

Getting Started

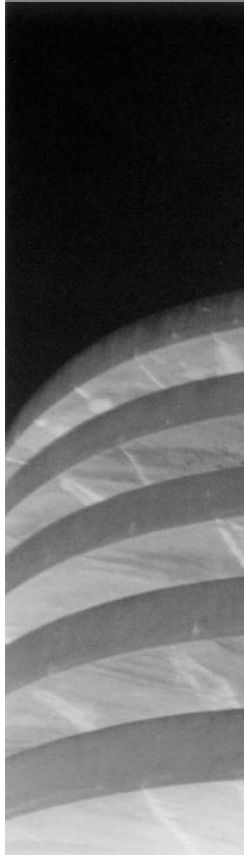


Table of Contents ::

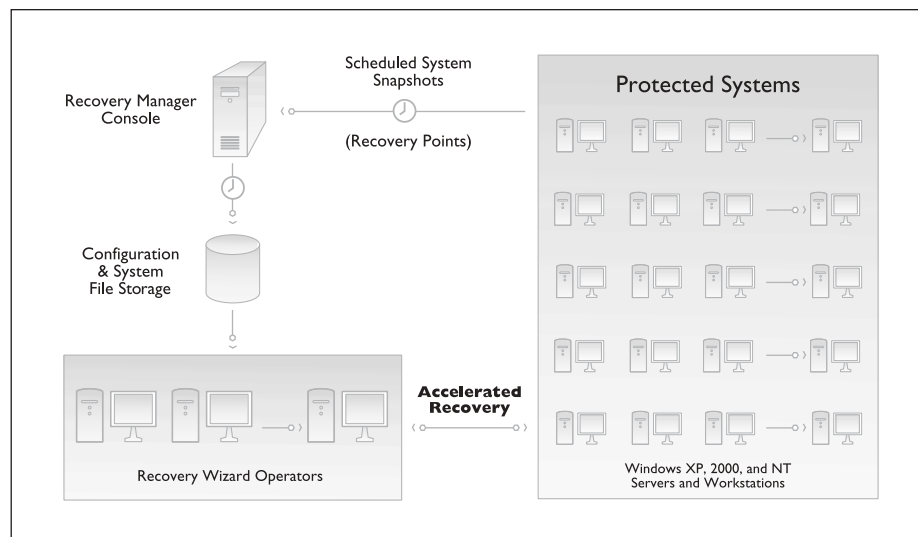
I	Installation	1
II	Creating a New Schedule	9
III	General Settings	10
IV	Recovery Point Settings	12
V	Client Operation Settings	14
VI	Selecting and Adding Computers	15
VII	The Recovery Manager Boot Client	16
IIIX	Launching the Recovery Wizard	24
IX	Technical Support	25
X	Index	i

I Installation ::

Welcome to Winternals Recovery Manager™, the accelerated enterprise recovery solution. From a single installation, Recovery Manager can remotely recover damaged and unbootable Windows XP®, Windows 2000®, and Windows NT® systems across your network. Multiple systems can be rolled back simultaneously to quickly repair damage caused by viruses, faulty software deployments, and other issues.

:: Requirements

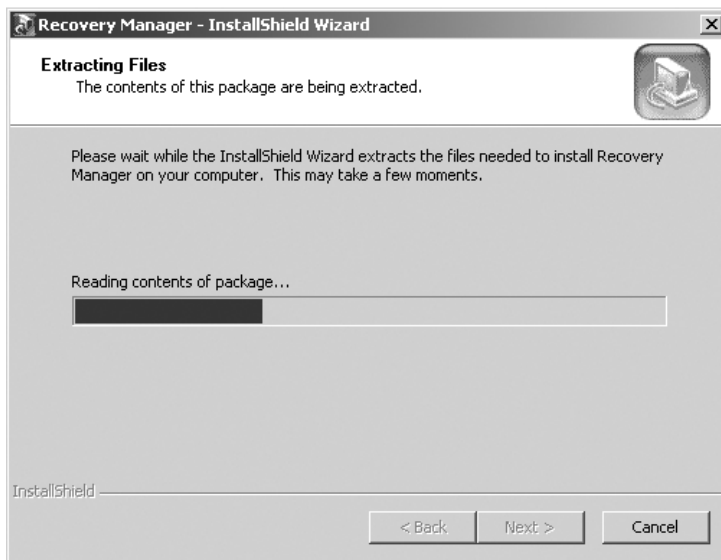
You can install Winternals Recovery Manager on any Windows 2000 or Windows XP system with Microsoft Data Access Components (MDAC) 2.5 or later. It can also be installed on any Windows NT 4.0 Service Pack 6a system with the Microsoft Task Scheduler (included in the off-line browsing package for Internet Explorer 5.0 or later) and MDAC 2.5 or later. Windows NT 4.0 systems that are members of Active Directory domains also require the Active Directory Client Extension (available by download from Microsoft). Protected client systems must be running Windows XP, Windows 2000, or Windows NT 4.0, and must have file and printer sharing enabled.



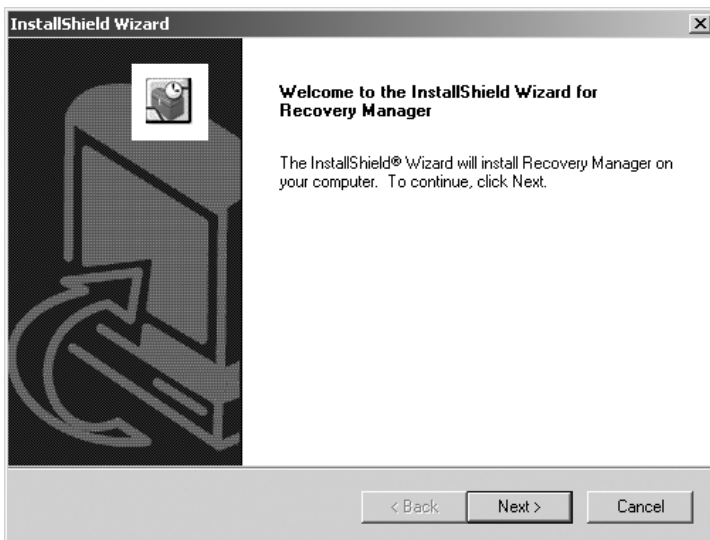
:: Installation

You should install Recovery Manager on the computer that will create and manage remote system snapshots, called Recovery Points. The primary Recovery Manager installation includes the Recovery Manager Console for creating system snapshots and the Recovery Wizard for accessing, repairing, and analyzing remote systems.

