

# GoBack 3.0 Personal and Deluxe Edition

## **User's Guide**



## **Copyright**

© 2001 Roxio, Inc. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of Roxio, Inc., 461 South Milpitas Blvd., Milpitas, CA 95035.

## **Trademarks**

Roxio, the Roxio logo, GoBack, the GoBack logo, are trademarks of Roxio, Inc., which may be registered in some jurisdictions.

Windows 95, Windows 98, Windows NT, Windows 2000, and Windows Me are trademarks of Microsoft Corporation in the US and other countries, used under license.

All other company or product names are trademarks and/or registered trademarks of their respective owners.

## **Changes**

The material in this document is for information only and is subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, Roxio, Inc. assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein.

Roxio reserves the right to make changes in the product design without reservation and without notification to its users.

## **Disclaimer**

IF THIS PRODUCT DIRECTS YOU TO COPY MATERIALS, YOU MUST HAVE PERMISSION FROM THE COPYRIGHT OWNER OF THE MATERIALS TO AVOID VIOLATING THE LAW WHICH COULD RESULT IN DAMAGES OR OTHER REMEDIES.

## Roxio Product Support

### *Unlimited Complimentary Self Help Options*

If you have questions about installing or using your Roxio products, please check this manual or user guide first, you will find answers to most of your questions there. If you need further assistance, please check support at <http://www.roxio.com> for frequently asked questions, an extensive database of related articles, troubleshooting tips, and more.

### *Limited Complimentary Technical Support Assistance*

Ninety days of technical support assistance is available with the purchase of Roxio, Inc. software (OEM product is excluded). To receive technical support assistance, you will need the Technical Support Identification (TSID) number found on the white barcode-type label included inside the box with your product. The TSID helps us provide more efficient service by accurately identifying your product and support status. Please affix your TSID here or in another safe place—you will need it for complimentary support!



E-mail and telephone assistance is available to purchasers of Roxio products which include a TSID.

For worldwide customers (**Americas, Europe, Japan, Asia, and Australia**) preferring Email (webmail) assistance, please submit your question to Roxio's Technical Support Specialists at <http://ask.roxio.com>. (English only)

For customers preferring telephone assistance (connect and toll charges apply), please have your computer running and close by the phone and call us at:

- In **North America** call +1 408-934-7283, Monday-Friday, 6:00 a.m.-5:00 p.m., Pacific Time, excluding Roxio holidays.
- In **Europe** call +49 2405-4508-80, Monday-Friday 10:00-12:30 & 13:30-16:30, Central Europe Time, excluding Roxio holidays.
- In **Japan** call +81 3-5992-0362, Monday-Friday 9:00 A.M. – 12 P.M. & 1:00 P.M. – 6:00 P.M., JST – excluding Roxio holidays. (Japanese only)
- In **Asia** (except for Japan) and **Australia** there is no local telephone support available, please refer to the email support mentioned above or call +1 408-934-7283, Monday-Friday, 6:00 A.M. to 5:00 P.M., Pacific Time – excluding Roxio holidays.

### ***Fee-based Technical Support Options***

Fee-based Support is available for those customers whose TSID has expired or who bought product not eligible for complimentary support. Please call +1 408-934-7283, Monday–Friday, 6:00 A.M. to 5:00 P.M., Pacific Time – excluding Roxio holidays. (English only)

### ***Customer Service***

For presales information, please call:

- In **North America** call +1 866-280-ROXI (7694), Monday–Friday, 6:00 A.M. to 5:00 P.M., Pacific Time – excluding Roxio holidays.
- In all other locations call the technical support numbers provided above.

For all other inquiries, please call:

- In **North America** call +1 408-946-4949 or +1 866-279-ROXI (7694), Monday–Friday, 6:00 A.M. to 5:00 P.M., Pacific Time – excluding Roxio holidays.
- In all other locations call the technical support numbers provided above or +1 408-946-4949, Monday–Friday, 6:00 A.M. to 5:00 P.M., Pacific Time – excluding Roxio holidays.

## END-USER LICENSE AGREEMENT FOR ROXIO SOFTWARE

**IMPORTANT - READ CAREFULLY:** This Roxio End-User License Agreement ("Agreement") is a legal agreement between you (either an individual or a single entity) and Roxio, Inc. ("Roxio"), for the GoBack product, which includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("PRODUCT"). The PRODUCT also includes any updates and supplements to the original PRODUCT provided to you by Roxio. Any software provided along with the PRODUCT that is associated with a separate end-user license agreement is licensed to you under the terms of that license agreement. By installing, copying, downloading, accessing or otherwise using the PRODUCT, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install or use the PRODUCT; you may, however, return it to your place of purchase.

### SOFTWARE LICENSE

The PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The PRODUCT is licensed, not sold.

#### 1. GRANT OF LICENSE.

This Agreement grants you the following rights:

- **Installation.** You may install and use one copy of the PRODUCT on a single computer, including a workstation, terminal, or other digital electronic device ("COMPUTER").
- **Storage or Network Use.** You may also store or install a copy of the PRODUCT on a storage device, such as a network server, used only to install or run the PRODUCT on your other COMPUTERS over an internal network; however, you must acquire and dedicate a license for each separate COMPUTER on or from which the PRODUCT is installed, used, accessed, displayed or run. A license for the PRODUCT may not be shared or used concurrently on different COMPUTERS.
- **Site License.** If you have acquired this Agreement as part of a site license, you may install and use additional copies of the computer software portion of the PRODUCT up to the number of copies specified above as "Licensed Copies."
- **Restrictions.** All rights not expressly granted herein are reserved by Roxio.

#### 2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

- **Academic Version Software.** If the PRODUCT is identified as "Academic Edition" or "AE," you must be a "Qualified Educational User" to use the PRODUCT. If you are not a Qualified Educational User, you have no rights under this Agreement. To determine if you are a Qualified Educational User, please contact Roxio, Inc., 461 South Milpitas Boulevard, Milpitas, California 95035.
- **Not for Resale Software.** If the PRODUCT is labeled "Not for Resale" or "NFR," then, notwithstanding other sections of this Agreement, your use of the PRODUCT is limited to use for demonstration, test, or evaluation purposes and you may not resell, or otherwise transfer for value, the PRODUCT.

- **Limitations on Reverse Engineering, Decompilation and Disassembly.** You may not reverse engineer, decompile, or disassemble the PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
- **Separation of Components.** The PRODUCT is licensed as a single product. Its component parts may not be separated for use on more than one COMPUTER.
- **Limitations on Use.** You may not modify, adapt, translate, loan, resell for profit, distribute, network, rent, lease or create derivative works based upon the PRODUCT or any copy, except as expressly provided in Section 1 above.
- **Trademarks.** This Agreement does not grant you any rights in connection with any trademarks or service marks of Roxio, Inc.
- **Termination.** This license is effective until January 1, 2045, unless terminated earlier. You may terminate the license at any time by destroying the PRODUCT and all related documentation together with all copies or modifications in any form. Roxio will have the right to terminate this Agreement if you fail to comply with the terms and conditions of this Agreement. Upon any termination, you must destroy all copies of the PRODUCT and all of its component parts and any copies or modifications in any form.

### 3. UPGRADES.

If the PRODUCT is labeled as an upgrade, you must be properly licensed to use a product identified by Roxio as being eligible for the upgrade in order to use the PRODUCT. A PRODUCT labeled as an upgrade replaces and/or supplements the product that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded product only in accordance with the terms of this Agreement. If the PRODUCT is an upgrade of a component of a package of software programs that you licensed as a single product, the PRODUCT may be used and transferred only as part of that single product package and may not be separated for use on more than one COMPUTER.

### 4. COPYRIGHT.

All title and intellectual property rights in and to the PRODUCT (including but not limited to any images, photographs, animations, video, audio, music, text, and "applets" incorporated into the PRODUCT), the accompanying printed materials, and any copies of the PRODUCT are owned by Roxio or its suppliers. All title and intellectual property rights in and to the content which may be accessed through use of the PRODUCT is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This Agreement grants you no rights to use such content. All rights not expressly granted are reserved by Roxio.

