

InstantRescue User Guide

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Overview

Introducing InstantRescue™

Thank you for your interest in InstantRescue™, the fastest means of recovering a failed system from critical software corruptions.

If a critical OS or application file becomes corrupted, or Windows will not boot, the user is left to recover the system using traditional methods. This ranges from implementing a pre-determined recovery procedure from whatever backup strategy exists, to a complete reload of the OS and all of the current updates, applications, settings, data, and etc. Time to recover the system varies with the method used, and generally ranges from 4-hours to a day.

With InstantRescue, system recovery is almost immediate. After installation and creation of the Rescue Area, you can simply press the hotkey (the default is 'F1') before Windows boots and select to boot to the Rescue Area. The Rescue Area is a fully functioning copy of your system.

In summary, InstantRescue is a productivity tool, since it significantly reduces the time to recover a failed system. This enables end users to quickly repair system crashes, rather than spend time on rebuilding. In this context, InstantRescue offers virtually uninterrupted system access and enhances productivity.

System Requirements

InstantRescue System Requirements:

- 32-bit versions of Windows 10, Windows 8, 8.1, 7, Vista, or XP.
- 64-bit versions of Windows 10, Windows 8, 8.1, 7, Vista or XP Professional.
- Available Hard Disk Space: 5 MB for Program; 10-20 GB for Rescue Area**.
- NTFS file system*

* Not compatible with FAT16, FAT32, ReFS, Dynamic Disks, or Microsoft "BitLocker" drive encryption. GPT disks supported in V2.1 Build 106 and newer.

** Additional hard drive space is required for the Rescue Area. I.e. To snapshot a 10gb operating system and applications, an additional 10GB (system disk) is required for a 20GB total. The Rescue Area is stored on the C:\ drive (the drive where Windows is installed). The Rescue Area can not be stored on other drives.

Contacting Raxco Software, Inc.

For technical assistance with InstantRescue, including Frequently Asked Questions, User/How-To Guides and more, please visit [Raxco Online Support](#).

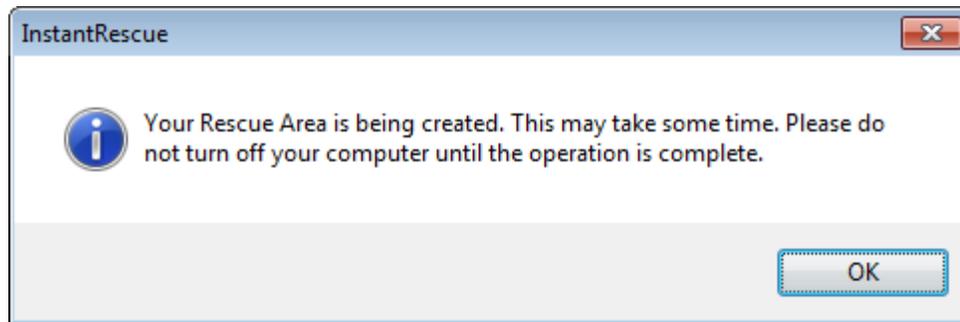
InstantRescue User Guide

You can purchase a license for InstantRecovery by visiting the [Raxco Online Store](#).

Getting Started with InstantRescue

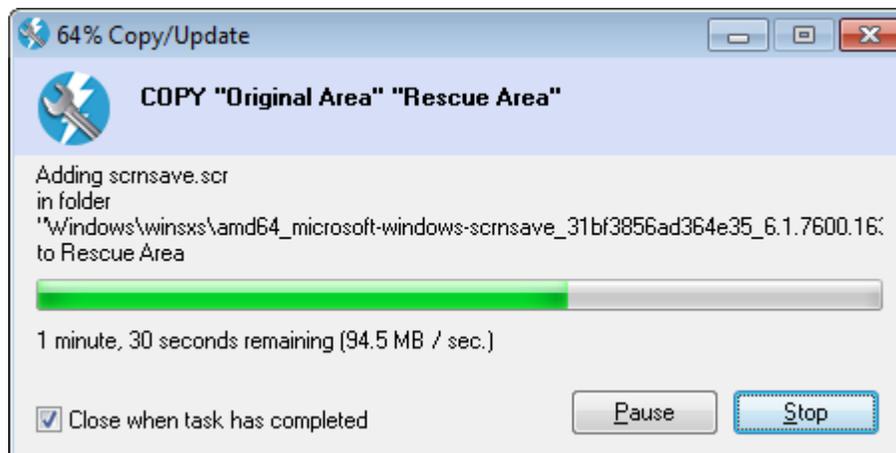
Getting Started with InstantRescue

When you install InstantRescue, your Rescue Area will automatically be created. You will see the following displayed.

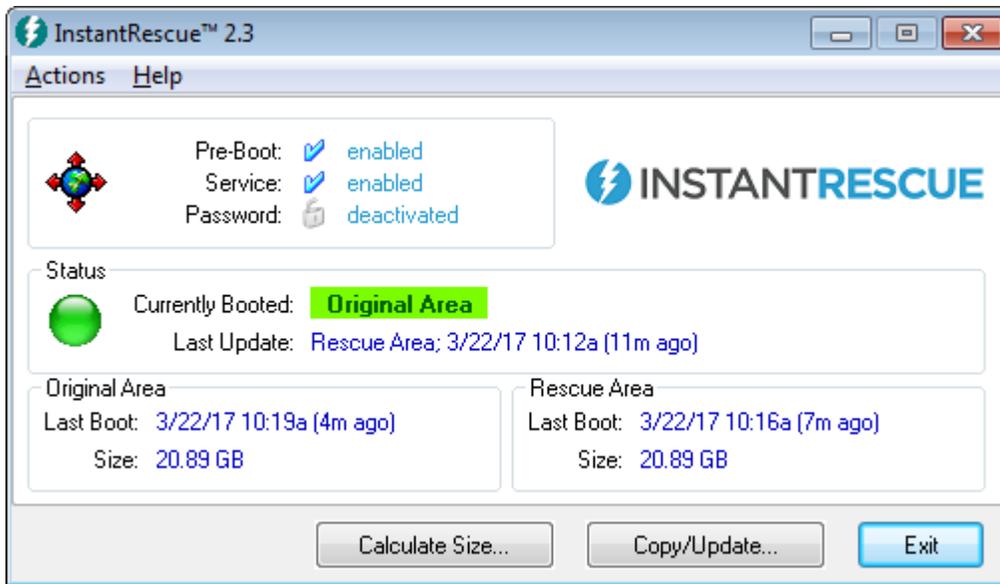


Your system is NOT protected until the Rescue Area has been created so do not turn off or restart your computer before this process has completed.

The initial creation of the Rescue Area may take some time to complete. You are kept up-to-date on the copy progress:



The InstantRescue Manager provides an overview:



Pre-Boot

The Pre-Boot screen is what appears when the screen is black and the system is booting. When this is enabled you will see the Pre-Boot screen on every reboot. When Pre-Boot is enabled, you are protected and can boot into your Rescue Area in order to recover your system.

The only time that Pre-Boot should be disabled is if you are going to use drive imaging software to capture an image of your system disk (where Windows is located). Pre-Boot must be disabled BEFORE the image is captured otherwise the image may be unbootable. After capturing the image, Enable Pre-Boot so that you are once again protected and able to boot into your Rescue Area.

Service

When the Service is enabled it means the InstantRescue engine is up and running. If the Service is disabled, you are not protected and will not be able to boot into your Rescue Area in order to recover your system.

Password

This indicates whether changes to InstantRescue are password protected.

Currently Booted

Indicates which area is currently in-use. Normally, this will be the Original Area unless you have booted to the Rescue Area.

