HorizonDataSys

RollBack Rx
Pro

User Manual

Version 11.0

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Introduction

This User's 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's Guide thoroughly before installing/setup. The information contained in this User's 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 has revolutionized the way PC users recover from common computing disasters. RollBack Rx 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 Rx, 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 allows computer users, regardless of their skill levels, to easily fix most common computer problems in seconds.

What makes RollBack Rx 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.
- Rolls-back to a snapshot in less than 10 seconds.
- Works even if Windows OS fails to startup.
- Allows you to browse inside snapshots to recover documents.
- Allows snapshot encryption to prevent unauthorized access.
- Does not deteriorate PC system performance.

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 (ie. 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 startup 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 SysTray 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 even 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.

Chapter 1: Installation and Setup

Minimum Requirements for RollBack Rx PC Edition

Verify that your system meets the following minimum requirements before attempting to install RollBack Rx PC Edition.

- 800 megahertz (MHz) processor.
- Microsoft® Windows® XP, Millennium Edition (Me), Microsoft® Windows® 2000, Windows Vista™, Windows 7,Windows 8 & 8.1,Windows 10
- 1 gigabytes (GB) of RAM.
- 1 gigabyte (GB) of free hard disk space for installation.
- CD/DVD-ROM drive if you need to setup from the installation CD.
- Additionally, you must have an Internet Service provider (ISP) if you wish to activate the program over an Internet connection.

⚠ Rollback Rx: Professional 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.

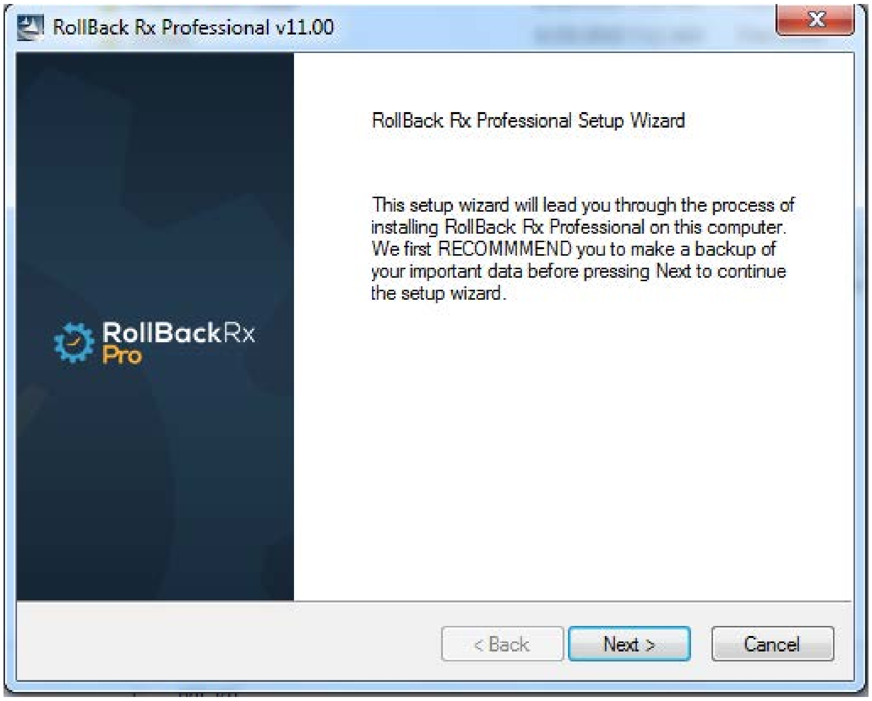
Install RollBack Rx PC Edition

Before installing RollBack Rx close any applications that are running.

To install RollBack Rx PC Edition, 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 the contents from the package first before running the setup.

A welcome screen will appear at the start of the installation process. Click Next to continue
installation of RollBack Rx PC Edition.



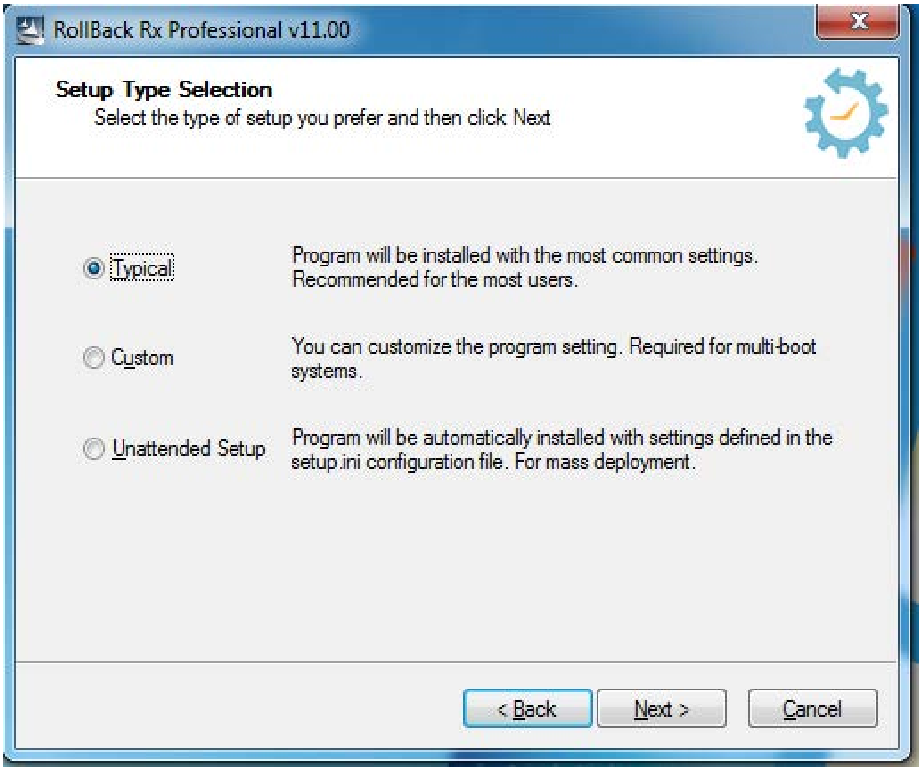
RollBack Rx Professional Setup Wizard

This setup wizard will lead you through the process of installing RollBack Rx Professional on this computer. We first RECOMMMEND you to make a backup of your important data before pressing Next to continue the setup wizard.