### 5. LIMITED MEDIA WARRANTY.

Roxio warrants that the media on which the PRODUCT is distributed is free from defects for a period of thirty (30) days from the date of delivery of the PRODUCT to you, the end user. ROXIO DOES NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE PRODUCT OR ACCOMPANYING DOCUMENTATION. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, ROXIO MAKES NO WARRANTIES, EXPRESS OR IMPLIED,

AND SPECIFICALLY DISCLAIMS ALL WARRANTIES OF NONINFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow the exclusion of implied warranties or limitations on how long an implied warranty may last, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

#### 6. LIMITATION OF LIABILITY.

IN NO EVENT WILL ROXIO BE LIABLE TO YOU FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING ANY LOST PROFITS, LOST DATA, OR LOST SAVINGS, EVEN IF ROXIO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY. Some states do not allow the exclusion or limitation of special, incidental or consequential damages, so the above exclusion or limitation may not apply to you.

#### 7. LIMITATION OF REMEDIES.

Roxio's entire liability and your exclusive remedy shall be, at Roxio's option : (a) the replacement of any media not meeting Roxio's limited warranty which is returned by you; or (b) if Roxio or its distributor is unable to deliver replacement media which is free of defects in materials or workmanship, you may terminate this Agreement by returning the PRODUCT, and the purchase price you paid will be refunded. If you have purchased this PRODUCT bundled with a computer hardware or software product, you must return the PRODUCT to the computer hardware or software manufacturer. THE FOREGOING STATES THE SOLE AND EXCLUSIVE REMEDIES ROXIO WILL PROVIDE FOR BREACH OF WARRANTY.

#### 8. CONFIDENTIALITY.

You agree to maintain the PRODUCT in confidence and that you will not disclose the PRODUCT to any third party without the express written consent of Roxio. You further agree to take all reasonable precautions to preclude access of unauthorized persons to the PRODUCT.

#### 9. INDEMNITY.

You agree that Roxio shall have no liability whatsoever for any use you make of the PRODUCT. You shall indemnify and hold harmless Roxio from any third party claims, damages, liabilities, costs and fees (including reasonable attorney fees) arising from your use of the PRODUCT as well as from your failure to comply with any term of this Agreement.

#### 10. BACKUP COPY.

After installation of one copy of the PRODUCT pursuant to this Agreement, you may keep the original media on which the PRODUCT was provided by Roxio solely for backup or archival purposes. If the original media is required to use the PRODUCT on the COMPUTER, you may make one copy of the PRODUCT solely for backup or archival purposes. Except as expressly provided in this Agreement, you may not otherwise make copies of the PRODUCT or the printed materials accompanying the PRODUCT.

## 11. U.S. GOVERNMENT RESTRICTED RIGHTS.

The PRODUCT and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights In Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19, as applicable. The manufacturer is Roxio, Inc., 461 S. Milpitas Blvd., Milpitas, California 95035.

## 12. EXPORT RESTRICTIONS.

You acknowledge that the laws and regulations of the United States and other countries may restrict the export and re-export of the PRODUCT. You agree that you will not export or re-export the PRODUCT or documentation in any form in violation of applicable United States and foreign law.

Export of any information from the Roxio web site outside of the United States is subject to all U.S. export control laws. You will abide by such laws and also to the provision of the U.S. Export-Re-export Requirements and Enhanced Proliferation Control Initiative set forth here. You and your organization will not sell, license, or otherwise provide or ship Roxio products or technical data (or the direct product thereof) for export or re-export to the embargoed countries listed below:

Cuba, Iran, Iraq, Libya, North Korea, Syria, Sudan, and the Republic of Serbia

You also agree that unless you receive prior authorization from the U.S. Department of Commerce, you shall not transfer, export or re-export, directly or indirectly, any Roxio technology or software (or the direct product of such technology or software or any part thereof, or any process or service which is the direct product of such technology or software) to any of the following nations or nationals thereof:

Albania, Armenia, Azerbaijan, Belarus, Bulgaria, Cambodia, Cuba, Estonia, Georgia, Iran, Iraq, Kazakhstan, Kyrgyzstan, Laos, Latvia, Libya, Lithuania, Moldova, Mongolia, North Korea, People's Republic of China, Republic of Serbia, Romania, Russia, Sudan, Syria, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and Vietnam.

You agree not to transfer, export or re-export Roxio products, technology or software to your customers or any intermediate entity in the chain of supply if our products will be used in the design, development, production, stockpiling or use of missiles, chemical or biological weapons or for nuclear end uses without obtaining prior authorization from the U.S. Government.

## 13. MISCELLANEOUS

This Agreement is governed by the laws of the State of California.

Should you have any questions concerning this Agreement, or if you desire to contact Roxio, please write: Roxio Legal Department, 461 S. Milpitas Blvd., Milpitas, California 95035.



# Contents

## 1 Introduction

Welcome 1-2

About GoBack Personal and Deluxe Editions 1-3

    Password Protection 1-3

    Auto-Revert 1-3

What GoBack Can Do for You 1-4

    Revert Your Hard Disk to an Earlier Time 1-4

    View Your Hard Disk as it was in the Past 1-5

    Retrieve Specific Files from the Past 1-5

    Rescue Select Files After Doing a Revert 1-6

GoBack Scenarios 1-6

GoBack Documentation and Help 1-6

What this User's Guide Contains and How it is Organized  
1-7

## 2 Getting Started

Before You Run Setup 2-2

    Check the Hardware and System Requirements 2-2

Installing GoBack 2-3

    Overview of Installation Options 2-3

    Selecting the Amount of Disk Space to Allocate to Go-  
    Back 2-4

    Installing a Multiple User License 2-5

    To Install GoBack from a Network 2-5

    To Install GoBack from CD-ROM 2-5

After Installation 2-9

Starting GoBack 2-9

Tutorials 2-10

    Reverting Your Hard Disk 2-10

    Recovering an Overwritten File 2-12

    Recovering Several Files at Once 2-13

## **3 GoBack Boot Screen**

- The GoBack Boot Screen 3-2
- Using the GoBack Boot Menu 3-4
- Reverting Your Hard Disk 3-5
- Enabling/Disabling Auto-Revert 3-7
- Disabling GoBack 3-7
- Enabling GoBack 3-8
- Booting from a Floppy Disk 3-8

## **4 GoBack Main Menu**

- The GoBack Main Menu 4-2
  - Main Menu Items 4-3
- The Drop-Down Menu 4-4
- GoBack Options 4-5
  - History 4-5
  - Internet 4-6
  - Passwords 4-7
  - Auto-Revert 4-8
- How Auto-Revert Works 4-13
  - Setting a New Clean State for Auto-Revert 4-14

## **5 File Recovery Window**

- The File Recovery Window 5-2
- Selecting a Drive 5-2
- Working with the File List 5-3
  - Sorting the File List 5-4
  - Locating Files 5-4
  - Selecting Files 5-4
- The Drop-Down Menus 5-4
  - The File Menu 5-5
  - The Edit Menu 5-6
  - The Internet Menu 5-6
  - The Help Menu 5-7
- The Command Buttons 5-7

## **6 Drive Revert Window**

The Drive Revert Window 6-2

Using Drive Revert 6-3

The Drop-Down Menus 6-4

    The File Menu 6-4

    The Internet Menu 6-4

    The Help Menu 6-5

The Command Buttons 6-5

## **7 File Rescue Window**

The File Rescue Window 7-2

Using File Rescue 7-3

The Drop-Down Menus 7-4

    The File Menu 7-4

    The Help Menu 7-5

The Command Buttons 7-6

## **8 GoBack Drive Window**

What is a GoBack Drive? 8-2

The GoBack Drive Window 8-3

    GoBack Drive Window Colors 8-4

Selecting What to View 8-4

    Selecting a Drive 8-5

    Selecting the Date 8-5

    Selecting the Time 8-5

Working with the Event List 8-5

    Filtering the Event List 8-7

    Selecting Events 8-9

    Finding a File or Note 8-9

The Drop-Down Menus 8-9

    The File Menu 8-9

    The Edit Menu 8-11

    The View Menu 8-11

    Internet 8-12

    The Help Menu 8-12

The Command Buttons 8-13

Using the Right Mouse Button 8-14

## **9 GoBack in Windows Explorer**

The GoBack Shell Extension 9-2

Working with the File Version List 9-3

    Sorting the File Version List 9-3

    Selecting Past Versions of a File 9-4

The Command Buttons 9-4


## **A Frequently Asked Questions**

## **B Glossary**

## **Index**

# Introduction

## In this Chapter

- |  |     |
|--|-----|
| ➤ <i>Welcome</i>   | 1-2 |
| ➤ <i>About GoBack Personal and Deluxe Editions</i>               | 1-3 |
| ➤ <i>What GoBack Can Do for You</i>                              | 1-4 |
| ➤ <i>GoBack Scenarios</i>  | 1-6 |
| ➤ <i>GoBack Documentation and Help</i>                           | 1-6 |
| ➤ <i>What this User's Guide Contains and How it is Organized</i> | 1-7 |
- 

## Welcome

GoBack is a remarkable tool that integrates itself into the operating system to protect you from data loss. This includes the everyday “oops” that can occur from user error or software problems, deleted or overwritten files, virus attacks, problems with software installations, and even system crashes. With GoBack installed, you can easily back out of trouble, regardless of whether the problem was caused by you, or by software on your machine. Even if your system crashes and will not boot to Windows, you can still recover your system's data.