To install Recovery Manager, insert the Recovery Manager Installation CD into the CD-ROM drive and follow the instructions on each screen.



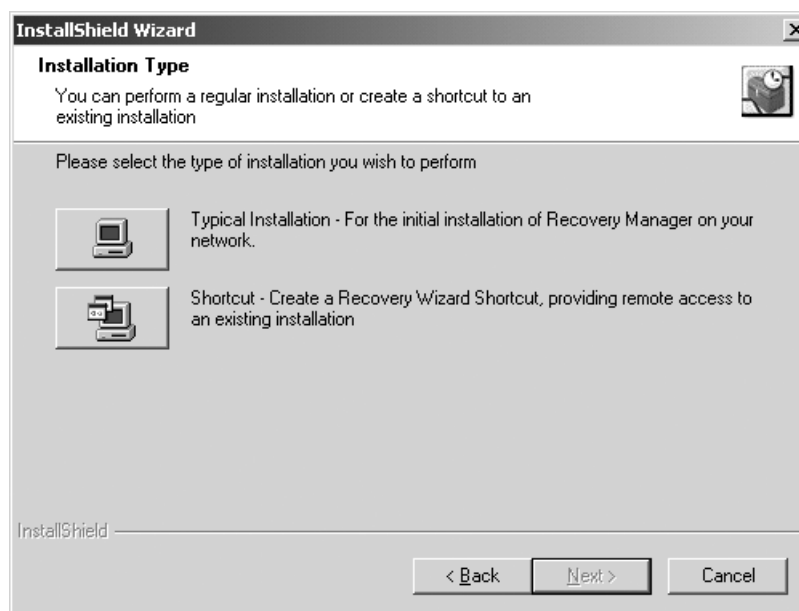
File extraction typically requires less than a minute. Once the necessary files are extracted, the Recovery Manager InstallShield Wizard will appear. The InstallShield Wizard simplifies installation by presenting a series of dialog boxes.



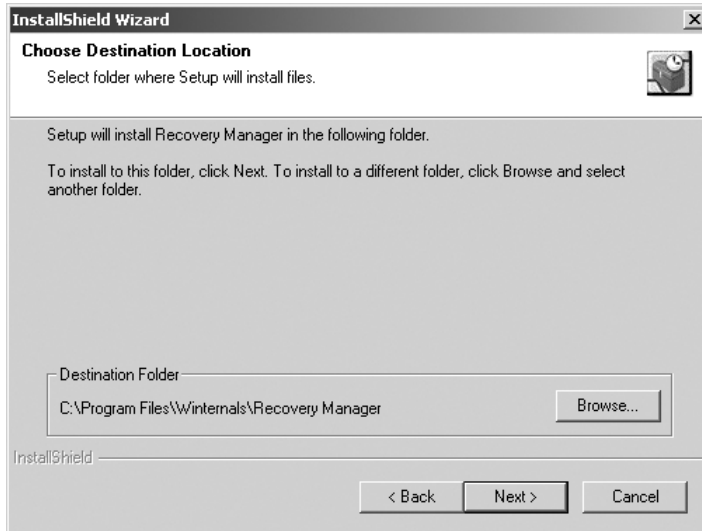
When you have read and agreed to the License Agreement, select Yes to continue the installation.



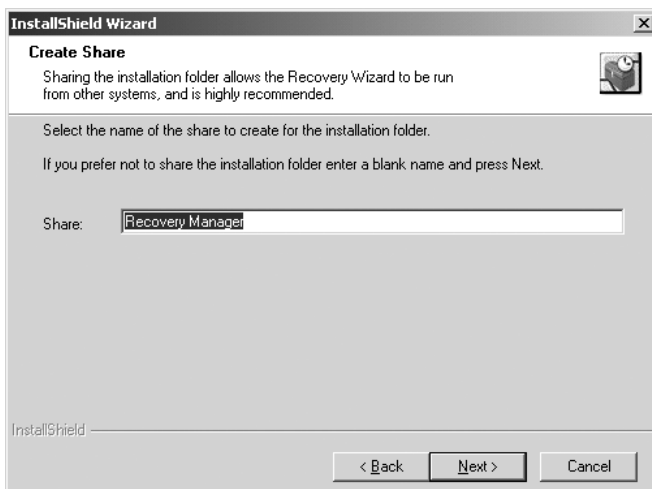
The InstallShield Wizard lets you choose whether to perform a typical installation, or install a shortcut to an existing installation on another machine. Choose Typical Installation if you are installing Recovery Manager for the first time.



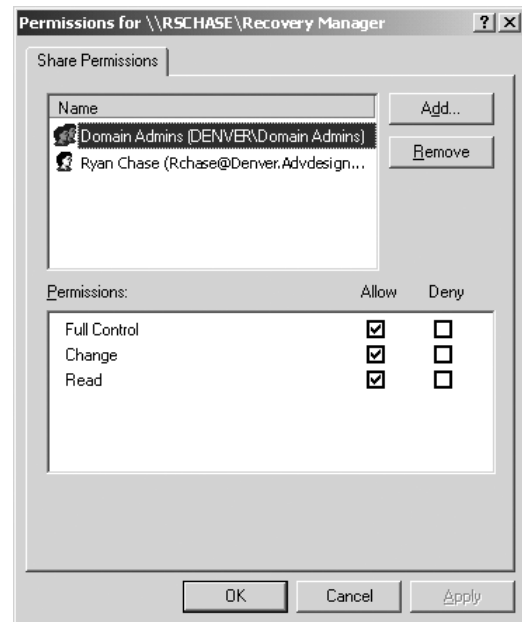
The InstallShield Wizard will install Recovery Manager in the default folder unless you specify a different location, either by entering a different file path or by browsing to a different folder.



