return the computer to another snapshot during uninstall. The snapshot selected here will be the final state of the PC after uninstalling RollBack Rx.
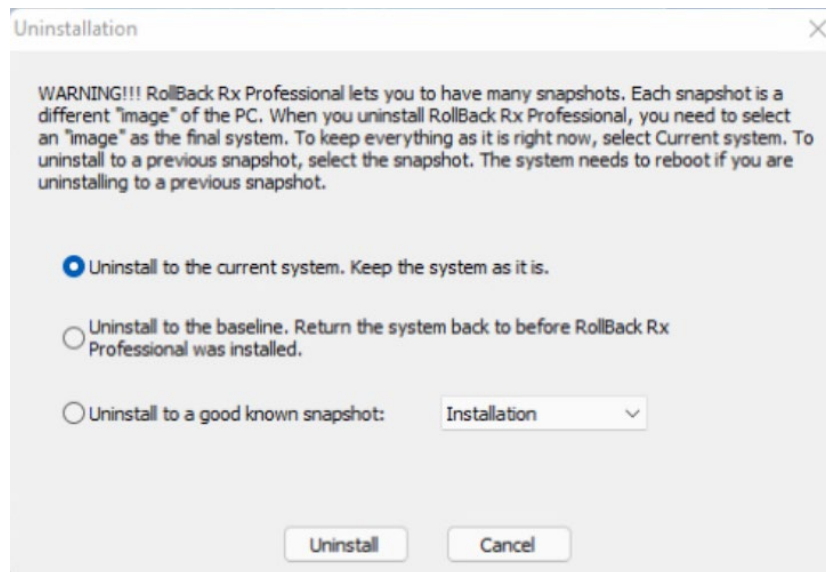
TIP. If you are experiencing problems with your computer, DO NOT attempt to uninstall RollBack Rx first. Rolling-back the system to a prior snapshot might fix the problem. If you have problems accessing either the RollBack Rx Application Console or the Subsystem Console to perform a rollback, contact Horizon DataSys technical support before attempting to uninstall RollBack Rx.

Uninstalling RollBack Rx when Windows Fails to Boot

If you cannot boot into Windows and you need to uninstall RollBack Rx, you can uninstall the program from the Subsystem Console. Restart the computer and press the HOME key when you see the RollBack Rx splash screen to enter the Subsystem Console. You will need to provide a user name and password if RollBack Rx access control is enabled.

Select Uninstall from the Subsystem Console menu.

Uninstall will prompt you to select a snapshot to uninstall to. The snapshot you select will be the final state of the PC. Click on **Next** to continue.

II. Rollback System

Different Ways to Rollback Your System

You can rollback your system using one of the following methods:

•Rollback system from RollBack Rx main program console from inside Windows.
•Rollback system from RollBack Rx subsystem console when Windows OS fails to start up.
•Rollback system by right-clicking system tray icon.
•Rollback system with command line switches or batch files.
•Set-up a scheduled task to automatically rollback system.

Rollback System from the Application Console

To rollback your system from the RollBack Rx application console:

1. Right-click the RollBack Rx system tray icon. Select " Open RollBack Rx Professional " from the popup menu. You will need a password to access the main program console if the Rollback Rx access control is enabled

2. In the main program console, under the Instant Restore tab, click on "Rollback Computer" A popup will show up with your saved snapshots. The current snapshot you are in is indicated by an arrow icon on the left side of the snapshot. Select the snapshot you want to rollback your system to. You can choose to take a snapshot of the current system before rolling-back by checking the "Take a snapshot of the current PC before rollback in case I want to come back" checkbox. Click on "Next" to continue.

TIP Rolling back the system to a snapshot will reset everything on the hard drive to the time of the snapshot. To keep the latest user data created after the snapshot, you can select files or folders to transfer to the restoring snapshot, so your data will remain unchanged even after rolling- back to another snapshot. To exclude files or registry entries from being changed by a rollback, click on the Exclude button.

3. Select the files or folders in the current system, that you would like to synchronize with the snapshot you are rolling back to. It is recommended you only select files, because large folders could take much longer to synchronize.

4. The computer needs to restart to complete the restore. Click on "Restart" to restart the computer.

TIP. You can select to take a snapshot of the current PC before rolling back to a snapshot in case you want to come back later

Rollback System When Windows Fails To Start Up

If you encounter a complete system crash and you're not able to start Windows, you need to rollback the system from the RollBack Rx Subsystem Console.

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

2. Click on "Rollback computer". You will see a list of available snapshots. Select a snapshot and click on "Next" to rollback to that snapshot.

Rollback System from the Tray Icon

To rollback system

1. Right click RollBack Rx icon in the system tray, select "Rollback Computer " from the popup menu. Select a snapshot to rollback the system to. You can also choose to take a snapshot of the current PC by checking the "Take a snapshot of the current PC before rollback, in case I want to come back" checkbox. Click on "Next" to continue.

2. The computer needs to restart to rollback to that snapshot. Click on "Restart" to restart the computer.

Rollback System with Task Scheduler

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

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

1. Open the RollBack Rx Application Console. Go to the "Task Scheduler" Tab, choose "Add" to bring up the new schedule settings window. Select "Rollback computer" in the schedule task drop-down list; then select your restore schedule type in the schedule type drop-down list.

2. For the "RollBack Settings," you need to select which snapshot you want to rollback the system to. You can select to a). You can "Rollback system to the most current snapshot" to rollback to the latest available snapshot; or b). Rollback system to a specific snapshot. You also need to choose what to do with other snapshots after rolling-back the system: a). Keep all the other snapshots. b). Remove all the other unlocked snapshots. Click on "OK" to save the new schedule setting.

3. You will then see a new scheduled task entry. You can select "Properties" or double- click on the task to view the scheduled task or click on "Delete" to delete it.