When it is enabled, GoBack keeps track of every event you create that affects your hard disk. Due to this, GoBack allows you to retrieve specific files or entirely restore your hard disk.

GoBack is not a backup product because, unlike backup products, GoBack does not involve copying data to a separate tape or disk. Thus, you do not need to stop and make a backup in order to reclaim data created at a certain time in the past. More importantly, you can restore to any point in time, not just to the time at which you created a backup.

## About GoBack Personal and Deluxe Editions

GoBack is revolutionary system recovery software designed for corporate, educational, IT, consumer, and other professional environments. With the Personal Edition, users receive GoBack's award-winning primary system protection and recovery features. With the Deluxe Edition, users receive all the Personal Edition features plus key additional features like powerful *Password Protection*, *File Recovery and Rescue*, *Auto-Revert* and other exciting features. Personal Edition users can easily upgrade to the Deluxe Edition.

### Password Protection

Password protection, included with the Deluxe Edition only, is essential for corporate IT environments. Password protection keeps end-users from accessing historic information logged by GoBack (original and deleted files) and reserves key retrieval and revert privileges for the system administrator.

For more information, see *Passwords* on page 4-7.

### Auto-Revert

Also a Deluxe Edition-only feature, Auto-Revert lets you automatically “roll back” your computer to a “clean” state on a scheduled basis (nightly, weekly, etc.) and/or on logoff or system shutdown. Auto-Revert can eliminate virtually all system reloads and time spent on getting computers operational after users have left files on the hard disk, changed system settings, inadvertently introduced viruses, deleted critical files, or installed applications. Auto-Revert is a useful tool to manage publicly accessible computers, such as those in computer labs, libraries, Internet cafés, etc. Auto-Revert is also ideal for corporate training labs, computers used for demos, and kiosks found in retail stores.

To learn more, see *Auto-Revert* on page 4-8.

## What GoBack Can Do for You

GoBack provides four essential services. It lets you:

- Revert your hard disk to an earlier time.
- (Deluxe Edition) View your hard disk as it was in the past.
- (Deluxe Edition) Retrieve specific files from the past.
- (Deluxe Edition) Rescue selected files after doing a revert.

When you view or revert your hard disk to an earlier time, you essentially specify a date and time. On the other hand, when retrieving an old version of a specific file (Deluxe Edition), GoBack scans its historical data and generates a list of available versions, each corresponding to a time in the past.

As GoBack monitors and records all information being written to your hard disk(s), it provides you with a number of ways to view, copy, or access the information it has recorded.

### Revert Your Hard Disk to an Earlier Time

There are three primary reasons why you would revert your entire hard disk to an earlier time.

- You may have installed new software or made some modification such that your computer no longer works properly (for example, it will not boot). Perhaps you added new hardware, following the instructions to add the device drivers, but something went wrong, and although you can physically remove the new hardware, you need to “undo” the system changes to get back to where you were.
- Your computer is generally working, but you would like to undo a recent change to the system and you do not know what files to restore. Perhaps you started reading your e-mail, and as you did, you printed it out and delete it, only later to find that the printer was out of ink. Ordinarily, you would be out of luck and the e-mail would be gone. However, with GoBack you can revert your entire hard disk to before you deleted the e-mail and it will be back.



- You received a virus in an e-mail that, when you opened the e-mail, infected your hard disk. Again, normally this could mean hours tracking down the infected files. But with GoBack, you can revert your hard disk to a time before you received the e-mail and make your system virus-free again. Also, with the Deluxe Edition's File Rescue feature, you could retrieve files that you changed after the virus infected your system.

The common thread in these examples is that you really do not know what specific data to restore in order to back out of a problem. Or even if you do, it is often faster and easier to revert everything to some time in the past.

## **View Your Hard Disk as it was in the Past**

Deluxe Edition users may choose to view their hard disk as it was in the past. You would do this for the purposes of retrieving an entire folder or looking at a set of interdependent files. This is done by creating a virtual GoBack Drive, whose contents correspond to your real hard disk as it was at some time in the past. For example, if C: is your hard disk, then you might ask GoBack to create a virtual GoBack Drive corresponding to C: as it was an hour ago. The virtual GoBack Drive you create will automatically be assigned a drive letter (for example, D:). This drive D: is very much like a backup of your entire hard disk drive that was made an hour ago. You access drive D: in the same way you would your floppy disk A:. While you are maintaining a virtual GoBack Drive the system must spend a certain extra effort to keep the virtual drive up to date. Thus, when you are done using your virtual GoBack Drive (drive D: for example), you should ask GoBack to discard it.

## **Retrieve Specific Files from the Past**

Deluxe Edition users may choose to retrieve specific files from the past. For those times when you don't want to completely revert your hard disk just to get back one deleted or overwritten file, you can use the File Recovery Window or the GoBack shell extension in Windows Explorer. Here you can select from various versions of a file by name and date, and either restore it or just bring it back for quick viewing.

## **Rescue Select Files After Doing a Revert**

After completing the revert hard drive option and logging back into Windows, Deluxe Edition users are automatically presented with a screen that lets them rescue the files they want. This screen lets users rescue any files that were changed or deleted after the time to which they reverted the drive. Users have the final say on which changed or deleted files they may want to keep.

## **GoBack Scenarios**

After you've started using GoBack regularly, you may come to wonder how you ever lived without it. There are so many instances where "Undo" doesn't do it, and your tape backup wasn't made an hour ago so it won't help. The following examples illustrate how you can use GoBack to avoid wasted work, save time, and avoid aggravation.

- At 7:20, you install some new software and then turn your computer off. You remember something you want to do so you turn your computer back on. But when you try to turn it back on, it does not boot at all! Use GoBack to revert your disk to 7:20 and start over.
- At 9:15, you started work on your big, monthly progress report using last month's report as a template. At 9:50, you save your work, only to realize that you've just saved this month's report over the only copy of last month's report. Using the GoBack Deluxe Edition, create a GoBack Drive to go back to 9:15, retrieve last month's report and save it somewhere else, and then return to 9:50 where you left off.
- You downloaded something from the Internet and things just don't look right. Sure enough, your virus checker found something. Let GoBack take you back to the time before the download.

## **GoBack Documentation and Help**

GoBack uses standard Microsoft Windows operating system conventions. This document assumes you are familiar with these conventions. If not, please refer to the appropriate Microsoft documentation for more details.

To access GoBack documentation or Help:

- Click the **Tutorial** button on the GoBack Main Menu.
- Click the **Help** button on the GoBack Main Menu.
- From the Help menu, click **What's This?** and then position the mouse pointer over the section of the screen for which you would like help.
- View screen-specific help by selecting it from the Help menu, or by pressing F1.
- To access an online copy of this User's Guide, select **View User's Guide** from a Help menu, or select **View User's Guide** from the Main Menu Drop-Down menu located in the upper-left corner of the GoBack Main Menu.

## What this User's Guide Contains and How it is Organized

This User's Guide contains a variety of information to help you more easily find out how to run GoBack Personal Edition or Deluxe Edition. It describes how to install and operate GoBack, how to contact technical support, answers frequently asked questions, and more.