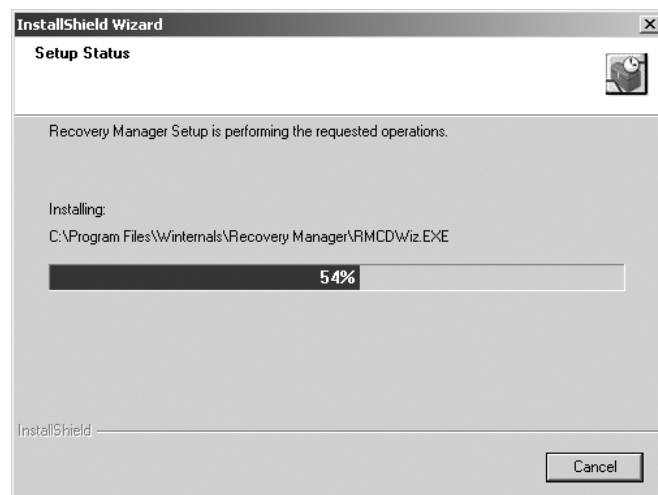
The InstallShield Wizard gives you the option to share the installation folder. Specify a share name if you want to allow other users to perform recovery operations; or enter a blank name.



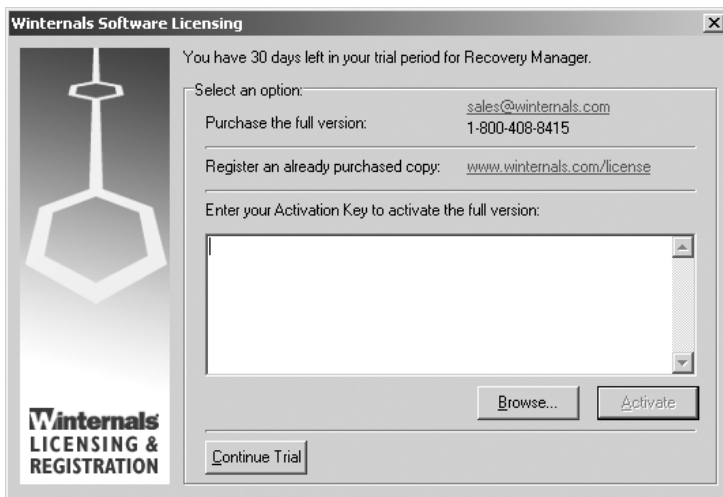
If you specified a share name you will be prompted to set permissions so that authorized users can access the folder. You should also set the permissions so that your account can access it.



After you choose and optionally share the installation location, the InstallShield Wizard installs Recovery Manager while displaying a status bar. Installation will typically be completed in a few minutes.



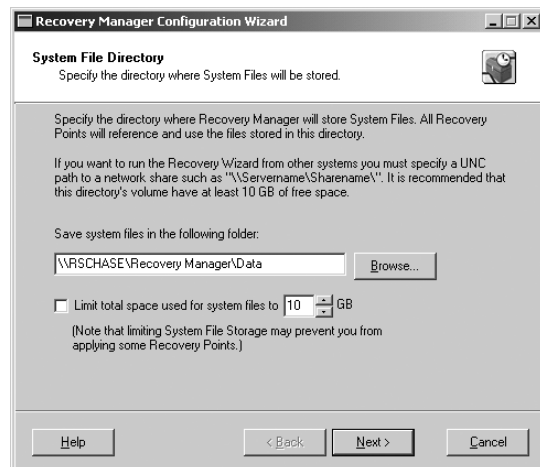
To start Recovery Manager, select it from the Start menu. The program will prompt you to register your product with an Activation Key. You can browse for the text file containing the Activation Key, or copy and paste it into the space provided. You should have received your Activation Key by email when your order was processed. Email **customerservice@winternals.com** if you did not receive your Activation Key.



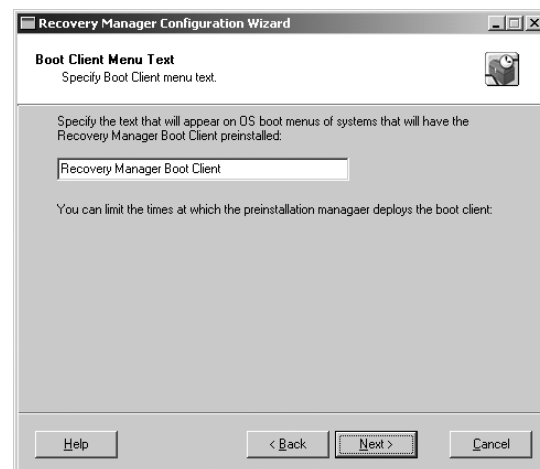
The first time that you launch Recovery Manager the Recovery Manager Configuration Wizard will help you to set up the product. Follow the instructions on each page of the wizard.



The configuration wizard will prompt you to enter the location to store common copies of protected machines' System Files. Enter the location or press Browse to browse for it. If you want other systems that run the Recovery Wizard to access Recovery Points created by your computer, enter the System File Storage location in the form of a UNC path such as \\Servername\Sharename\. You can also limit the total storage space by checking Limit total space used for system files and specifying a limit in Gigabytes. Though 10 Gigabytes is sufficient for most networks, you should allow as much space as possible.



On the next page of the configuration wizard you can optionally change the text that will appear on OS boot menus of systems that have the Recovery Manager Boot Client preinstalled.



The configuration wizard next gives you the option to enter a new workgroup name for computers booted with the Recovery Manager Boot Client. Press Finish to exit the wizard.



II Creating a New Schedule ::

A schedule determines when Recovery Points will be created, where and for how long the configuration data will be stored, and other key attributes. Before you can create Recovery Points for a computer, the system must be included in at least one schedule.