Last Update

Shows the area (Original Area or Rescue Area) that was last updated and the time of the update.

Original Area

Shows the time the Original Area was last booted and the approximate size of the area.

Rescue Area

Shows the time the Rescue Area was last booted and the approximate size of the area.

How To Test

Follow these steps to test InstantRescue:

- We suggest installing Windows updates on your active system (Original Area) and note which updates have been applied.
- Once complete, do a restart, boot into the Rescue Area (the default hotkey is 'F1') and go to Control Panel.
- Click on “Programs and Features” and then click View Installed Updates on the left side. If you check the installed date you will see that the updates made to the Original Area are not in the Rescue Area.
- In InstantRescue go to the Actions menu and click Copy/Update to update your Rescue Area with these latest Windows updates.
- Click “Yes” when the window prompt asks you if you are sure you wish to update the Rescue Area. InstantRescue will copy any changes from the Original Area to the Rescue Area.

When it completes you can check the Control Panel on the Rescue Area and see that the updates have been made.

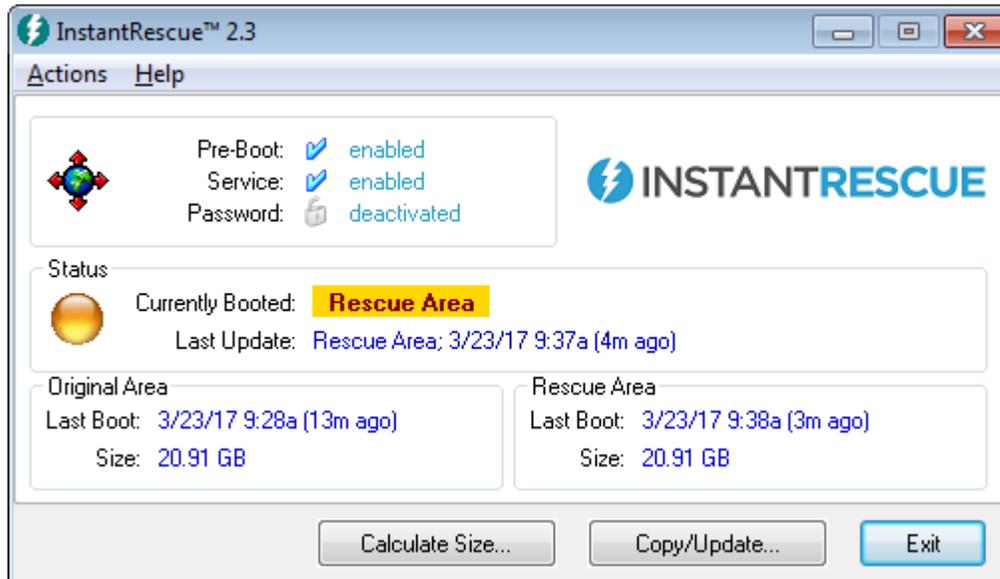
Note on Data Backup

InstantRescue is a high availability and system recovery product. It should not be used as the primary backup for your data. It is important to backup all data to a remote location.

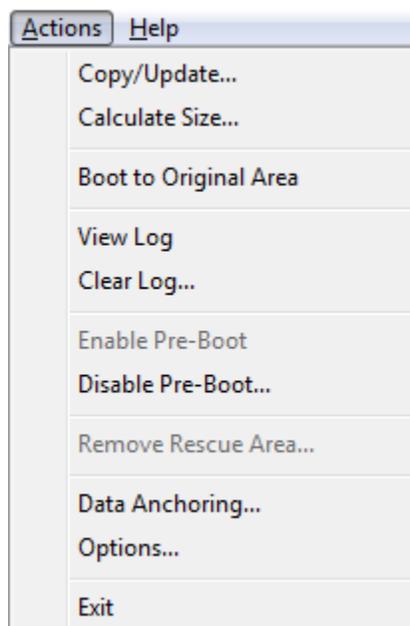
Using the Rescue Area

Using the Rescue Area

After you have booted to the Rescue Area the Manager changes to remind you:



With the Rescue Area booted, all of the Actions have the Rescue Area as the source and the Original Area as the target:



- Copy/Update [copies the Rescue Area to the Original Area.](#)

- Calculate Size [calculates the size of the Rescue Area](#).
- Boot To will boot back to the Original Area.
- View Log [displays the log file](#).
- Clear Log [clears the log file](#).
- Disable Pre-Boot prevents the InstantRescue screen from displaying during a system boot. If Pre-Boot is disabled, you will not be able to boot into your Rescue Area.
- Data Anchoring [shares files between your Original Area and your Rescue Area](#).

You will stay in the Rescue Area until you explicitly boot back to the Original Area using the Actions menu or the Hotkey.

Software Corruption

If you booted the Rescue Area because of a software corruption in your Original Area:

1. Use Copy/Update function to copy the Rescue Area to the Original Area. This will restore your Original Area to the state of the last Rescue Area update.
2. Boot to the Original Area.

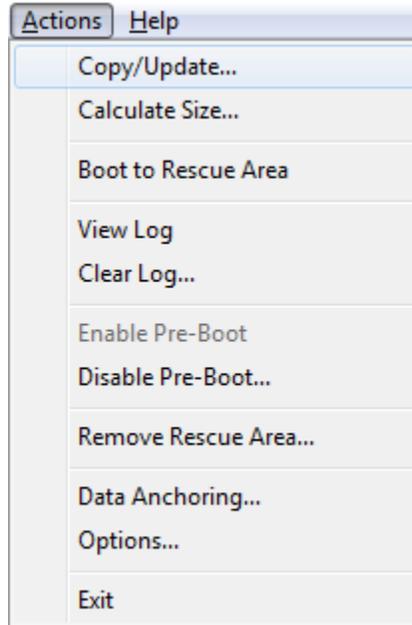
Hardware Problem

If you booted the Rescue Area to determine if a problem is hardware or software related

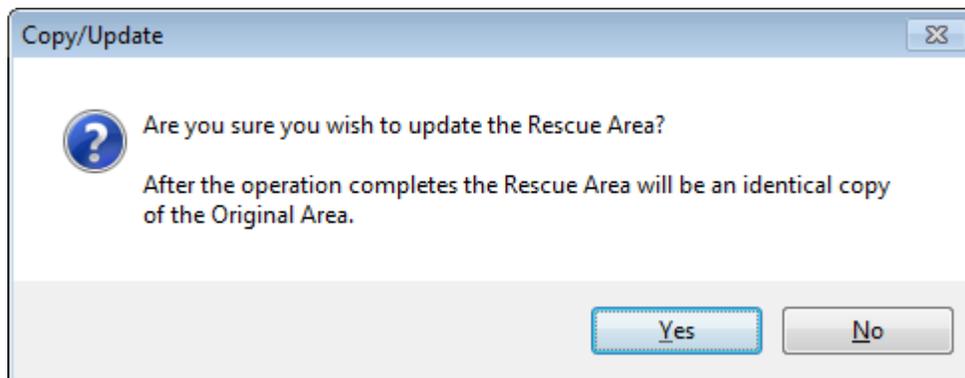
1. Test your computer using the Rescue Area.
2. If the problem does not occur use the same procedure as above to fix your Original Area. Otherwise, boot back to the Original Area and repair your hardware.