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. A minimum of 1 GB of free disk space is required where RollBack Rx PC Edition will be installed.

RollBack Rx PC Edition is now ready to install. Click "Next" to start the installation process.


RollBack Rx Professional v11.00
Setup Type Selection
Select the type of setup you prefer and then click Next
< Back
Next >
Cancel

● Typical — Program will be installed with the most common settings. Recommended for the most users.

○ Custom — You can customize the program setting. Required for multi-boot systems.

○ Unattended Setup — Program will be automatically installed with settings defined in the setup.ini configuration file. For mass deployment.

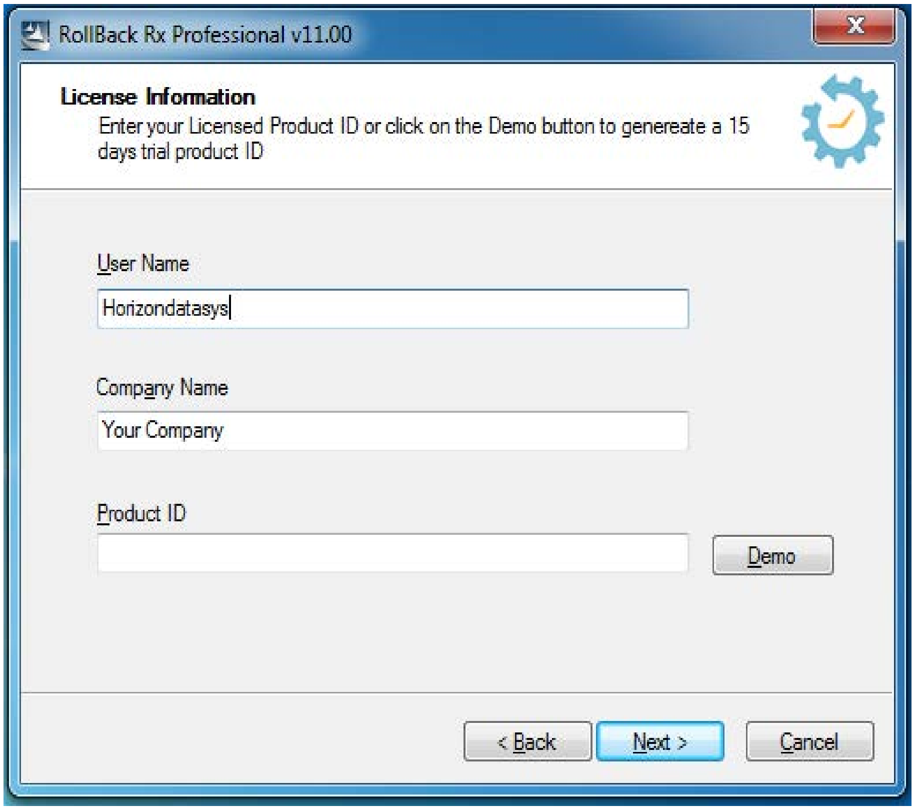
The RollBack Rx PC Edition setup program will return with **3 installation options**:

1. **Default Setup** → Install RollBack Rx with some 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 partition to protect
    - Enable/Disable RollBack Rx access control and enter password
    - Enable/Disable Windows System Restore
    - Setup RollBack Rx on multi-boot systems
3. **Advanced Setup** → Used to deploy RollBack Rx to a network of computers with pre-configured program settings. Advanced setup reads-in the program settings from a setup configuration file, **setup.ini**. You can create a **setup.ini** configuration file using **Advanced Setup Configuration Wizard** (ASCW) provided in the support folder on the program CD or download zip file. With **ASCW** you can configure all RollBack Rx program settings.

Unattended Deployment

To mass deploy RollBack Rx with Windows active directory, SMS software deployment tools, Network logon scripts, or system images, refer to the RollBack Rx Deployment whitepaper included in the Documents folder on the program CD.

Once you have choose your installation option, you will be prompted to input your **user, company name, and your product ID.**



License Information

Enter your Licensed Product ID or click on the Demo button to genereate a 15 days trial product ID

User Name: Horizondatasys

Company Name: Your Company

Product ID:

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.

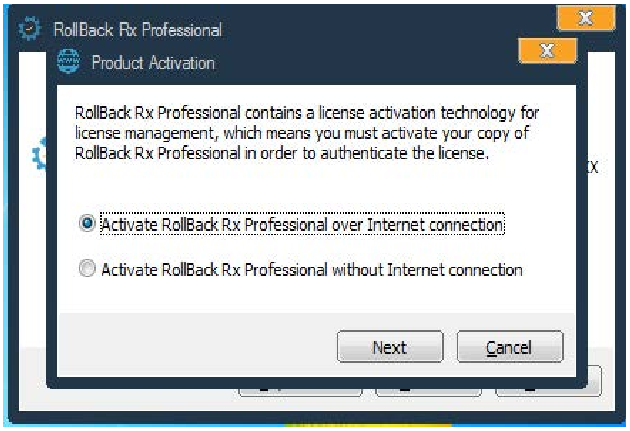
RollBack Rx PC Edition Licence Activation

Horizon Datasys 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.



RollBack Rx Professional contains a license activation technology for license management, which means you must activate your copy of RollBack Rx Professional in order to authenticate the license.

● Activate RollBack Rx Professional over Internet connection

○ Activate RollBack Rx Professional without 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 fully purchased Product ID if you installed the trial version.

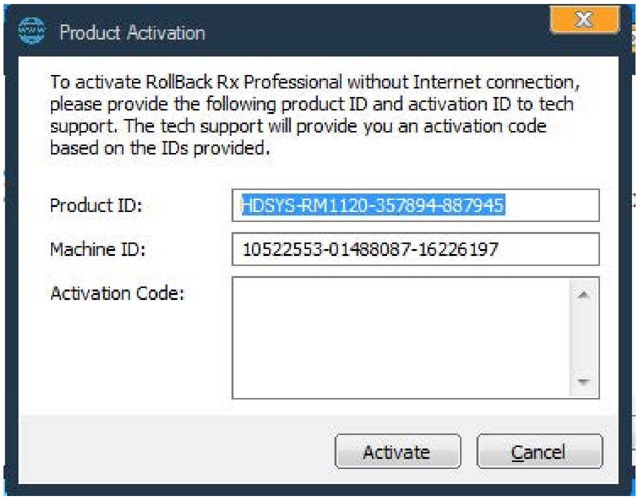
3. If you have installed RollBack Rx with an authorized Product ID that you received from Horizon Datasys, simply click on the "Activate" button.