This User's Guide is organized according to how the GoBack menu options are arranged. For example, the Deluxe Edition's Main Menu displays the Recover Files button above the Revert Your Hard Drive button. Accordingly, *Chapter 5, File Recovery Window*, appears before *Chapter 6, Drive Revert Window*.

Lastly, note that this manual discusses two products—GoBack Personal Edition and GoBack Deluxe Edition. **IMPORTANT:** Remember that GoBack Deluxe Edition contains additional features not available in GoBack Personal Edition. This means a number of topics in this manual are devoted to describing features that are only available in the Deluxe Edition. To help Personal Edition users, topics describing features that are only available in the Deluxe Edition are marked "Deluxe Edition." Personal Edition users can ignore these topics.



# Getting Started

## In this Chapter

- |                               |      |
|-------------------------------|------|
| ➤ <i>Before You Run Setup</i> | 2-2  |
| ➤ <i>Installing GoBack</i>    | 2-3  |
| ➤ <i>After Installation</i>   | 2-9  |
| ➤ <i>Starting GoBack</i>      | 2-9  |
| ➤ <i>Tutorials</i>            | 2-10 |
- 

## Before You Run Setup

There are a few basic steps you should take upon receiving your software:

- Verify that your computer system meets all of the system requirements.
- Read all accompanying documentation and the README.TXT file on the GoBack CD-ROM.

## Check the Hardware and System Requirements

In order to use either the GoBack Personal or Deluxe Edition, be sure that your computer meets the following requirements:

- Intel Pentium or Pentium-compatible processor running at 166 MHz or faster (single-processor systems only)
- PC compatible running Windows 95, Windows 98, Windows Me, Windows NT 4.0 (Service Pack 4 or later recommended), or Windows 2000. (GoBack may be used with virtually any type of Windows-based system. However, it is not recommended that you use GoBack with Windows NT Server or Windows 2000 Server due to the large number of server-based events that they generate.)
- 64MB of RAM
- GoBack typically requires ten percent of your total hard disk space (user selectable). If you have less than 20% of your hard disk space available, GoBack will only use half of the available space.
- 256-color display with 800 x 600 display resolution capability
- CD-ROM drive or equivalent from which to install GoBack (not required for a network installation)
- Sound card for audio while viewing GoBack Movie and tutorial (optional)
- Minimum of 200MB of free hard disk space available

# Installing GoBack

Before you install GoBack, be sure to read all of the following instructions.



---

**Note:** If installing on a Windows NT or Windows 2000 system, ensure that you are logged into that computer as an Administrator or a user with administrative privileges.

---

## Overview of Installation Options

When installing GoBack, you will be asked to choose between **Easy Install** and **Custom Install**. For information about the network install option, see *To Install GoBack from a Network* on page 2-5.

- **Easy Install** (recommended for most users) will automatically allocate ten percent of each of your physical hard disks to GoBack. (GoBack uses this space to store history information used to revert your computer to an earlier time.) If you have multiple partitions (logical drives), GoBack will scan your hard disk, find the partition with the most unused space, and allocate ten percent of the total hard disk's space to GoBack. If you choose Easy Install, GoBack will install only on hard disks that have sufficient disk space.
- **Custom Install** lets you choose which hard disks you want GoBack to protect and the amount of space you want GoBack to use on each of them. If you have more than one hard disk then GoBack, through a series of prompts, lets you protect (or choose not to protect by selecting **none**) each disk independently of the others. If you have multiple partitions (logical drives) on a single hard disk you can specify on which partition GoBack uses space, but GoBack still protects data in all the partitions on the hard disk. Note that it is not possible to protect just one partition on a single hard disk even though you can specify from which partition GoBack uses space.

## Selecting the Amount of Disk Space to Allocate to GoBack

During the setup of GoBack Personal or Deluxe Edition, you can set the amount of hard disk space allocated to GoBack (using the Custom Install option). This space is used by GoBack to store history information that GoBack uses to revert your computer to an earlier time. On an Easy Install, by default, 10 percent of your hard disk is allocated to GoBack. However, you should consider increasing this allocation based on the size of your hard disk, the amount of hard disk activity you expect, and the frequency of any Auto-Reverts that you schedule.



---

**Note:** You can set the disk space allocation *only at installation time*. Therefore, if you want to adjust this setting later, you will need to uninstall and then reinstall GoBack.

---

To increase or decrease the amount of disk space allocated to GoBack (more or less than the default 10 percent), thereby increasing or decreasing the amount of history stored by GoBack, select the **Custom Install** option during installation.

If you plan to use Auto-Revert (Deluxe Edition), we recommend you allocate as much disk space as possible (1-2 GB, if available). This allows GoBack to save more history information, which can prevent situations where GoBack reverts your computer before the scheduled time due to the GoBack history becoming full (for more information, see *How Auto-Revert Works* on page 4-13). If the hard disk has multiple partitions (logical drives), you can select on which drive to store the GoBack history. For example, if the C: drive is mostly full, but the D: drive is mostly empty, store the history on the D: drive.

To avoid having to reinstall GoBack, allocate a larger portion of your hard disk (more than 10 percent) during the initial installation of GoBack if:

- The computer has a relatively small hard drive (2 GB or less)
- The typical usage involves intensive disk write operations.
- You have a long period between Auto-Reverts (for example, weekly reverts)



## Installing a Multiple User License

Note that when you are installing a multiple user license, you can avoid having to insert the CD-ROM in each local CD-ROM drive by using the CD Key found on the multiple user license agreement. The CD Key for a single-user, found on the CD-ROM sleeve, requires you to insert the CD-ROM in the local drive for each installation. For more on this, see the next topic *To Install GoBack from a Network*.




---

**Note:** To install GoBack over a network, you must use the multiple user license CD Key that is found on your multiple user license agreement.

---

You can install GoBack Personal or Deluxe Edition via a command line from a shared network location. To do this, copy your CD-ROM to a network location or share the CD-ROM. Then, from your remote computers, access the shared copy of the CD-ROM and run:

```
setup.exe /Q /KXX-XXXXX-XXXXX-XXXXX
```

Where the “Xs” represent the CD Key found on your multiple user license agreement. This runs a quiet version of setup, which requires no user intervention, and uses the *Easy Install* option (see *Overview of Installation Options* on page 2-3).

## To Install GoBack from CD-ROM

Before installing any major software application, including GoBack, you should back up your system.




---

**Note:** In Windows 95/98/Me, GoBack will not install on any hard disks that are running in MS-DOS Compatibility mode. For more information, see *What is MS-DOS Compatibility mode?* on page A-2.

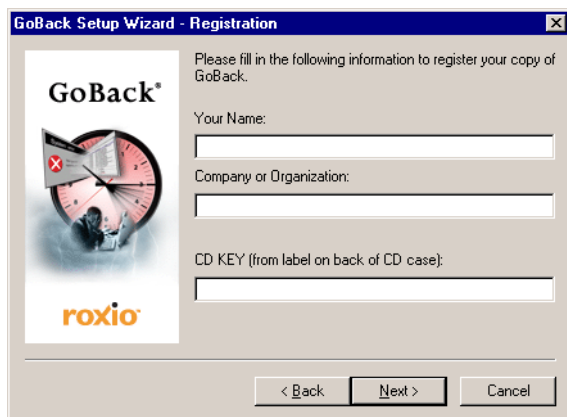
---

- 1 Close all open applications/programs including virus-checking software and task bar applications.

- 2 Insert the GoBack installation CD into the CD drive. Click **Install** to start the installation.

If the GoBack screen doesn't appear automatically, from the Start menu, select **Settings, Control Panel** and double-click the **Add/Remove Programs** icon. At the Add/Remove Programs Properties window, select the **Install/Uninstall** tab and click the **Install** button.

- 3 Review the End-User License Agreement and, if you agree to the terms, select **Yes**, then click **Next** to continue.
- 4 When the Readme screen displays, click **Show README File** to review it, or click **Next** to continue.
- 5 If Acrobat Reader is not installed on your system, you will either be given the opportunity to install it or you will be shown from where you can download it. Since Acrobat Reader is required to view the User's Guide included on the GoBack CD-ROM, you should install it using whichever option is available. Otherwise, if Acrobat Reader is already installed on your system, proceed to the next step.
- 6 Type your name, company (optional), and CD Key (the CD Key is on the GoBack CD-ROM sleeve) and click **Next**.