Updating the Rescue Area

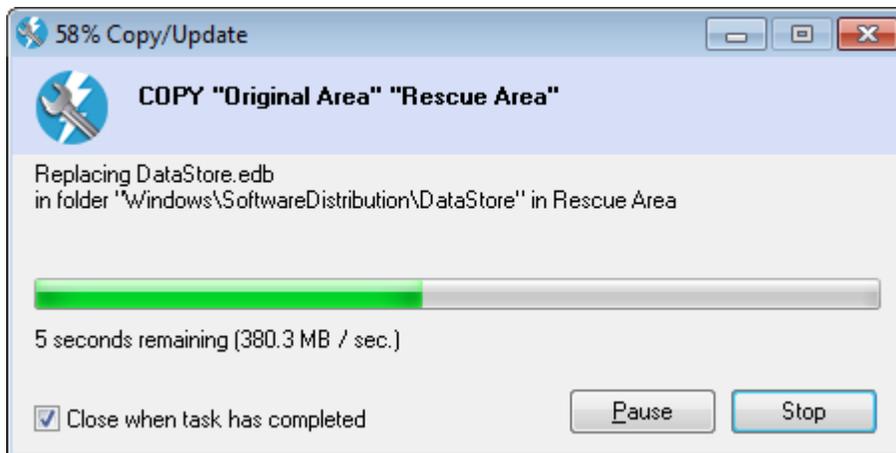
To update the Rescue Area, click the Copy/Update button or choose Actions>Copy/Update from the menu:



A confirmation prompt will be displayed:



Click Yes to initiate the operation. The Copy/Update progress dialog will be displayed:



The InstantRescue Copy Engine is started in the background. You can continue to use your system while the operation is in progress.

One of the first status messages you will see will be "Starting Open File Technology". This is the snapshot service starting. It creates a point-in-time copy of the system volume. Depending on your configuration, this may take a minute or more. The Copy Engine should not be interrupted during this process.

By clicking Pause, you can suspend the copy operation. You can later click Resume to continue.

By clicking Stop, you can cancel the copy operation. The copy operation can be repeated at a later time and files already copied and unchanged will not be copied.

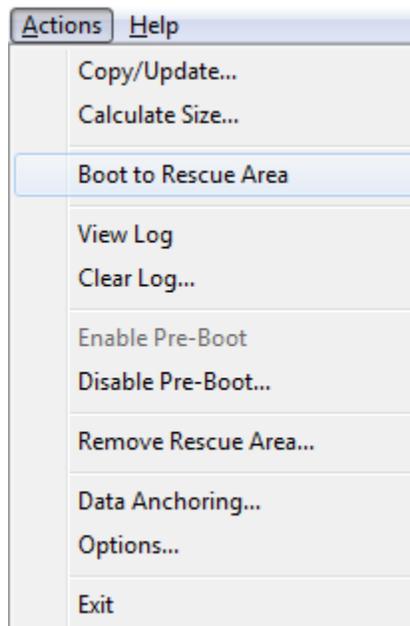
Booting to the Rescue Area

After you have created the Rescue Area, there are two methods you can use to boot to it.

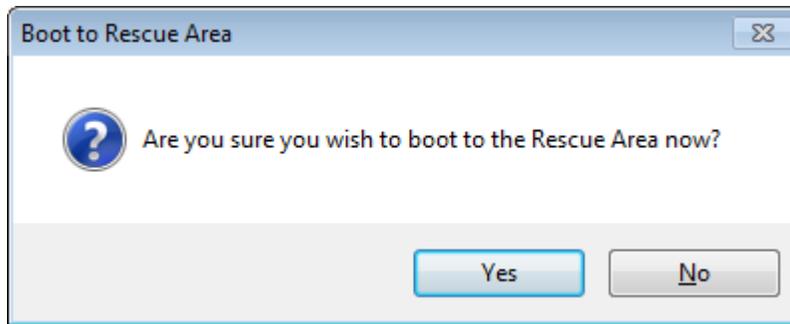
1. Use Boot to Rescue Area.
2. Press the hotkey (default F1) during the pre-boot pause screen.

Boot to Rescue Area

If you are working within the operating system interface, to boot the Rescue Area, choose Actions>Boot to Rescue Area from the menu:



You will be asked to confirm the operation:



If you answer Yes, Windows will reboot your computer.

During the boot you will see the following:



Pre-boot Hotkey

Once the Rescue Area has been created, you will see the following each time the system boots:



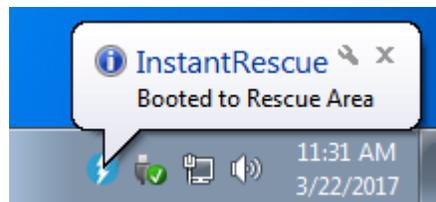
If you do not press the Hotkey (default is F1) or if you press any other key, your computer boots normally.

If you press the Hotkey before the red progress bar reaches the end you are prompted for confirmation:



Press Y to Boot the Rescue Area. Press N to boot Windows normally.

When you login after booting the Rescue Area the tray icon notifies you:



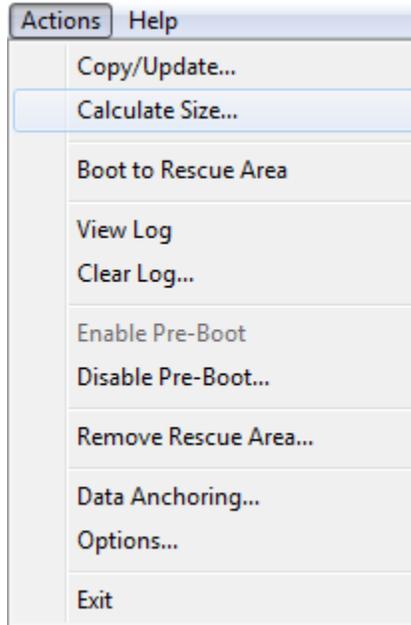
See [Using the Rescue Area](#) for more information.

Calculating the Original Area Size

The size of the Original Area is an estimate of the total amount of disk space used by the area. It does not include Anchored Data, Excluded Files, the pagefile, hibernate file or the recycle bin. It will change as files change on the computer.

The size is most useful when getting ready to update the Rescue Area. If you have added, anchored or excluded files, you can calculate the size of the Original Area before starting the copy operation.

To calculate the size of the Original Area, click the Calculate Size button or choose Actions>Calculate Size from the menu:



The Calculate progress dialog will be displayed:



When the operation is completed, the totals for your Original Area, Rescue Area and Free Space will be displayed:



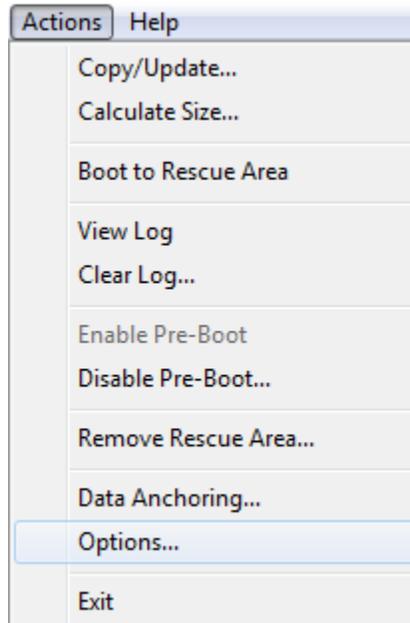
Note on Disk Space:

Since the Windows file system stores a significant amount of data that is not part of any file and some small files are stored very efficiently, you will not be able to add up the disk space usage and have it equal the space Windows reports as used.