To create a new schedule:

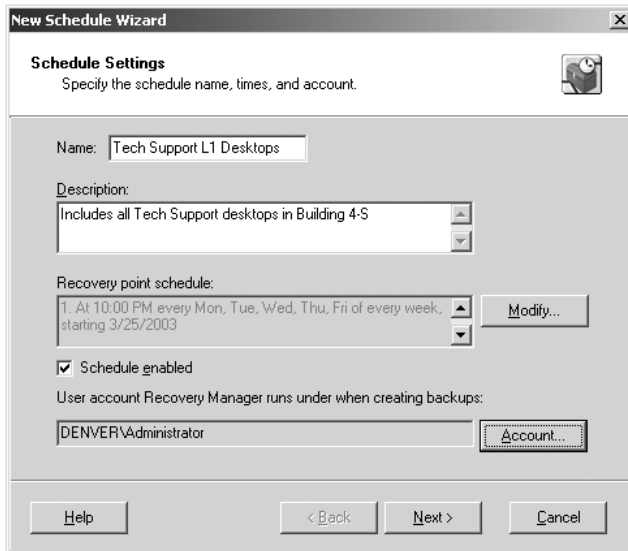
- › Launch Recovery Manager from the Start menu.
- › Select the Schedules node in the MMC right-hand pane.
- › Choose New Schedule from the toolbar button, the MMC Action Menu, or from the context-menu that appears when you right-click on the Schedules nodes.
- › Use the New Schedule Wizard to define schedule execution times and other attributes.

Except for the Computers page used to select systems to be included in a new schedule, the pages presented in the Wizard match the pages that are accessible when you edit the properties of existing schedules:

- › **General** to name the schedule, provide descriptive text, set schedule execution times, enable or disable the schedule, and specify the account in which the schedule executes.
- › **Recovery Points** to specify the Configuration File Storage Location and its maximum age and size.
- › **Client Operation** to select whether to preinstall the Recovery Manager Boot Client on systems in the schedule, and the Administrator share name.
- › **Computers** to add computers to the schedule.

III General Settings ::

The General page of the New Schedule Wizard (and the General tab of an existing schedule's properties dialog) defines the following characteristics:



:: Schedule Name

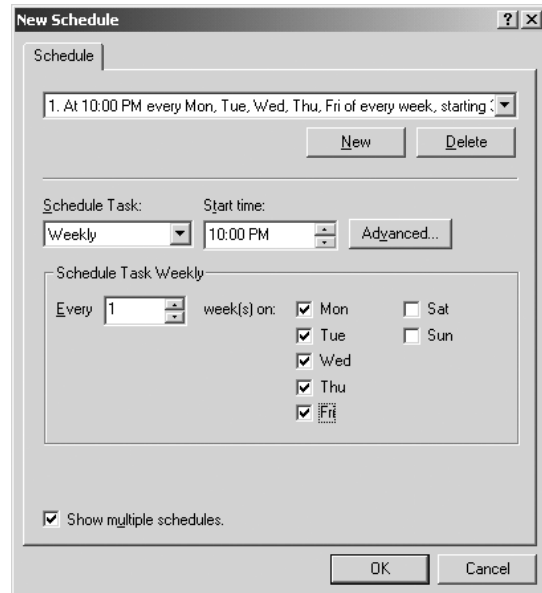
Enter the name of the schedule in this edit box.

:: Description

Enter text to help identify the schedule. This information is used only for display in this dialog box.

:: Recovery Point Schedule

Select the Modify button to open the Windows Task Scheduler. With the Windows Task Scheduler, you can define schedules for Recovery Point execution. By checking Show multiple schedules, you can combine any number of daily, weekly, and monthly executions to create an arbitrarily complex schedule.



After you have defined the schedule press OK to close the scheduler. Text that describes the schedule will appear in the Recovery Point Schedule window.

:: Enabling the Schedule

Unchecking the Schedule Enabled box disables a schedule so that it will not execute until the box is subsequently checked.

:: User Account

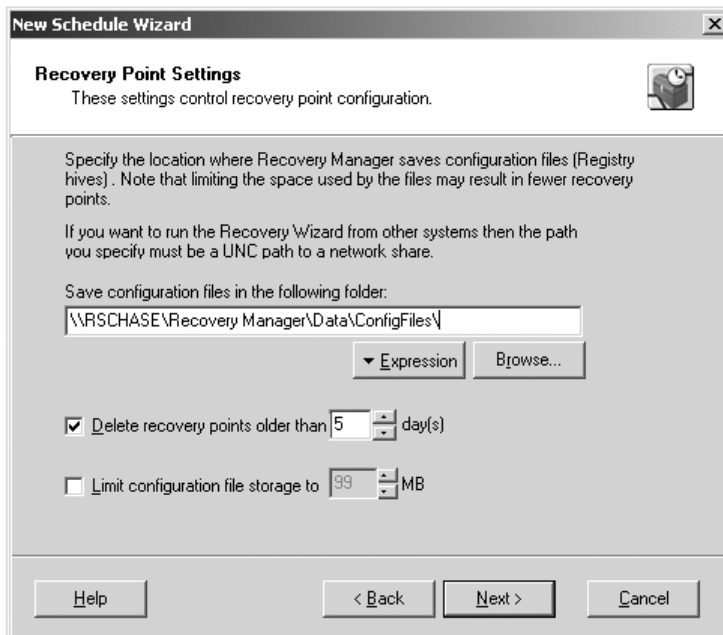
Press the Account button to open a user-browser dialog. Then specify the username and password that the Task Scheduler will use to launch the schedule. The account that you specify must have administrative privileges on the computer where Recovery Manager is installed, as well as on the computers that belong to the schedule that you are configuring.

IV Recovery Point Settings ::

The Recovery Points page of the New Schedule Wizard (and the Recovery Points tab of an existing schedule's properties dialog) allows you to define the location, age limit, and size limit of Configuration Files.

:: Configuration File Location

In this edit box, specify the path where Configuration Files for the computers in the schedule are stored. Recovery Manager allows you to embed a number of expressions in the path to help you organize the storage of the files; these expressions include the schedule name, computer name, and domain name.