Rollback System via Command Line

You can also incorporate RollBack Rx instant recovery ability into your application by calling a command line switch, refer to the Command Line Switches section of this user guide for details on how to rollback system with batch commands.
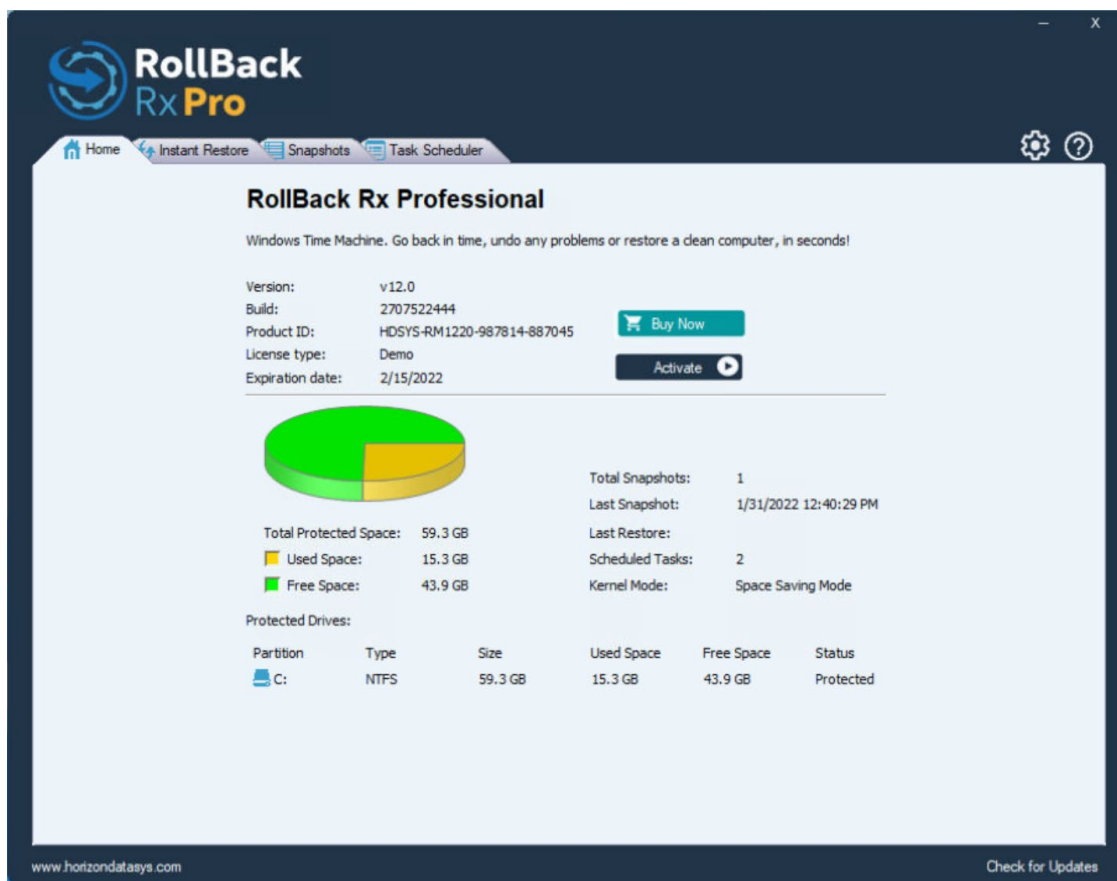
III. Recover Files

Search Snapshots to Recover Files

To recover files or folders from a snapshot:

1. Right-click the RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to log into RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, under the Instant Restore tab menu, click on "Recover files." Choose one of the three search options provided and then input the search string. Click on "Next" to continue.

3. From the Snapshot list, select the snapshot you want to recover the files from. If you are not sure which snapshot to recover the files from, use the calendar and clock to approximate your time.

4. On the search results window, select and right-click the file you want to recover. You can choose to recover the files to a new location or to its original location. If you choose to recover the file to the original location, the existing files with the same name will be overwritten.

5. Alternatively, if you have a specific file you would like to recover from another snapshot (other than the one your currently in) right-click on that document and select "Restore from snapshot."

Explore Snapshots to Recover Files

1. Right-click the RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu. You will need a user name and password to access the Application Console if the RollBack Rx's Access Control is enabled.

2. In the Application Console, under the Instant Restore tab, click on "Explore Snapshot."

3. From the snapshot list, select the snapshot you want to recover the files from. If you are not sure which snapshot to recover the files from, use the calendar and clock to approximate your time. Click on "Explore" to continue.

4. RollBack Rx will create virtual drive(s) for the selected snapshot. You can see the virtual drive(s) in Windows Explorer and browse them as you would with regular drives to find files and folders. To recover a file or folder, copy-and-paste or drag-and-drop it/them to your other drives on your computer.

Revert Files to Old Time Stamp

If you have made unwanted changes to a file, or may want to look inside an earlier snapshot for a prior version of a document. You can use RollBack Rx to revert a file to its earlier versions.

1, Right-click the file you want to revert. Select "Restore from snapshot" on the popup menu. You will need a user name and password to log into the RollBack Rx Application console if the Access Control is enabled.

2. Alternatively, from the Snapshots list, select a snapshot you want to recover the file from. If you are not sure which snapshot to recover files from, use the calendar and clock to approximate the time.

3. You can choose to save the file to a new location or to overwrite the existing file. Click on "Next" to continue.
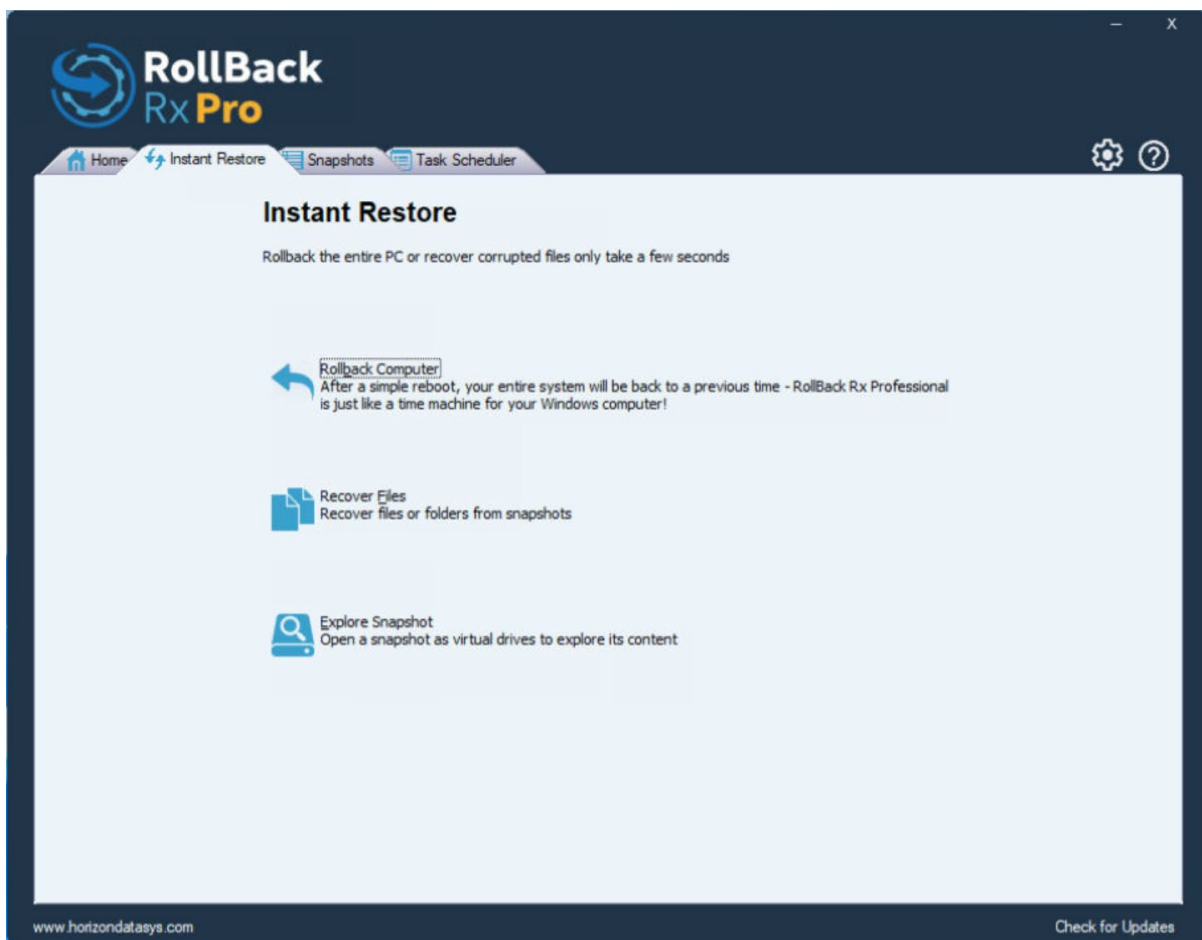
IV. Taking Snapshots

The magic of RollBack Rx is in its snapshots. You can recover a crashed system by simply rolling it back to a prior snapshot; you can recover an earlier version of a corrupted file. A snapshot can be viewed as a complete picture of the system at the moment in time when the snapshot was taken. It's very important to regularly take (or automatically set RollBack Rx to take) new snapshots to include the most recent changes on your system. This way, in case you need to do a system rollback, you won't be rolling back to weeks or months ago. You can take a new snapshot in seconds with RollBack Rx.