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.

TO ACTIVATE ROLLBACK RX WITHOUT AN 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.



To activate RollBack Rx Professional without Internet connection, please provide the following product ID and activation ID to tech support. The tech support will provide you an activation code based on the IDs provided.

Product ID: HDSYS-RM1120-357894-887945

Machine ID: 10522553-01488087-16226197

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 an Activation ID, write down those two numbers and send them to Horizon Datasys tech support by email, fax, or phone. You can find these contacts at: http://www.horizondatasys.com/contact/

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

4. Copy and paste the Activation Code into the Activation Code field and click the Activate button.

Uninstalling RollBack Rx from Windows

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

1. Uninstall RollBack Rx from the Control Panel → **Programs and Features** → **RollBack Rx**.
2. Uninstall RollBack Rx by running from the **Start Menu** → **All Programs** → **RollBack Rx** →**Uninstall**.

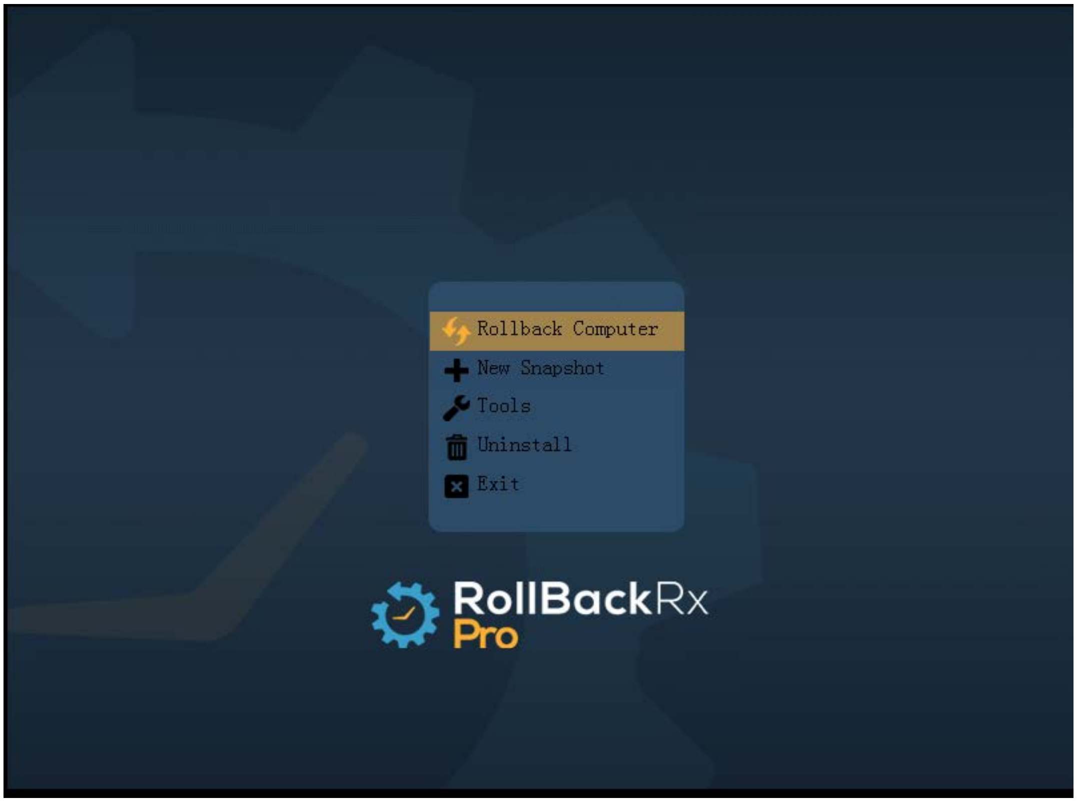
Uninstaller will prompt you to select a snapshot to uninstall the system to. You can choose to keep the current system and data or return the computer to another snapshot during uninstall. The snapshot selected here will be the final state of the PC after uninstalling RollBack Rx.

*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.

* Assuming the PC is not booting up into Windows: When you uninstall RollBack Rx from the subsystem console, uninstalling to the current system may still result in an unbootable system.

Chapter 2: 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" 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 Common Tasks in the topmost menu, click on "Rollback system", the right-hand panel will display all the available snapshots. The current snapshot you are in is indicated by a big green arrow. 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.

* Rollback 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 from being changed by a roll-back, click on the Exclusion 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 install. Click on "Restart" to restart the computer.

* 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 see the RollBack Rx logo. You will need to provide a user name and password if the RollBack Rx access control is enabled.

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

Rollback System from Desktop Shortcut

To rollback system from the desktop shortcut:

1. Right click RollBack Rx icon in the system tray, select "Rollback system" 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 Scheduled Tasks

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. Right click 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 Application Console if the RollBack Rx access control is enabled.

2. In the Application Console, under "Task Scheduler" navigation pane (on the left-hand side) chose "Add" to bring up the new schedule settings window. Select "Rollback system" in the schedule task drop-down list; then select "your restore schedule type" in the schedule type drop-down list.

3. 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 lastest 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.

4. 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 with Batch Commands

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’s guide for details on how to rollback system with batch commands.

Chapter 3: 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 Common Tasks menu option, click on "Recover files." Or click on the navigation pane on the right-side panel and chose the “Instant Recovery” and then the “Recover Files” option. 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 Common Tasks, click on "Explore Snapshot." Or select Instant Recovery from the left-hand navigation pane and then "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.