The screenshot shows the 'New Schedule Wizard' dialog box, specifically the 'Recovery Point Settings' tab. The title bar reads 'New Schedule Wizard'. The main heading is 'Recovery Point Settings' with a sub-heading 'These settings control recovery point configuration.' Below this, there is a text box for specifying the location where Recovery Manager saves configuration files. The text in the box is '\\RSCHASE\Recovery Manager\Data\ConfigFiles\'. To the right of the text box are two buttons: 'Expression' and 'Browse...'. Below the text box, there are two checkboxes. The first is checked and labeled 'Delete recovery points older than 5 day(s)'. The second is unchecked and labeled 'Limit configuration file storage to 99 MB'. At the bottom of the dialog box, there are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

If you want other systems running the Recovery Wizard to access the Recovery Points created by this schedule, enter the location in the form of a UNC path such as "\\Servername\Sharename\" and apply the necessary permissions to the folder. You should set permissions on the folder so that only users authorized to perform recovery operations on systems within the schedule can access it.

:: Recovery Point Age Limit

This entry limits the age of Recovery Points retained for the schedule. For example, if you enter 4, configuration files older than 4 days will be deleted as new ones are created. If you do not enable this entry the number of Recovery Points stored will be limited either by the configuration file storage limit you set or by the amount of available disk space on the volume where you store the configuration files.

:: Configuration File Size Limit

To limit the size of Configuration Files saved for this schedule, check the Limit Configuration File Storage box and specify a limit in MB. Note that enabling this feature may cause fewer Recovery Points to be saved than specified in the Recovery Point age limit checkbox.

Configuration File storage typically requires 15 MB per system, per Recovery Point, but the requirement can range from 10 MB to 50 MB depending on a system's configuration. For example, if there are 10 computers in a schedule, the schedule creates one Recovery Point per system per day, and you have set Recovery Points to be deleted after 5 days, Configuration Files for the schedule can be expected to occupy as little as 500 MB and no more than 2.5 GB.

The size specified in the Limit Configuration File Storage checkbox applies only to files created by the selected schedule, even if other schedules use the same Configuration File Storage Location.

V Client Operation Settings ::

The Client Operation page of the New Schedule Wizard (and the Client Operation tab of an existing schedule's properties dialog) allows you to:



:: Preinstall Recovery Manager Boot Client

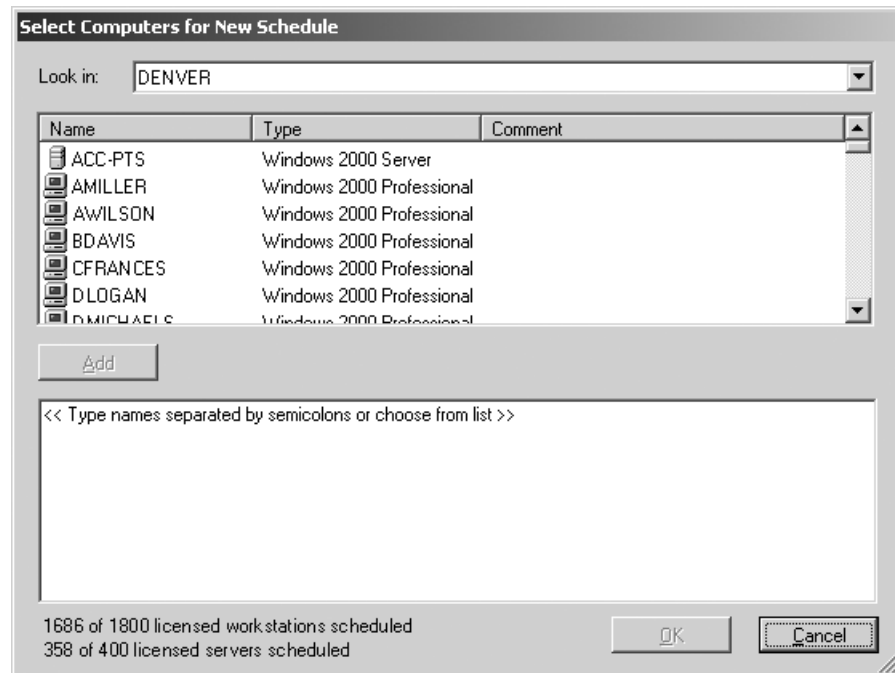
Check this box if you want Recovery Manager to automatically preinstall the Recovery Manager Boot Client on computers that you add to the schedule. When the Preinstall Recovery Manager Boot Client option is checked, systems added to the schedule at any time will have the Recovery Manager Boot Client installed if it is not already present.

:: Name the Administrator Share

Recovery Manager utilizes the Administrator share, named Admin\$ by default, for auto-installation. The Administrator share maps to the %systemroot% directory of a computer. If you have renamed the Administrator share, enter the current name in this edit box.

VI Selecting and Adding Computers ::

The Select Computers dialog appears when you press Add on the Computers page of the New Schedule Wizard (and when you choose Add Computers from the MMC Action menu of an existing schedule node).



To add computers using the Select Computers dialog, select the domain or workgroup that you want to browse in the top pull-down menu, then select individual systems (or groups of systems using the <shift> and <ctrl> keys) and press Add to paste them in the lower edit box.

Note that instead of using the Select Computers dialog box, you may find it faster to add computers from the Network Node or the Active Directory Node since these actions support drag-and-drop of multiple systems, OUs, and entire domains.

VII The Recovery Manager Boot Client ::

With the Recovery Manager Boot Client, you can apply a Recovery Point, perform custom repairs, or change passwords on unstable or unbootable systems. Boot systems with the Boot Client by:

- › Preinstalling the Boot Client on computers before they need repair, then selecting it as a boot time option when needed.
- › Booting systems from a CD created with the Boot Client CD-ROM Wizard.
- › Booting systems from the Recovery Manager Installation CD, which contains a Boot Client image.

It is recommended that you create a Boot Client CD to keep on hand at each physical location. This helps ensure that you will be able to access systems for repair, regardless of hard disk corruption or other problems.

You should check critical systems before problems occur to verify that they can be booted from CD-ROM. Systems that cannot be easily booted from CD should have the Recovery Manager Boot Client preinstalled.