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

- Take new snapshots from RollBack Rx's main program console in Windows.
- Take new snapshot from the RollBack Rx pre-Windows subsystem console when Windows fails to start up.
- Take new snapshots by right-clicking on RollBack Rx system tray (systray) icon.
- Take new snapshots with command line switches or with batch files.
- Setup scheduled tasks to automatically take new snapshots.

Taking new snapshot from the Application Console

To take new snapshots from the RollBack Rx Application Console:

1. Right-click the RollBack Rx Tray icon. Select "Open RollBack Rx" from the popup menu. You will need a password to log into the RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, under Snapshots tab, click on "new snapshot." You will need to enter a name and can also enter a description for the new snapshot. You can also choose to lock the new snapshot by checking the "lock the new snapshot" option. Locking the snapshot will prevent it from being automatically deleted. Click on "Next" to continue.

   *Snapshot name is limited to 20 characters.
   *Snapshot description is limited to 50 characters.

3. New snapshot will be created instantly.

TIP. To ensure best possible snapshot integrity, it's recommended that you save all the files and close all running applications before taking a new snapshot.

Take New Snapshots When Windows Fails to Start Up

If you encounter a complete system crash and you're not even able to boot into Windows. Before you choose to rollback your system to another snapshot from the RollBack Rx Subsystem Console, you can take a new snapshot from the Subsystem Console to preserve your data up to the moment of crash. You can then access the crashed system snapshot for possible file recovery.

1. Restart the computer. Press the HOME key as you see the RollBack Rx Subsystem Console screen. You will need a user name and password if RollBack Rx Access Control is enabled.

2. Click on "New Snapshot" button. You need to enter a name and description for the new snapshot. Click on "Next" to take the new snapshot instantly.

   *Snapshot name is limited to 20 characters.
   *Snapshot description is limited to 50 characters.

TIP. By taking a snapshot of the crashed system, you preserve whatever it is available in that crashed system. After you rollback the system to an earlier snapshot, you can then search the snapshot of the crashed system for possible data recovery.

Take New Snapshots from the System Tray Icon

To take new snapshots from the system tray:

1. Right click the RollBack Rx icon in the system tray located on the bottom right corner of the screen and select "New Snapshot" from the popup menu. You will need a user name and password if the RollBack Rx Access Control option is enabled.

2. Enter a name and description for the new snapshot. You can also choose to lock the new snapshot by checking the "Lock the new snapshot" option. Locking the snapshot will prevent it from been deleted. Click on "Next" to continue.

3. New snapshot will be created instantly.

TIP. To ensure best possible snapshot integrity, it's recommended that you save all the files and close all running applications before taking a new snapshot.

Scheduling Snapshots

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

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

1. Right click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the pop-up menu. You will need a user name and password to login to the RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, go to the "Task Scheduler" tab. Click on "Add" to bring up the new schedule settings window. Type in a name in the Name field for the new task. Select the Task Type as "Take snapshot." In the Schedule Type drop- down list and select a schedule type. Click on "OK" to save the new scheduled task.

3. You will then see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.

TIP. Scheduling Snapshots is key when it comes to constant data protection and its even easier to do it if you take advantage of the command switches Rollback has.

For more information about how to use Rollback command switches, go to the Command Lines Switches Chapter

V. Manage Snapshots

View Snapshot Properties

To view the properties of a snapshot:

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

2. In the Application Console, choose the "Snapshots" Tab. The main window shows all the available snapshots. The current snapshot you are in is indicated by an arrow.

3. Right-click a snapshot and select "Properties" from the right-click popup menu. You can change the snapshot name and description on the Snapshot Properties window. The used space information reveals how much disk drive space is taken up by all snapshots and how much is taken by this particular snapshot.

Delete Snapshots

To delete RollBack Rx snapshots.

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the pop-up menu. You will need a user name and password to login to RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, choose the "Snapshots" Tab. The main window shows all the available snapshots. The current snapshot you are in is indicated by an arrow.

3. Right-click a snapshot and select "Delete" from the popup menu. To delete multiple snapshots, hold down the Ctrl key while selecting snapshots.

4. From the Tools menu you can also select the Delete All Unlocked button to delete all the unlocked snapshots.

   *You cannot delete any locked snapshots, nor your current snapshot. To delete locked snapshots, unlock it first

Lock or Unlock Snapshots

You can lock a snapshot to prevent it from being accidentally deleted and from being removed by RollBack Rx's automatic deletion of older snapshots.

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to login to RollBack Rx Application Console if the access control is enabled.

2. In the Application Console, choose the "Snapshots" Tab. The main window shows all the available snapshots. The current snapshot you are in is indicated by an arrow.

3. Right-click a snapshot and select either "Lock" or "Unlock" from the popup menu. To lock/unlock multiple snapshots, hold down the Ctrl key while selecting snapshots.

4. You can also use the "Lock All" or "Unlock All" buttons to lock/unlock all the snapshots from the Tools menu.

Rename Snapshots

To rename a snapshot:

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to login to RollBack Rx Application Console if the access control is enabled.

2. In the Application Console, choose the "Snapshots" Tab. The main window shows all the available snapshots. The current snapshot you are in is indicated by an arrow.

3. Right-click a snapshot and select "Properties" and on the Snapshot Properties windows type the new name in the Name field. Or highlight the snapshot you wish to change the name of and from the Tools menu select Properties.

Defrag Snapshots

If you have taken or deleted many snapshots, you may need to defrag snapshots to reclaim free disk space and improve system performance.

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to login to RollBack Rx Application Console if the access control is enabled.

2. In the Application Console, go to Snapshots. Click on "Defragment'. The Defragment Snapshot console window should open. Click "next" to start defragmenting your snapshots
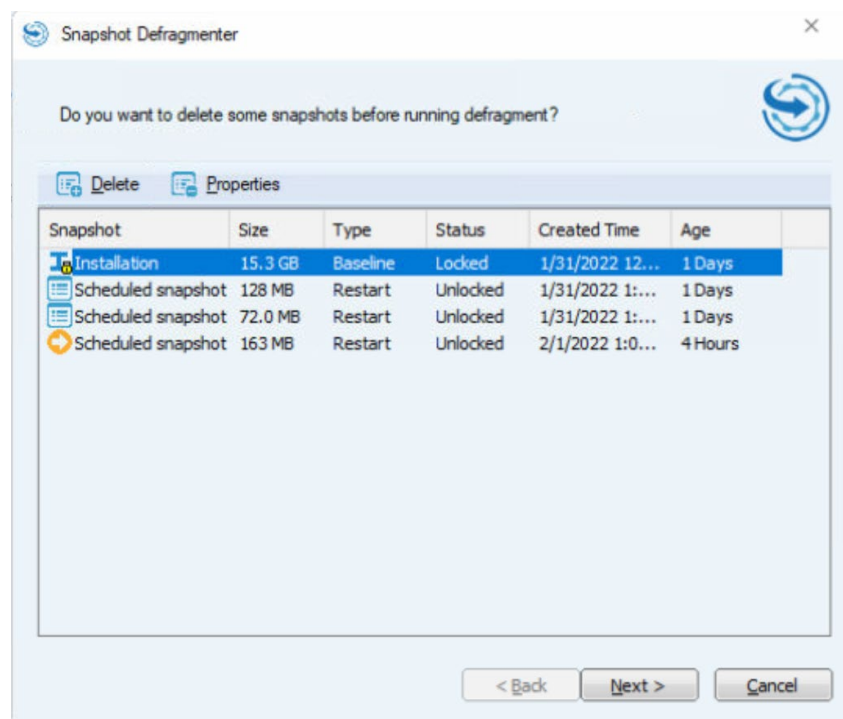

3. To automate snapshot defragging, go to Settings > Advanced Settings >select "Defrag snapshots at the subsystem during next bootup" and define when you would like the defrag to regularly take place, either after deleting some number of snapshots or after taking some number of snapshots.

