



ALTIRIS[®]
Recovery Agent[™] 7.0
User's Guide

Notice

Altiris® Recovery Solution™ 7.0

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Chapter 1

Introducing Altiris Recovery Solution

Altiris® Recovery Solution™ protects the files on your computer by storing copies of files called snapshots. If files on your computer get accidentally deleted or corrupted, you can easily restore the files yourself. You can also roll back your complete file system to a previous state.

Recovery Solution provides protection of files by backing up files to a Recovery Solution Server. An administrator can manage snapshots and settings from a central console.

The Recovery Agent is the software program that runs on your computer and backs up and restores files.

This Recovery Agent User's Guide Provides instructions for the Altiris Recovery Agent. This help is available in both .PDF and Microsoft HTML Help (.CHM) formats. To access the online help, from the Recovery Agent Options dialog box, click the Help button.

[Recovery Solution Terminology](#) on page 7

Recovery Solution Terminology

baseline snapshot

The first Recovery Agent snapshot of a protected computer.

DCOM

Microsoft Distributed Component Object Model consists of a set of system files that Recovery Solution uses when communicating with the server. DCOM provides both flexibility and added security for many applications that run on a network.

Full System Recovery (FSR)

A recovery of the whole system from scratch to any of the performed full system snapshots.

system snapshot

A snapshot of a protected computer that contains enough information to restore the computer in the event of a disaster. A Full System Recovery can only be performed from a Full System Snapshot. In addition to whatever files you select, a Full System Snapshot always contains the information about the protected computer's disk partitions and drives and the Windows registry. You can also include any additional data from local drives. A Full System Snapshot does not have to contain all of the protected computer's files and folders.

Open File Manager (OFM)

Open File Manager is the technology from St. Bernard™ Software used the Recovery Agent. At the start of each snapshot OFM driver tries to find a defined interval of completely no writes performed to the hard disk drive within the specified period in order to synchronize (lock) the system.

partial snapshot

A snapshot of only the drives, folders, or files that you select. You can choose to include or exclude any local hard drive on your computer, whether or not it has system information on it.

Note

Files and folders that are specified on the Exclude tab of the Recovery Solution properties for this protected computer are not included in the snapshot.

protected computer

A user's computer (workstation, notebook, and so on) whose data is protected by installing the Recovery Agent.

Recovery Agent

The software that manages backing up and restoring files on the computer.

rollback

Restoring files from a snapshot that restores computers to a previous state. Rollback is used to repair your operating system and applications when your computer is not functioning properly.

restore session

The actual transferring of data from a snapshot to a computer.

snapshots

Snapshots contain one or more backed up files.

Recovery Server

The computer that stores the snapshots from a protected computer.

server authentication

To communicate with the Recovery Server, Windows domain security is used. Your normal Windows logon account is used to give you access to Recovery Server.

If multiple users log onto your computer, each person's account must have access rights to the server. Your administrator configures the access rights.

Server Space Management job

A server task that deletes files from snapshots and compacts the storages with the snapshots data.

snapshot session

The actual transferring of data to a snapshot. If data from multiple drives are included in a snapshot at the same time, Recovery Agent considers each drive a separate snapshot session, even though it performs all the snapshots right away.

storage location

The location used by the Recovery Server to store the protected data from Recovery Agents.

VPN

In a Virtual Private Network, the communications are encrypted between a remote computer (the VPN client) and the remote access VPN gateway (the VPN server) to which it connects. With a VPN, protected computer can send data across a shared or public network in a manner that emulates a point-to-point private link.

Chapter 2

Getting Started with the Recovery Agent

This section describes basic tasks you can perform to start using Recovery Solution.
See [Recovery Solution Terminology](#) on page 7

Basic tasks

- [Install the Recovery Agent](#) (page 10)
- [Take the Initial Snapshot](#) (page 10)
- [View Your Recovery Agent Options](#) (page 11)
- [Ensure Automatic Snapshots Are Taken Successfully](#) (page 11)
- [Take an Unscheduled Full System Snapshot](#) (page 12)
- [Take an Unscheduled Partial Snapshot](#) (page 12)
- [View and Restore Protected Files](#) (page 13)


Prerequisites for Getting Started tasks

- Symantec Management Platform 7.0 SP1
- Recovery Solution 7.0
- One client computer running a supported Windows operating system with the Altiris Agent and the Recovery Agent installed on it.

Install the Recovery Agent

Before you can back up data using Recovery Solution, the Recovery Agent must be installed on your computer. The Recovery Agent is software that manages backing up and restoring files on the computer.

You must also have an account on the Recovery Solution server.

The Recovery Agent may be automatically installed remotely by an administrator. You can tell if the Recovery Agent is installed by looking to see if you have the  icon on your desktop or in your Windows system tray.

If your administrator has granted access, you can also install the Recovery Agent manually and set up an account using the Web-based Recovery Agent Setup Wizard.

If you already have an account, you can install the Recovery Agent and specify your existing account.

For more information, contact your IT helpdesk.

Take the Initial Snapshot

After the Recovery Agent is installed on your computer, a dialog will prompt you to take a Full System Snapshot of the system.

To take the initial snapshot

1. In the **Take initial snapshot** dialog, click **Take Snapshot Now**.
2. In the **Take Snapshot** dialog, select the required **Snapshot type**.

View Your Recovery Agent Options

You can see how the Recovery Agent is configured on your computer and change the settings if your administrator granted the appropriate rights. For information on changing the agent options, see [Viewing and changing Recovery Agent Settings](#) (page 15).

To view Recovery Agent options

These are the ways to access the **Recovery Agent Options** dialog:

- In the system tray, double-click the **Recovery Agent** icon .
- Option 1: Double-click the **Recovery Agent** icon  located on the desktop.

Note

If the icon is not on the desktop, you might have moved it to your "My Computer" folder.

- Option 2: Select **Start > Programs > Altiris > Recovery Agent > Altiris Recovery Agent Options**.

Ensure Automatic Snapshots Are Taken Successfully

Recovery Agent has a default automatic snapshot schedule. Your administrator can configure Recovery Agent so that snapshots of your files are taken regularly.

Notes

To view the snapshot schedule and options for your computer, see [View Your Recovery Agent Options](#) (page 11).

You can make changes to your snapshot schedule if your administrator granted you the rights. See [Viewing and changing Recovery Agent Settings](#) (page 15).

Follow these guidelines to ensure that your scheduled snapshots are taken.

- Schedule snapshots at appropriate times.
 - The best time for your snapshots to run is while you are not using your computer. Although you can continue using your computer while the snapshot is taken, we recommend taking snapshots when the computer is not being used because it degrades computer performance.
 - If you use a portable computer, your snapshots will usually run when you connect to the network, regardless of the scheduled snapshot time.
- Determine whether the Wake on LAN option is enabled on your computer (see [Attempt to wake the client before a scheduled snapshot](#) on page 25). If it is not, leave your computer on all the time. You can log out or use a password-protected screen saver to ensure security.

- Continue to use the regular backup features that come with programs (such as Microsoft Office) because Recovery Agent usually takes a snapshot of your computer once a day, so if something happens to your files just before your snapshot runs, you could still lose a whole day's work.

Take an Unscheduled Full System Snapshot

The Full System Snapshot includes your computer's configuration and operating system files. This makes Full System Recovery possible in case your computer's disk drive fails. This makes a Full System Recovery possible in case Windows fails to start. A Full System Snapshot will include everything on a selected drive except for excluded files.

For immediate protection of recently created files, you can perform snapshots manually through Windows Explorer.

To run the Full System Snapshot manually

1. Right-click the **My Computer** icon and click **Snapshot**.
2. Click **Full System Snapshot**.

The dialog box lists all the drives in your computer. Set or clear the check box next to any drive that you do not want to exclude or include in the snapshot. You cannot clear either the startup drive or the drive with the installed operating system. (Usually, they are both on drive C.)

3. Click **OK** to continue with the snapshot.
4. A dialog box opens and prompts you for a descriptive label for your snapshot. Accept the default description that uses the current date and time.
5. In the **Snapshot of Local Drive(s)** dialog, click **Start**.

The **Snapshot Progress** window appears and shows the status of the snapshot. You can use your computer during the snapshot.

To cancel the snapshot, click **Stop**. Start the snapshot again to ensure that your data is protected.

When the snapshot finishes, the **Stop** button changes to **Close**. Click **Close**.

Take an Unscheduled Partial Snapshot

A partial snapshot protects only the files that you select. In case of failure, you cannot use a partial snapshot for Full System Recovery of your computer.

To run a partial snapshot

1. In Windows Explorer, select one or more drives, folders, and files to include in the snapshot.
2. Right-click your selections and click **Snapshot**.

Note

The Snapshot command is not available if none of the selected items are stored on supported media.

3. A dialog box opens and prompts you for a descriptive label for your snapshot. Accept the default description that uses the current date and time.

4. In the **Snapshot of Local Drive(s)** dialog, click **Start**.

The **Snapshot Progress** window appears and shows the status of the snapshot. You can use your computer during the snapshot.

To cancel the snapshot, click **Stop**. Start the snapshot again to ensure that your data is protected.

When the snapshot finishes, the **Stop** button changes to **Close**. Click **Close**.

View and Restore Protected Files

Using the Recovery Agent folder in the Windows Explorer tree, you can view the files and folders in the snapshots.

To view protected files

1. Open the Recovery Agent Options dialog.
See [View Your Recovery Agent Options](#) on page 11.
2. In the Recovery Agent Options dialog, click the **Snapshot and Restore** tab.
3. Click **Restore Files**.
4. Click **Advanced Selection**.
5. Select the Altiris Recovery Agent folder, which displays drive snapshots.
6. Browse the folders in the snapshot.
7. Double-click a drive in the window to view folders and files.

To view earlier versions

1. In Windows Explorer, click the **View** menu.
2. Select **Recovery Solution Versions**.
3. Select one of the following options:

- **All Versions**

Choose this option to display all snapshots of your files.

If you are viewing all file details (**View > Details**), the **Snapshot Taken** column shows the date and time that each snapshot originally ran.

Note

In some cases, the time displayed in the **Snapshot Taken** column is the only way to distinguish the difference between two or more versions of a file. This happens if the file itself did not change between snapshots, but some properties of the file did. Example: Recovery Solution creates a new version of the file if the only change is in its NTFS security attributes.

- **Latest Version Only**

Choose this option to display the most recent snapshot of each file. Even files that were excluded in the most recent snapshot are displayed, as long as they were in a previous snapshot.

4. If you have installed the Recovery Agent more than once (or if the software was automatically updated from the server), select from the following additional options:

- **Snapshots From All Installations (default)**

Choose this option to display protected files from all of your Recovery Agent installations.