:: Preinstalling the Recovery Manager Boot Client

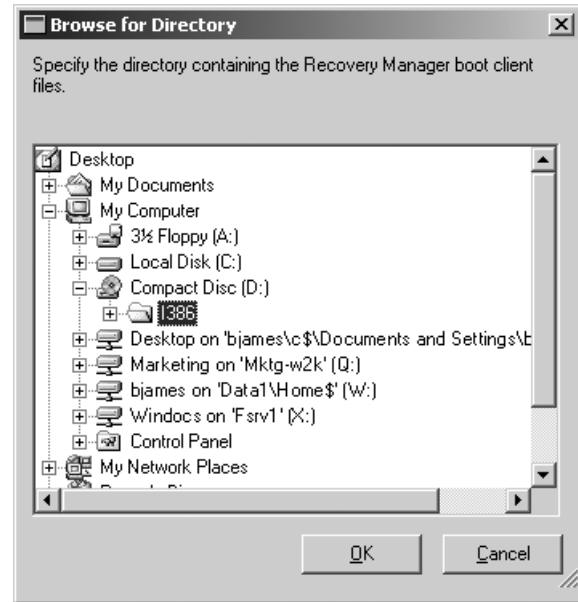
Preinstalling the Recovery Manager Boot Client makes it possible to access and repair an unbootable or locked-out computer without taking the time to physically go to the system. Preinstallation requires approximately 150 MB of disk space and is accomplished by:

- › Creating a new schedule and checking the Preinstall Recovery Manager Boot Software on Client option in the Client Operation Settings page. The Boot Client will be automatically installed on any computer that you add to the schedule.
- › Adding the computer to an existing schedule that has the Preinstall Recovery Manager Boot Software on Client option checked in the Client Operation tab of the schedule's Properties dialog box.
- › Highlighting a Schedule sub-node, selecting a computer that does not have the Recovery Manager Boot Client preinstalled, and choosing Preinstall Boot Client from the MMC Action Menu or from the context menu that appears when you right-click.

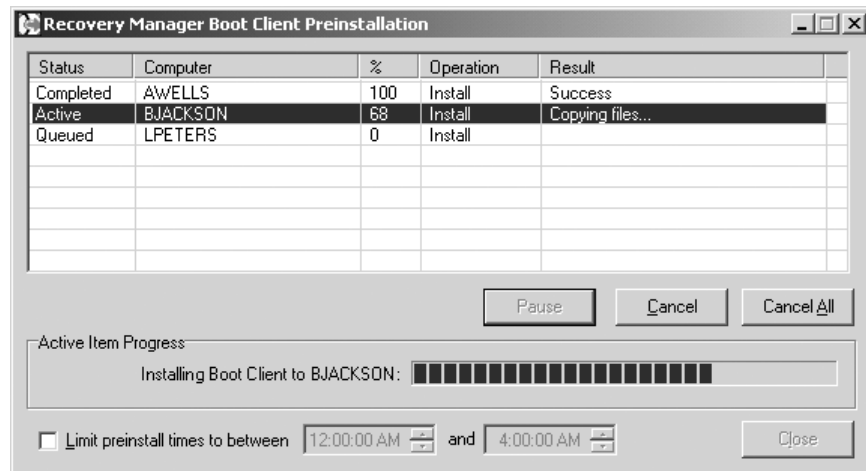
These actions launch the Boot Client Preinstallation Manager.

:: The Boot Client Preinstallation Manager

When launched for the first time in a Recovery Manager session, the Boot Client Preinstallation Manager prompts you to indicate the directory containing the Recovery Manager Boot Client image.



Select the image located in the \i386\ directory of the Recovery Manager Installation CD-ROM, or an image created with the Boot Client CD-ROM Wizard. Select OK to launch the Boot Client Preinstallation Manager. Systems added to the installation queue display Install in the Operation column.



Press Start to begin preinstallation right away, or check Limit preinstall times to select a range of time when preinstallation can occur. The Boot Client Preinstallation Manager installs or uninstalls the Boot Client on a single computer at a time. The active system is shown as Active in the Operation column while others are shown as Paused, Queued, Waiting for time window, or Completed. The progress of the current operation appears in the progress bar at the bottom of the window.

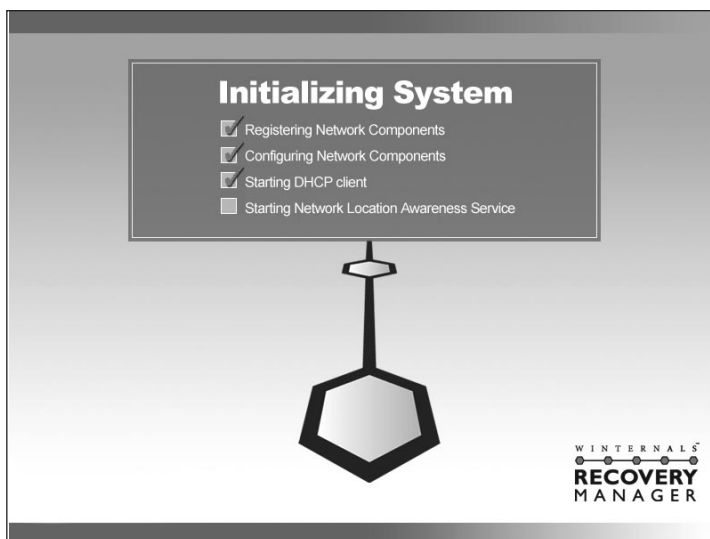
To cancel an operation, select it and press the Cancel button. To cancel the active and all queued operations choose the Cancel All button. The Boot Client Preinstallation Manager dialog remains open until all queued operations are completed.

Once all operations are completed the Boot Client Preinstallation Manager remains open to allow you to inspect the results. Press Close to dismiss the window.

After preinstallation, subsequent reboots present the user with options to boot normally or start the Recovery Manager Boot Client. By default the system proceeds with a normal boot if there is no selection within 5 seconds.