TIP. For optimal system performance it's important to defrag snapshots regularly. You can now create a task schedule to defragment your snapshots. Also note that the snapshot defragmenter only optimizes snapshot index data and not the whole drives. It is not the same as Windows' built-in disk defragmenter, therefore it will not degrade your SSDs performance

Validate Snapshots

The Snapshot Validator is a new feature in version 12. It is an additional tool to check for snapshot data integrity. It thoroughly checks that the saved snapshots are guaranteed to work in the event that you need to restore to them.
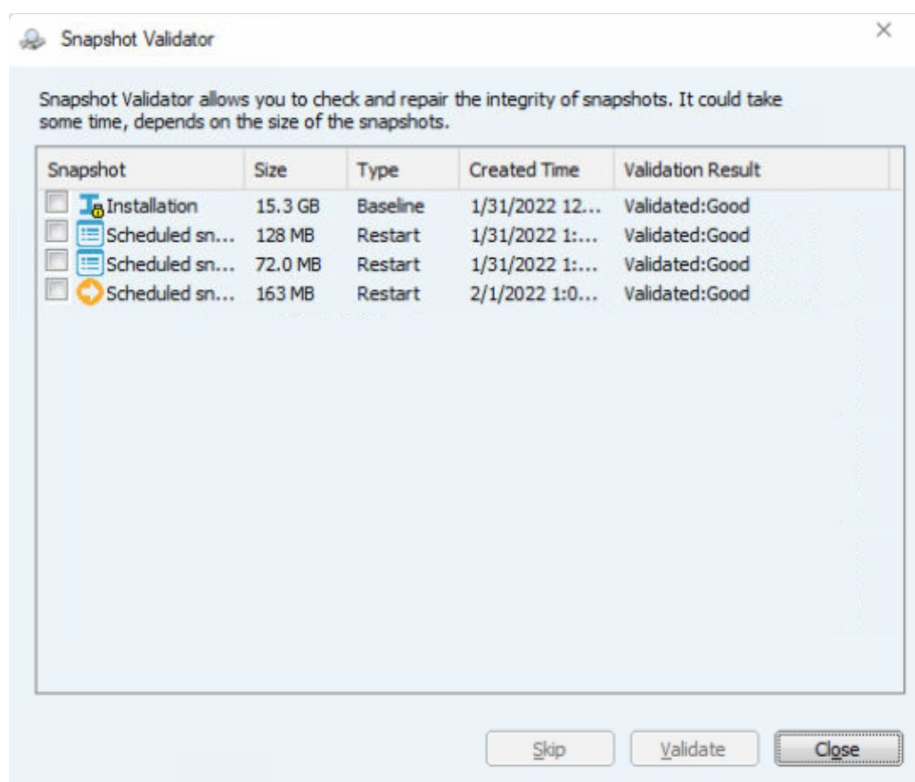
To run the Snapshot Validator

1. Open the RollBack Rx Application Console > go to the Snapshots tab

2. Click on the "Validate" button. This will open the Snapshot validator console windows. Check all the snapshot you need to validate and click "validate at the bottom. This process will take a while, and we recommend closing all other open programs while the validator is running.

NOTE: You cannot re-validate snapshots that are validated. If a snapshot failed validation, the validator will make a fixed copy of that snapshot and the snapshot will have a -CKD added to its name and will mark the failed snapshot for deletion

Explore Snapshots

You can mount a snapshot as a virtual drive and explore it to see the contents and move contents to the current system state or to an external drive

To explore a snapshot

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to login to RollBack Rx Application Console if the access control is enabled.

2. In the Application Console, choose the "Snapshots" Tab. The main window shows all the available snapshots. The current snapshot you are in is indicated by an arrow.

3. Right-click a snapshot and select "Explore" from the popup menu. When the Snapshot Browser window appears select "Open Virtual Drive(s)

4. The snapshot will be mounted as (a) virtual drive(s). You can then browse the virtual drive(s) as a local disk in Windows Explorer. Click on "Close Virtual Drive(s)" to unmount the snapshot. Rebooting the PC will also unmount the snapshot.

VI. System Security

RollBack Rx Access Control

To prevent unauthorized users from accessing Rollback Rx on your system you can password protect RollBack Rx by enabling Access Control. The Access Control's user account(s) and password(s) apply to both RollBack Rx Application Console and the Subsystem Console. Enabling Access Control will prevent unauthorized users from creating snapshot, from rolling- back the system, and even from viewing the contents of any snapshot created after the baseline snapshot.

Enable RollBack Rx Access Control during Setup

To enable RollBack Rx Access Control during setup, you need to use either Custom or Unattended Install

1. To enable the Access Control during Custom Setup. Select the enable Access Control checkbox and provide a password for the administrator account. You must remember this password. You will need it to access the RollBack Rx program consoles. You also need this password to uninstall RollBack Rx.

2. To enable the Access Control during Unattended Setup, create a custom setup.ini file. You can create a **setup.ini** configuration file using the **Setup.INI Wizard** provided in the Deployment Tools folder in the installation package. With **Setup.INI Wizard** you can pre-configure all RollBack Rx program settings, including access control.

Enable RollBack Rx Access Control after Setup

To enable RollBack Rx Access Control after setup

1. Right-click the RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu.

2. In the Application Console, click the Settings Icon (upper right side) Once the control window opens, click on "Access Control". Check the "Enable access control" checkbox.

3. You will be prompted to set a password for the administrator account. You must remember this password. You will need it to access the RollBack Rx program consoles. You also need this password to uninstall RollBack Rx. Confirm password and click "OK."

TIP. Access Control is disabled on Typical install.

Create New Users

Enabling RollBack Rx's Access Control activates the build-in administrator account. The administrator account has full access rights to all the program features. RollBack Rx also allows you to define additional users and grant them unlimited privileges or restrict them to only certain features of the program.

1. Right-click the RollBack Rx icon in the system tray, select "Open RollBack Rx" from the popup menu. You will need a user name and password to login to RollBack Rx Application Console if the access control is enabled.

2. In the Application Console, click the Settings Icon (upper right side) Once the control window opens, click on "Access Control". Check the "Enable access control" checkbox.

3. Once Enable Access Control checkbox is checked, click on "Add" to create a new user account. You can define the specific privileges granted to this new user. Click on "Add" to create the new user.

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

TIP. Remove "delete snapshots" rights from a user will also deny him from locking or unlocking snapshots.

System Security

RollBack Rx system security prevents unauthorized access to the system and data by password protecting Windows start up and by encrypting snapshots. It secures your system and data from data theft.