Chapter 4: 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 regularily 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

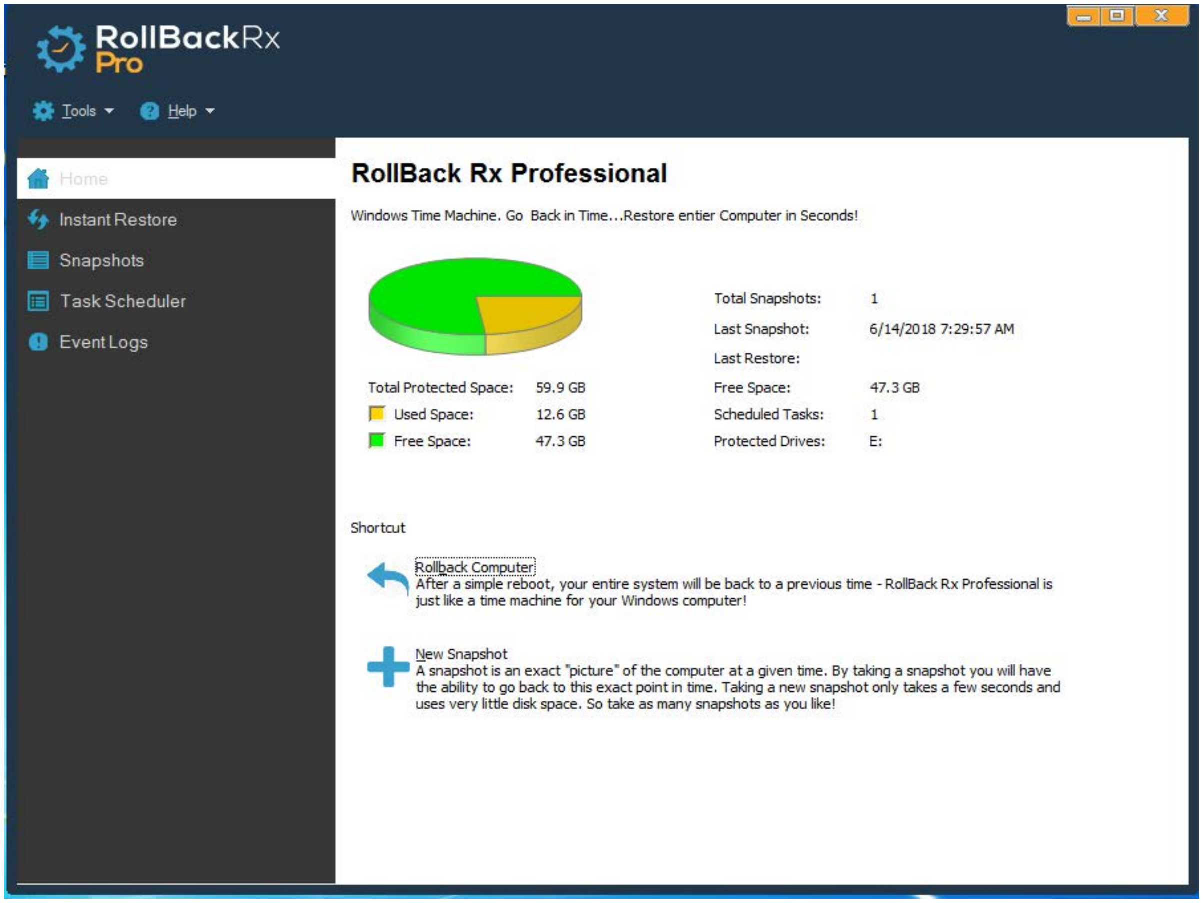
To take new snapshots from the RollBack Rx Application Console:

1. Right-click the RollBack Rx systray 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 the Commons Tasks menu, click on "Take 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 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.
* To ensure best possible snapshot integrity, it's recommend that you save all the files and close all running applications before taking a new snapshot.



RollBack Rx Professional

Windows Time Machine. Go Back in Time...Restore entier Computer in Seconds!

Total Protected Space: 59.9 GB
🟨 Used Space: 12.6 GB
🟩 Free Space: 47.3 GB

Total Snapshots: 1
Last Snapshot: 6/14/2018 7:29:57 AM
Last Restore:
Free Space: 47.3 GB
Scheduled Tasks: 1
Protected Drives: E:

Rollback Computer
After a simple reboot, your entire system will be back to a previous time - RollBack Rx Professional is just like a time machine for your Windows computer!

New Snapshot
A snapshot is an exact "picture" of the computer at a given time. By taking a snapshot you will have the ability to go back to this exact point in time. Taking a new snapshot only takes a few seconds and uses very little disk space. So take as many snapshots as you like!

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 "Take 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.

**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:

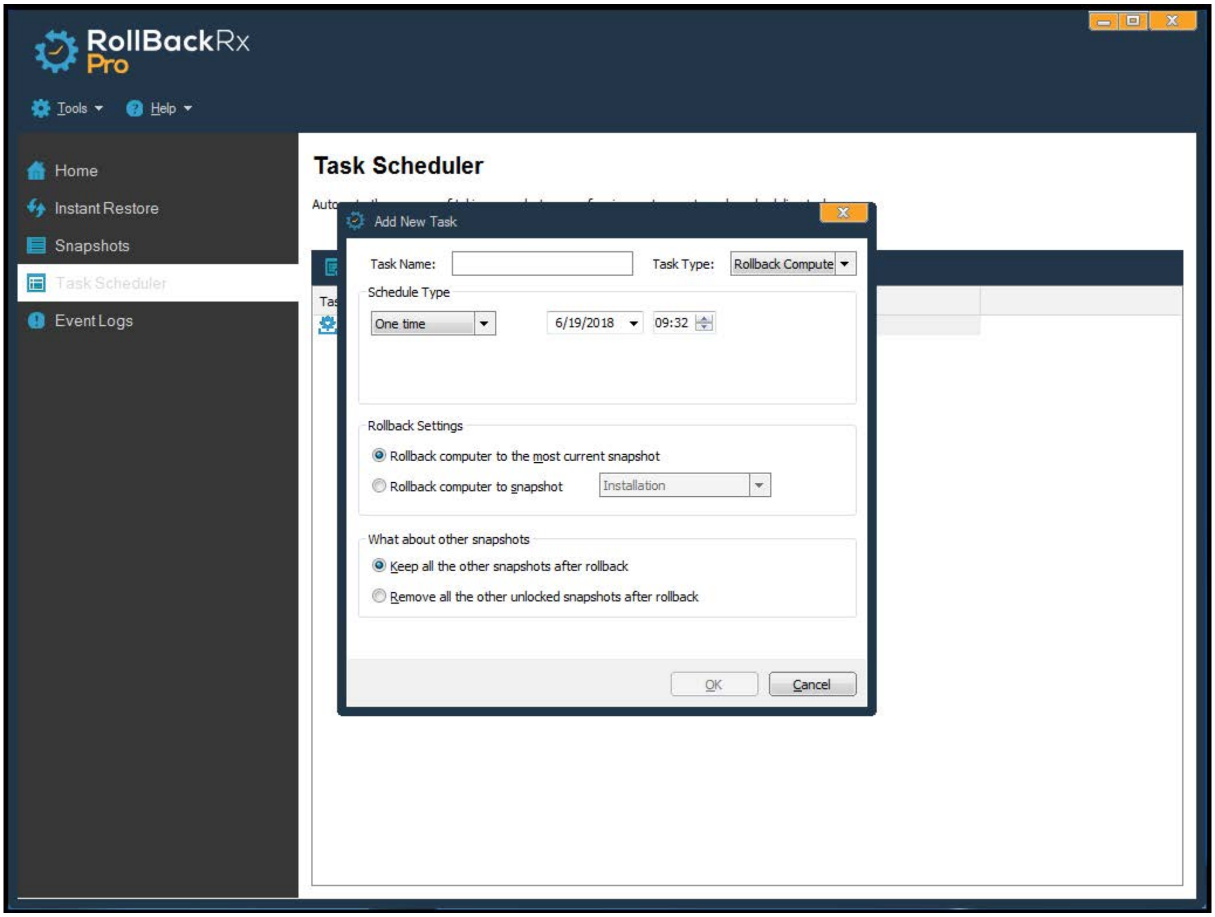
1. Right click the RollBack Rx icon in the system tray located on the bottom right corner of the screen and select "New Snapshot" from the.popup menu. You will need a user name and password if the RollBack Rx Access Control option is enabled.