**GoBack Setup Wizard - Registration**

Please fill in the following information to register your copy of GoBack.

**GoBack\***

**roxio**

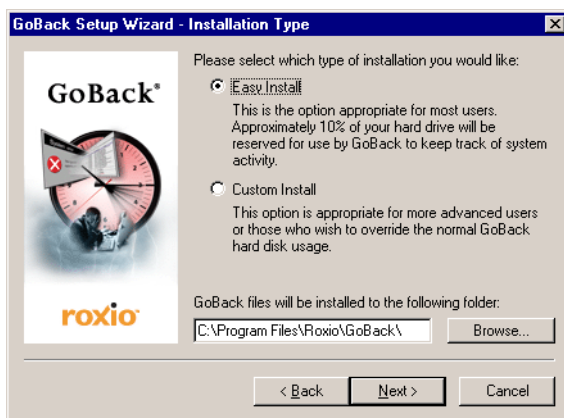
Your Name:

Company or Organization:

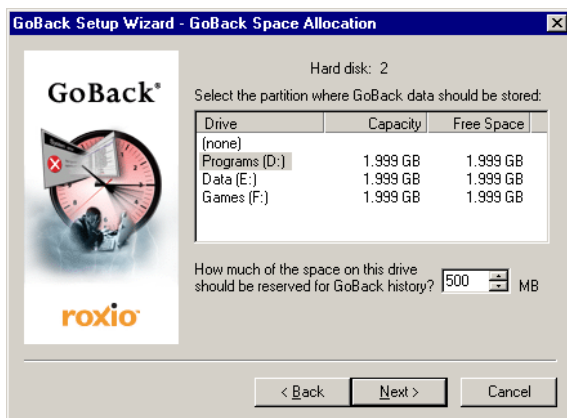
CD KEY (from label on back of CD case):

< Back    Next >    Cancel

- 7 Select **Easy Install** or **Custom Install**. Easy Install is recommended for most users. You can also specify where you would like the GoBack files installed.



- 8 If you selected Custom Install in the previous step, the dialog box shown below displays. (Initially, this dialog box displays the settings that GoBack would have used had you selected the Easy Install option.)



Using this dialog box, modify GoBack's space allocation for the hard disk. If the hard disk contains more than one partition, you can change the partition on which GoBack uses space. Use the space allocation field in the lower portion of the dialog

box to enter exactly how much disk space to allocate to GoBack.



**Note:** If you have multiple partitions (logical drives) on a single hard disk, you can specify from which partition you want GoBack to use space, but GoBack still protects data in all the partitions of the hard disk. It is not possible to protect just one partition on a single hard disk even though you can specify from which partition GoBack uses space.

If you have more than one hard disk, click **Next** and repeat the space allocation process for the other hard disks. If there is a particular hard disk on which you do not want GoBack installed, select **none**. After you have completed the space allocation process, click **Next** to continue with the installation.

- 9 The Setup Wizard then presents a summary of your chosen options. Click **Finish** to proceed with the installation.



GoBack allocates space to store GoBack history and copies GoBack program files.

- 10 Follow the on-screen instructions to complete the installation. You will need to restart your computer to enable GoBack.

## After Installation



**Note:** For Deluxe Edition users, we strongly recommend that you set GoBack Administrator and User passwords after installing GoBack. These passwords are independent of Windows NT and Windows 2000 passwords and are your only methods of protecting the GoBack drive revert and file recovery features from unauthorized use. For more information, see *Passwords* on page 4-7.

After installation, please register GoBack to receive valuable benefits. (See *The Drop-Down Menu* on page 4-4.) Also, you will notice a few changes to your Windows desktop. An icon (shortcut) now displays on your desktop if you requested it during setup. There will also be a shortcut placed in the status area of the task bar (near the clock), from which you can access GoBack.

After installation, GoBack continually protects and monitors your hard disks without requiring any action on your part. With data GoBack has collected, you can:

- (Deluxe Edition) View the past by creating a virtual GoBack Drive and use it like any other drive.
- Bring the past forward by reverting your entire hard disk.
- (Deluxe Edition) Recover files, including deleted and overwritten files.

To uninstall GoBack, use the Add/Remove Programs option in Windows Control Panel.

## Starting GoBack

After GoBack is installed, it automatically runs whenever you start your computer (unless GoBack has been disabled). The GoBack Main Menu can be started one of several ways:

- Click **Start**, then **Programs**, then **GoBack**.
- Click the GoBack icon in the task bar.
- Right-click the GoBack icon in the task bar, and then select Display GoBack Menu. (From the menu that displays, you may also select other main GoBack functions.)

- Double-click the GoBack shortcut on the desktop (if available).

Once open, the GoBack Main Menu is the main interface into GoBack through which most of its services can be accessed. With GoBack Personal Edition, you can easily revert your hard disk to the way it was in the past. Or, with GoBack Deluxe Edition, you can create a virtual GoBack Drive, retrieve specific files, revert your hard disk and more.

The Deluxe Edition includes the GoBack shell extension into Windows Explorer, which provides a convenient way to access old versions of a specific file. Similar functionality is also available through the GoBack Deluxe Edition's Main Menu.

The GoBack Boot Screen appears briefly before the operating system starts (when you turn on your computer). By pressing the spacebar you can access a limited, but sometimes very useful, set of functions that are normally accessed when you cannot boot into Windows.

## Tutorials

The following tutorials will illustrate what GoBack can do and how to use it.



---

**WARNING:** To fully demonstrate the capabilities of GoBack you will be instructed to delete or modify existing files. You will then use GoBack to retrieve those deleted files or earlier versions of files. If you want, you can make a backup of any files before deleting or modifying them.

---



---

**WARNING:** Before you begin, verify that GoBack is installed and that you can access the GoBack Main Menu (see *Starting GoBack* on page 2-9).

---

## Reverting Your Hard Disk

In this tutorial, you are going to delete a number files from your computer and then revert your entire hard disk to the past to demonstrate that your hard drive can be restored to the way it was.

- 1 Restart your computer (click **Start**, **Shut Down**, then **Restart**). This step is present to simplify the example.

- 2 In Windows, using Windows Explorer, delete at least one file from a folder on your C: drive.
- 3 Empty your Recycle Bin (right-click **Recycle Bin** then click **Empty Recycle Bin** from the shortcut menu). Under normal circumstances, your files would now be gone.
- 4 Now you will use GoBack to revert the drive to a time that corresponds to when the files existed. For this tutorial you will do this from the GoBack Boot Menu. You can always access the GoBack Boot Menu—even if Windows does not start. To do this, restart your computer, press the reset button, or turn the power off and back on.
- 5 When the GoBack Boot Screen message appears, quickly press the spacebar. This will open the GoBack Boot Menu.
- 6 From the GoBack Boot Menu, click the button labeled **Revert Drive** (or press the letter “R”). GoBack will then suggest times in the past to which you can revert your hard disk. These times will be sometime before you deleted the files in Step 2.
- 7 Select the earliest time at which you knew the files existed, click **Revert**, and follow the on-screen instructions. GoBack will then proceed to restore your hard disk to the way it was at that specified time and reboot the computer.
- 8 This time, when the GoBack Boot Screen appears, do not press the spacebar. Let the computer boot as normal. After Windows starts, you can verify that the deleted files have been restored and the hard disk is back to the way it was.
- 9 If you want, you can repeat this procedure to revert to an earlier time. You can even revert to a time just before the last revert—essentially going back “to the future” again!



---

**Note:** After a drive reverts, GoBack Deluxe Edition lets users rescue files using a window that displays automatically. For more on this, see *The File Rescue Window* on page 7-2.

---

## Recovering an Overwritten File

Have you ever overwritten or deleted a document or other file and wanted to go back to the old version? You can do this easily with GoBack Deluxe Edition. In this tutorial you will modify a file, save it (overwriting the original), and then retrieve the original file.