Chapter 3

Configuring the Recovery Agent

This chapter has the following topics:

- [Viewing and changing Recovery Agent Settings](#) (page 15)
- [Snapshot and Restore Dialog Box](#) (page 17)
- [Snapshot Schedule Dialog Box](#) (page 19)
- [General Dialog Box](#) (page 22)
- [Recovery Solution Server Space Management Dialog Box](#) (page 23)
- [Misc Dialog Box](#) (page 24)
- [Misc Dialog Box](#) (page 24)
- [Excludes Dialog Box](#) (page 27)
- [Rollback Data Dialog Box](#) (page 31)

Viewing and changing Recovery Agent Settings

You can configure Recovery Agent options by using the Recovery Agent Options dialog box.

How Administrator Settings Might Affect You

The Recovery Solution administrator can limit your ability to perform certain tasks and modify various Recovery Agent settings. When any of the user rights are disabled, you may not have access to some of the Recovery Agent settings and actions described in the User's Guide. If you have more than one computer, the restrictions may be different for each one.

To change Recovery Agent options

1. Open the Recovery Agent Options dialog box (see [View Your Recovery Agent Options](#) on page 11).

In the Recovery Agent Options dialog box, the following tabs are displayed.

Note

If a section of the dialog box is disabled or missing, only the administrator can change those settings.

Recovery Agent Options Tabs

Tab	Function	Link
Snapshot and Restore	Displays status information about your snapshots and restores, and lets you perform snapshot and restore tasks.	See Snapshot and Restore Dialog Box on page 17.

Recovery Agent Options Tabs (Continued)

Snapshot Schedule	Lists the schedule and settings for your automatic snapshots.	See Snapshot Schedule Dialog Box on page 19.
Administration	Lets you view and change preference settings. Go here to change your Recovery Agent description on the server.	See Administration Dialog Box on page 21.
General	Lets you view log files related to your computer's snapshots and restore jobs.	See General Dialog Box on page 22.
Recovery Solution Server Space Management	These rules determine when old snapshots are automatically deleted.	See Recovery Solution Server Space Management Dialog Box on page 23
Misc	Lets you set miscellaneous snapshot and agent settings.	See Misc Dialog Box on page 24.
Remote Access	If you use a modem or other remote connection to log on to your office network, use this tab to set up Recovery Solution to run automatic snapshots with a modem or remote connection. Note This tab only appears if you have Dial-Up Networking installed.	See Recovery Solution Server Space Management Dialog Box on page 23.
Excludes	The files you enter here are excluded from all manual and automatic snapshots. Choose excluded files carefully (see Excluding Files from Snapshots on page 32). Notes Full System Recovery cannot be performed if you exclude certain files and folders. For details, see Files and Folders You Should Never Exclude on page 32. This tab is available only if the administrator has granted you rights.	See Excludes Dialog Box on page 27.
Rollback Data	Lets you specify file types, which will not be rolled back when the Restore system and application files only Rollback option is selected.	See Rollback Data Dialog Box on page 31.

2. Click one of the tabs in the dialog box to view or change settings.
3. Make your changes and then click **OK**.

Note

After clicking **OK**, you should open the Options dialog box again to ensure that the **Schedule** tab AM/PM fields of the **Start Time** and **End Time** are correct. A known problem with the scheduling controls sometimes causes a "PM" time to be reset to "AM."

Snapshot and Restore Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Snapshot and Restore** tab.

This section contains the following topics:

- [Last Snapshot/Restore Status](#) (page 17)
- [Snapshot Options](#) (page 17)
- [Restore Options](#) (page 18)
- [Throttling Options](#) (page 18)
- [Snapshot Selection Wizard Dialog Box](#) (page 19)
- [Restore Selection Wizard Dialog Box](#) (page 19)

Last Snapshot/Restore Status

The "Last Snapshot/Restore Status" section provides information about your computer's most recent snapshot or restore job.

Time

This box shows the date and time that your computer's most recent snapshot or restore was run.

Description

This box shows a description of your computer's most recent snapshot.

Status

This box indicates whether your computer's most recent snapshot or restore succeeded or failed.

Snapshot Options

Snapshot options can be configured using the Misc tab. For more information, see [Misc Dialog Box](#) on page 24.

Snapshot

Click the **Snapshot** button to launch the Snapshot Selection Wizard that guides you through taking a snapshot. If this button is not available, then you do not have permission to perform a snapshot manually.

Accelerate

Click the **Accelerate** button to accelerate scheduled snapshot to be performed immediately

See also: [Snapshot Selection Wizard Dialog Box](#) (page 19).

Restore Options

These options let you restore files from a snapshot of your computer.

Restore Files

Click the **Restore Files** button to restore one or more specific files, folders, or drives from the Recovery Solution Server.

Rollback

Click the **Rollback** button to open the Rollback dialog box and to return your entire computer to its state at the time of any previous Full System Snapshot. For more information, click **Help**.

If this button is not available, then you do not have permission to perform a rollback. Contact your Recovery Solution administrator if you need to return your computer to a previous state.

See also: [Restore Selection Wizard Dialog Box](#) (page 19).

Throttling Options

The Bandwidth Throttling page contains settings that let you limit the network bandwidth used when taking snapshots and restoring files. This option is only available if the administrator has granted rights to you to change these settings. If you have rights to view this page, you will see the values that have been set by the administrator. You may want to change these settings especially if you are using dial-up networking.

Note

Network bandwidth limits can be set in kilobits (Kbps) or megabits per second (Mbps).

Default Options

- **Use system defaults**

By selecting this check box, Recovery Solution will use the system defaults, which is unlimited bandwidth.

Snapshot throttling options

- **Limit snapshot speed to**

You can select the maximum network bandwidth used when taking snapshots.

- **Do not start snapshot if transfer rate is less than**

You can select the minimum network bandwidth used when taking snapshots. If this minimum bandwidth is not available, the current snapshot will be cancelled.

- **Do not start automatic snapshots over WAN connection**

Select this box to restrict snapshots from running when the client computer is on the WAN.

Restore throttling options

- **Limit restore speed to**

You can select the maximum network bandwidth used when restoring files.

Snapshot Selection Wizard Dialog Box

This wizard helps you make a snapshot of your files. To access the wizard, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11), go to the **Snapshot and Restore** tab, and click **Snapshot**.

Full System Snapshot

A snapshot of a computer that contains enough information to restore the computer in the event of a disaster. A Full System Recovery can only be performed from a Full System Snapshot. In addition to whatever files you select, a Full System Snapshot always contains the information about the computer's disk partitions and drives and the Windows registry. You can also include any additional data from local drives. A Full System Snapshot does not have to contain all of the computer's files and folders.

Search

Click this button to search for specific files.

Type the name of the file or folder to find. You can also search for multiple files that match a search pattern. Use standard wildcard characters, such as "?" and "*", to look for multiple files or folders.

Advanced Selection

Opens Windows Explorer so you can search for files yourself. You can take snapshots of files from within Windows Explorer by right clicking them and selecting **Snapshot** in the drop-down menu.

Restore Selection Wizard Dialog Box

This wizard helps you restore your files.

Search

Use this option to search for specific files. Type the name of the file or folder to find. You can also search for multiple files that match a search pattern. Use standard wildcard characters, such as ? and *, to look for multiple files or folders. Click this button to search for specific files.

Advanced Selection

Opens Windows Explorer so you can search for files yourself. You can restore files from within Windows Explorer by right clicking them and selecting **Restore** in the drop-down menu.

For more information on rollbacks, see [Rollback Dialog Box](#) on page 36.

Snapshot Schedule Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Snapshot Schedule** tab.

Use System Defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Full System Snapshot

A snapshot of a computer that contains enough information to restore the computer in the event of a disaster. A Full System Recovery can only be performed from a Full System Snapshot. In addition to whatever files you select, a Full System Snapshot always contains the information about the computer's disk partitions and drives and the Windows registry. You can also include any additional data from local drives. A Full System Snapshot does not have to contain all of the computer's files and folders.

Partial snapshot

Choose this option to have Recovery Solution include only the files and folders you select in the snapshot. You must specifically add files and folders to the snapshot, using the Add, Remove, and Edit buttons.

Note

Files and folders that are specified on the **Exclude** tab of the Recovery Agent Options for this computer are not included.

Days

Select the box next to each day of the week that you want Recovery Solution to take a snapshot. The snapshot is started during the scheduled interval you choose below.

Choose the time of day at which you want scheduled snapshots to start.

After

Choose the desired start time for scheduled snapshots. This is the earliest time at which the snapshot can occur on each scheduled day. Recovery Solution attempts to start the snapshot at this time. If the snapshot cannot be started at this time because the computer was turned off or off-line, Recovery Solution will keep trying until the latest start time you specify in the next field.

Before

Choose the latest time at which you want to allow scheduled snapshots. On each day, a snapshot is scheduled, Recovery Solution keeps attempting to start the snapshot until either it succeeds or the time you specify here is reached. If this time is reached and Recovery Solution has been unable to start the snapshot, no scheduled snapshot occurs on this day.

Conditions

The following settings control when a snapshot will occur.

As soon as user turns on the computer: Select this box to have Recovery Solution start a day's scheduled snapshot as soon as your computer is turned on. It is not necessary to log onto the computer to take the snapshot, but your computer must already have a physical connection to the network. This option is generally useful for desktop computers connected to a LAN. A snapshot is started only if there is one

scheduled to take place at the same time or later on the same day, or if the end time for the previous day's snapshot has not yet been reached. No snapshot is started if the scheduled snapshot time has passed, even if no snapshot took place during the scheduled period. Only one scheduled snapshot is taken each day, no matter how many times the computer is turned on.

Note

The snapshot will not start immediately after logon. It starts after a 10-minute timeout.

As soon as user resumes the computer: Select this box to have Recovery Solution start a day's scheduled snapshot as soon as your computer is resumed after you have suspended it. This option is generally useful for notebook computers. A snapshot is started only if there is one scheduled to take place at the same time or later on the same day, or if the end time for the previous day's snapshot has not yet been reached. No snapshot is started if the scheduled snapshot time has passed, even if no snapshot took place during the scheduled time period. Only one scheduled snapshot is taken each day, no matter how many times the computer is suspended and resumed.

Note

The snapshot will not start immediately after logon. It starts after a 6-minute timeout.

As soon as user docks the computer: Select this box to have Recovery Solution start a day's scheduled snapshot as soon as your computer is docked on the network. This option is generally useful for laptop computers. A snapshot is started only if there is one scheduled to take place at the same time or later on the same day, or if the end time for the previous day's snapshot has not yet been reached. No snapshot is started if the scheduled snapshot time has passed, even if no snapshot took place during the scheduled time period. Only one scheduled snapshot is taken each day, no matter how many times the computer is docked.

Note

The snapshot will not start immediately after logon. It starts after a 5-minute timeout.

As soon as computer goes into idle state: Select this box to have Recovery Solution start a day's scheduled snapshot as soon as your computer goes idle.

