Instantly undo your PC problems

ROLLBACK RX™ F.A.Q.

Answers to Frequently Asked Questions

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Q What is Rollback Rx?

A Rollback Rx is a PC rollback software. It allows PC to instantly go back in time to undo current
problems.

Q What is the difference among Rollback Rx Standard, Professional and Rollback Rx RMC?

A Rollback Rx Standard only allows one updatable baseline snapshot. Rollback Rx Professional allows unlimited snapshots. Rollback Rx RMC is a remote management console which allows administrators to remotely manage Rollback Rx Standard and Professional clients.

Q How does Rollback Rx work?

A Rollback Rx allows you to take snapshots of your PC. You can recover files from snapshots or
restore system to snapshots.

Q What is a snapshot?

A Technically speaking, a snapshot is a map of the hard drive sectors and the map's indexing system. Practically speaking, a snapshot is a "picture" of the PC at a given time.

Q How many snapshots can I take with Rollback Rx?

A Rollback Rx Standard only allows one baseline snapshot, Rollback Rx Professional allows unlimited snapshots.

Q Can I take a snapshot every time I turn on the PC?

A Yes, you can create a "snapshot @ restart" schedule to take a snapshots during reboot.

Q Can I take a snapshot before I setup a new program?

A Yes, you can create an event based snapshot schedule. You can define any event to trigger a new snapshot.

Q Can I delete snapshots?

A Yes.

Q How much disk space do I need to take a snapshot?

A It depends on how much data has been changed since last snapshot; Rollback Rx will only snapshot the delta to take a new snapshot.

Q What kind of problems can Rollback Rx solve?

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Ⓐ Any kind of PC software problems, as long as it's a software problem and as long as you have a good snapshot, you can always get back to it.

Ⓠ Can Rollback Rx restore system from disk format?

Ⓐ Yes, but at the time of formatting the drive, Rollback Rx needs to be installed and enabled!

Ⓠ How is Rollback Rx different from backup software?

Ⓐ Rollback Rx does not backup files, therefore it does not require a lot of space or extra devices to run. In addition, Rollback Rx can recover files and system in seconds. Rollback Rx can also recover the system when Windows OS fails. Backup software cannot do these.

Ⓠ Can I use Rollback Rx to fix my PC's hardware problems?

Ⓐ No, Rollback Rx is a software product. It cannot fix problems caused by hardware failure.

Ⓠ Is Rollback Rx a replacement of my backup software?

Ⓐ No, Rollback Rx is not designed to be the replacement of backup software. Rollback Rx allows you to undo PC problems in seconds, which backup software cannot offer. But if you have data that you GOT to have, backup in multiple places is still a MUST.

Ⓠ I didn't have Rollback Rx installed, I am having problems with my PC. Can I use Rollback Rx to
recover files or system?

Ⓐ No, Rollback Rx is a pro-activate protection solution. Not a reactive recovery solution.

Ⓠ What is the difference between Rollback Rx and Ghost?

Ⓐ Rollback Rx does not create system backup images. Rollback Rx protects your system and data based on what it is. Rollback Rx only takes seconds to take snapshot or restore system. Rollback Rx does not require bootable CD or Floppy to recover system.

Ⓠ What is the difference between Rollback Rx and XP System Restore?

Ⓐ XP System Restore only provides rollback for the Windows's system file and registry. Rollback Rx provides rollback for the entire drive including Windows OS, third party applications and data. XP System Restore only works in Windows OS. Rollback Rx stills works if Windows OS fails.

Ⓠ What operating systems are supported by Rollback Rx?

Ⓐ Microsoft Windows 98 / ME / 2000 Professional / XP Home/Professional / Windows Vista

Ⓠ What file systems are supported by Rollback Rx?

Ⓐ FAT, FAT32, NTFS.

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Q Does Rollback Rx support Windows XP 64?
A Yes.

Q Does Rollback Rx Support Linux?
A No.

Q Can I install Rollback Rx on servers or RAID drives?
A No, Rollback Rx is not a server product. It's not designed to support RAID drives.

Q Can I install Rollback Rx on dual boot systems?
A Yes, you need to select Custom Setup and install Rollback Rx in each OS. Check details in Rollback Rx User's Guide.

Q Does Rollback Rx support silent setup or network deployment?
A Yes, check for details in [Rollback Rx deployment whitepaper.](#)

Q Can I deploy Rollback Rx with Symantec Ghost or other imaging software?
A Yes, check details in [Rollback Rx deployment whitepaper.](#)

Q How can I restore the system when I can't even boot into Windows?
A Rollback Rx has a subsystem console which works below Windows OS. You can take snapshots and restore system from subsystem console. To access subsystem console, press HOME key when you see the Rollback Rx flash screen during reboot.

Q If I don't like the snapshot I restored to, can I go back?
A Yes, you can go back and forth between snapshots.

Q I forgot my Rollback Rx password, how can I recover the password?
A Please contact support@horizondatasys.com for assistance with password related issues.

Q Can I hide Rollback Rx program interface from end-users?
A Yes, you can hide both application console and subsystem console from end-users.

Q Can I defrag the drives protected by Rollback Rx?
A No, we recommend you to uninstall Rollback Rx before defrag the drives. In addition, Rollback Rx has a build-in snapshot defragmenter, it's recommended you use snapshot defragmenter to defrag Rollback Rx protected drives.

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Q How can I purchase Rollback Rx?

A Please send your inquiry to sales@horizondatasys.com for your local resellers and purchase information.

Q How do I activate Rollback Rx after purchase it?

A You might find Rollback Rx activation info on Horizon Datasys web site: http://www.horizondatasys.com