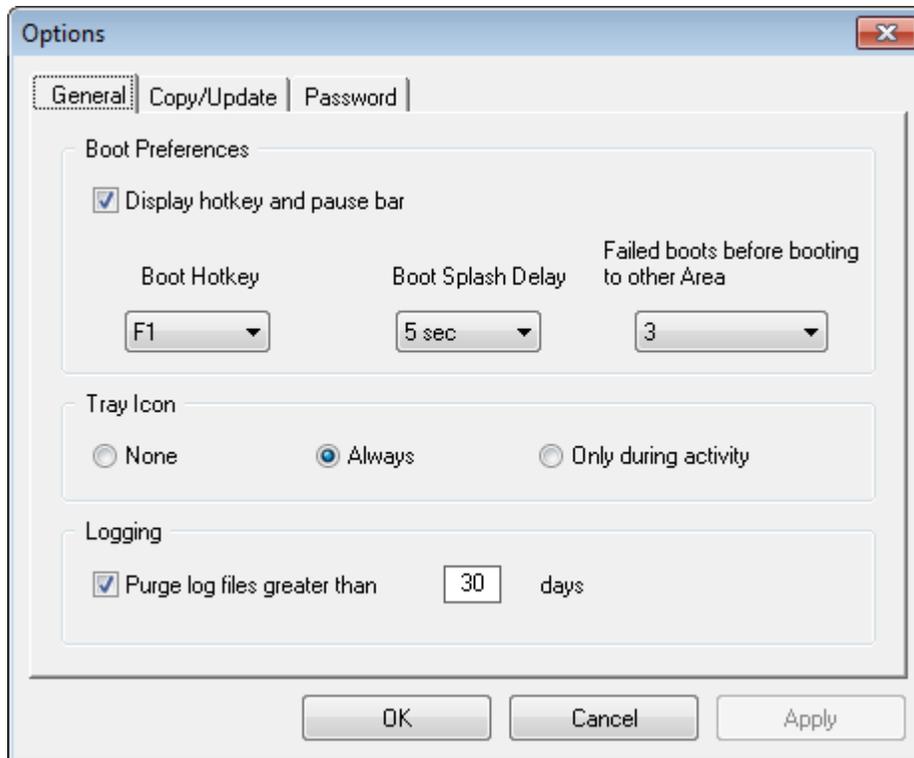
Advanced

Configuring InstantRescue

To configure InstantRescue, choose Actions>Options from the menu:



The Options Dialog will be displayed:



Boot Preferences

Display hotkey and pause bar

The pre-boot screen logo is always displayed when the product is installed and enabled. The hotkey and pause bar, which is waiting for a user to press the hot key during its timeout, can be hidden from view. The system will continue to pause for the hotkey entry during this time.

Boot Hotkey

During the boot process when the product splash screen is displayed, a pause occurs while waiting for the user to press the boot hotkey. Your choice of hotkey may be selected from any of the keyboard functions shown. F8 has been removed since it is the default key to access the internal Windows boot menu.

Boot Splash Delay

This is the delay when waiting for the boot hotkey to be pressed.

Failed boots before booting to Rescue Area

This is the number of times you want the system to try to boot before automatically booting the Rescue Area. The boot count is cleared by the InstantRescue service when it starts. The

Rescue Area will only be automatically booted once. If the Rescue Area also fails to boot, InstantRescue will not automatically boot back; however, you can press the hotkey to force a boot to either area.

Tray Icon

InstantRescue can provide a visible indication of its status via a small icon located in the Windows system tray. Unless the tray icon is set to "No Tray Icon", if a serious error has occurred, the tray icon will appear with a red colored "X".

Double-clicking on the system tray icon will bring up the Manager. If a task is currently in operation double-clicking will bring up the status of the task.

Right clicking on the system tray icon will display a popup menu to allow the selection of opening the main user interface or any processing task (copy, size calculation).

None

Do not show the system tray icon.

Always

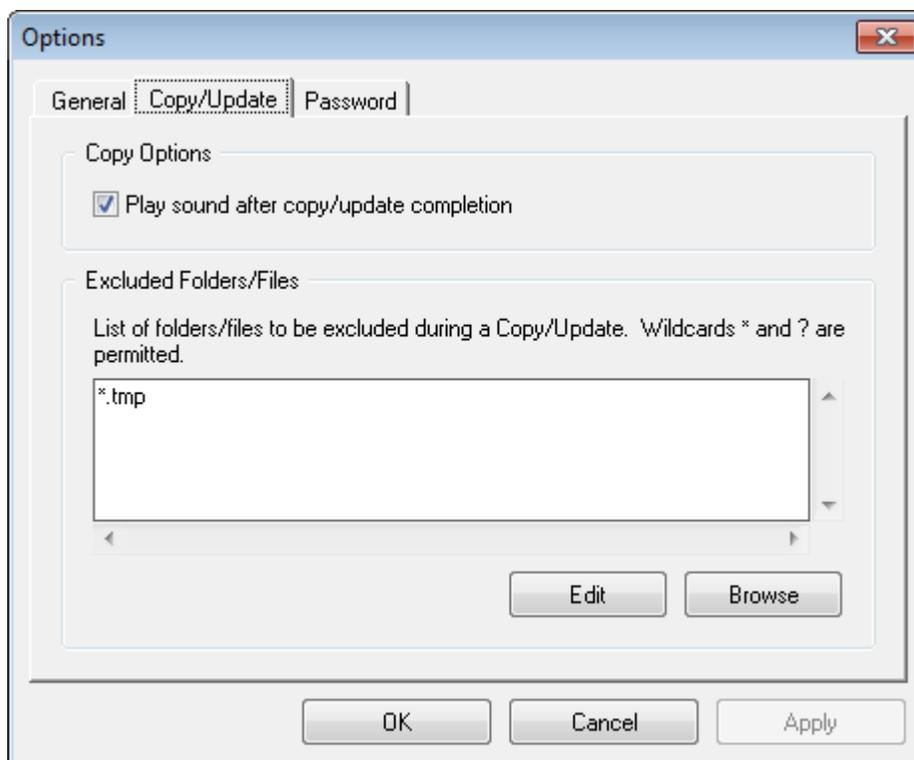
Always show the system tray icon and reflect the current status of InstantRescue. This is the default setting. If any task is currently being processed (copy, size calculation) a small animated clock will appear over the icon.

Only During Activity

Only show the system tray icon during a processing task (copy, size calculation). A small-animated clock will appear over the icon. After all tasks have completed the icon will be removed from the system tray.

Logging

If you wish to automatically purge all log entries older than a given number of days, check this option. Any log entries older than the number of days entered will automatically be purged once a day.



Copy Options

Play sound after copy/update completion

When a task completes, a sound is played. Clearing the checkbox will cause the sound not to play.

Excluded Files/Folders

Enter the list of files you want excluded from copy operations. Wildcards '*' and '?' are permitted. Put each item in the list on a separate line. You can also browse for a specific file or folder to add to the list.

Wildcard Examples:

To exclude all files and folders named "Temp":

*\Temp

To exclude all files and folders with the "tmp" extension:

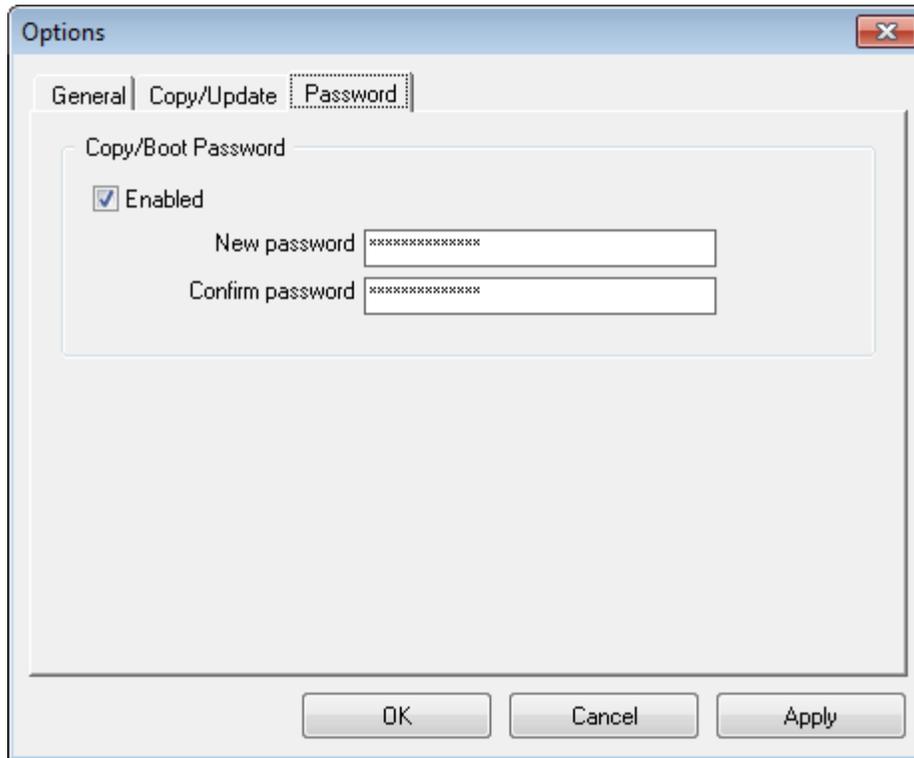
*.tmp

To exclude all files named "Junk" with any extension:

\Junk.

To exclude everything in the "Program Files\My Stuff" folder but not the folder:

Program Files\My Stuff*



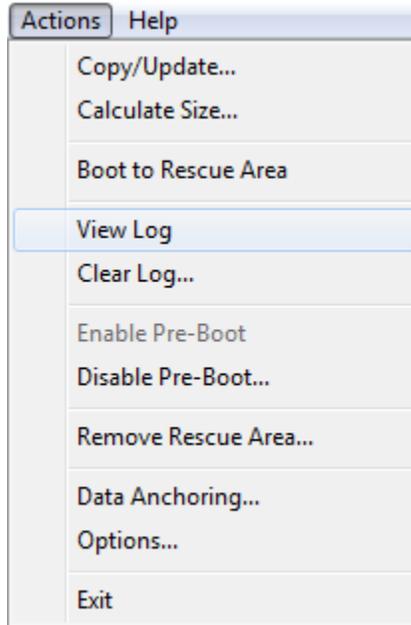
Copy/Boot Password

This option allows password protection when accessing the Options dialog, when performing any copy/update, or when booting the system to the Rescue Area.

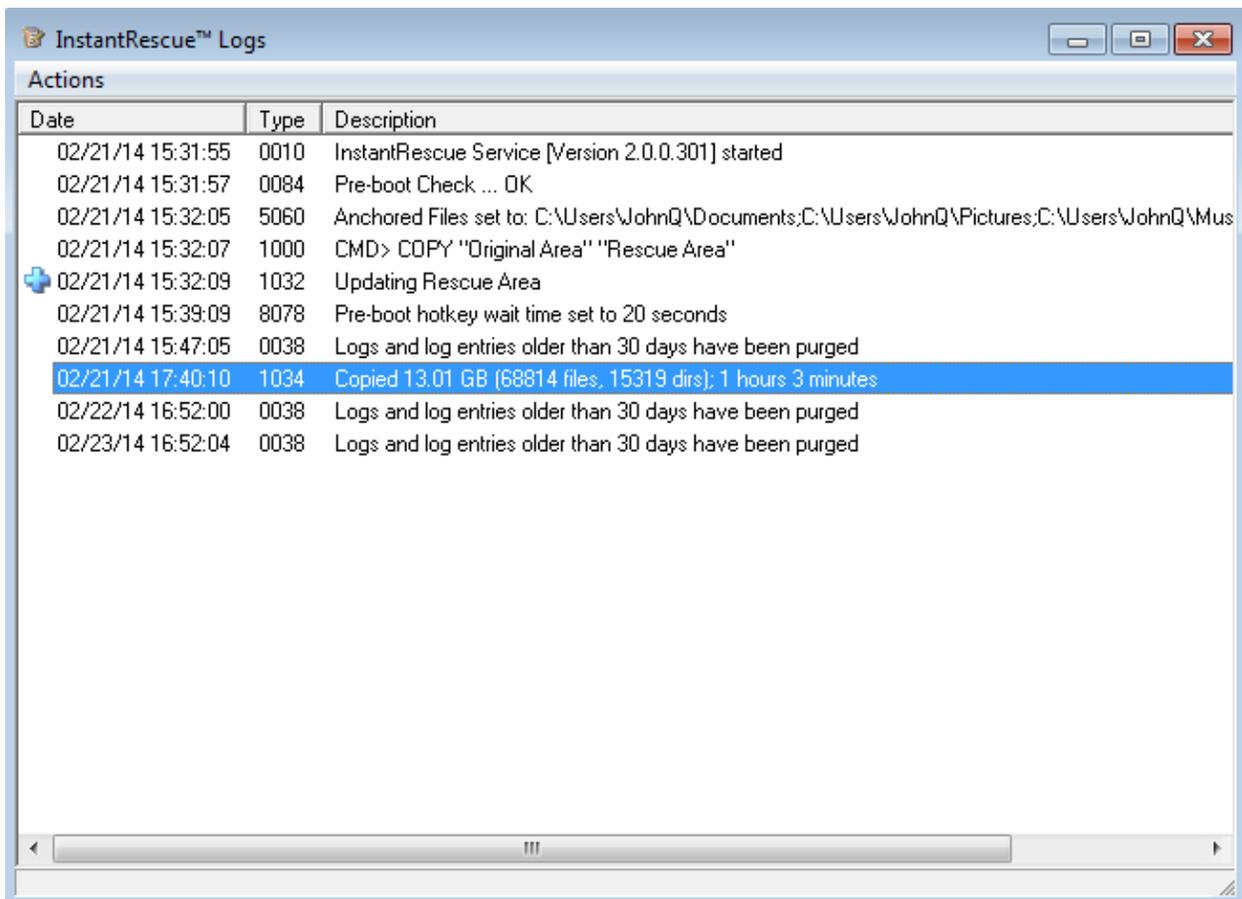
To activate password protection, check the "Enable" box, and enter a password in the "New" and "Confirm" password areas. The password will not be enabled for the above situations. To disable the password, uncheck the "Enable" box. The previous password that was entered is always saved, unless a new password is entered. This means if you re-check the "Enable" box, your existing password will be used.