Note

The snapshot will not start immediately after logon. It starts after a 4-minute timeout.

Administration Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Administration** tab.

This area displays information and options relating to the Altiris Recovery Solution Server and your data on it.

Server name

This area displays the name of the Recovery Server that stores the snapshots of your computer. You cannot change this name here. To use a different server, you must uninstall and reinstall the Recovery Agent.

Change Recovery Agent Description

Click this button to change the description of the computer. When the Change Recovery Agent Description dialog box appears, type a description for your computer. This description is used for Recovery Solution and is not necessarily related to your Windows computer description. In most cases, you do not need to change this value.

Server storage space used

This is the amount of disk space on the server that has already been used by your computer. For common files that are identical to files stored on other computers, your disk space usage is calculated as a fraction of the total storage space required for the file. This is because Recovery Solution stores the file only once on the server, no matter how many computers have it in their snapshots. Example: if 20 computers each protect an identical copy of the system file kernel32.dll, that is 731920 bytes in size, this counts as $731920 / 20 = 36596$ bytes of storage space used by your computer.

Server storage space usage quota

The server storage quota limits the computer storage space on the server. If the storage quota is enabled by administrator and you exceed the quota then all snapshots from your computer will be blocked until the limit is increased or the storage space used by this computer on the server is decreased during the space management job.

General Dialog Box

These options allow you to view log files related to your computer's snapshots and restore jobs.

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **General** tab.

This section contains the following options:

- [Recovery Solution Server Space Management Dialog Box](#) (page 23)
- [User Interface Language Preferences](#) (page 22)
- [Recovery Solution Logs](#) (page 23)
- [Connection Settings](#) (page 23)

Use System Defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

User Interface Language Preferences

You can select the language the Recovery Agent user interface is displayed in. However, the language settings will not take effect in the currently opened Recovery Agent windows and dialogs. Close the options dialog box and reopen it to apply the language change.

Recovery Solution Logs

Activity Log

Click this button to view a history of your computer's Recovery Solution activity, including all snapshot and restore jobs. This log is stored in a text file.

Event Log

Click this button to open the Event Viewer so you can view all logged Recovery Solution events. This information is provided in the event viewer. This information is provided in the windows event viewer under Altiris Recovery Solution node.

Connection Settings

Connection type

This shows the connection type used to communicate with the Recovery Solution Server—DCOM, HTTP, or HTTPS.

Port

You can see the port number to be used for communication with Recovery Server.

Use encryption when communicating with the Recovery Solution Server

Check this box to turn on DCOM encryption. This causes Recovery Solution to perform the following functions when sending or retrieving data from the server.

- **Validation on the source of the data.** Recovery Solution does a second check to ensure that files in your snapshot are really coming from your computer rather than from some other source, and that files you restore are really coming from the server.
- **Data integrity checking.** Recovery Solution verifies that the data are intact and free of errors, reducing the chances of data corruption.
- **Data encryption.** Encryption is especially useful if you are concerned about transmitting confidential data through connections that may not be secure, such as Dial-Up Networking (RAS) or the Internet. Snapshots, restores, and file information are encrypted during transmission only. The data stored on your computer and on the server are not encrypted.

Because of government regulations in France, no data encryption is performed if you are running Recovery Solution on a French version of Windows. However, this option still enables source validation and data integrity checking.

Recovery Solution Server Space Management Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Space Management** tab.

Note

This tab only appears if your administrator has given you the right to edit your own space management rules.

This section contains the following options:

- [Default Rules](#) (page 24)
- [Exception Rules](#) (page 24)
- [Use System Defaults](#) (page 24)

Default Rules

This area specifies the default space management rules that you want to apply to all files on your computer. You can make exceptions to these rules in the Exception Rules area below.

Delete snapshots older than

Specify the length of time for which the snapshot of the item should be kept. If you select this box, then the item will be deleted after the amount of time you specify.

Delete files after they have been deleted from your computer

Specify the length of time for which the snapshot of the item should stay after the original copy has been deleted from your computer. If the original item is not deleted, then the snapshot copy will not be deleted either.

Exception Rules

This area specifies exceptions to the default rules that are configured above. You can make exceptions for any number of folders or files. The exceptions always override the default rules, regardless of whether the length of time you specify is longer or shorter than the default.

Use System Defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Misc Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Misc** tab. This area contains miscellaneous Recovery Agent options.

Note

If a setting is inactive, you do not have the rights to change it.

Take a snapshot whenever I log off my computer

This option configures Recovery Solution to start a snapshot as soon as you log off, restart, or shut down your computer. At logoff time, the snapshot runs automatically after a short delay. Before it runs, you have the chance to skip that specific snapshot. Another snapshot will run the next time you log off. Your computer must have a physical connection to the network.

Notes

The snapshot prompt appears no matter which logoff option you choose (log off, restart, or shut down). However, you should check that the logoff option displayed in the dialog box is the one you actually want.

If Windows continues logging off before the snapshot timeout is complete, you might need to configure Windows to give Recovery Solution enough time to start the snapshot before the logoff occurs.

Notify me when a scheduled snapshot completes successfully

Select this box if you want to see a message when your scheduled snapshots complete successfully. You will always see a message if your snapshot fails, whether or not this box is checked.

Notify me when a scheduled snapshot fails

This option configures the Recovery Agent to display a message if a scheduled snapshot fails.

Show progress indication of the scheduled snapshot

Select this option if you want to show the progress indicator when scheduled snapshots are taken. Clear the check box to have the indicator hidden during scheduled snapshots.

Attempt to wake the client before a scheduled snapshot

If your computer has a Wake on LAN enabled network card, and if your computer is not in "awake" status, Recovery Solution will attempt to wake your computer in order to perform a scheduled snapshot.

Show the Welcome screen when I start Windows

Select this box to display the Recovery Solution startup screen whenever your computer starts.

Show the status icon in the Windows system tray

Select this box to display the Recovery Agent icon in the tray at the end of your Windows task bar. This icon shows the status of Recovery Solution. You can also use the icon to access Recovery Solution features.

Show Recovery Agent options in Start Menu

Select this box to show the Recovery Agent options in Windows Start menu programs.

Show Recovery Agent Desktop icon

Enable this to show the Recovery Agent desktop icon.

Use system defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Remote Access Dialog Box

These options control snapshots that are taken when your computer uses remote access to connect to a Recovery Solution Server, such as dial-up networking and VPN connections.

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Remote Access** tab.

This section contains the following options:

- [Snapshot Type](#) (page 26)
- [Snapshot Settings](#) (page 27)
- [Use System Defaults](#) (page 27)

Snapshot Type

Full System Snapshot

A snapshot of a computer that contains enough information to restore the computer in the event of a disaster. A Full System Recovery can only be performed from a Full System Snapshot. In addition to whatever files you select, a Full System Snapshot always contains the information about the computer's disk partitions and drives and the Windows registry. You can also include any additional data from local drives. A Full System Snapshot does not have to contain all of the computer's files and folders.

Partial snapshot

Click this option to have Recovery Solution take a snapshot of only the drives you select. You can choose to include or exclude any local hard drive on your computer, whether or not it has system information on it.

Note

Files and folders that are specified on the Exclude tab of the Recovery Solution properties for this computer are not included in the snapshot.

Drives

Check the box next to each drive of which you want Recovery Solution to take a snapshot. If this is a Full System Snapshot, you cannot clear the check box next to the drive that contains the operating system or other files needed for a Full System Recovery. If you do not need a Full System Snapshot and do not want to include these files, click Partial snapshot as the snapshot type. We recommend that you include all drives, both to protect all the data and to ensure that any files needed to start your computer are included, even if they are not stored on the boot or system drives.

Snapshot Settings

Take each day's snapshot as soon as I start remote access

Select this box to have Recovery Solution take a day's scheduled snapshot as soon as a remote connection is made to the network. This is the best way to guarantee that your data is protected. Even while connected to the network, portable and remote computers are often difficult for the server to reach because they frequently are not configured to use Domain Name System (DNS) names.

Display a message before taking the snapshot

Select this box to have Recovery Solution prompt you before taking an automatic snapshot over a remote connection to the network. You will have the option to start or cancel the snapshot. If this box is cleared, Recovery Solution does not prompt you, but starts taking the snapshot automatically.

Take each day's snapshot as soon as computer connects to the server

Select this box to have Recovery Solution take a day's scheduled snapshot as soon as the computer connects to the server.

Continue incomplete snapshot from the break point

This option configures Recovery Solution to restart the snapshot from the failure point or break point if a user's snapshot was cancelled or interrupted. This feature provides users with the ability to recover from a broken connection with the server at the exact same place as when their connection was broken. This is especially useful to remote users.

If this feature is enabled, or if you manually restart an interrupted snapshot, a dialog is displayed giving the option of continuing the snapshot from the break point or skipping the incomplete snapshot and starting a new one.

Skip Outlook files snapshot

To increase performance while doing backups, you can exclude Microsoft Outlook PST files from being backed up.

Use System Defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Excludes Dialog Box


To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Excludes** tab.

Caution

The files you enter here are excluded from all manual and automatic snapshots. Choose excluded files carefully (see [Excluding Files from Snapshots](#) on page 32). Excluding the wrong files might mean that there is not enough information in a snapshot to perform a Full System Recovery.

Files and folders to exclude from all snapshots

From the list, choose the files and folders that you do not want included in your snapshots or add a new item. Use the buttons below the list to modify the items in the list. If a folder icon appears next to an item, then this item is a folder. Any files with the listed name are not excluded unless you add another item to the list and indicate that it is a file. The reverse is true if a file icon appears next to an item.

If the icon next to an item appears with a padlock , then you cannot change it.

When you add or edit the excluded items, the following options are available:

- [Files and Folders to Exclude Dialog Box](#) (page 28)
- [Exception from Exclude List](#) (page 29)

Use system defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Files and Folders to Exclude Dialog Box

This dialog box appears when you add or edit an item in the **Files and folders to exclude from all snapshots list** on the **Excludes** tab.

See also:

- [Select Folder or File Name](#) (page 28)
- [Choose the Type of Item to Exclude](#) (page 28)
- [Choose Where to Exclude This Folder or File](#) (page 29)

Select Folder or File Name

Type the name of the file or folder to exclude from snapshots.

Browse

Click the browse button to browse to the folder or the file you want to add to the list. This button is only available if you choose **Exclude only this path** under **Choose where to exclude this folder or file**. Otherwise, the Browse button is dimmed. The dialog box that appears when you choose Browse depends on the option you selected under **Choose the type of item to exclude**. If you specified that this is a folder, you will be able to browse for a folder here. If you specified that this is a file, then you can browse for a file.

Choose the Type of Item to Exclude

Choose the appropriate option to describe the name you entered above. Recovery Solution only adds items to the list if they match the type you specify. Example: if you enter "C:\TEMP" and select **This is a file**, Recovery Solution does not exclude the C:\TEMP folder.