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.

* 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


RollBackRx
Pro
Tools
Help
Home
Instant Restore
Snapshots
Task Scheduler
Event Logs
Task Scheduler
Add New Task
OK
Cancel

Task Name:
Task Type: Rollback Compute

Schedule Type

One time 6/19/2018 09:32

Rollback Settings

- ● Rollback computer to the most current snapshot
- ○ Rollback computer to snapshot Installation

What about other snapshots

- ● Keep all the other snapshots after rollback
- ○ Remove all the other unlocked snapshots after rollback

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 popup 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, under the Control Panel Tasks, click on the "Task Scheduler". The righthand side panel shows the currently scheduled tasks. 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.

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 see pg. **39**

Chapter 5: Manage Snapshots

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" option in the lefthand navigation pane. The righthand side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green 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 diskdrive 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 popup 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" option in the lefthand navigation pane. The righthand side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green 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 the baseline snapshot, 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" option in the lefthand navigation pane. The righthand side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green 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" option in the lefthand navigation pane. The righthand side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green 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 under Tools & Settings click on "Snapshot Defragmenter." Click on "Defragment Now" and select the snapshot(s) to start defrag. In the navigation pane on the lefthand side column select “Snapshots,” chose the “Defragment” submenu option, select the snapshot(s), and click on “Next.” It might take some time to defrag all snapshots (depends on how many snapshots you have and when it they were defragged last).

3. To automate snapshot defragging go to Tools & Settings > 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.

* For optimal system performance it's important to defrag snapshots regularly.

Explore Snapshots

You can mount a snapshot as (a) virtual drive(s) and explore it/them as (a) local drive(s). 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" option in the lefthand navigation pane. The righthand side panel shows all the available snapshots. The current snapshot you are in is indicated by a big green 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 dismount the snapshot. Rebooting the PC will also dismount the snapshot as well.

Chapter 6: 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 Setup or Advanced Setup:

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 Advanced Setup, you need to use the Advanced Setup Configuration Wizard (ASCW) provided in the support folder on the program CD. For more information on ASCW, refer to the RollBack Rx deployment whitepaper in the document folder on the program CD.

Enable RollBack Rx Access Control after Setup

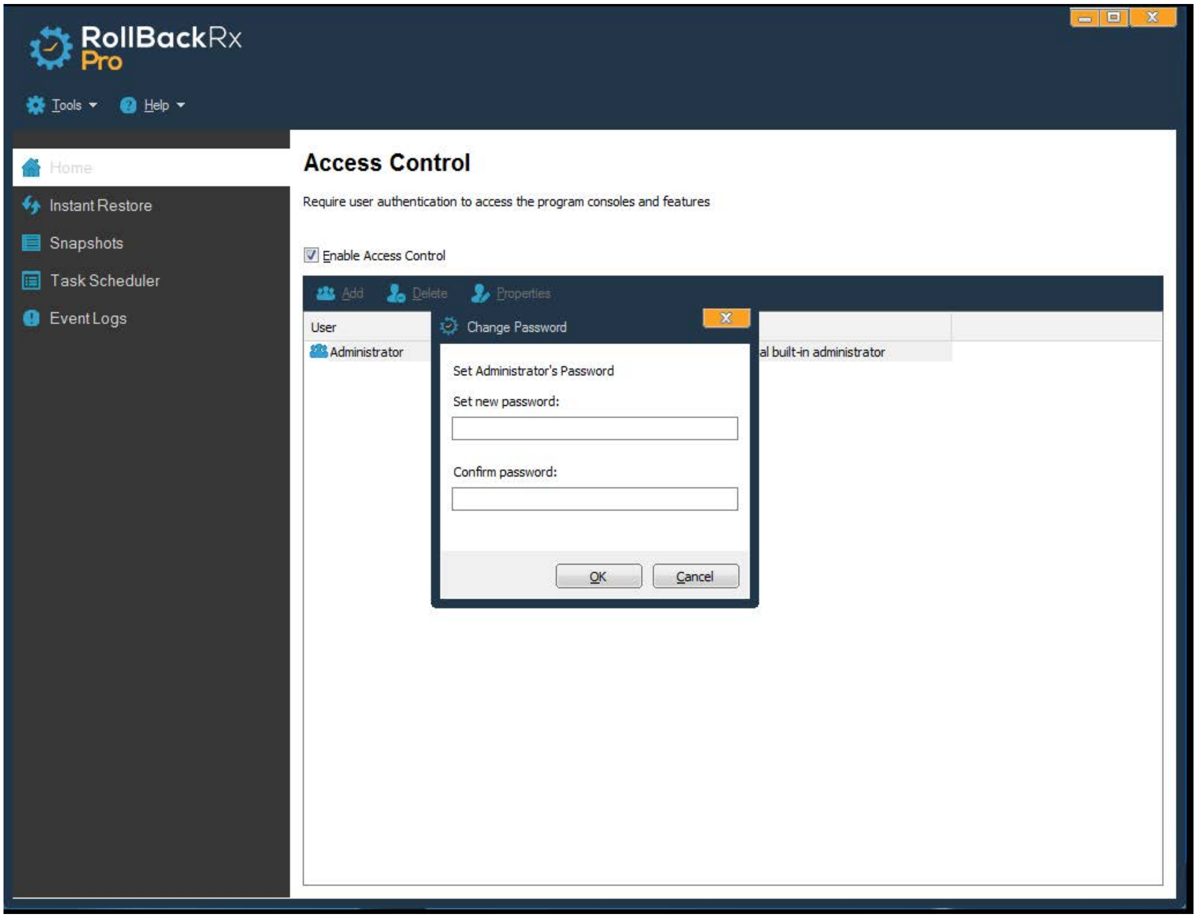
1. To enable RollBack Rx Access Control after setup, right-click the RollBack Rx icon in the system tray. Select "Open RollBack Rx" from the popup menu.