Viewing the Activity Log

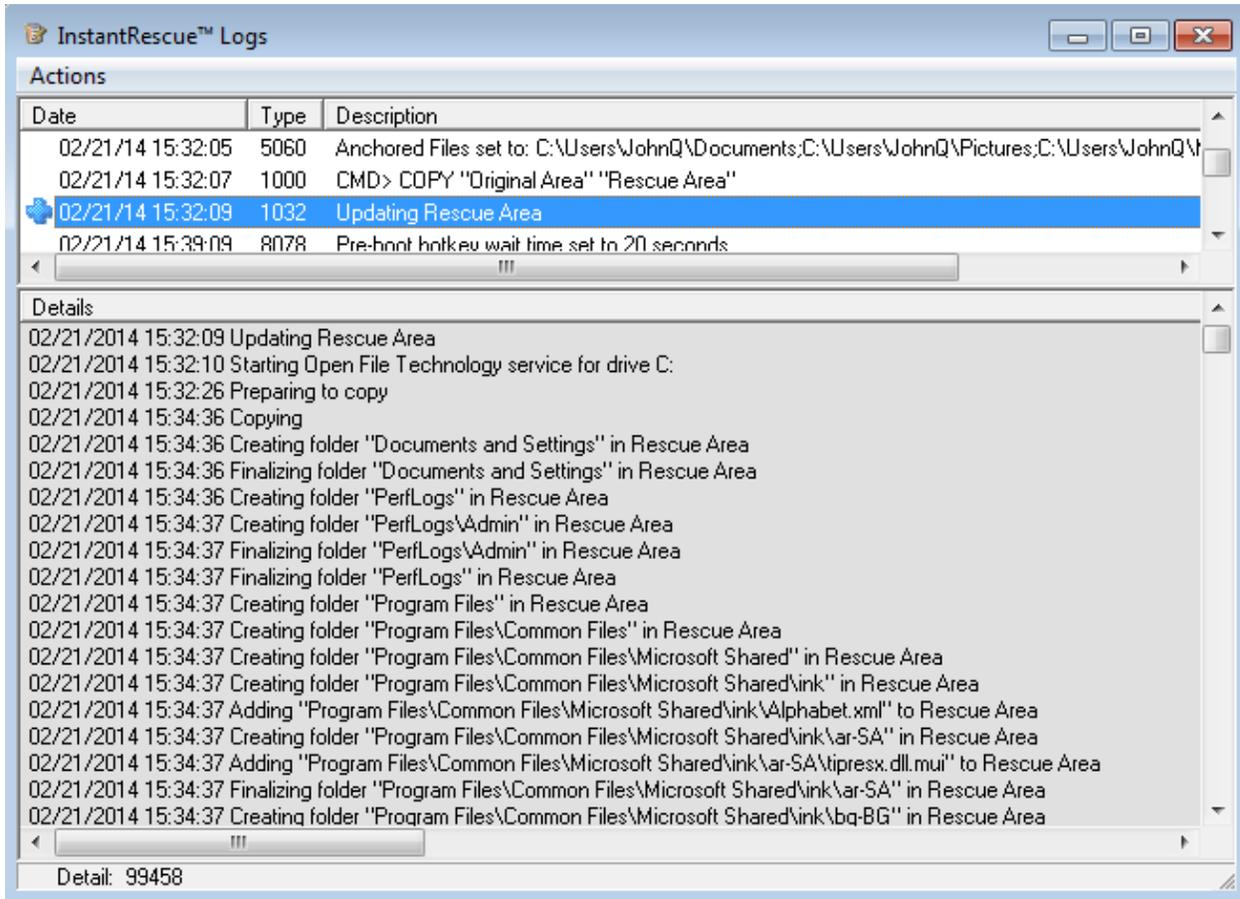
To view the InstantRescue Activity Log, choose Actions>View Log from the menu:



The Log Viewer will be launched:



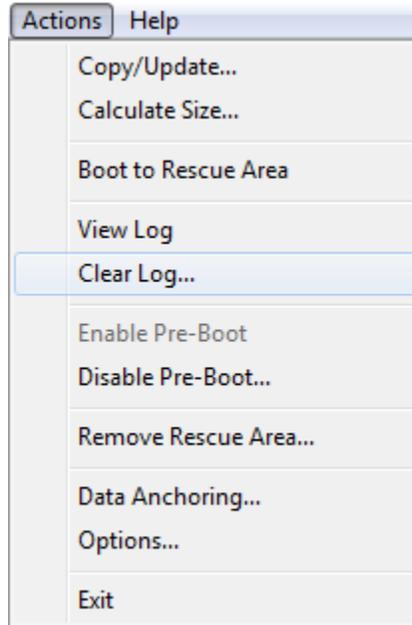
This program allows you to view the Activity Log. Log entries marked with a blue plus (+) indicate that there are details associated with this entry. Click one of these entries to view the details:



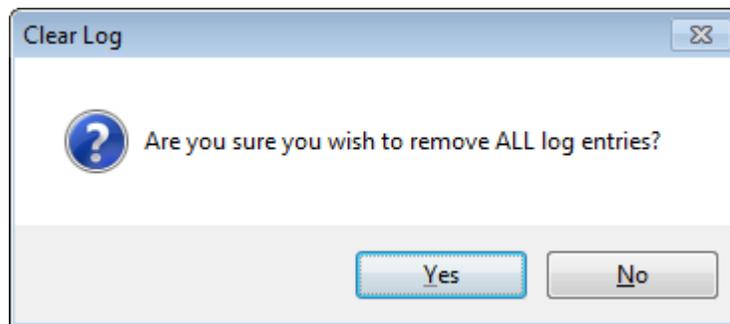
Clearing the Log Entries

Normally there is no reason to clear the InstantRescue Activity Log - entries are automatically purged after they reach a specified age.

To clear the Activity Log, choose Actions>Clear Log from the menu:



You will be prompted to confirm the action:



If you answer Yes, the log will contain only an entry noting the clear event.

Anchored Data

What Is Anchored Data?

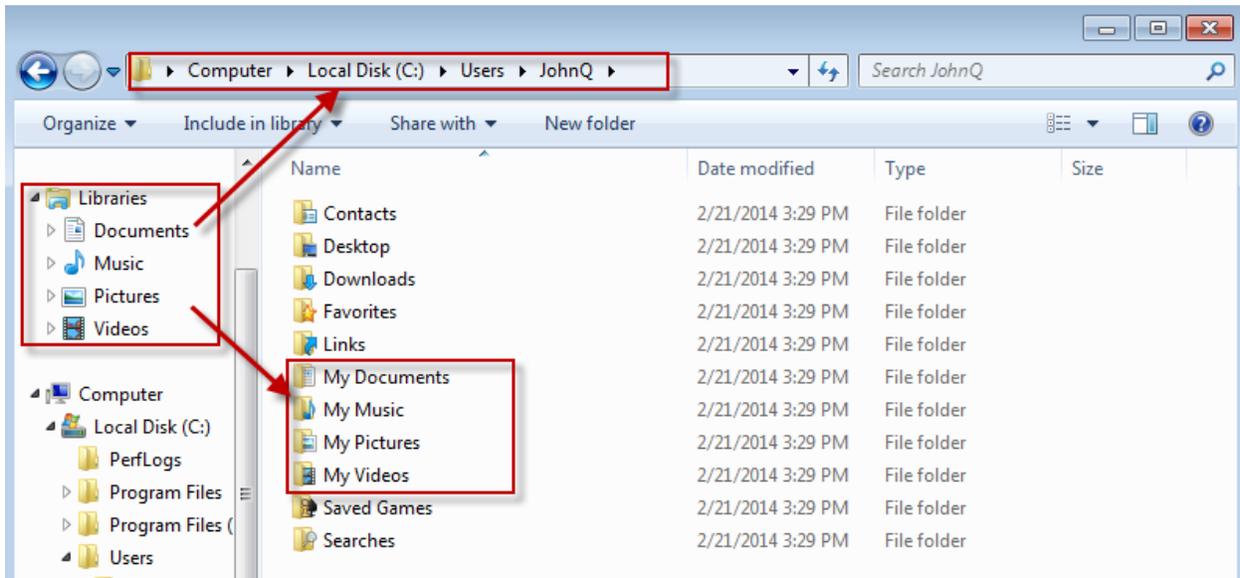
An important InstantRescue concept to understand is **Data Anchoring**.

- Data Anchoring provides a way of sharing files between your Original Area and your Rescue Area.

Using the Data Anchoring Wizard, you specify which files or folders you want to anchor (share). These files are available in both areas. By default, the following folders are Data Anchored when you install InstantRescue:

- My Documents

- My Music
- My Pictures
- My Videos
- Dropbox
- Google Drive
- Microsoft OneDrive
- Apple iCloud



Some points to note:

- Data Anchoring can greatly reduce the size of your Rescue Area.
- There is only one copy, the current copy, of your anchored data.
- Anchored data files are "mapped" into the Rescue Area when you boot into the Rescue Area.
- A file or folder whose name includes a linked folder or file cannot be anchored. The name of the anchored file must be the actual name.