To enable RollBack Rx system security, you must first enable RollBack Rx access control (se previous instructions) . System security uses the same credentials you've set in Access Control.
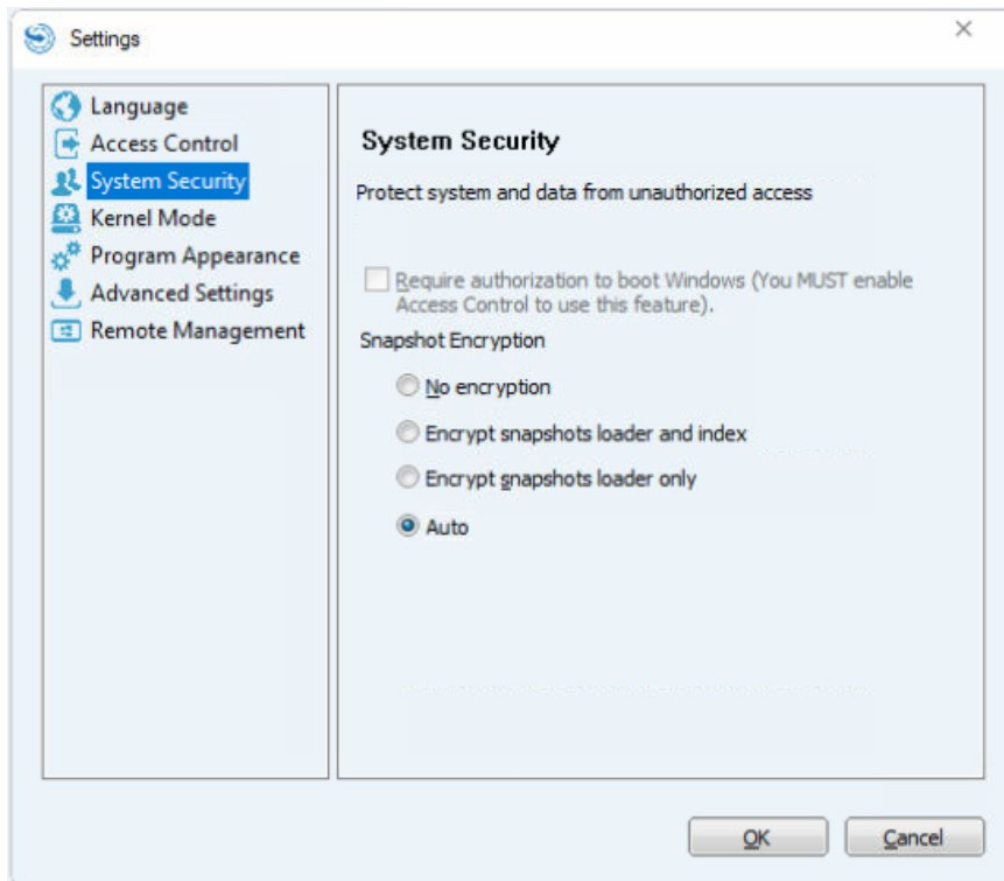

Enabling System Security will enable a pre-OS password prompt in order to start Windows and will further prevent all unauthorized access to the system and data by encrypting RollBack Rx snapshots using 256-bit AES encryption.

Attempting to bypass this password authentication by connecting the RollBack Rx protected hard drive as a slave drive on another system will either only allow you to see the contents of the baseline or you will see an inaccessible RAW drive.

VII. Other Options

Kernel Mode

Kernel mode is the new engine introduced in version 11 that seamlessly switches mode between Fast Restore and Space saving. It also allows you to unlock and delete the installation snapshots (after taking a new snapshot)
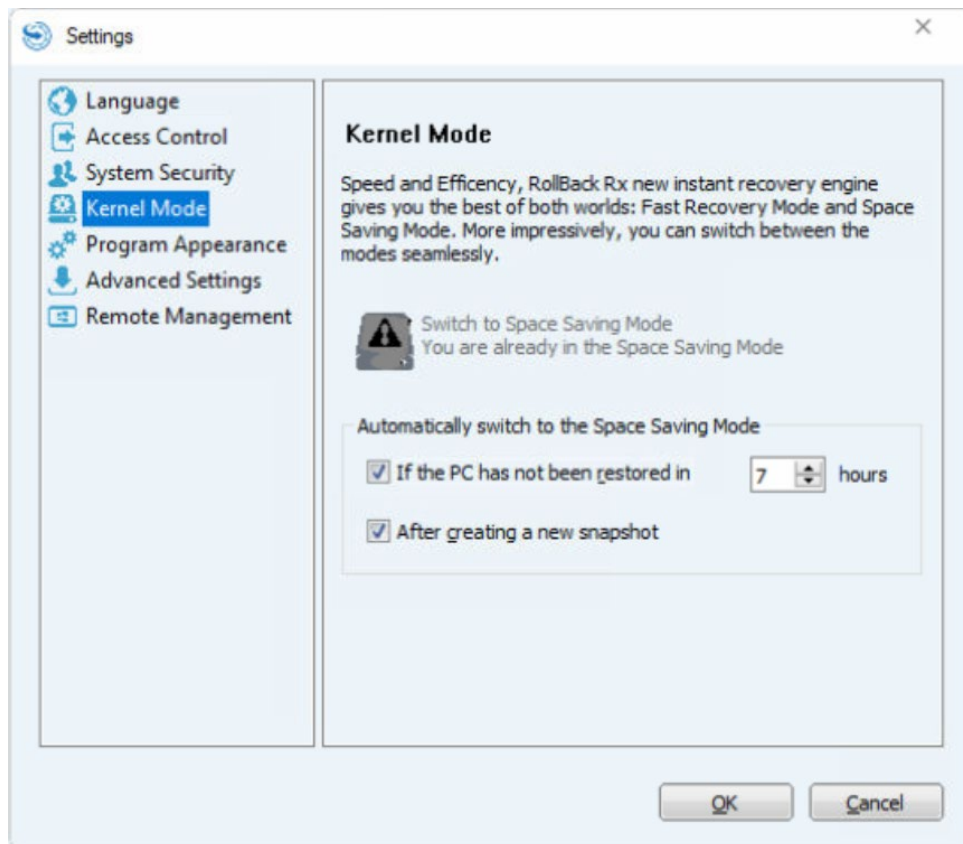
TIP. If you've recently restored from a snapshot, you can immediately change to Space Saving mode to be able to delete the installation snapshot. You have to wait for the mode switch to finish.
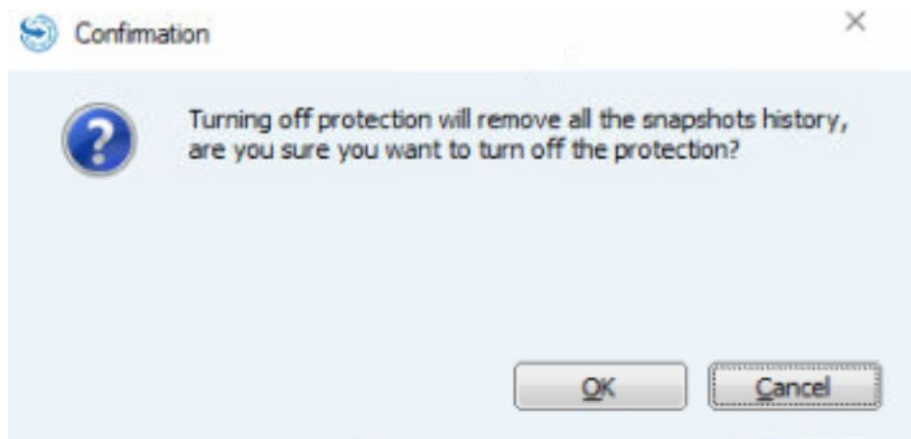
Protection Mode

Some Windows Updates, particularly Windows 10 Feature Updates, need access to the boot record to complete the update process. Since the RollBack Rx subsystem console resides on the boot record, it prevents these updates from installing properly.