This is a folder

Click this option to specify that the name you entered above is a folder rather than a file.

This is a file

Click this option to specify that the name you entered above is a file rather than a folder.

Choose Where to Exclude This Folder or File

Choose the locations from which you want Recovery Solution to exclude the item you entered above.

Exclude this folder or file name everywhere

Choose this option to exclude the item from every location that Recovery Solution encounters it during a snapshot.

Exclude only this path on

Choose this option to specify that the text you entered above should be treated as a path to a specific folder or file. If you choose this option but you specify only a folder or file name without a path, Recovery Solution only excludes that folder or file from the root directory of the drive. Example: if you type logfile.txt as the name of the item to exclude, then choose Exclude only this path on, Recovery Solution excludes files such as c:\logfile.txt and d:\logfile.txt (depending on your drive settings below). However, Recovery Solution does not exclude logfile.txt files found elsewhere on a drive. Specify below which drives you want to exclude the path from.

All drives

Choose this option to exclude the above path from every drive during Recovery Solution snapshots.

This drive only

Choose this option to exclude the above path only from a specific drive. Type the drive letter in the box.

Exception from Exclude List

This dialog box appears when you add or edit an item in the **Exceptions list** in the **Excludes** dialog window. The files and folders added to the exceptions will be included into the snapshot even if there is a rule according to which they must be excluded.

See also:

- [Folder or File Name](#) (page 29)
- [Choose the Type of Item to Include](#) (page 30)
- [Choose Where to Include This Folder or File](#) (page 30)

Folder or File Name

Type the name of the file or folder to include into snapshots.

Browse

Click the browse button to browse to the folder or the file you want to add to the list. This button is only available if you choose **Include only this path** under **Choose where to include this folder or file**. Otherwise, the Browse button is dimmed. The dialog box that appears when you choose Browse depends on the option you selected under **Choose the type of item to include**. If you specified that this is a folder, you will be able to browse for a folder here. If you specified that this is a file, then you can browse for a file.

Choose the Type of Item to Include

Choose the appropriate option to describe the name you entered above. Recovery Solution only adds items to the list if they match the type you specify. Example: if you enter "C:\TEMP" and select **This is a file**, Recovery Solution does not include the C:\TEMP folder.

This is a folder

Click this option to specify that the name you entered above is a folder rather than a file.

This is a file

Click this option to specify that the name you entered above is a file rather than a folder.

Choose Where to Include This Folder or File

Choose the locations where the included item (entered above) can be found.

Include this folder or file name everywhere

Choose this option to include the item from every location that Recovery Solution encounters it during a snapshot.

Include only this path on

Choose this option to specify that the text you entered above should be treated as a path to a specific folder or file. If you choose this option but you specify only a folder or file name without a path, Recovery Solution only includes that folder or file from the root directory of the drive. Example: if you type logfile.txt as the name of the item to include, then choose **Include only this path on**, Recovery Solution includes files such as c:\logfile.txt and d:\logfile.txt (depending on your drive settings below). However, Recovery Solution does not include logfile.txt files found elsewhere on a drive.

All drives

Choose this option to include the above path from every drive during Recovery Solution snapshots.

This drive only

Choose this option to include the above path only from a specific drive. Type the drive letter in the box.

Rollback Data Dialog Box

To access this dialog box, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11) and click the **Rollback Data** tab.

File types to exclude from rolling back and deleting

You can exclude specific file types from being restored. The excluded file types are listed. To add a file type to the list, click the **Add** button, and select a file type from the list. To remove a file type from the list, select the file type and click **Remove**.

Use system defaults

By default, the **Use systems defaults** checkbox is selected. When selected, the Recovery Agent uses the settings configured by the administrator or the default settings. To customize settings, clear the checkbox. To revert back to the administrator's settings, select the checkbox.

Chapter 4

Advanced Recovery Agent Tasks

This has the following advanced Recovery Agent tasks topics:

- [Excluding Files from Snapshots](#) (page 32)
- [Performing Rollbacks](#) (page 36)
- [Using Web-Based File Recovery](#) (page 38)
- [Performance Tips](#) (page 40)
- [Using Web-Based File Recovery](#) (page 38)

Excluding Files from Snapshots

Recovery Solution lets you specify files and folders to exclude from all snapshots.

To exclude files, use the [Excludes Dialog Box](#) (page 27).

This section contains the following topics:

- [Why Exclude Files?](#) (page 32)
- [Files and Folders You Should Never Exclude](#) (page 32)
- [Examples of Files and Folders to Exclude](#) (page 33)

Why Exclude Files?

Excluding files and folders you do not need has several advantages.

- Snapshots and some restore operations are performed more quickly.
- Snapshots take up less space.
- Folder snapshots contain only the files you really need, making it easier to locate important data when you need to restore it.

Files and Folders You Should Never Exclude

Certain files and folders are required for the proper system configuration, and a Full System Recovery cannot be performed without them. In addition, some file extensions, such as .DLL, are nearly always associated with valid data.

C:\, C:\DOS, C:\WINDOWS, and C:\WINNT

These are boot and operating system folders necessary to start the computer. If the contents of these folders are excluded, Full System Recovery might be impossible.

You should include all subfolders of the Windows folder, particularly the SYSTEM and SYSTEM32 subfolders. The only exceptions are the specific cache subfolders specified below, the contents of which you might want to exclude.

C:\BOOT.INI, C:\NTDETECT.COM, C:\NTLDR

These files in the root folder are needed to start Windows.

***.BAT, *.COM, *.EXE**

These are program and command-line script files.

***.386, *.DLL, *.DRV, *.PNF, *.SYS, *.VXD**

These are system files needed for proper system configuration. If they are damaged, the computer might not start. Without them, Full System Recovery is impossible.

***.INI**

These are configuration settings.

***.DOS, *.W40**

On multi-boot computers, these files store information necessary to start the computer in other operating systems.

C:\Program Files

These are application files.

Examples of Files and Folders to Exclude

Below are some examples of files and folders that you might want to exclude from Recovery Solution snapshots. Read the description of each item carefully before you decide to exclude it. While most users do not need the data in these files, you might have a good reason for including them in your snapshots. Some of these files are excluded by default. Most temporary files and folders are added to the default excludes.

Caution

Even if you exclude these files from your Recovery Solution snapshots, do not delete the files themselves from your computer. Even though they probably contain no critical data, it is necessary that some of these files exist for Windows to work properly.

_RESTORE

Folders with this name might be created in Windows XP if you perform a System Restore using the Windows System Restore tool. The folders contain information about past System Restores so that they can be undone. Recovery Solution provides similar but more flexible functionality with the rollback feature.

PAGEFILE.SYS

This file is used to create virtual memory while Windows is running. It is usually stored in the root folder of drive C. Depending upon the computer's configuration, the file can become quite large, although it does not contain any data that is saved between one Windows session and the next.

386SPART.PAR

This is the Windows 3.1 equivalent of win386.swp. If you upgraded from Windows 3.1 to your current version of Windows, 386spart.par might still exist on your computer, even though it is no longer needed.

Disk compression container files

If you are running a disk compression program (such as DriveSpace, Stacker, or SuperStore), exclude the container files, which store the compressed information created by the programs.

Example: a typical DriveSpace file is named drvspace.000; a typical compressed Stacker file is stacvol.dsk. Because the container files actually hold much of the data on an entire compressed drive, it is very likely that these files will change every day. It takes much longer for Recovery Solution to find the changes in such large files and take their snapshot than to take a snapshot of the drive itself. Simply include the letter of the compressed drive, but exclude the container files, and all data is included.

Hibernation files

Some computers and operating systems support hibernation that lets you turn off your computer without losing any data in memory. This is accomplished by writing the data in memory to special hibernation files, which can become quite large. Protecting these files could significantly slow down your snapshots, increase the strain on the network and the server, and in some cases prevent recoveries from working properly.

You should always save your work before putting your computer into hibernation. As long as you do, the only contents of the hibernation files will be nonessential information such as the current running applications, window positions, and view settings.

Listed below are some of the hibernation files used by various systems.

- hiberfil.sys is used by Windows.
- hibrn8.dat is used on Compaq notebooks.
- pm_hiber.bin is used on IBM notebooks.
- save2dsk.bin is used on IBM notebooks.
- toshiber.dat is used on Toshiba computers.

C:\TEMP

Some computers use this folder as a storage place for temporary files.

C:\WINDOWS\TEMP or C:\WINNT\TEMP

This folder stores temporary files.

Substitute your own Windows folder in this path if Windows was not installed in the default folder.

***.TMP**

Files with this extension are usually temporary files.

~*.*

Files that begin with a tilde (~) are usually temporary files.

Web browser cache

As you browse the Web, the browser stores files, such as HTML documents and graphics files, in a cache folder on the computer. Over time, the cache folder can become quite large, sometimes containing thousands of files. These files are saved only to improve the speed of Web browsing; they are usually not needed by the browser or by you.

If Microsoft Internet Explorer is your Web browser, your browser cache file is usually the TEMPORARY INTERNET FILES subfolder of your Windows folder.

If the Web browser is Netscape Navigator, the browser cache is usually located somewhere within the Netscape Navigator folder.

***\MSDOWNLD.TMP**

Folders by this name are created and used by Microsoft Web sites when you download and install software from those sites. These folders are usually created in the root of a hard drive, and they might exist on multiple hard drives. They are not needed after the software installation is complete.

Internet history

If you use Microsoft Internet Explorer as your Web browser, the HISTORY subfolder of the Windows folder contains information about Web sites that you have visited, allowing you to easily return to those sites later.

If you do not need this information, you can exclude it from your Recovery Solution snapshots.

***.GID, *.FTS, *.FTG**

Files with these extensions are usually cache files that are created automatically when a Help file is opened. These cache files do not store any information that is necessary to use Help.

***.BAK**

Files with this extension are typically backup files that applications create automatically while the main data files are being edited. A *.BAK file can sometimes be used to restore the data in case the main file becomes corrupted, but because copies of the main data file are also being stored on the server, there should rarely be a need to include *.BAK files in snapshots.

RB001.CAB, RB002.CAB, RB003.CAB, RB004.CAB, RB005.CAB

Some versions of Windows store registry backups using these file names. Because the registry is protected during Full System Snapshots, there should be no need to include the registry backup files as well.

C:\Program Files\Altiris\Recovery Solution Agent\Data\C*.DTF

These cache files are used by Recovery Solution to help speed up snapshots. Recovery Solution will re-create them if necessary.

If you have more than 1 hard disk drive, you can add the additional DATA subfolders \Data\D*.DTF, \Data\E*.DTF, and so forth, to exclude all these files.

Caution

You should not exclude all .DTF files everywhere (*.DTF). This file extension is also used by other applications.