2. In the Application Console, under Control Panel, click on "Access Control" under Tools & Settings. 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."

* If you have installed RollBack Rx using the Default Setup, access control is disabled by default.

Create New Users


RollBackRx Pro
Tools
Help
Home
Instant Restore
Snapshots
Task Scheduler
Event Logs
Add
Delete
Properties
User
Administrator
al built-in administrator
Change Password
OK
Cancel

Access Control

Require user authentication to access the program consoles and features

☑ Enable Access Control

Set Administrator's Password

Set new password:

Confirm password:

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, under Tools & Settings click on "Access Control." Once the 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.

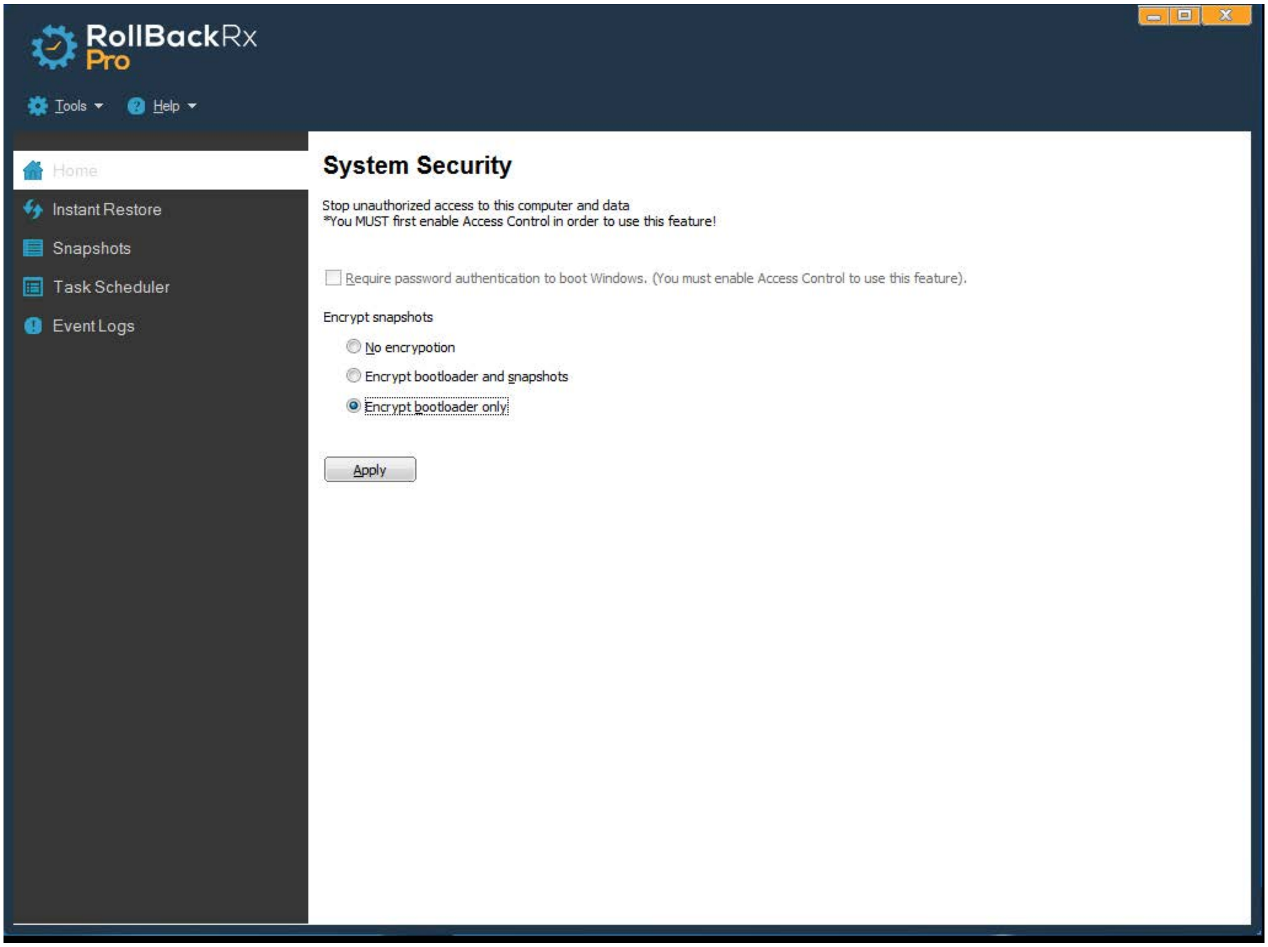
3. The new user will be listed in the Access Control window. As the new user logs into the Application Console, he will only have access to the features he was granted rights to.

* Remove "delete snapshots" righst 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 startup 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. System security uses the same user accounts and passwords provided by the Access Control.

Enable RollBack Rx System Security



System Security

Stop unauthorized access to this computer and data
*You MUST first enable Access Control in order to use this feature!

☐ Require password authentication to boot Windows. (You must enable Access Control to use this feature).

Encrypt snapshots

○ No encrypotion
○ Encrypt bootloader and snapshots
● Encrypt bootloader only

1. To enable RollBack Rx system security, 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 the RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, under the Tools & Settings menu item, click on "System Security." Enabling System Security will require password verification 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 harddrive as a slave drive on another system will only allow you to see the contents of the baseline.