With version 12, you can now turn off protection mode from the RollBack Tray icon. This is also useful if you want to consolidate snapshot data and establish a new installation (snapshot (baseline)

To Turn off Protection / Turn on Protection manually

1. Right-click the RollBack Rx Tray Icon
2. Click on "Turn off Protection"
3. You will get a warning prompt below

4. If Access Control is enabled you will get a RollBack Rx username/password prompt
5. You will get a progress bar and it will close once finished
6. To turn on protection, right click the RollBack Rx Tray Icon
7. Click Turn On Protection
8. The PC will prompt to restart to reinstall the subsystem

TIP. The Application Console is not accessible while Protection Mode is Off
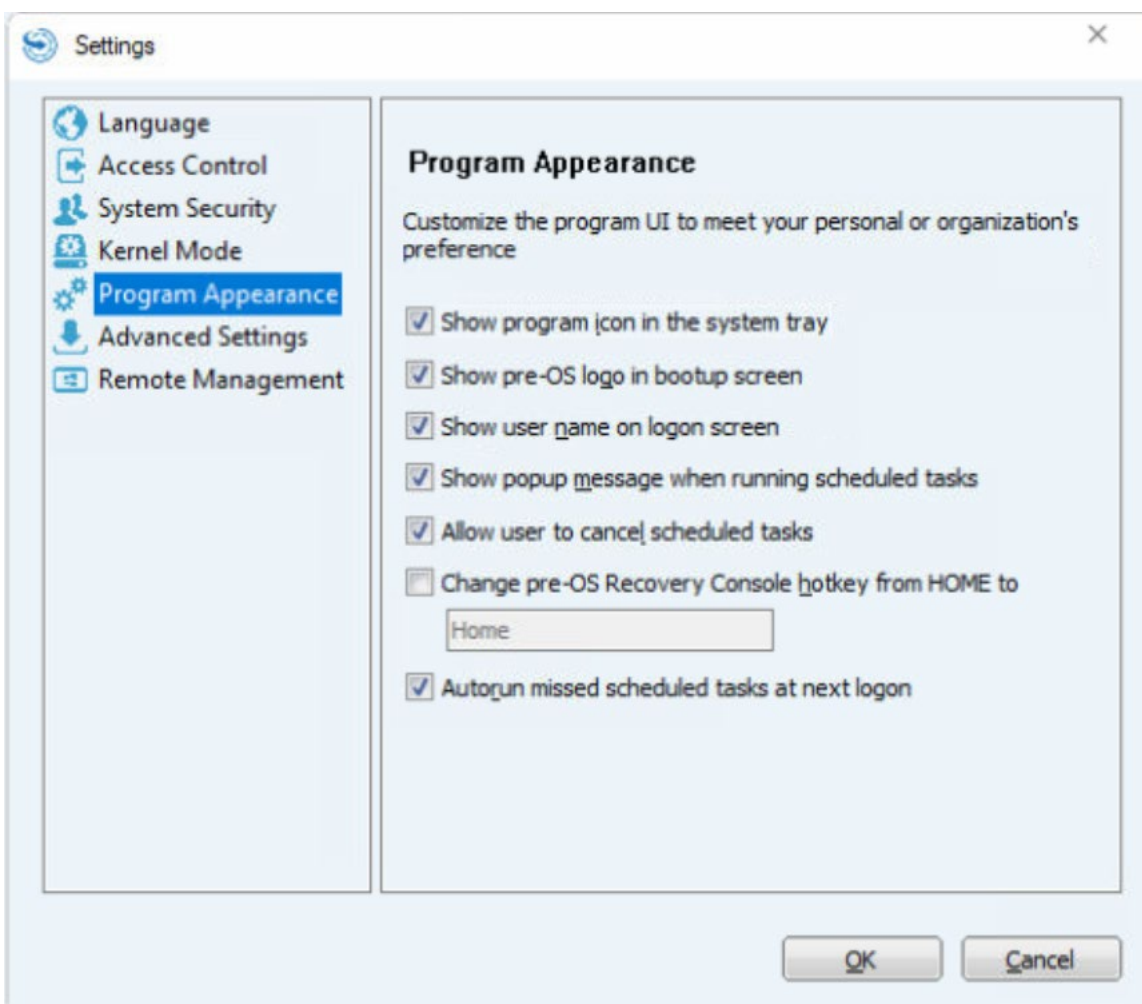
VIII. Program Settings

Program Appearance

To customize RollBack Rx program appearance, click on the Settings Icon

The Settings console should pop up. Go to Program Appearance.
The available options are below

TIP. Did you know you can change the default recovery HOME key to another key? This is useful for laptops that do not have a dedicated HOME key

Advanced Settings

This is used to further customize RollBack Rx's behaviour and options which include automatic snapshot deletion, automated snapshot defragmenter as well as the Windows Update Settings,

To access it, click on the Settings Icon. The Settings console should pop up.
Go to Advanced Settings

The available options are below
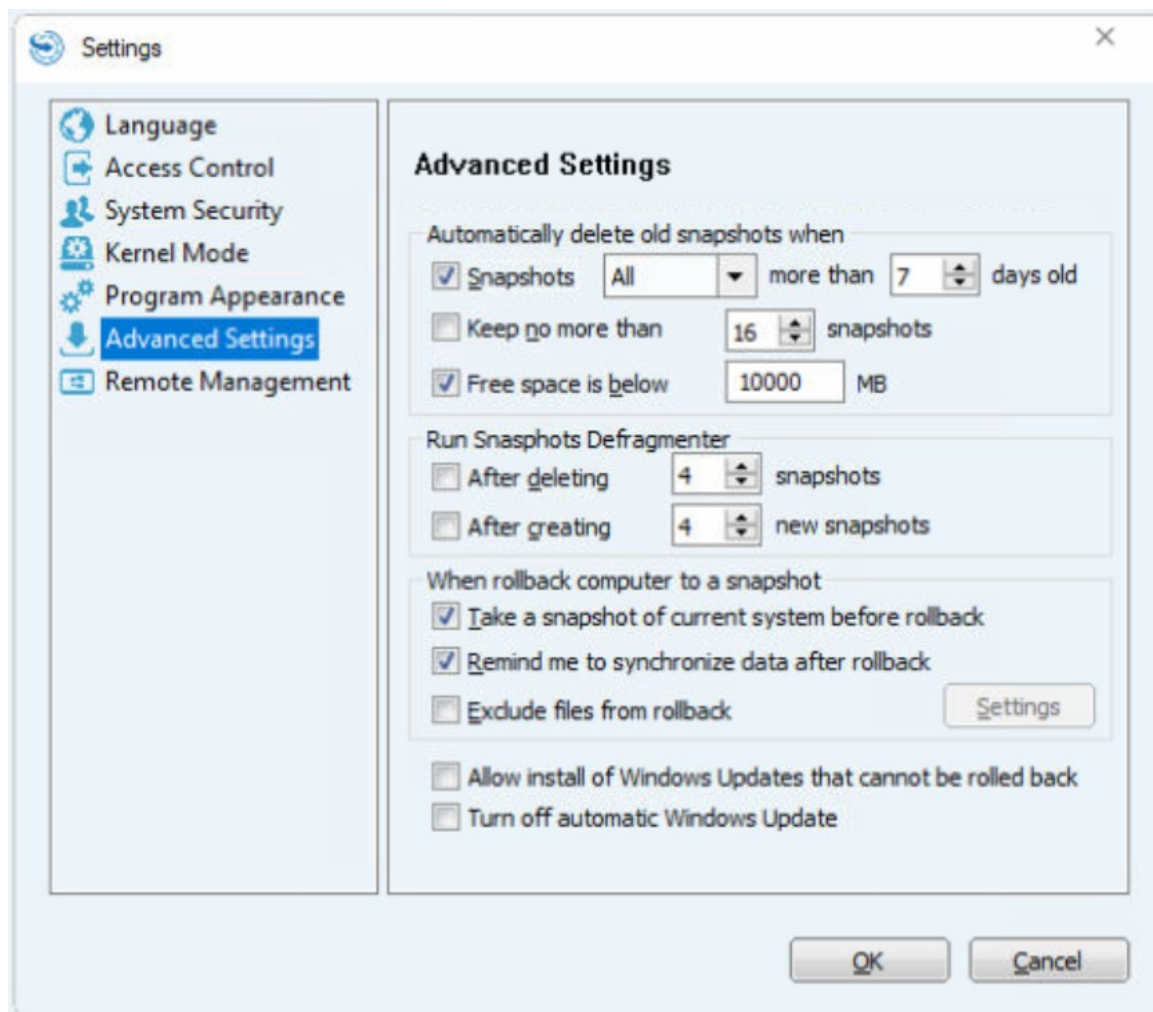
TIP. You can use the "Exclude Files from rollback" feature to permanently exclude a specific file/folder from being restored.