Performing Rollbacks

This section describes how to roll back computers to a previous state. Rollback is used to repair your operating system and applications when your computer is not functioning properly.

If you can start your operating system and open the Recovery Agent Options dialog, you can use the Rollback feature. To roll back the computer from Windows, open Recovery Agent Options (see [View Your Recovery Agent Options](#) on page 11). On the **Snapshot and Restore** tab, click **Rollback** (see [Rollback Dialog Box](#) on page 36).

Note

You can replace all the files on your computer with the files in your Full System Snapshot. This will replace all the files on your computer with the files that were copied during your initial snapshot. You can then use the Recovery Agent to restore files from a more current snapshot.

Rollback Dialog Box

Use this dialog box to return part or your entire computer to the state it was in at the time of a specific Full System Snapshot.

Caution

You might lose some data that is currently on your computer because some of your files will be overwritten with older versions. Only use Rollback as a last resort.

If the file system of a drive has been changed because the snapshot is selected for rollback (Example: from FAT to NTFS), then the drive's boot sector is not restored during rollback. This could prevent the drive from starting after the rollback is complete.

Before starting the rollback, you should close all open programs on your computer. Recovery Solution automatically runs a Full System Snapshot before the rollback starts. Therefore, closing all programs helps to ensure that the latest versions of all data files are protected.

Do not perform rollbacks from Windows XP with Service Pack 1 or Service Pack 2 to a "clean" Windows XP as it may cause your computer to become unusable. Use Windows Add/Remove Programs to remove the Service Pack instead, then run rollback if needed.

Notes

You can only roll back your computer if your disk configuration is the same as it was at the time of the snapshot you are restoring. Example: if you changed drive letters or resized your drives since the time of a snapshot, then you cannot roll back to this particular snapshot.

You cannot roll back your computer if your computer uses Windows disk volume sets, stripe sets, or fault-tolerant drives.

There is a setting that determines whether or not files that did not exist in the snapshot you roll back to are deleted from your computer during the rollback. The default is to delete the files. Your administrator specifies the setting.

If you were previously running Microsoft Office 97 but upgraded to Microsoft Office

2000, you should try to avoid rolling back your computer to a point in time when you had Office 97 installed. This might cause some Office files to be restored incorrectly. If you must do this, you might need to reinstall Office after the rollback is complete.

If you are running Windows 2000 with Service Pack 2, and you are to roll your computer back to a previous operating system, a Windows File Protection message might appear during the rollback. You can either cancel the prompt to restore Service Pack 2 files (choosing to keep the existing files), or simply ignore the prompt altogether. **Do not restore the files. If you do, your computer will be in an indeterminate state and could stop working properly.**

Performing a rollback could cause some evaluation software to claim that it has expired, preventing you from continuing to use the software.

If your computer's drive configuration has changed since the time of the snapshot to which you are rolling back, then the rollback restores your old drive configuration, but it is possible that one or more of your drives contains no data after the rollback is complete. To restore the data, perform a second rollback to the same snapshot you chose for the first rollback.

After the rollback is complete, you might have to re-create temporary folders manually. These are usually not included in snapshots and are therefore not restored to your computer. Certain applications might require the existence of temporary folders before they will work properly.

In versions of Windows that include the System Restore feature, Recovery Solution creates a restore point before starting the rollback.

Before rolling back your computer, Recovery Solution automatically takes a snapshot of your computer to ensure that your most recent files are protected. After the rollback, you can restore any files you need that were overwritten by the rollback.

Snapshot list: Choose a snapshot to return to. Only Full System Snapshots are listed.

Notes

If any date and time settings are different between your computer and the server, some older snapshots might not be available for rollback. To see all available snapshots, the following settings must be identical on your computer and the server: the date and time, the time zone, the state of the option to automatically adjust the clock for Daylight Savings Time (whether this option is on or off).

The snapshots performed before an upgrade will not appear in the list.

Items to restore: Choose which files you want to restore to your computer.

Restore system and application files only: Choose this option to restore just operating system and application files. This type of rollback will not restore data files, which are determined by file name extension. If you are not sure whether any file you wish to restore is an application or data file, check Restore all files.

Note

You can specify which file types are considered to be user data files or documents and will not be rolled back or deleted on the Rollback Data tab (if your administrator allowed this through the Altiris Console). For details, see [Rollback Data Dialog Box](#) on page 31.

Restore all files (including your data files): Choose this option to restore data files as well as program files. All of your applications and settings will be returned to their previous state, and all of your data will be restored.

Caution

This option overwrites data files as well as program files. Some of your files might be overwritten with older versions.

Roll back master boot record: Choose this option if you want to restore the computer's master boot record and the boot sectors of all primary partitions. The master boot record is necessary to start Windows. It contains information about the computer's disk partitions and passes this information along to other programs in order to start the computer. The partition tables themselves are not rolled back by Recovery Solution, but the program that reads the partition information is. You might want to roll it back if you suspect that it has become damaged or infected by a virus.

Caution

If the file system of a drive has been changed since the snapshot selected for rollback (Example: from FAT to NTFS), then the drive's boot sector is not restored during rollback. This could cause the drive from starting after the rollback is complete.

Enable Rollback file deletion: Choose this option if you want to delete computer files that are not present in the snapshot you are rolling back to. Which files are deleted depends on what you choose to roll back. If you roll back only system and application files, then only system and application files that are not present in the snapshot are deleted. If you do not choose this option, no files are deleted during the rollback.

Note

After the rollback is complete, a text file named DELETION.LOG, stored in the computer's installation folder for Recovery Agent, contains information about which files were deleted.

Continue: Click this button to continue with the rollback.

See also: [Rollback Error Dialog Box](#) (page 38).

Rollback Error Dialog Box

This dialog box appears when errors occur during rollback.

One reason you might see this message is if the server is temporarily unavailable.

If you cannot fix the error, you might be able to restart the computer, and then continue with manual file restore. For more information about manual file restore, see [View and Restore Protected Files](#) on page 13.

Using Web-Based File Recovery

Recovery Solution lets you access protected data and recover files over the Internet using a Web browser from any computer.

To recover files

1. Use Microsoft Internet Explorer 5.0 (or later) or Mozilla Firefox 2.0 to access <http://server/wbfr> where *server* is the name or address of the Recovery Server.

Notes

If the server name contains the "_" sign, you must use the server IP address (<http://IP address/wbfr>) to access the Web Based File Recovery page.

Recovery Solution administrator can change the address of the Web-Based File Recovery web site.

2. Enter valid Recovery user credentials when prompted.
3. Click the computer name in the list of protected computers.
4. Select the files and follow the instructions on the screen to restore.

Notes

For the Web-Based File Recovery feature to become available, Microsoft Internet Information Server (IIS) must be installed and running on the Recovery Server computer during server setup. If IIS was not installed on the server, or if Web-based file recovery was not automatically configured for any other reason, then it can be configured manually.

By default, Web-based File Recovery is disabled for users. The Recovery Solution administrator must enable the Web-based File Recovery access in order for users to use it.

Before accessing the Web-Based File Recovery page, you must ensure that the latest version of Microsoft Java Virtual Machine or Sun Java Runtime Environment is installed (downloadable at <http://java.com/en/download/>).

Caution

If a user runs Web-based file recovery from a computer that is accessible to other users, then when Web-based file recovery is complete, all browser windows should be closed in order to clear cached password information from the browser. If any browser windows remain open, then it may be possible for someone else to browse to the server without entering any credentials, and access the original user's data.

Using the Windows Application Event Log

As you use Recovery Solution, it writes events to the Windows Application event log. An event is an important occurrence that is caused by Recovery Solution or that affects Recovery Solution somehow. Examples include successful snapshots, security data, and error messages.

System events might also affect or be affected by Recovery Solution. You can view either system events or application events by choosing the appropriate command from the Event Viewer Log menu.

Viewing the event log is a good way to help troubleshoot Recovery Solution. You should make a note of the information that is logged when problems occur. This information can greatly assist your administrator in helping you fix these problems.

How to View Recovery Solution Event Messages

To view event messages

1. Click Start > Control Panel > Performance and Maintenance > Administrative Tools > Event Viewer.
2. Click **Recovery Solution** from the Console Tree at the left .
3. For details about an event, double-click it in the list, or highlight it and press Enter.

Scheduling Snapshots to Run When Your Computer is Idle

If desired, you can have snapshots run while your computer is in an idle state. When activated, the "snapshot on idle" option causes a snapshot to run after a specified amount of idle time (time with no mouse or keyboard input to the computer). The default idle time is four minutes.

To activate the "snapshot on idle" option, click the **Snapshot Schedule** tab, and select the **As soon as computer goes into idle state** check box.

After the snapshot starts, it will run to completion unless you cancel it manually. Even if the snapshot is already running, you can resume working on the computer without affecting snapshot progress.

A snapshot is started only if there is one scheduled to take place at the same time or later on the same day, or if the end time for yesterday's snapshot has not yet been reached. No snapshot is started if the scheduled snapshot time has passed, even if no snapshot took place during the scheduled period. Only one scheduled snapshot is taken each day, no matter how many times the computer is turned on.

Additionally, no snapshot is started on idle if another Snapshot Schedule option has already caused a snapshot to run (see [Snapshot Schedule Dialog Box](#) on page 19). These options include the following.

- Take each day's snapshot as soon as user turns on the computer
- Take each day's snapshot as soon as user resumes the computer
- Take each day's snapshot as soon as user docks the computer

Performance Tips

This section contains basic tips to help you get the best performance from the Recovery Solution main features.

The following system notes are provided:

- [Snapshot Tips](#) (page 41)
- [Snapshot Exclusion](#) (page 41)
- [Restore Tips](#) (page 42)

Snapshot Tips

The main benefit of using the Recovery Solution is its ability to take snapshots of your system data and perform the full system recovery or roll back to a previous state in case of a system failure. The following notes contain the important information that you must take into account before using snapshots, full system recovery, and rollback.

- **Full System Recovery:** To be able to perform a Full System Recovery or rollback from a snapshot, you must have a Full System Snapshot.
- **Snapshots and files in use at snapshot time:** Recovery Solution can back up open files and you can use files as they are being backed up. Otherwise, the following limitations listed below apply.
 - **Files excluded from snapshots:** Make sure that any files you want to include in your snapshot are not being excluded in the Recovery Solution options for your computer. If you include a folder that contains an excluded item, the excluded item is not included.
 - **Shared files and snapshots:** Recovery Solution does not preserve file sharing information during snapshots, so if a folder was shared when you took its snapshot, you will need to share it again if and when you have to restore the entire folder.

Snapshot Exclusion

Excluding files is the way to skip any unnecessary data during the snapshots. There is a number of ways to exclude a file from snapshots.

- **Specifically exclude an individual drive, folder, or file.**

To do this, specify the full path to the item, then click **Exclude** only this path on and the appropriate drive settings.