Chapter 7: Manage Baseline

Update Baseline

The very first snapshot created during the setup of RollBack Rx is the baseline snapshot. It's the foundation of all snapshots created thereafter. After updating the operating system with a new service pack or after making some other major changes on your computer, you might want to make the current system as the new baseline.

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 the RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, under Tools & Settings, click on "Baseline Manager." The right-side panel shows the Baseline Manager options. Select the "Update the Baseline" option. The computer will need to restart in order to update the baseline.

* Updating the baseline will consolidate all the existing snapshots into a single new baseline. All other snapshots will be deleted after running "Update the Baseline" option. If you just want to take a new snapshot of the current system, select take snapshot instead.

Reset to Baseline

The very first snapshot created during the setup of RollBack Rx is the baseline snapshot. It's most likely the base configuration of your computer during the installation of RollBack Rx. Over a period of time, you may have taken many new snapshots incorporating new programs or settings. But would now like to improve performance or undo problem issues by returning the system back the baseline setting. Resetting to the baseline allows you to return the computer back to the baseline configuration with a single reboot.

1. Right-click 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 the RollBack Rx Application Console if Access Control is enabled.

2. In the Application Console, underTools & Settings, click on "Baseline Manager." The right-side panel shows the Baseline Manager options. Select "Reset to the Baseline." The computer needs to restart to reset to the baseline.

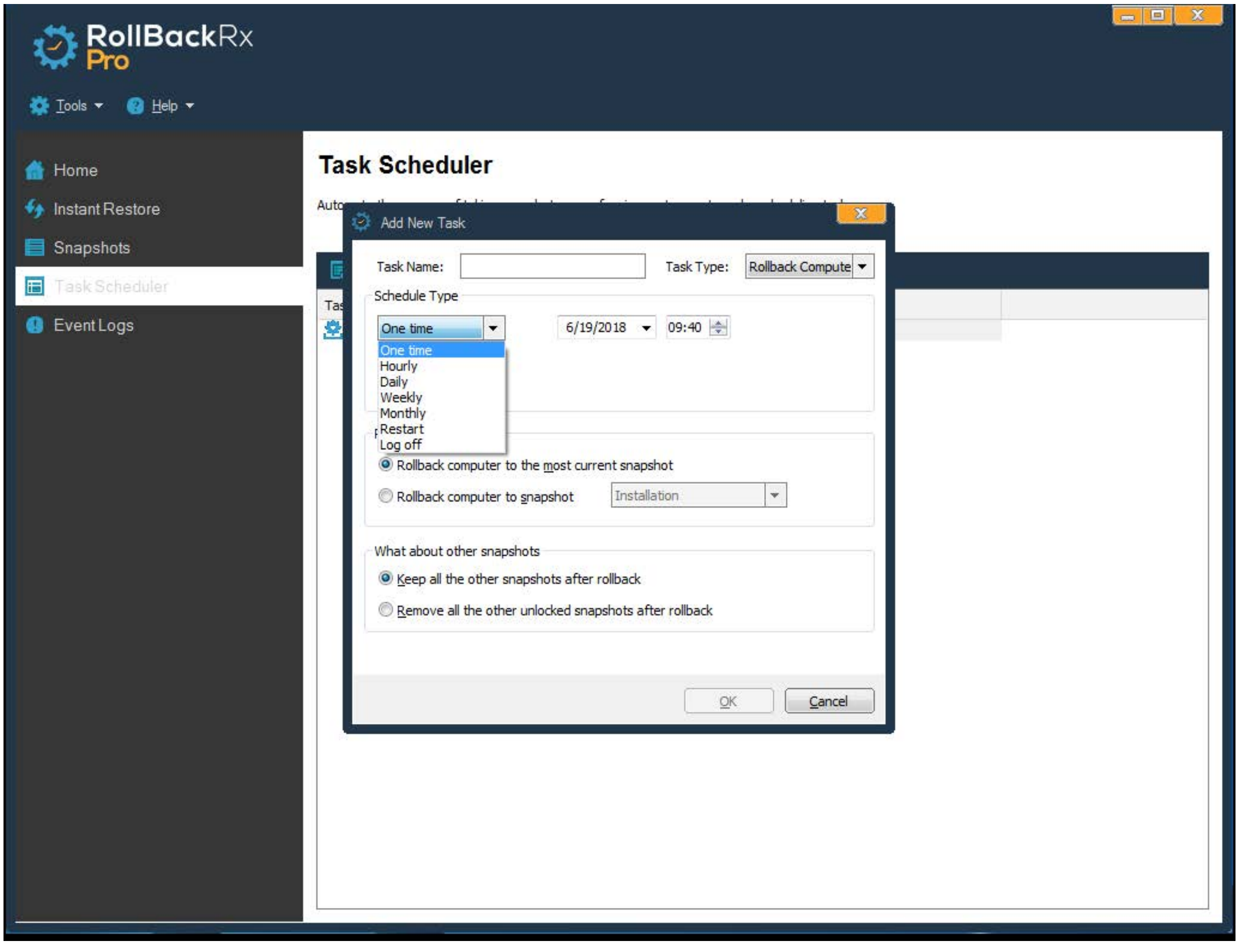
* All the snapshots taken after the baseline snapshot will be permanently deleted after you Reset to the Baseline. Please back-up your important data before running Reset to the Baseline option. If you want to rollback the system to the existing baseline snapshot and keep all the other snapshots, select rollback system instead.

Chapter 8: Scheduled Tasks

Rollback System with Scheduled Tasks

You can schedule RollBack Rx to automatically rollback to a snapshot with one of the following seven scheduled task 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


RollBackRx Pro
Tools
Help
Home
Instant Restore
Snapshots
Task Scheduler
Event Logs
Task Scheduler
Add New Task
One time
Hourly
Daily
Weekly
Monthly
Restart
Log off
OK
Cancel

Task Name:

Task Type: Rollback Compute

Schedule Type

One time 6/19/2018 09:40

● Rollback computer to the most current snapshot

○ Rollback computer to snapshot Installation

What about other snapshots

● Keep all the other snapshots after rollback

○ Remove all the other unlocked snapshots after rollback

1. Right click 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 the Application Console if the access control is enabled.

2. In the Application Console, on the left-hand side navigation pane, click on the "Task Scheduler" option. Click on "Add" in the Task Scheduler sub-menu to bring up the new schedule settings window. Type in a new name for this task. Select "Rollback system" as the task type. In the schedule task drop-down list select a schedule type.