- 1 Open one of your documents or other data files (any file in the **My Documents** folder should work).
- 2 Modify the document in some way. For example, if you opened a Microsoft Word document, you could delete some of the text or add some new text.
- 3 Save the file. This will replace the original with the new, modified version. Note that if a file is saved twice in quick succession (within about 10 seconds) there is a chance that GoBack will not be able to recover the interim revision. However, earlier or later versions are still recoverable. (GoBack requires that your computer's disk be idle for a few seconds in order to identify "boundaries" between different versions of a file.)
- 4 Now close the program you used to edit the file. At this point, the old version of the file is lost and cannot be recovered by any conventional "undelete" utility.
- 5 In Windows Explorer, right-click the file you just modified then click **Show Revisions** from the shortcut menu. GoBack will display a list showing all the versions of the file that can be recovered. The first (top) entry is the current version, and the second one is the file that you overwrote.
- 6 Just to make sure, click the second file then click the **Open** button. This will open the old version of the file. If this is the old version, you can:
  - Close the program that started, click the **Recover To** button, and select a location in which to save the file.
  - OR -
  - To replace the current version with the previous one, you can just click **Save** in the program. The original file is recovered, replacing the modified version.



## Recovering Several Files at Once


In this GoBack Deluxe Edition tutorial, you will delete several files and recover them by creating a GoBack Drive—a *virtual drive* that shows your drive as it was in the past.

- 1 Delete some of the files in the **My Documents** folder. As with the other tutorials, if you want, you can make a backup copy of the files in the My Documents folder before you begin.
- 2 Empty the Recycle Bin (right-click **Recycle Bin** then click **Empty Recycle Bin** from the shortcut menu). At this point, the files you deleted are, for the most part, irretrievable.
- 3 Open the GoBack Main Menu (see *Starting GoBack* on page 2-9).
- 4 On the GoBack Main Menu, click the button labeled **Advanced Features**. The GoBack Drive Window displays.
- 5 If you have more than one hard disk, make sure the disk that contained the deleted files is selected in the **File** menu.
- 6 Near the end of the Event List (you may need to use the scroll bar on the right side to scroll to the end) you should see several entries in a row that show your files being moved to, and then deleted from, the Recycle Bin.
- 7 *Above* those entries, there should be a **System Safe Point**. Click to select that safe point. This is the point in time before you deleted the files and when GoBack considered the hard drive “safe.”
- 8 Click the **Create GoBack Drive** button at the bottom of the window. A GoBack Drive—a virtual drive—is created showing what your real hard drive looked like at the time you selected. When a GoBack Drive is created a message box appears, indicating what drive letter was assigned to it.
- 9 You can now use Windows Explorer to view the GoBack Drive. In Windows Explorer, open the **My Documents** folder on the GoBack Drive. The files you deleted previously should be visible there.

- 10 To recover the files, drag them from the GoBack Drive to your real hard drive (you can also use Windows Explorer's cut-and-paste capability).
- 11 After you have recovered the files, you can return to the GoBack Drive Window and click the **Discard GoBack Drive** button to get rid of the GoBack Drive.

# GoBack Boot Screen

## In this Chapter

- |   |     |
|---|-----|
| ➤ <i>The GoBack Boot Screen</i>         | 3-2 |
| ➤ <i>Using the GoBack Boot Menu</i>     | 3-4 |
| ➤ <i>Reverting Your Hard Disk</i>       | 3-5 |
| ➤ <i>Enabling/Disabling Auto-Revert</i> | 3-7 |
| ➤ <i>Disabling GoBack</i>               | 3-7 |
| ➤ <i>Enabling GoBack</i>                | 3-8 |
| ➤ <i>Booting from a Floppy Disk</i>     | 3-8 |
- 

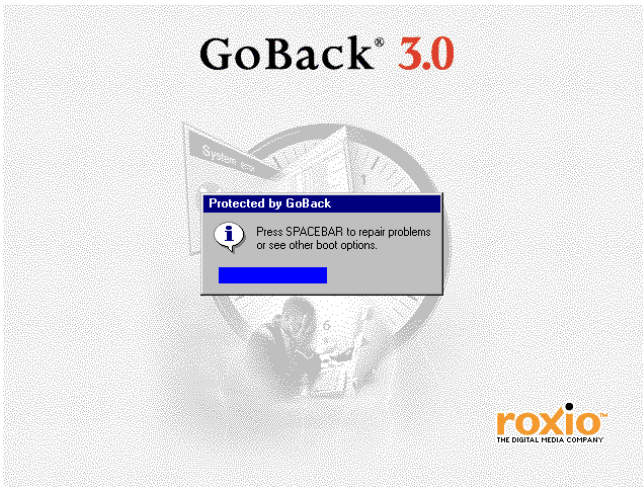
## The GoBack Boot Screen

You can perform four functions using the Boot Screen:

- Revert your hard drive
- Boot up from a floppy
- Disable GoBack
- (Deluxe Edition) Enable Auto-Revert

With GoBack installed, each time you start your computer the GoBack Boot Screen appears before the operating system screen displays. By sitting between your hard disk and the operating system, GoBack lets you, among other things, revert your hard disk back in time to undo catastrophic software failures and restore crashed systems.

The GoBack Boot Screen appears briefly during your computer's start up. You are given several seconds to press the spacebar. Doing this lets you access the GoBack Boot Menu's recovery functions. If you do not press the spacebar, the computer starts normally.



If the operating system starts properly, access GoBack from Windows. However, if Windows will not start, the GoBack Boot Screen is there to revert your hard disk to a time when Windows would start. Even if the revert point (the time in the past to which GoBack reverts your hard disk) is not ideal, after you revert and then start Windows successfully, you can use GoBack in Windows to revert to a better time.



**WARNING:** If it appears that your computer has a physical hardware failure then it should be serviced before you attempt any data recovery. Repeated attempts to recover using GoBack will use up your GoBack history and may reduce the possibility of reverting your hard disk after the physical problems have been repaired.

---



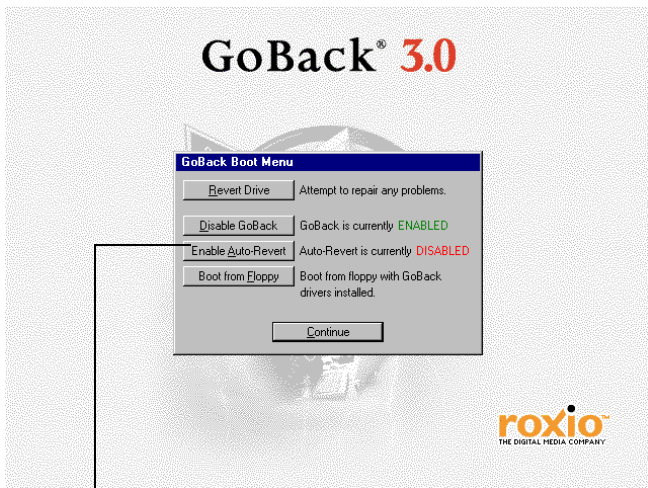
---

**Note:** The GoBack Boot Screen supports most mice. However, if the pointer for your mouse does not appear on screen, you will need to use the access keys (underlined letters) appearing in each command option. Press the underlined letter in order to select the option.

---

## Using the GoBack Boot Menu

The actions available in the GoBack Boot Menu are described below:



(Deluxe Edition)



**Note:** If you are using the GoBack Deluxe Edition and you have passwords set, you will be prompted for a password before proceeding with password-protected GoBack features. For more information, see *Passwords* on page 4-7.

- **Revert Drive:** Activates the GoBack emergency recovery option. Use this when your PC is unable to boot up normally. For more information, see *Reverting Your Hard Disk* on page 3-5.
- **Disable GoBack:** You must disable GoBack if you are using an operating system not supported by GoBack and wish to view all files across all drives, or if you want to use disk-partitioning software. For more information, see *Disabling GoBack* on page 3-7.
- **Disable/Enable Auto-Revert:** (Deluxe Edition) Lets you enable or disable Auto-Revert. It also indicates whether or not Auto-Revert is enabled. For more information, see *Enabling/Disabling Auto-Revert* on page 3-7.