Remote Management

This is used to connect RollBack Rx to the Endpoint Manager, a free utility that enables you to centrally control multiple RollBack Rx client machines on your network from a single interface:

To access it, click on the Settings Icon. The Settings console should pop up.
Go to Remote Management

The available options are below
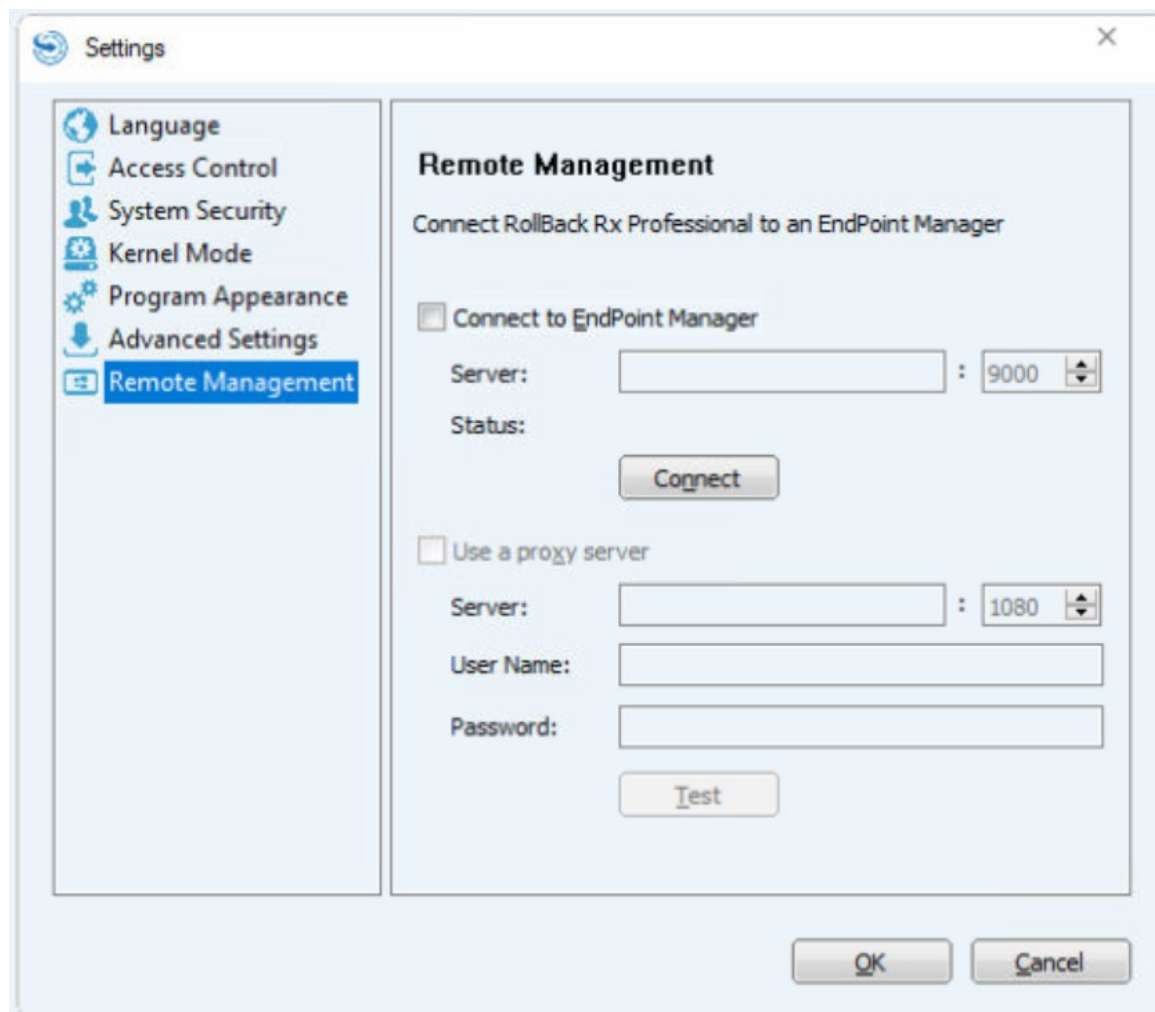
- Endpoint Manager server name or IP address and server port.

- If the computer is behind a proxy or firewall, you will also need to provide the proxy server's settings in order to connect to the remote management console server.

IX. Command Lines

RollBack Rx provides you a set of command-line switches that enable you to take snapshots and restore the system back to a snapshot with batch files or network scripts.

Setup and Uninstall

Unattended Setup
Setup.exe /s

Uninstall
ShdCmd.exe /Uninstall {/baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password

*Snapid can be retrieved by running ShdCmd.exe /list

Program Settings

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

Recovery Console
ShdCmd.exe /subsystem [/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 /password

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

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

Block direct write to the MBR
ShdCmd.exe /ProtectMbr [/enable | /disable] /u administrator /p password

Turn Off/Turn On Protection
ShdCmd.exe /protect [enable | disable] /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

Change Snapshot Name and Description
ShdCmd.exe /SetSnap {/i snapid | /n snapname | /t createtime} /cleardirty /name newname /desc new-description

Access Control

Access Control
ShdCmd.exe /AccessCtrl [/enable] [/disable] /u administrator /p password
/enable: Enable access control
/disable: Disable access control
Show access control status: ShdCmd.exe /AccessCtrl:

Add Users
ShdCmd.exe /AddUser /n username [/d description] [/right hexvalue] [/pwd password] [/disable] /u administrator /p password

Delete User
ShdCmd.exe /DelUser {/i userid | /n username} /u administrator /p password