3. For the Rollback Settings, you can either to rollback the system to the most recent snapshot or to some specific snapshot. In the "What about other snapshots" option you can also choose what to do with other snapshots after rolling-back, either keep all the other snapshots or remove all the other unlocked snapshots. Click on "OK" to save the newly scheduled task.

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

Take Snapshots with Scheduled Tasks

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

- 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 the Application Console if the access control is enabled.

- In the Application Console, on the left-hand side navigation pane, click on the "Task Scheduler" option. The right-side panel shows the scheduled tasks. Click on "Add" in the sub-menu to bring up the Add New Task settings window. Type in a name for this new scheduled task. Select "Take Snapshot" in the Task Type drop-down list and select "a schedule type" in the schedule type drop-down list. Click on "OK" to save the new scheduled task.

- You should see a new scheduled task entry. You can select to view the properties of the scheduled task or delete it.

Chapter 9: Program Settings

Program Appearance

To customize RollBack Rx program appearance:

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 the Application Console if the access control is enabled.

2. In the Application Console, under Tools & Settings > Settings > Program Appearence you should see a checkbox labeled “Show RollBack icon in the system tray.” The right side panel shows the program settings options, click on the "Program Appearance" tab. There you can customize the following RollBack Rx program settings:

- Show/Do not show RollBack Rx icon in the system tray
- Show/Do not show RollBack Rx logo during startup
- Show/Do not show user name in logon screen
- Show/Do not show popup message when taking scheduled tasks
- Allow/Do not allow user to cancel scheduled tasks
- Change the Subsystem Console hotkey from HOME to something else
- Auto-run missed scheduled tasks at next logon

Advanced Settings

To configure advanced RollBack Rx program settings:

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 the Application Console if the access control is enabled.

2. In the Application Console, go to Tools & Settings > Settings > Advanced Settings. The right-side panel shows the program settings options, click on the "Advanced settings" tab. There you can customize the following program settings:

- Automatically delete unlocked snapshots when they’re more than __ days old
- Automatically delete unlocked snapshots when free space is below __ MB.

- Defrag snapshots during next startup to reclaim free space and improve system performance after deleting ___snapshots
- Defrag snapshots during next startup to reclaim free space and improve system performance after taking ___snapshots.
- Always take a snapshot of the current system before rolling-back to another snapshot.
- Show the recover files utility after rolling-back the system to another snapshot.
- Keep these files and folders unchanged when restoring the system to another snapshot. Click Settings to define excluded files and folders.

To connect RollBack Rx to the Remote Management Console (the RollBack Rx RMC), a free utility that enables you to centrally control all the RollBack Rx client machines on your network from a single interface:

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 the Application Console if the access control is enabled.

2. In the Application Console, go to Tools & Settings > Settings > Network Settings. To connect to the computer with the remote management console installed, you will need to provide:

    - RollBack Rx Remote Management Console (RMC) 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.

Chapter 10: Command Line Switches

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

Help

```
ShdCmd.exe {/Help | ?}
```

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 /p password
```

Show Protected Partitions

```
ShdCmd.exe /Part /u administrator /p password
```

Import Program Settings from Setup.ini

```
ShdCmd.exe /Import {/path inifilepath} /u administrator /p password
```

Block direct write to the MBR

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

Enable/Disable change of BCD files

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

Turn Off/Turn On Protection

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

Automatically Turn Off RollBack to Install Windows Updates

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

Access Control

Enable/Disable Access control

```
ShdCmd.exe /AccessCtrl [/enable] [/disable] /u administrator /p password
```

/enable: Enable access control

/disable: Disable access control

*ShdCmd.exe /AccessCtrl: Show access control status

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] /u administrator /p password
```

Delete Snapshots

```
ShdCmd.exe /Delete {/i snapid | /n snapname | /t createtime} /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
```

Baseline Manager

```
ShdCmd.exe /Baseline {/reset | /update} /u administrator /p password
```

/reset: reset to baseline
/update: update baseline

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 hdCmd.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 afile (for debug only)

Scheduled Tasks

Add Scheduled Snapshot

```
ShdCmd.exe /AddSnapTask /schtype { restart | onetime | monthly | weekly | daily | hourly } /t
schtime /n taskname [/lock] /u administrator /p password
```

Add Scheduled Restore

```
ShdCmd.exe /AddResetTask /schtype { restart | logoff | onetime | monthly | weekly | daily | hourly } /t schtime /n taskname /u administrator /p password
```

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

Add Scheduled Subsystem Defragment

```
ShdCmd.exe /AddDefragTask /schtype { restart | shutdown | onetime | monthly | weekly | daily

| hourly } /time schtime /name taskname [/shut]
```

Defragment

Snapshot Defragment

```
ShdCmd.exe /Maintenance /u administrator /p password
```

Set Subsystem to Defrag on Every Restart

```
ShdCmd.exe /TsrOpt {/yesdor | /nodor} /u administrator /p password
```

Enable/Disable Background Defrag

```
ShdCmd.exe /WinOpt [/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 v11:

Hard Disk Support – RollBack Rx can only protect up to 4 IDE/SATA/PATA 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.

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 noncontiguous 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 prefered 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 Frequently Asked Question (FAQ) 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 FAQ

Click here to access the Community Forum

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

Click here to file a support ticket

Canada:
1100 - 1200 West 73rd Ave
Vancouver, BC V6P 6G5
Canada
Toll: (800) 496-0148 ext. 1
Intl: (604) 324-0797
Fax: (604) 608-3390

USA:
1685 H Street #846
Blaine, WA 98230
USA
Toll: (800) 496-0148 ext. 3
Fax: (360) 233-0466

International:

Melbourne, Australia	(61) 3-865-21961
Buenos Aires, Argentina	(54) 11-51993556
Brasilia, Brazil	(55) 61-37172269
Santiago, Chile	(56) 2-9382493
Bogota, Colombia	(57) 1-3819331
Santo Domingo, Rupublica Dominicana	(1) 829-954-8138
Hong Kong, China	(852) 300-85705
Jerusalem, Israel	(972) 2-3721-075
Mexico City, Mexico (Toll-free)	(1) 800-681-6746
Panama City, Panama	(507) 833-9233
Lima, Peru	(511) 720-4141
Madrid, España	(34) 91-1898-193
Caracus, Venezuela	(58) 212-3359405