- **Boot from Floppy:** This option is necessary only if you want to boot and run an application from a diskette and have access to your GoBack-protected hard disk(s). For more information, see *Booting from a Floppy Disk* on page 3-8.
- **Continue:** Select this option to proceed with the normal boot process of your system (from your hard disk).

## Reverting Your Hard Disk

If your system fails to boot and you are unable to run Windows, use the GoBack Boot Menu to perform an emergency recovery—reverting your hard disk back to a time when Windows was operating.

When you choose to revert from the GoBack Boot Screen, GoBack recommends revert times starting with recent safe points. Choose a point that corresponds to a time when your computer was working fine. If you are not successful the first time you revert, revert again and select a different time. Generally, the first one or two revert attempts will succeed in letting your computer's operating system start again.

If GoBack is not able to revert to a time that allows you to properly start your computer, then you need to restore from your traditional backups. Keep in mind that a physical malfunction—like the microprocessor failing—will not be fixed by either GoBack or a traditional backup, however the data on your hard disk may not be lost either.



---

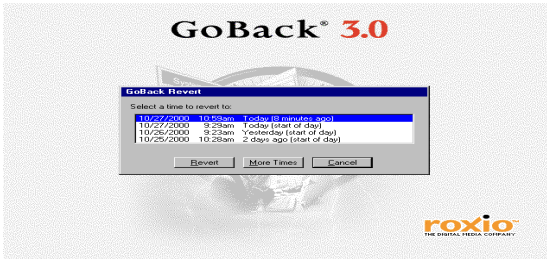
**WARNING:** If it appears that your computer has a physical hardware failure then it should be serviced before you attempt any data recovery. Repeated attempts to recover using GoBack will use up your GoBack history and may reduce the possibility of reverting your hard disk after the physical problems have been repaired.

---

If you have more than one hard disk protected by GoBack, the revert will affect all these disks.

To revert your hard disk from the GoBack Boot Menu:

- 1 Restart your computer (use the power switch, the reset button, or press **Ctrl+Alt+Delete**).
- 2 When the GoBack Boot Screen appears, press the spacebar.
- 3 From the GoBack Boot Menu, click **Revert Drive**. GoBack will search your physical hard disk for safe times (when your hard disk was idle) to which to revert. GoBack identifies safe points and displays them in a dialog box (shown below). You can select a time and click **Revert**, click **More Times** to see information about other possible times, or click **Cancel** to cancel the revert request.



After you have selected a revert time, and pressed **Revert**, your system will restart and try to boot. (Remember, do not press the spacebar the second time through the boot process.)

- 4 If your computer still does not start correctly, repeat Steps 1 through 3 and select a different time.

After your computer is able to start Windows, you can generally use the GoBack Drive Window to select a different time to which to revert your hard disk. The additional information provided in this window may be helpful in selecting a more desirable time. See Chapter 8 for more information.



**Note:** After you revert your hard disk using GoBack Deluxe Edition, the GoBack File Rescue Window displays. This window allows you to recover files changed after the time to which you reverted your hard disk. For more detail on this key function, see *The File Rescue Window* on page 7-2.



## Enabling/Disabling Auto-Revert

The Auto-Revert feature, which is only available with GoBack Deluxe Edition, is described in detail in Chapter 4, and can be enabled or disabled from the GoBack Boot Menu. See *Auto-Revert* on page 4-8.

## Disabling GoBack

Occasionally, such as when you are going to use disk-partitioning software, you will want to disable GoBack. It is important to remember that whenever you disable GoBack, all the history that GoBack has been tracking will be lost. In other words, you will not be able to revert your disk or retrieve old versions of a file prior to the time you disable GoBack.



---

**Note:** If you are upgrading your operating system or installing operating system service packs, you must first *uninstall* GoBack (using Add/Remove Programs in Windows Control Panel). After you complete your operating system upgrade, you can re-install GoBack (assuming you upgraded to an operating system that GoBack supports).

---

To disable GoBack from the GoBack Boot Menu:

- 1 When the GoBack Boot Screen appears, press the spacebar (you are given a few seconds). If you miss pressing the spacebar, restart your computer and try again.
- 2 Select the **Disable GoBack** button from the GoBack Boot Menu.

GoBack can also be disabled from the Options button in the GoBack Main Menu.

## Enabling GoBack

If you have disabled GoBack, either through Windows or from the Boot Screen, each time you try to access GoBack in Windows (via the Start menu or the GoBack icon in the task bar), you will be reminded that GoBack is disabled. You will then have the option to enable GoBack. Since the GoBack Boot Screen only displays when GoBack is enabled, you can only enable GoBack from Windows.

## Booting from a Floppy Disk

When installed and enabled, GoBack monitors all access to your hard disk automatically. For those programs that require you to start your computer with a special boot disk, the GoBack Boot Menu lets you boot from a floppy disk and still have the protection of GoBack. The following procedure describes how to do this. (If you do not use the following procedure, you can only boot from the floppy if the floppy's program does not need to access the hard disk.)



---

**Note:** When booting from floppy, do not put the floppy disk in the floppy disk drive until *after* the GoBack Boot Menu displays. For more on this, see the following procedure.


---

To boot from a floppy disk:

- 1 Start the computer *without* the floppy disk in the drive.
- 2 When the GoBack Boot Screen appears, press the spacebar. The GoBack Boot Menu appears.
- 3 Insert your program's floppy disk in the floppy drive.
- 4 From the GoBack Boot Menu, select **Boot from Floppy**. Your computer boots from the floppy.

# GoBack Main Menu

## In this Chapter

- |                                |      |
|--------------------------------|------|
| ➤ <i>The GoBack Main Menu</i>  | 4-2  |
| ➤ <i>The Drop-Down Menu</i>    | 4-4  |
| ➤ <i>GoBack Options</i>        | 4-5  |
| ➤ <i>How Auto-Revert Works</i> | 4-13 |
- 

## The GoBack Main Menu

From the GoBack Personal or Deluxe Edition Main Menu (both are shown below), you can access nearly all of GoBack's capabilities.

To open the GoBack Main Menu, select **GoBack** from **Programs** in the Start menu, click the GoBack icon in the status area of the task bar, or double-click the shortcut on the Windows desktop.



GoBack Personal Edition



GoBack Deluxe Edition

## Main Menu Items

The options on the GoBack Main Menu's left side are as follows:

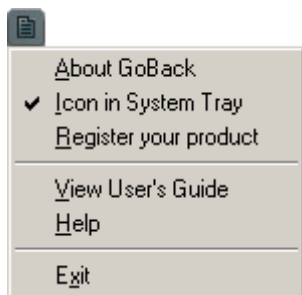
- **Recover files:** (Deluxe Edition) Click this button to display the File Recovery Window. This window allows you to recover deleted files, or retrieve an earlier version of a changed file.
- **Revert your hard drive:** Click this button to display the Drive Revert Window. This window allows you to revert your hard drive to the way it was in the past.
- **Advanced features:** (Deluxe Edition) Click this button to display the GoBack Drive Window. This window allows you to see your drive as it was in the past and choose an optimal revert time.
- **Tutorial:** Click this button to display the Tutorial. The tutorial describes what GoBack can do and how to use it.

The options on the GoBack Main Menu's right side are as follows:

- **Upgrade:** (Personal Edition only) Click this button to upgrade to GoBack Deluxe Edition.
- **Update:** Click this button to update your version of GoBack to the most current version.
- **Options:** Click this button to open the GoBack Options dialog. See *GoBack Options* on page 4-5.
- **Help:** Click this button to display the GoBack Help system.

## The Drop-Down Menu

Access the main menu drop down list by clicking the icon located in the upper-left corner of the GoBack Personal or Deluxe Edition Main Menu.