If you exclude a drive or a folder, all of its contents (including subfolders) are excluded.
- **Exclude all files with the same name, no matter where they are stored.**

To do this, specify the file name without a path, then click **This is a file** and **Exclude this folder or file name everywhere**. Recovery Solution skips any file by that name it encounters during a snapshot.
- **Exclude all folders with the same name, no matter where they are stored.**

To do this, specify the folder name without a path, then click **This is a folder** and **Exclude** this folder or file name everywhere. Recovery Solution skips any folder by that name it encounters during a snapshot. All of its contents (including subfolders) are excluded.
- **Exclude all files with a specific file extension.**

Do this by specifying the extension under File types to exclude from all snapshots.

Important

Choose file types carefully. Recovery Solution determines a file type by the file's extension, but you can give a file any desired extension. Example: if you exclude files with the .LOG extension (which many applications use for logging information), there might be valid data files with the .LOG extension that will also be excluded.

For a list of files you should never exclude, see [Excluding Files from Snapshots](#) on page 32.

Restore Tips

Recovery Solution also lets you restore separate files or folders stored in the snapshots previously taken automatically or manually. When restoring files, please take the following into account.

- If you try to restore a file that is open on your computer, Recovery Solution might not be able to overwrite the file immediately. In that case, the restored copy is saved to a temporary location on your computer. You should restart your computer as soon as possible. When you do, Recovery Solution will automatically overwrite the file you had open with the restored copy.
- You cannot restore files into a folder to which you do not have write access.
- If you try restoring a file to a location that already contains a file with the same name, Recovery Solution prompts you to overwrite the existing file. Be careful when replacing such files, particularly if restoring to a folder other than the original folder. Files that have the same name are not necessarily versions of the same file.

This is particularly true if a file name contains tilde (~) characters, such as file names that end with ~1. Some of these files might have once had long file names and been renamed to standard DOS 8-character file names. (This could happen, for instance, if the file has ever been copied to a computer running an earlier version of MS-DOS or Windows.) Two files with similar long file names that were once stored at different locations could conceivably be assigned the same DOS file name.

Example: at different times a folder might have contained files named frames.html and frameset.html, each of which would be shortened to frames~1.htm in a standard DOS file system. If each file is somehow renamed using the DOS convention, you will not be able to tell which file is which.

- Short file names can get out of sync whenever you have files with similar long file names in the same folder. If you delete and recreate these files often, the short file names that are associated with them in your snapshots might be different from the short file names that exist locally on your computer at any particular time. In that case, you could restore a file that gets assigned a different short file name from what it originally had. This is generally not a problem unless registry values, shortcuts, or other items actually reference the short file name.

Dialog Box Help

This information is provided for context-sensitive help for Recovery Agent dialog boxes.

Backup and Restore Dialog Boxes

This section provides information for other backup and restore dialog boxes.

Excluded Files or Folders Selected Dialog Box

This dialog box appears if you choose to include one or more items that are normally excluded from snapshots. Example: if you select the TEMP folder and click Snapshot, you will probably see this message because the TEMP folder is not part of a snapshot by default.

Note

You will only see this message if you specifically select an excluded item as part of a snapshot. If you select drive C, which contains the TEMP folder, you are not prompted about including the TEMP folder. It is automatically excluded.

View Exclusions: Click this button to view or change the list of items that are normally excluded from your snapshots.

Note

You can only view and change this list if your Recovery Solution administrator has not restricted your access to it.

Snapshot: Click this button to take a snapshot of the rest of the items you have selected. The excluded items are not included. If all of the items you selected are on your exclude list, this button is unavailable.

Add Item for Snapshot Dialog Box

This dialog box becomes available when you initiate a manual snapshot of your computer. Use this dialog box to add a file or folder to a Recovery Solution partial snapshot list.

For instructions on taking a manual snapshot, see [Take an Unscheduled Full System Snapshot](#) on page 12.

Include: If you know the full path to the file or folder you want to include, you can simply type it here. Otherwise, use the buttons to browse for the item you want to include.

Browse for file: Click this button to browse for a file to add to the partial snapshot list.

Browse for folder: Click this button to browse to a folder to add to the partial snapshot list.

Snapshot Search Results Dialog Box

This dialog box displays the results of a search for files on your computer.

Status message: Shows how many files were found.

Snapshot: Click this button to take a snapshot of the selected files now.

User Disabled Dialog Box

This dialog box appears when your account has been disabled by your Recovery Solution administrator. You cannot take a snapshot of or restore files without an active account for your computer.

Note

In certain situations you might see this message after Full System Recovery has been performed on your computer. This can happen if your computer is recovered to a point in time from before your current account status (Example: if you have since reinstalled Recovery Agent). To fix the problem, simply reinstall using your existing account.

Browse for Folder Dialog Box

This dialog box appears when you restore files. Use it to select the folder to which you want to save the restored files.

File Types Dialog Box

This dialog box appears when you add or edit an item in the File types to exclude from all snapshots list.

Extension: From this list, click the file type you want to exclude. This list shows only the file types that are registered on your computer. To exclude files with an extension that is not listed here, type the extension in the edit field below.

Edit field: Type the file extension for the type of file you want to exclude. Do not type the description.

Find: All Files (Latest Version) Dialog Box

Use this dialog box to specify information about the files you want to find.

To find files, right-click an empty area in the list of files in your snapshot, then click **Find**.

File name: Type the name of the file or folder you want to search for. You can also search for multiple files that match a search pattern. Use standard wildcard characters, such as ? and *, to look for multiple files or folders.

Look in: Specify a drive or folder in which you want to look for the search item.

Include subfolders: Select this box to extend the search to subfolders of the specified drive or folder. If this box is cleared, Recovery Solution only searches for items at the top level of the search path.

Find Now: After you have specified the search parameters, click this button to start the search.

Stop: Click this button to stop a search in progress. You can still choose from among the files displayed so far.

New Search: Clears the search results and the search parameters you entered. You can then enter new information to start a new search.

Search results: Shows the files and folders that were found in the search. Choose a column heading to sort the list by that column. To reverse the order, choose the column heading again. You can select multiple items by holding the Ctrl key or the Shift key as you choose them.

Network Settings Snapshots Dialog Box

Use this dialog box to manage snapshots of your computer's network settings.

To open this dialog box, right-click the Recovery Agent icon and click **Network Settings Snapshots**.

Snapshot list: This is the list of currently saved network setting snapshots. Even though a snapshot is saved every time you start your computer or make a remote networking connection, you will probably see only a few snapshots in the list. That is because no new snapshot is saved if the settings do not change. Instead, the date and time of the most recent snapshot are updated to the date and time that the check is performed.

Rollback: Click this button to return your computer's remote networking settings to the state they were in at the date and time of the selected snapshot.

Note

Before rolling back your settings, you might want to run a snapshot in case you need to return to the current settings. After a rollback, Recovery Agent attempts to refresh all Windows lists that show Dial-Up Networking connections, but certain items cannot be updated automatically. Under Windows 2000, if you open a Dial-Up Networking window after the rollback is complete, the display might not be up to date. To update it, click the Refresh command. If the Windows option to expand the Start menu network connections folder is turned on, the Start menu might not be immediately updated. You can force it to update by logging off the computer and logging back on again. Passwords saved within your Dial-Up Networking connections might not be restored. You will have to retype them the next time you connect.

Snapshot Now: Click this button to save your current remote networking settings to a new snapshot.

Note

If your remote networking settings have not changed, the date and time of the last snapshot is updated to the current date and time. No new snapshot will be added to the list.

Delete Snapshot: Click this button to delete the selected snapshot.

No Snapshots Exist Dialog Box

This dialog box appears if you try to view your files using Recovery Solution without first performing a snapshot.

Take Snapshot Now: Click this button to protect your computer now. Because this is a first snapshot, the process might take some time to complete.

Accessing Microsoft Outlook Files Dialog Box

This dialog box appears while Recovery Solution is accessing the files normally used by Microsoft Outlook (such as *.PAB and *.PST files) on client computers where the Open File Manager is turned off, or when the system could not synchronize. After your first snapshot, taking snapshots of your Outlook files should only take a few minutes.

OK: Click this button to minimize the window to an icon in your taskbar. You should refrain from using Microsoft Outlook until the taskbar icon disappears.

Stop Snapshot: Click this button to stop the snapshot. No further files will be included at this time.

Details: Click this button for more information about the snapshot of your Outlook file.

Snapshot in progress: Shows the progress of the file snapshot. This is for the current file only. If more than one Outlook file is being included, a new message will appear for each file.

Snapshot Drive Properties Dialog Box

You can view the properties of a drive snapshot by right-clicking it and clicking **Properties**. Be sure to right-click the drive shown within the Recovery Solution window—not the actual drive on your local computer.

These are the properties as they were when you took its snapshot. You cannot change them here.

Type: Shows the type of disk in the snapshot.

File System: Describes the file system for this drive. Recovery Solution supports the following file systems.

- **FAT - FAT** stands for "File Allocation Table." This is a file system that many operating systems recognize. It was used by MS-DOS and earlier versions of Windows, and it can also be used by current Windows versions. This file system will be displayed as FAT16.
- **FAT32 - FAT32** is a newer version of the FAT file system that supports drives larger than 2 GB.
- **NTFS - NTFS** stands for "NT File System." This advanced file system includes security features not available in the FAT file system.

Time of snapshot: Displays the most recent date and time that any of the contents of this drive were included in a snapshot. This does not mean that the entire drive was included in the snapshot at that time. Even if only one file on the drive was included, the Time of displayed for the drive is the time of the snapshot that includes that file.

Snapshot File Properties Dialog Box

You can view the properties of a file snapshot.

To view properties of a file or folder

1. Right-click the Altiris Recovery Agent icon on the Windows desktop.
2. Click **Explore**.
3. Expand the Altiris Recovery Agent item, and browse to the file or folder.

Be sure to browse to the file shown under the Altiris Recovery Agent folder and not the actual file on your local computer.

4. Right-click the file or folder > Properties.

These are the properties as they were when you took the snapshot of the file. You cannot change them here.

Attributes: Displays the attributes of the folders or files. These are the attributes the items had when the snapshot was taken. When you restore the items, the attributes are restored as well. You cannot change the attributes of the snapshot copies of your files and folders.