Since there is no other copy of your anchored data on the system, it is very important that you maintain a backup of these data files somewhere other than your local system.

If you attempt to anchor a file or folder that cannot be anchored, the Data Anchoring Wizard will notify you.

Why Use Data Anchoring?

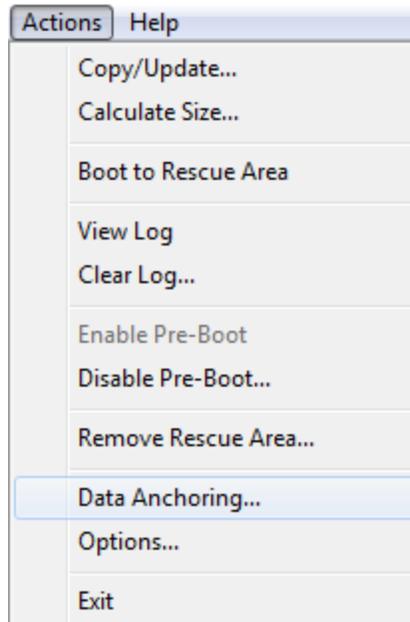
Data Anchoring is a very powerful feature of InstantRescue. Data Anchoring allows you to share files between your Original Area and your Rescue Area so that when you boot into your Rescue Area, any data anchored files are accessible and up-to-date.

For example, last week you uploaded pictures from your camera into the My Pictures folder - which by default is Data Anchored. Your Rescue Area was created/updated 3 months ago.

Today, you were prompted to update a driver and on completion of the update, Windows would no longer boot. When you boot into your Rescue Area, the pictures that you had uploaded a week ago are still there in the My Pictures folder.

Setting Anchored Data

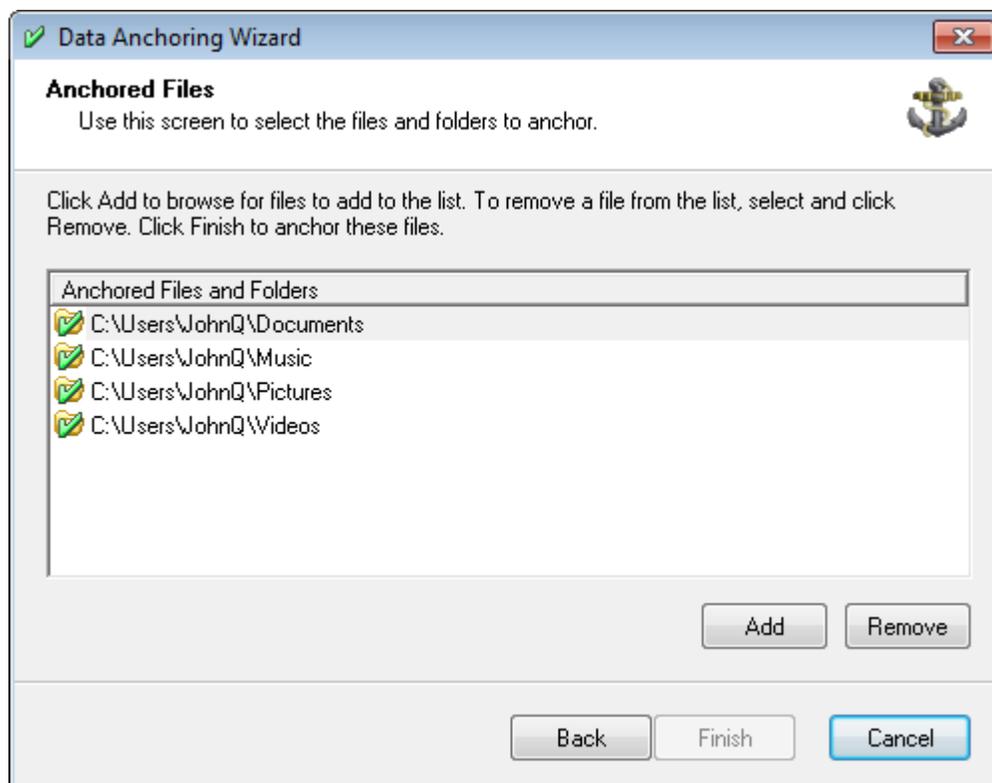
To specify your anchored data, choose Actions>Data Anchoring from the menu:



The Data Anchoring Wizard will be launched:



Click Next to proceed:



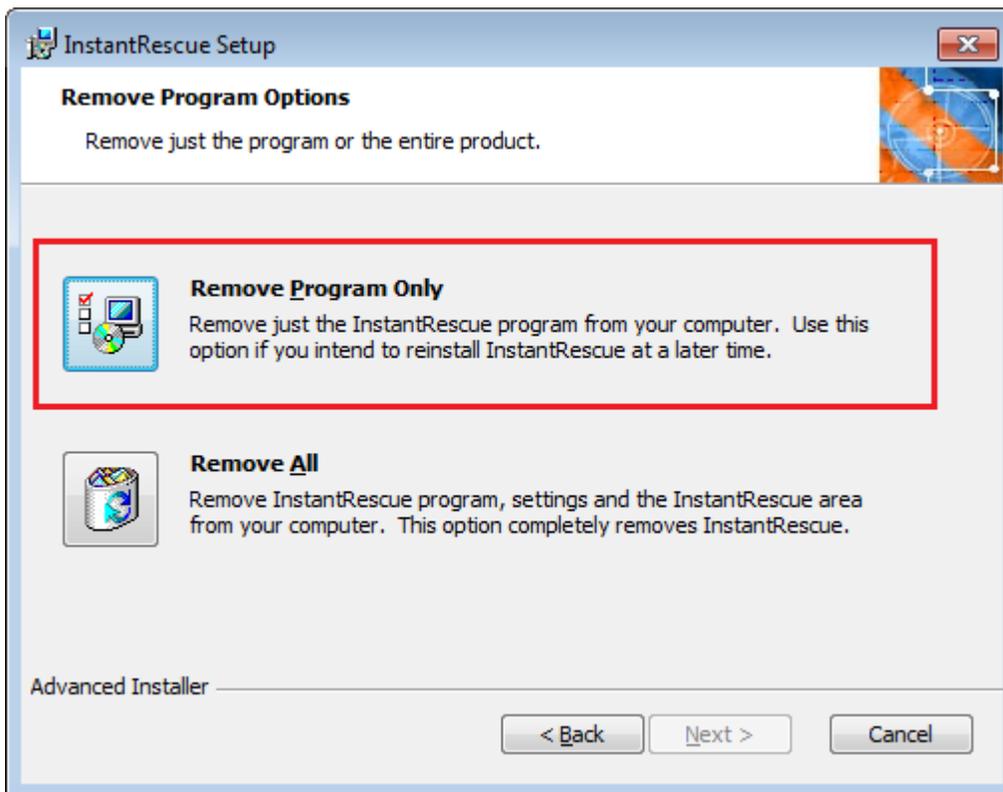
As you can see in the image above, there are 4 folders that are Data Anchored by default.

Click the Add button and browse for a file or folder to add to your anchored data list. To remove a file or folder from the list, select it and click Remove. Click Finish to anchor the designated files.