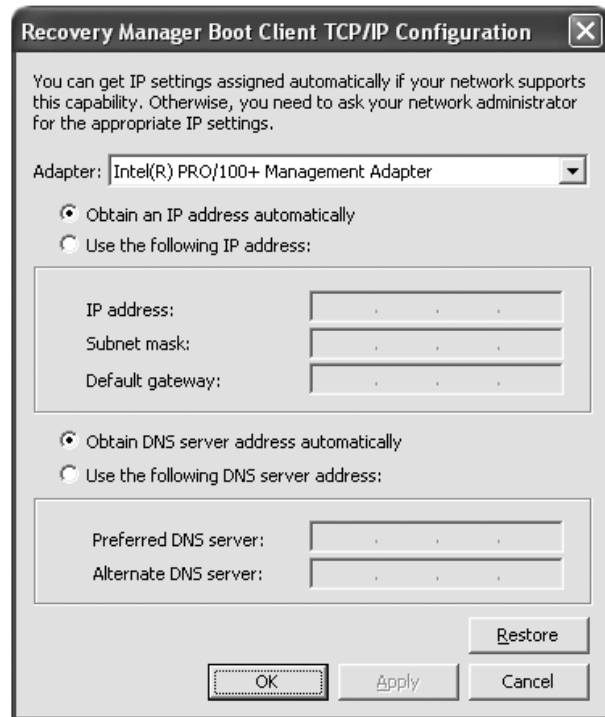
:: Booting with the Preinstalled Client

To access an unbootable or locked-out computer that has the Recovery Manager Boot Client preinstalled, restart the system and select the Winternals Recovery Manager startup option. A progress display will be visible while the system initializes:



After initialization, the system will display Waiting for Connection until it establishes a connection to the remote system that will make the repairs. Also displayed are the local IP address and the Recovery Manager version number.

If the system has multiple network cards installed or if there is no DHCP server present to assign an IP address, select Configure from the IP Address drop-down menu to open the Recovery Manager Boot Client TCP/IP Configuration dialog:



You can select from the list of detected network adapters and choose whether to obtain an IP address automatically or enter an IP address. Press OK to close the dialog.

After a connection is established, the screen displays the name of the user making the repairs and a temporary system name assigned by the Recovery Manager Boot Client.

:: The Boot Client CD-ROM Wizard

With the Boot Client CD-ROM Wizard you can create boot CD images to access unbootable and locked-out systems. You can also use the Wizard to create Recovery Manager Boot Clients with special device drivers that you supply, including OEM drivers for storage devices not natively supported by the Windows XP-compliant Boot Client.

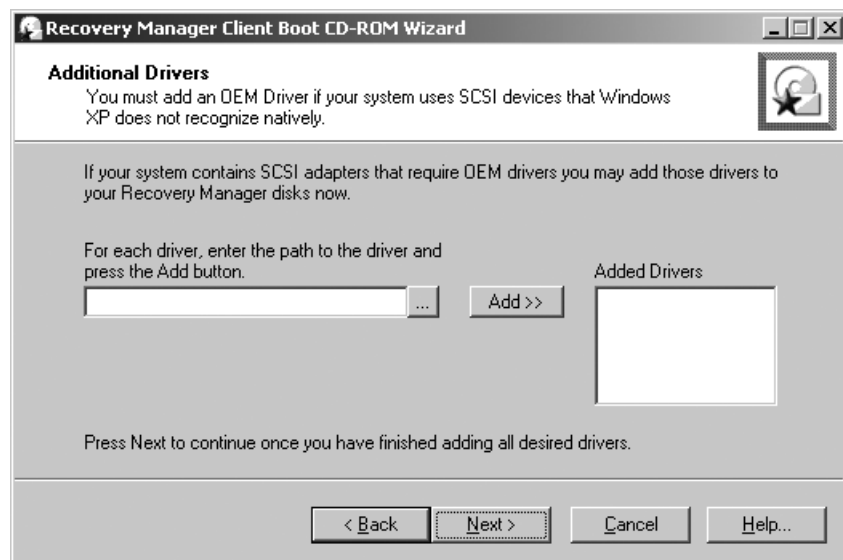
To access the Boot Client CD-ROM Wizard, launch the Recovery Wizard and select Create Recovery Manager Boot Client CD from the Main Page.

The CD-ROM Wizard will guide you through the process.



:: Adding Additional Drivers

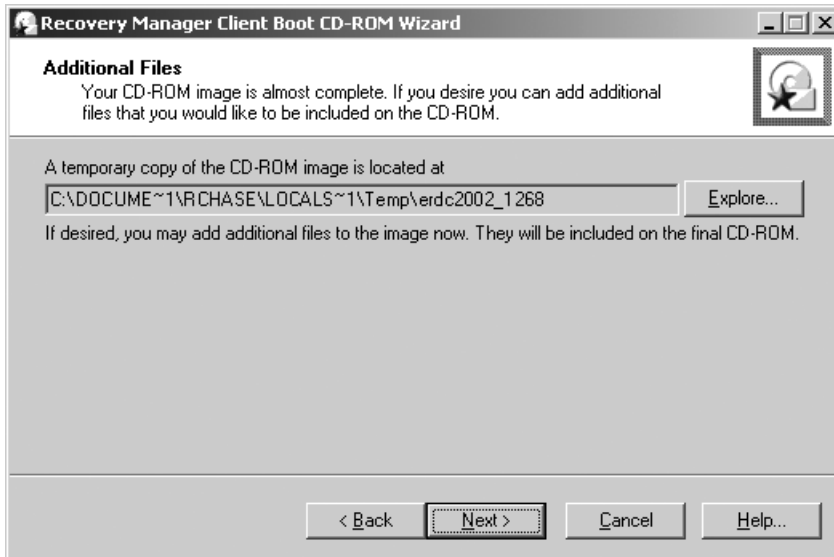
If you work with systems that require additional drivers to work with Windows XP, you can add OEM drivers to the Boot Client on the Additional Drivers page of the Wizard.



To add an OEM driver, enter the path to the driver (having a file name ending in .SYS) or browse to it. Then click the Add button.