Read-only: If this box is selected, all selected items have the read-only attribute. This means that when these files and folders are restored, many programs will not be able to change or delete them. If this box is clear, none of the selected items have the read-only attribute. If this box is filled with gray, then some of the selected items have the read-only attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

Hidden: If this box is selected, all selected items have the hidden attribute. This means that you cannot usually see these files and folders in file lists. If the item does not appear in the list, then you cannot access it unless you know its name. Windows Explorer lets you display hidden files; choose **Options** from the **View** menu to choose which files and folders are displayed. If this box is clear, none of the selected items have the hidden attribute. If this box is filled with gray, then some of the selected items have the hidden attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

Archive: If this box is selected, all selected items have the archive attribute. Some programs use this attribute to determine whether or not a file needs to be backed up. Recovery Solution preserves this attribute but does not use it to determine which files are to be included in its snapshots. If this box is clear, none of the selected items have the archive attribute. If this box is filled with gray, then some of the selected items have the archive attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

System: If this box is selected, all selected items have the system attribute. Most files with the system attribute are required to make Windows operate correctly. You cannot usually see system files and folders in file lists. If the item does not appear in the list, then you cannot access it unless you know its name. Windows Explorer lets you display system files; click Options from the View menu to choose which files and folders are displayed. If this box is clear, none of the selected items have the system attribute. If this box is filled with gray, then some of the selected items have the system attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

Compressed: If this box is selected, all selected items have the compressed attribute. This means that when these files and folders are restored to a disk formatted with the NTFS file system, they take up less disk space than they would if they were not compressed. If this box is clear, none of the selected items have the compressed

attribute. If this box is filled with gray, then some of the selected items have the compressed attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

Encrypted: If this box is selected, the selected file or folder has the encrypted attribute. This means that the content of selected items is encrypted and when these files and folders are restored, only the user who encrypted the file(s) or folder(s) can access it. If this box is clear, none of the selected items have the encrypted attribute. If this box is filled with gray, then some of the selected items have the encrypted attribute, and some do not. You will only see this if you selected multiple items. You cannot change the attributes of the snapshot copies of your files and folders, but after you restore them, you can change the attributes by opening the properties of the restored items.

Time of snapshot: Displays the date and time that this version of the file was included in a snapshot. To see the snapshot time of other versions of the file, make sure you are viewing the version of the file you want to check, then open the properties for that file. To learn how to display different versions of your snapshot files, see [View and Restore Protected Files](#) on page 13.

Snapshot Folder Properties Dialog Box

You can view the properties of a folder snapshot by right-clicking it and clicking **Properties**. Be sure to right-click the folder shown within the Recovery Solution folder - not the actual folder on your local computer.

These are the properties as they were when you took the snapshot of the folder. You cannot change them here.

Time of snapshot: Displays the most recent date and time that any of the contents of this folder were included in a snapshot. This does not mean that the entire folder was included at this time. Even if you last included only one file in the folder, the Time of snapshot displayed for the folder is the time that you included that file.

Multiple Folder/File Snapshot Properties Dialog Box

You can view the properties of multiple folder and file snapshots by selecting them with the Ctrl key, then right-clicking the selected items and clicking **Properties**. Be sure to right-click the items shown within the Altiris Recovery Agent folder—not the actual items on your local computer.

These are the properties as they were when you took a snapshot of the files and folders. You cannot change them here.

Protect Computer Dialog Box

This dialog box appears if a full snapshot has not been taken for at least 7 days.

Event Viewer: Click this button to open the Event Viewer so you can view all logged Recovery Solution events.

Snapshot: Click this button to take a snapshot of your computer now.

Take Scheduled Snapshots: Click this button to take today's scheduled snapshot now. Only one scheduled snapshot is taken each day, so your next scheduled snapshot will not occur until tomorrow. However, you can still take a manual snapshot at any time.

Confirm Remote Snapshot Dialog Box

This dialog box appears before Recovery Solution starts a snapshot over a remote connection.

You only see this confirmation if you have selected **Display a message before taking the snapshot** in Recovery Agent Options.

Do not show this message again: Select this box to prevent the prompt from appearing the next time a snapshot is started over a remote connection. If you disable the prompt, you can turn it on again at a later time through Recovery Agent Options.

Snapshot: Click this button to continue taking the snapshot.

Skip Snapshot: Click this button to cancel this snapshot. Recovery Solution will try again the next time you make a remote connection.

Restore Search Results Dialog Box

This dialog box displays the results of a search for files from a snapshot.

Search results: Shows the files and folders that were found in the search. Choose a column heading to sort the list by that column. To reverse the order, choose the column heading again. You can select multiple items by holding the Ctrl key or the Shift key as you choose them.

Status message: Shows how many files were found.

Restore: Click this button to restore the selected files now.

View All Versions/Latest Versions: Click this button to view all versions of the selected files.

Confirm File Replace Dialog Box

This dialog box appears if you attempt to restore a file to a folder that already contains a file with the same name.

Would you like to replace the existing file: This is a file that exists in the folder to which you are attempting to restore. This existing file has the same name as a file you are attempting to restore. The size and the date of the file are displayed to help you decide if you should overwrite this file. If you are still not sure, you might want to choose **Keep Existing** or **Cancel Restore** and check the file yourself before overwriting it.

With this one: This is the file that you are attempting to restore. It has the same name as an existing file in the folder that you are restoring to. The size and the date of the file are displayed to help you decide if you really want to copy it over your existing file. If you are still not sure, you might want to choose **Keep Existing** or **Cancel Restore** and check the existing file yourself before overwriting it.

Replace: Click this button to overwrite the file that currently exists on your computer with the version that is being restored from the server. The existing file will be lost. For additional information, see [Restore Tips](#) on page 42.

Replace All: Click this button to overwrite all files that currently exist on your computer with the versions that are being restored from the server.

You will not be prompted again during this restore session. All existing files that have

the same names as restored files will be lost. For additional information, see [Restore Tips](#) on page 42.

Keep Existing: Click this button to keep the file that currently exists on your computer, ignoring the restored file. If you still want to retrieve the snapshot version of the file, you must restore it to a different location.

Save As: Click this button to save the file with either a different name or in a different folder

Cancel Restore: Click this button to stop the entire restore operation. Files that you have already restored are available on your computer. You will need to restore any additional files that Recovery Solution did not get to before you stopped the restore.

Files and Folders to Retain Dialog Box

This dialog box appears when you add or edit an item in the Exception Rules list under Server Space Management Rules.

Enter the name of the folder, file, or type you wish to save: Type the name of the folder or file to add to the server space management rule.

Browse: Click this button to browse to the folder or the file you want to add to the list. The dialog box that appears when you click Browse depends on the option you selected under Choose the type of item. If you specified that this is a folder, you will be able to browse for a folder here. If you specified that this is a file, then you can browse for a file.

This is a file type: Select this option to specify that the name you entered above is a file type or extension. All files with this extension will be added to the server space management rule.

This item is critical for Rollback or FSR: Select this box to indicate that the item in this rule must be present in a snapshot in order for rollback or Full System Recovery to succeed. After this item has been deleted from the server, the snapshot no longer appears in the list of snapshots that are valid for rollback or Full System Recovery of your computer.

Choose the length of time: Choose the rule you want to apply to the item you specified.

Snapshot Progress Dialog Box

The Snapshot Progress dialog box displays whenever a snapshot is started on your computer. The window stays open during the entire [snapshot session](#). If it is an automatic snapshot, the window initially displays as an icon in the Windows taskbar; choose it to view the status of the snapshot.

When an automatic snapshot completes, the progress window closes automatically. If you started the snapshot manually, use the Close button to close the window.

Progress message (top)

Progress message: Brief messages display here in bold text, describing what Recovery Solution is actually doing from one moment to the next. Any error messages displayed during this session also appear here. For detailed information about problems that occur during a snapshot or restore operation, check the event log. When the job is complete, Recovery Solution displays a completion message here.

Statistics

Statistics: Look here for detailed information about the progress of the job.

Complete: This is a numerical percentage indicating how much of the snapshot session has been completed.

Note

If you are taking snapshots across multiple drives, each drive displays as a separate snapshot session. The percentage you see is based on the drive whose snapshot is currently being taken.

Snapshot item: This is the drive whose snapshot is currently being taken.

Progress bar: This is a graphical indication of the percentage of the entire session that has been completed. The larger the blue area, the closer the session is to completion.

Note

If you are taking a snapshot across multiple drives, each drive displays as a separate snapshot session. The progress you see is based on the drive whose snapshot is currently being taken.

Elapsed time: This is the amount of time the session has taken so far.

Remaining time: This is the estimated amount of time until the session is complete. This estimate is continually revised during the session.

Buttons

More Detail/Less Detail (during snapshot) / Details (after snapshot is taken): Click this button to show or hide detailed information about the progress of the session.

Details: Click this button to view the log file. This button only appears after the job is complete.

Hide: Click this button to hide the progress window. You can view the window again simply by right-clicking the Recovery Solution icon in the Windows taskbar and clicking **Show Progress Dialog**.

Stop/Close: If the snapshot session is still in progress, click this button to stop it before it has been completed. You will need to start the snapshot again to ensure that your data is protected. If the snapshot session is complete, click this button to close the dialog box.

Advanced Statistics

Advanced Statistics: This area displays more detailed information about the progress of the session. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Files scanned: This is the number of files that have been processed so far in the current session. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Files remaining: This is the number of files remaining before the session is complete. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Bytes scanned: This is the amount of data that has been processed so far in the current session. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Bytes remaining: This is the amount of data that still needs to be transferred before the session is complete. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Transfer speed: This is the real-time rate at which data is being transferred. This rate takes into account only the new data that did not previously exist. This information only appears if you have chosen the **More Detail** button. To hide it, click **Less Detail**.

Current file: This is the name of the file that is currently being copied. If the path and file name is too long to fit in the window, the text is shown with an ellipsis (...). You can hover the mouse over it to see a tool tip that contains the full name.

Restore Progress Dialog Box

The Restore Progress window displays when you restore data. The window stays open during the entire restore session. When the restore is complete, use the **Close** button to close the window.

Progress message (top)

Progress message: Brief messages display here in bold text, describing what Recovery Solution is actually doing from one moment to the next. Any error messages displayed during this session also appear here. For detailed information about problems that occur during a snapshot or restore operation, check the event log. When the job is complete, Recovery Solution displays a completion message here.

Statistics

Statistics: Look here for detailed information about the progress of the job.

Complete: This is a numerical percentage indicating how much of the restore session has been completed.

Restore location: This area displays the full path to the folder you are restoring data to. The path displayed refers to the current destination on your computer rather than the location of the file when its snapshot was taken.

Progress bar: This is a graphical indication of the percentage of the entire session that has been completed. The larger the blue area, the closer the session is to completion.

Elapsed time: This is the amount of time the session has taken so far.

Remaining time: This is the estimated amount of time until the session is complete. This estimate is continually revised during the session.

Current file: This is the name of the file that is currently being copied. If the path and file name is too long to fit in the window, the text is shown with an ellipsis (...). You can hover the mouse over it to see a tool tip that contains the full name.

Buttons

Details: Click this button to view your computer's log file from the server. This button only appears after the job is complete.

Hide: Click this button to hide the progress window. You can view the window again simply by right-clicking the Recovery Solution icon in the Windows taskbar and clicking **Show Progress Dialog**.