Updating InstantRescue Software

Updating to a newer build of InstantRescue requires several steps:

1. Uninstall the existing build of InstantRescue. When prompted to Remove Program Only or Remove All, select **Remove Program Only**. **Warning:** If you select **Remove All** during uninstall, **your existing Rescue Area will be deleted** and you will not be protected until you create a new Rescue Area

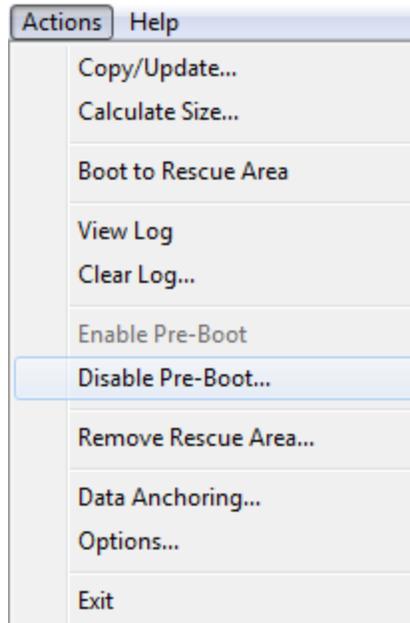


2. Install the new build of InstantRescue. After installation, when you next run InstantRescue you will see your existing Rescue Area.

Disabling/Enabling the InstantRescue Pre-boot

Normally you will want to leave the InstantRescue Pre-boot enabled, but there are times where you may wish to disable the Pre-boot. For example, if you are going to use a drive imaging program to make an image of your system disk, the Pre-boot must be disabled before the image is made otherwise the image may be unbootable.

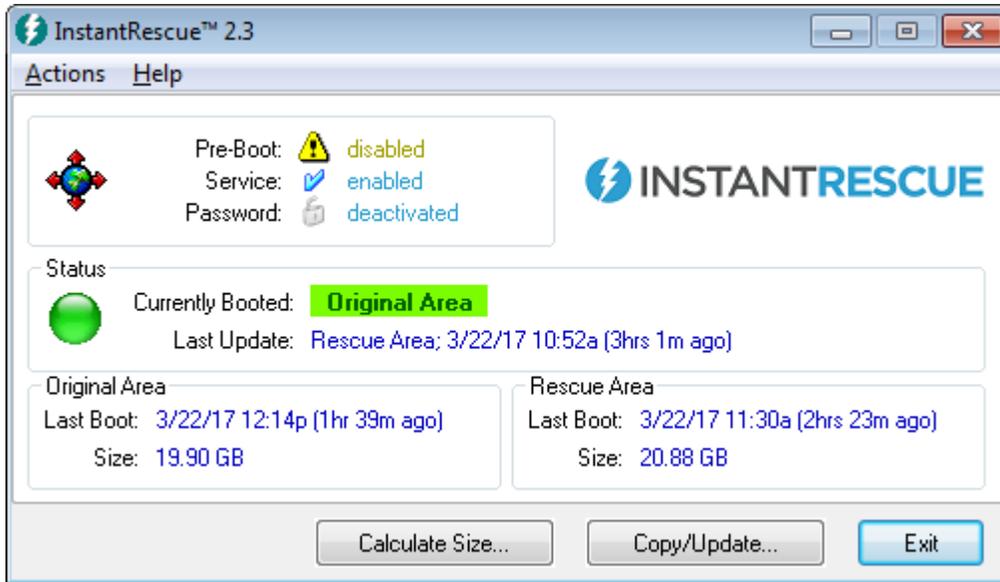
To disable the InstantRescue Pre-boot, choose Actions>Disable Pre-boot from the menu:



The disable confirmation dialog will be shown:



Click Disable to disable the InstantRescue Pre-boot. The Status will change to:



You should re-enable the InstantRescue Pre-boot as soon as possible.

System Reserved Space

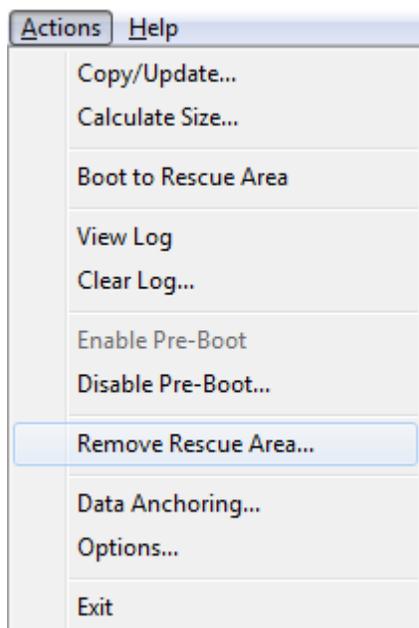
To ensure that Windows has sufficient disk space to operate, InstantRescue will not start a copy if the estimated disk space remaining on the system volume will be less than the System Reserve (20 GB).

The extra space required is soft-coded into the registry value SystemReserveGB under the ServiceInfo key: HKLM\SOFTWARE\WOW6432Node\Raxco\InstantRescue\ServiceInfo or HKLM\SOFTWARE\Raxco\InstantRescue\ServiceInfo

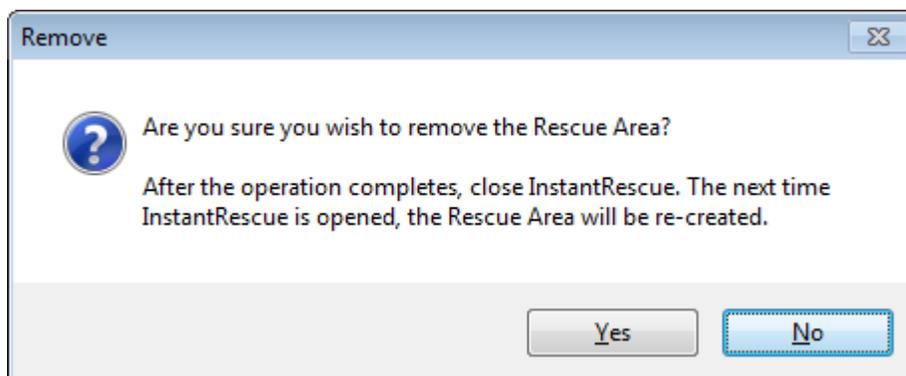
If the value is set to zero, the copy will fail only if there will be no disk space left.

Removing the Rescue Area

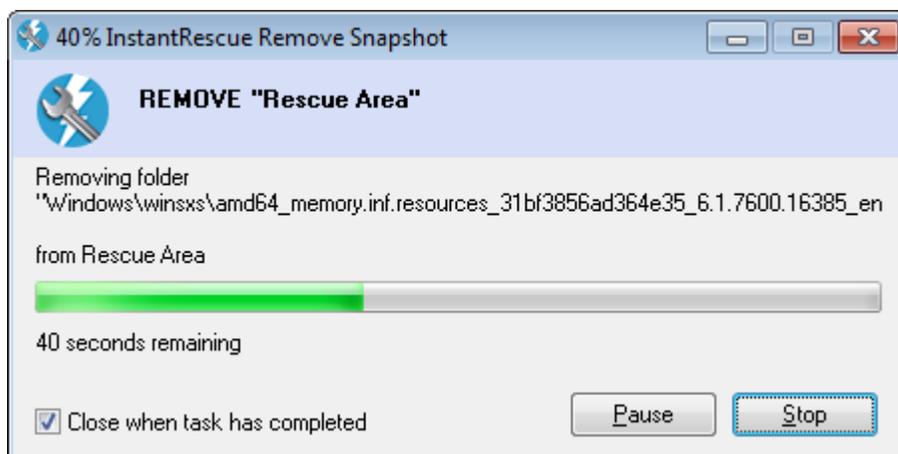
Ordinarily, there is no need to remove the Rescue Area. However, if you wish to force InstantRescue to recopy all the files, choose Actions>Remove Rescue Area from the menu:



A confirmation prompt will be displayed:



Click Yes to initiate the operation. The Remove progress dialog will be displayed:



When the Remove operation completes, close InstantRescue. The next time InstantRescue is opened, the Rescue Area will be recreated.