List Users
ShdCmd.exe /ListUser /u administrator /p password

ChangePwd
ShdCmd.exe /ChangePwd {/i userid | /n username} /pwd [password] /u administrator /p password
*Userid can be retrieved by running ShdCmd.exe /ListUser

Snapshots

Create New Snapshots
ShdCmd.exe /Snapshot /n snapname [/c comment] [/lock] [/vss] /u administrator /p Password

Delete Snapshots
ShdCmd.exe /Delete {/i snapid | /n snapname | /t createtime | /allunlocked } /u administrator /p password
*Snapid can be retrieved by running ShdCmd.exe /list

Lock Snapshot
ShdCmd.exe /Lock {/all | /baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password
*Snapid can be retrieved by running ShdCmd.exe /list

Unlock Snapshots
ShdCmd.exe /Unlock {/all | /baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password
*Snapid can be retrieved by running ShdCmd.exe /list

Mount Snapshots
ShdCmd.exe /Mount {/baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password
*Snapid can be retrieved by running ShdCmd.exe /list

Dismount Snapshots
ShdCmd.exe /Unmount /u administrator /p password

List All Snapshots
ShdCmd.exe /List /u administrator /p password

Rollback

Restore a Snapshot
ShdCmd.exe /Restore {/baseline | /current | /i snapid | /n snapname | /t createtime} [/take] /u administrator /p password
*Snapid can be retrieved by running ShdCmd.exe /list

Restore Individual Partitions or Drives (Not open in v10.2)
Only restore specific partition or drive
ShdCmd.exe /RestoreDrive {driveletter | partindex} {/baseline | /current | /i snapid | /n snapname | /t createtime} [/take]
*driveletter | partindex can be retrieve by running ShdCmd.exe /Part
*Snapid can be retrieved by running ShdCmd.exe /list

Exclude Files from Restore
ShdCmd.exe /SyncFile [/add filename1 ...] [/del filename1 ...] [/clear] /u administrator /p password

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)

Scheduled Tasks

Add Scheduled Snapshot

ShdCmd.exe /AddSnapTask /schtype { restart | onetime | monthly | weekly | daily |
hourly } /time schtime /name taskname [/lock]
For example: Shdcmd.exe /AddSnapTask /schtype daily /time 1stboot /name Task1
/u administrator /p mypass

Add Scheduled Restore

ShdCmd.exe /AddResetTask /schtype { restart | logoff | onetime | monthly | weekly
| daily | hourly } /time schtime /name taskname [/suspend day-from-to] [/remove]
[/baseline | /current | /i snapid | /n snapname | /t createtime]
For example: Shdcmd.exe /AddResetTask /schtype ontime /time "07/04/2013 10:30"
/name Task2 /u administrator /p mypass

Add Scheduled Subsystem Defragment

ShdCmd.exe /AddDefragTask /schtype { restart | shutdown | onetime | monthly |
weekly | daily | hourly } /time schtime /name taskname [/shut]

List Scheduled Tasks

ShdCmd.exe /ListTask /u administrator /p password

Delete Scheduled Tasks

ShdCmd.exe /DelTask {/i taskid | /n taskname} [/type snap | reset] /u administrator
/p password
{/i taskid | /n taskname}: delete a specific scheduled task
/type snap ： Delete all scheduled tasks for snapshots
/type reset: Delete all scheduled tasks for restore

Defragment

Defrag Snapshots in Windows

ShdCmd.exe /Maintenance /u administrator /p password

Defrag Snapshots in Pre-OS
ShdCmd.exe /defragnow /u administrator /p password

Enable/Disable RollBack Background Defrag in Windows
ShdCmd.exe /WinOpt [/Enable | /Disable]

Enable/Disable 3rd Party Defrag in Windows
ShdCmd.exe /defrag [/Enable | /Disable]

Event Logs
ShdCmd.exe /Event [/add appname1 ...] [/del appname1 ...] [/clear] /u administrator /p password

Export Logs
ShdCmd.exe /Log [/export filename] [/clear] /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
*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

Product Support

Product Limitations
The following limitations still exist in RollBack Rx Professional v12

Hard Disk Support – RollBack Rx can only protect up to 4 IDE/SATA/PATA/SSD/M.2 hard drives, and up to 12 partitions. RollBack Rx does not support SCSI, RAID configurations and Hybrid Drives.

Booting From an External Media (OS) – RollBack Rx cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing the RollBack Rx 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 RollBack Rx may conflict with some applications such as Bit-locker, that proxy low-level disk I/O.

Compressed Drives – RollBack Rx cannot be installed on compressed NTFS drives. (The workaround is to uncompress the drive and then install Rollback Rx Pro.

Disk Repartitioning – The disk with RollBack Rx installed cannot be re-partitioned without uninstalling RollBack Rx. Also, if multiple physical drives are protected, removing one from the array can cause

Dual-Boot of Windows and Linux OS on the Same Hard Drive – RollBack Rx does not support systems that have multiple Windows Operating Systems with non-Windows Operating System (like Linux) loaded on the same hard drive.

Use of Defragmenter Programs – Once installed, RollBack Rx blocks the use of defragmentation programs. The reason for this is that RollBack Rx tracks sector change activity, relocates some sectors, and maintains its own map of all sector locations on the hard drive. Defragmentation is the process of locating the non-contiguous sectors of a file and rearranging the stored files and folders and rearranging them into fewer sectors. As a result, once RollBack Rx is installed, the work done by a third-party defragmentation program won't provide desired result. Thus, defragmentation programs are blocked. The need for a defragmenter varies according to the file allocation system used and the amount of file creation and update activity on the hard drive. Horizon DataSys recommends that defragmentation be done before installing RollBack Rx. And to uninstall RollBack if a third-party defragmentation utility is required and to then reinstall RollBack Rx afterwards. RollBack Rx has a build-in defragmenter as the preferred alternative.

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 assistance in the use of our software through a variety of methods including user documentation, online, and personal contacts. According to our experience with customers, the most common questions usually be answered by using our Support Knowledgebase or other various

technical white papers. Please check your questions in the FAQ. and knowledge base before proceeding with other support options.

Click here to access the Knowledgebase

Click here to access the Community Forum

If you're still not able to find answers to your questions in the RollBack Rx Knowledgebase 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 an online support ticket with the Horizon DataSys technical support team through our online support forum:

Click here to submit a support ticket

USA
1685 H Street #846
Blaine, WA 98230
USA

Toll: (800) 496-0148
Intl: (604) 324-0797
Fax: (360) 233-0466

Canada
1100 - 1200 West 73rd Ave
Vancouver, BC V6P 6G5
Canada

Release Notes

RollBack Rx Pro version 12.0
Build 2707522444
Release Date: February 4, 2022

General
- GUI Refresh / New Product Logo and Icon
- Windows 11 kernel support
- 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.
- Added snapshot validator
- 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.
- Add a post-setup program settings configuration wizard.
- Add a snapshot daemon to monitor snapshots' quality.
- GUI display different quality of snapshots in different colors: black (normal), yellow (inconsistent), red (damaged).

Kernel Driver
- Add safety codes for invalid snapshot index flag.
- Force clear hibernation mark if boot failed.
- Fix the bugs of SmartDiskReadWriteSector.
- Fix the bugs of mounting snapshot in optimize thread.

- Remove shdsync in bootexec if protect system was disabled.
- Fix the bugs of optimizing snapshot 0 in shdserv.
- Fix the bugs of Base64Decode.
- Fix the bugs of SwitchProtectMode.
- Add functions to support volume filter.
- Add new "Auto" snapshot ecnryption.

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.