Stop/Close: If the restore session is still in progress, click this button to stop it before it has been completed. Files that you have already restored are available on your computer. You will need to restore any additional files that Recovery Solution did not get to before you stopped the restore. If the restore session is complete, click this button to close the dialog box.

Snapshot Failed Dialog Box

This dialog box appears when a scheduled snapshot did not complete as expected. Contact your Recovery Solution Administrator, help desk, or technical support.

Warning Dialog Box

This dialog box appears if your drive configuration changes. To ensure that all your files are protected, you should check your snapshot schedule as soon as possible. If you do not update the schedule, then files stored on new drives or drives for which you have changed drive letter assignments might not get included in your snapshots.

Snapshot Succeeded Dialog Box

This dialog box appears after a scheduled snapshot has completed successfully.

Do not show this message again: Select this box if you no longer want to see a message when your scheduled snapshots complete successfully. You will still see a message if your snapshot fails.

Recovery Solution (Skipped Files) Dialog Box

This dialog box appears after you have performed either Full System Recovery or rollback, if there were any files that could not be restored.

File Name: This is the full path to the file that could not be restored.

Reason: This is a brief description of the reason that the file could not be restored. You can attempt to correct the problem, then either manually restore the file or restart Full System Recovery or rollback.

Recovery Solution Snapshot Dialog Box

This dialog box appears when you log off your computer, if the option "Take a snapshot whenever I log off my computer" is turned on in Recovery Agent Options.

Snapshot will be started automatically in: This shows the amount of time remaining before the snapshot is started automatically. If you do not want to start a snapshot now, choose either **Skip Snapshot** or **Return to Windows**. After you let the snapshot start, canceling it does not prevent the logoff. To cancel the logoff, click **Return to Windows**. If Windows continues logging off before the snapshot timeout is complete, you might need to configure Windows to give Recovery Solution enough time to start the snapshot before the logoff occurs.

Snapshot will automatically be continued in: If your computer is already running a snapshot when you log off, this shows the amount of time remaining before the

snapshot is automatically continued. If you do not want to start a snapshot now, click either **Stop Snapshot** or **Return to Windows**. After you let the snapshot start, canceling it does not prevent the logoff. To cancel the logoff, click **Return to Windows**. If Windows continues logging off before the snapshot timeout is complete, you might need to configure Windows to give Recovery Solution enough time to start the snapshot before the logoff occurs.

Choose what you want the computer to do after the snapshot is complete:

Choose the logoff action you want to perform.

Take Snapshot: Click this button to start the snapshot immediately, without waiting for the countdown to complete.

Note

After you let the snapshot start, canceling it does not prevent the logoff. To cancel the logoff, click **Return to Windows**.

Continue Snapshot: Click this button to continue the snapshot immediately, without waiting for the countdown to complete.

Note

After you let the snapshot start, canceling it does not prevent the logoff. To cancel the logoff, click **Return to Windows**.

Skip Snapshot: Click this button to skip the snapshot and continue logging off your computer. Another snapshot will run the next time you log off.

Note

In most versions of Windows, the computer will perform the logoff action you choose under Choose what you want the computer to do after the snapshot is complete.

Stop Snapshot: Click this button to stop the snapshot and continue logging off your computer.

Return to Windows: Click this button to cancel the logoff and return to Windows. No snapshot is performed.

Note

No snapshot will be performed the next time you log off, either. The next snapshot on logoff is performed during this computer's next Windows session, after you complete your logoff.

Server Not Available (Snapshot on Logoff) Dialog Box

This dialog box appears when you log off your computer, if the option **Take a snapshot whenever I log off my computer** is turned on in Recovery Agent Options, but the server is not available.

Logging off will be continued automatically in: This shows the amount of time remaining before your logoff is automatically resumed. To cancel the logoff, click Return to Windows.

Continue logging off: Click this button to continue logging off immediately, without waiting for the countdown to complete.

Snapshot of Local Drive Dialog Box

This dialog box appears when you take a manual snapshot of one or more drives, folders, or files. Use it to assign a label to the snapshot.

Label: Type the name of the snapshot. The name you type appears in event logs and can help you locate the correct files when you need to perform certain types of recovery jobs, such as rollback.

Start: After you have typed a snapshot label, click the Start button to start the snapshot.

Cancel: Click this button if you decide not to start the manual snapshot at this time.

Other Recovery Agent Dialog Boxes

This section provides information for other Recovery Agent dialog boxes.

Click this button to remove the Recovery Agent software from your computer.

Recovery Agent Logon Dialog Box

This dialog box appears when you try to use a feature of Recovery Solution but have not yet authenticated as a valid user.

User name: Type your Windows domain user account name here.

Password: Type your Windows domain user account password here.

Domain name: Type the Windows domain name that you log into here.

Remember my credentials: Check this box if you do not want the logon dialog box appearing next time.

Recovery Agent Re-registration Dialog Box

This dialog box appears when the server has been reconfigured. You need to re-create your account on the server. If the option to do so is available, you should immediately perform a Full System Snapshot to ensure that your files are protected.

User name: Type your Recovery Solution user name here. This is not necessarily the same as your regular network user name.

Password: Type your Recovery Solution password here. This does not have to be the same as your previous password, or as your regular network password. If the server is running in Windows domain security mode, you must enter your network password. You cannot change your password here.

Note

All passwords are case-sensitive.

Confirm password: Re-type your password here. It must match what you typed in the Password field.

Domain name: Type the name of the domain that stores your user account. This option is only available if the server is running in Windows domain security mode.

Computer description: Type a description for your computer here. This description is used for Recovery Solution, and is not necessarily related to your Windows computer description.

Re-register: Clicking this button re-creates your account on the Altiris server with the user name and password entered in the dialog box. You must re-register to use Recovery Solution.

Server Not Available Dialog Box

This dialog box appears when the server cannot be located.

Event Viewer: Click this button to open Event Viewer so you can view all logged Recovery Solution events.

Name Change: Click this button to change the name of the server where your computer's snapshots are saved.

Recovery Agent Uninstall Dialog Box

This dialog box appears when you uninstall Recovery Agent.

Uninstall type: Choose which items you want to uninstall.

Uninstall Altiris Recovery Agent from this computer and leave your account information on the server: Choose this option to leave your account on the server. This will allow you to access your account again if you ever reinstall Recovery Agent.

Uninstall Altiris Recovery Agent from this computer and remove your account information from server: Choose this option to remove your account from the server.

Important

After you do this, you will never be able to access this account or its snapshot data again. (You can still reinstall at a later time to protect your computer in the future.)

To access the Altiris Server you should specify the password: To remove your account from the server, you must specify your account logon information here.

User Name: Enter the user name for your Recovery Solution user account. This is the user name under which you installed Recovery Solution. It is not necessarily the same as your Windows user name.

Enter the password for your Recovery Solution user account.

Help Messages

Topic Not Available: You have linked to a Help topic that is not available at this time. Use the **Back** button at the top of this window if you want to return to the topic you were previously viewing.

Add: Click this button to add a new item to the list.

Remove: Click this button to remove the selected item or items from the list.

Edit: Click this button to change the selected item in the list.

Take Snapshot Dialog Box

This dialog box appears when you manually take a snapshot of "My Computer." This creates a Full System Snapshot that can be used to create a Full System Recovery disk for your computer, if necessary.

Use this dialog box to decide how much of the data on your computer you want to include in the snapshot.

Snapshot Types

- Full System Snapshot
- Partial snapshot
- Take a snapshot of all data on

Snapshot Type: Choose the type of snapshot you want to take.

Full System Snapshot: A snapshot of a computer that contains enough information to restore the computer in the event of a disaster. A Full System Recovery can only be performed from a Full System Snapshot. In addition to whatever files you select, a Full System Snapshot always contains the information about the computer's disk partitions and drives and the Windows registry. You can also include any additional data from local drives. A Full System Snapshot does not have to contain all of the computer's files and folders.

Partial snapshot: Choose this option to have Recovery Solution include only the files and folders you select in the snapshot. You must specifically add files and folders to the snapshot, using the Add, Remove, and Edit buttons.

Note

Files and folders that are specified on the **Exclude** tab of the Recovery Agent options for this computer are not included.

Take a snapshot of all data on: Add or remove data that you want included in this snapshot.

Full - If this is a Full System Snapshot, select the box next to each drive you want Recovery Solution to include in the snapshot. You cannot clear the check box next to the drive that contains the operating system or other files needed for a Full System Recovery. If you do not need a Full System Snapshot and do not want to include these files, choose Partial snapshot as the snapshot type.

Partial - If this is a partial snapshot, use the buttons below the list to add and remove files and folders. Recovery Solution only includes those files and folders that appear in the list.

Compressed Drive Snapshot Dialog Box

If you used DriveSpace to compress data on your computer after installing Recovery Solution, this message will appear when you try to perform a Full System Snapshot.

DriveSpace creates virtual drives that do not physically exist on your computer, and this configuration is not valid for Full System Recovery. You can run a snapshot of your data, but you will not be able to perform a Full System Recovery.

Disable Full System Snapshot: Click this button to change your scheduled snapshots so that they do not include Full System Recovery information. Recovery Solution will

then continue to take a snapshot of your data. All of your data will be included in the snapshot, but you will not be able to perform a Full System Recovery.

Close: Click this button to cancel the snapshot and close the dialog box.

Recovery Solution Full System Recovery (Logon) Dialog Box

This dialog box might appear during a Full System Recovery.

Full System Recovery Source: If your administrator has not already specified the source of the data to be restored, specify its location here. This option does not apply to rollbacks.

Network: Click this source if the data to be restored is on the network. This option does not apply to rollbacks.

CD-ROM: Click this source if the data to be restored is stored on a CD. This option does not apply to rollbacks.

Please enter your user name and password to access the snapshot data: Enter your Recovery Solution user name and password here. These are required for access to your data.

User name: Enter your Recovery Solution user name here.

Password: Enter your Recovery Solution password here.

Domain name: Enter your Windows network domain name here.

Recovery Solution Full System Recovery Dialog Box

This dialog box appears when errors occur during Full System Recovery.

While files are being recovered from the network, a recovery attempt might fail because the server is temporarily unavailable.

If you cannot fix the error, you might be able to restart the computer, then continue with manual file restore. For more information about manual file restore, see [View and Restore Protected Files](#) on page 13.

Try Again: Click this button to continue recovery.

Restart Computer: Click this button to stop recovery and restart your computer. After your computer is successfully restarted, you can try restoring your data manually.

Miscellaneous Help topics

Full System Snapshot: Click this button to perform a Full System Snapshot of your computer now.

Take Full System Snapshot immediately after registration: Select this box to automatically perform a Full System Snapshot after you click **OK**. We recommend performing a Full System Snapshot to ensure that your files are protected.

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