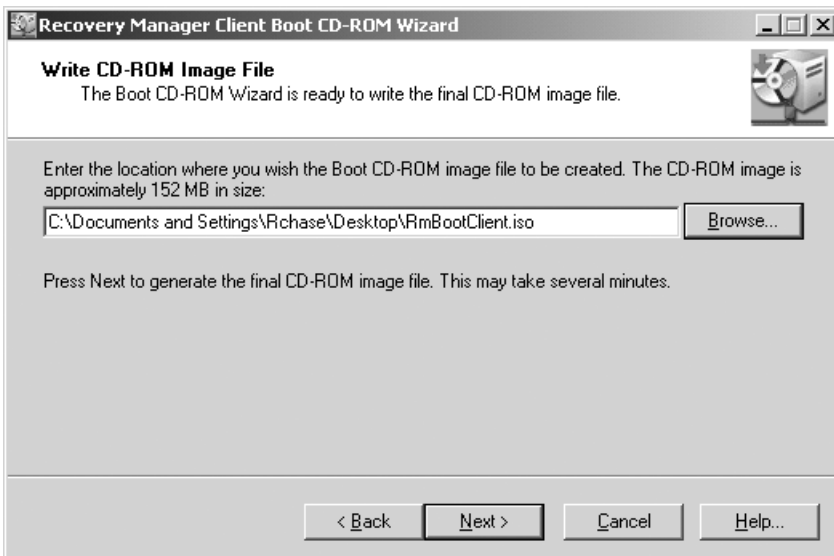
:: Image Location

The Boot CD-ROM Wizard next displays the location of the temporary CD-ROM image. Click Explore to browse the folder and add any additional files that you want to be available to systems running the Boot Client.



:: Writing the CD-ROM Image File

Next you will be prompted to enter the location where the CD-ROM image file will be stored. The image requires approximately 150 MB of disk storage.



The Wizard requires you to specify an .iso file name extension so that the image will work with most CD-ROM burning software. To create the image click Next.

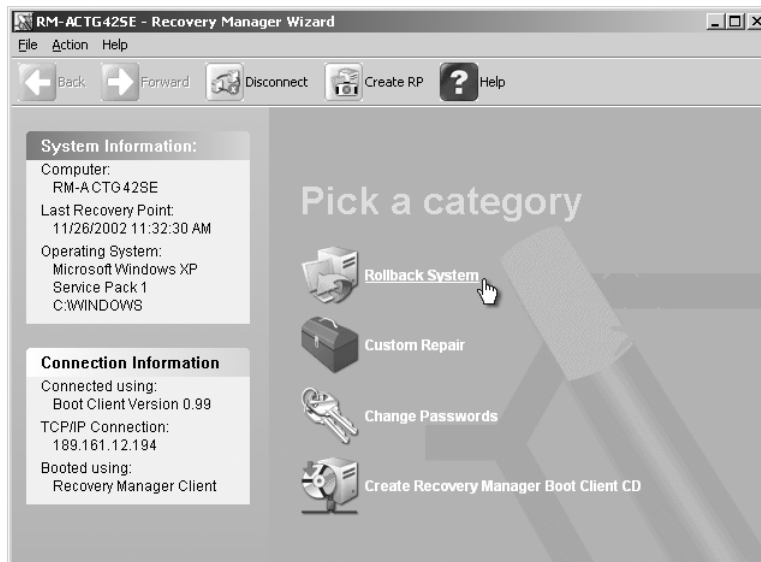
A final summary page appears after the wizard creates the CD-ROM image. Click Finish to exit the Wizard.



To create a Boot Client CD-ROM you will need a CD-RW drive, a blank CDR or CDRW disk, and CD-ROM burning software that supports formatting from ISO images. Most popular CD-ROM burning applications offer the option to write from a CD-ROM ISO file. Check the application's documentation for more information.

IIX Launching the Recovery Wizard ::

Use the Recovery Wizard to repair and diagnose systems that have had Recovery Points created. You should launch the Recovery Wizard when you become aware of unstable behavior in one or more systems, or if you want to view diagnostic information such as changes that have occurred in a computer's configuration and system files over time.



The Recovery Wizard can repair and analyze normally booted systems on your network. It can also repair and analyze otherwise unbootable and locked-out systems booted with the Recovery Manager Boot Client.

To launch the Recovery Wizard from the Recovery Manager Console, highlight a schedule sub-node and select a computer in the MMC right-hand pane. Then select the Launch Recovery Wizard toolbar button, select this option from the MMC Action menu, or choose it from the context menu that appears when you right-click.

To launch the Recovery Wizard from a system that has the Recovery Wizard shortcut installed, select it from the Start menu.

For detailed information on Recovery Manager's repair and recovery features, please refer to the Recovery Manager User's Guide or Recovery Manager Online Help.

IX Technical Support ::

To view Online Help, press F1 or select Help from the Recovery Manager console menu.

To view the Recovery Manager Support Knowledge base, visit:
www.winternals.com/es/support

You may also request help by email for issues not covered in the Online Help or Support Knowledge Base.

Please visit: **www.winternals.com/es/support/getsupport.asp**
or send email to: **support@winternals.com**

Customers who have purchased a Gold, Platinum, or Platinum Plus Service Agreement may receive phone support by calling 512-330-9861.

X Index ::

A

Activation Key, 6
Active Directory, 1, 15
Adding Computers, 15
Additional Drivers, 21
Additional Files, 22

B

Boot Client, 7-9, 14, 16-24
Boot Client CD-ROM Wizard, 17, 20
Boot Client Preinstallation Manager, 16-18
Booting with the Preinstalled Client, 18

C

Client Operation, 9, 14, 16
Configuration Files, 12, 13
Configuration File Size Limit, 13
Console, 1, 24, 25
Create Recovery Manager Boot Client CD, 20

D

Device drivers, 20

I

Image Location, 22

N

New Schedule Wizard, 9, 10, 12, 14, 15

O

OEM Drivers, 20, 21
Online Help, 24, 25

P

Preinstalling the Boot Client, 16

R

Recovery Point Age Limit, 13
Recovery Point Settings, 12
Recovery Points, 1, 7, 9, 12, 13, 24
Recovery Wizard, 1, 7, 12, 20, 22, 24
Requirements, 1

S

Schedules, 9, 10, 13
Support Knowledge Base, 25

T

Technical Support, 25

W

Waiting for Connection, 19
Writing the CD-ROM Image File, 22

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