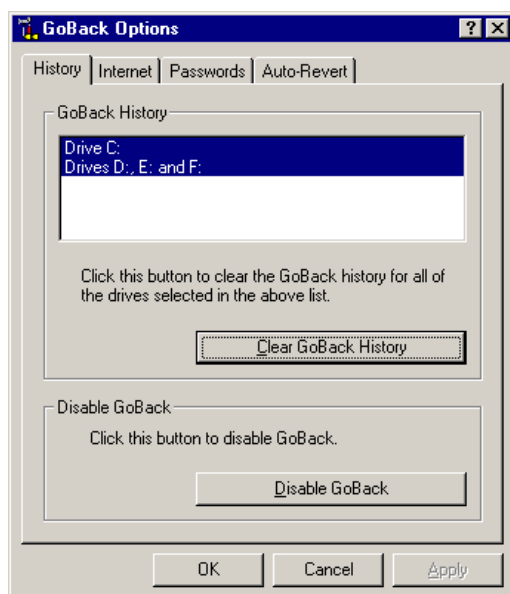
- **About GoBack:** This option displays the version number of GoBack that is installed on your system. If you need technical assistance, it is important to have this number available when you call.
- **Icon in System Tray:** Turns on (selected) or off the GoBack icon that displays in the task bar (near the clock).
- **Register your product:** This option provides you with the opportunity to receive industry-leading technical support, product updates, and other news from Roxio.
- **View Users Guide:** This option allows you to open this User's Guide online.
- **Help:** This option opens the GoBack Help system.
- **Exit:** This option closes the GoBack Main Menu.

## GoBack Options

The GoBack Options dialog lets you modify settings in four areas: History, Internet, Passwords and Auto-Revert (Passwords and Auto-Revert available only in GoBack Deluxe Edition). The GoBack Options dialog is accessible by clicking the **Options** button on the GoBack Main Menu.

### History

In the History tab you can **Clear GoBack History** for selected drives or **Disable GoBack**.



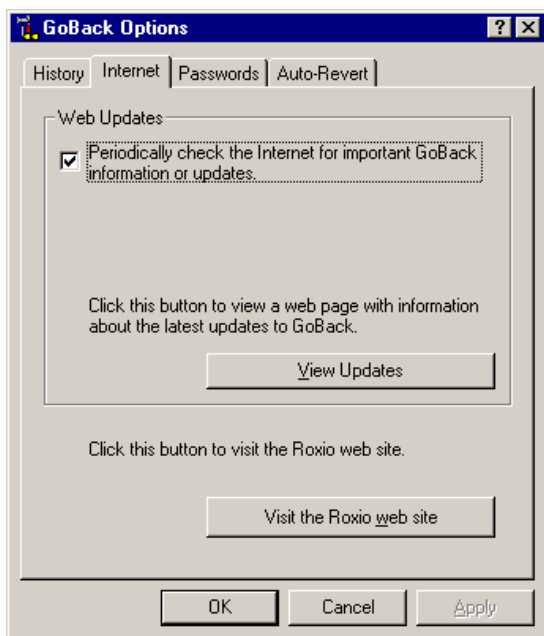
- **Clear GoBack History:** To prevent anyone from seeing your computer's history, click **Clear GoBack History**. When you clear the GoBack History you also take away your ability to revert to the times you cleared. Once it has been cleared, GoBack History cannot be restored.

- **Disable GoBack:** Occasionally, such as when you are going to change or upgrade operating systems or if you want to use disk-partitioning software (FDISK for example), you will need to disable GoBack. It is important to remember that whenever you disable GoBack, all the history that GoBack has been tracking is lost. In other words, you will no longer be able to revert your disk or retrieve old versions of files.

To disable GoBack, click the **Disable GoBack** button. When you disable GoBack it also clears all the GoBack History.

## Internet

The Internet tab contains options relating to the web update feature that lets GoBack automatically check the Internet for important updates. If your computer has an Internet connection, this option is enabled by default. The **Periodically check...** check box lets you turn this option on or off. To open the browser and view the latest update, click **View Updates**. Or, to go to the main Roxio web site, click **Visit the Roxio web site**.

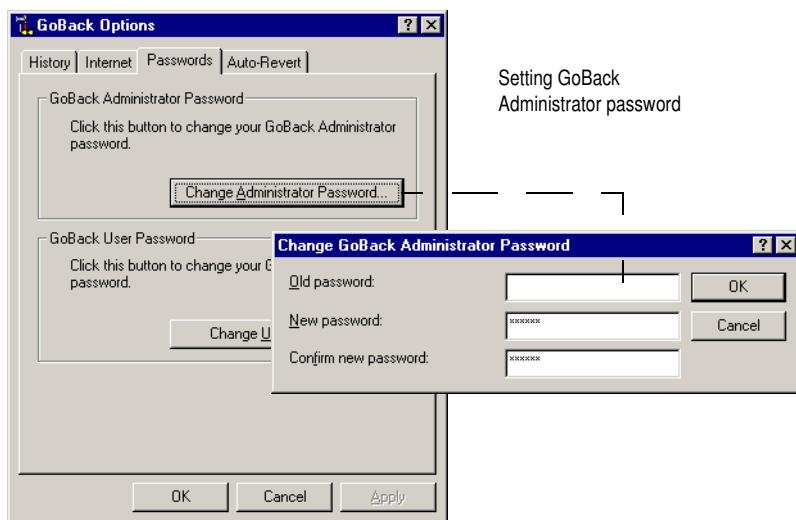




## Passwords

The Passwords tab, available only in GoBack Deluxe Edition, is where you can set two levels of password protection (Administrator and User) to secure access to GoBack services. Initially, these passwords are set to blank (no characters). Therefore, password protection is disabled by default.

To enable password protection, click **Change Administrator Password** or **Change User Password**. After you set passwords, users will be prompted to enter a password when they use certain GoBack services (as described on the following page). To discontinue password protection, set both passwords to blank (no characters) again.



**Caution:** Be sure to enable password protection by entering an Administrator password. This will prevent users from disabling any of your scheduled Auto-Reverts or setting a password themselves and locking you out!

The table below lists GoBack services and options that can be protected with the GoBack Administrator and User passwords.

GoBack Service / Option	Administrator	User
Revert Drive	X	
Create / Discard GoBack Drive	X	X
File Open / File Recovery	X	X
Clear GoBack History	X	
Disable GoBack	X	
Update GoBack	X	
Disable / Enable Auto-Revert	X	
Change Auto-Revert Settings	X	
File Rescue	X	



**Note:** If you forget the GoBack Administrator password and need to reset it, you must uninstall and reinstall GoBack, thereby resetting all GoBack passwords to blank. If you forget the GoBack User password and want to reset it, you can enter the GoBack Administrator password in the Change GoBack User Password dialog and set a new password. If you forget your GoBack Administrator password while Auto-Revert (discussed below) is enabled, please call technical support.

## Auto-Revert

Available with the GoBack Deluxe Edition, Auto-Revert rolls back your hard disk at a pre-determined time automatically. Based on a schedule you determine (nightly, weekly, etc.) and/or at logoff or system shutdown, Auto-Revert automatically rolls back a computer's hard disk to a pre-defined clean state without user intervention. It is an ideal solution for computer labs, libraries, and other public-access computer environments.

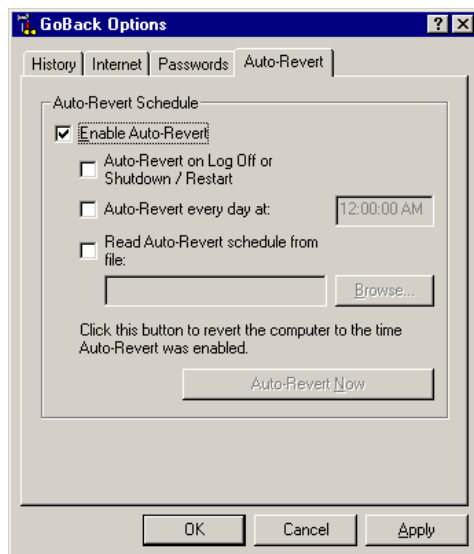
The Auto-Revert tab of the GoBack Options dialog, lets you enable this feature, set the Auto-Revert schedule, and manually invoke an Auto-Revert. We recommend that you secure your Auto-Revert

settings by enabling GoBack password protection as described in the previous section. This will prevent anyone except the GoBack administrator from disabling Auto-Revert or changing Auto-Revert options.



**Caution:** When an Auto-Revert occurs, the GoBack History is cleared. This means that you will not be able to roll back to any time before or since the Auto-Revert point. After the Auto-Revert, GoBack starts building new history information.

To enable Auto-Revert, click the **Enable Auto-Revert** check box. (Auto-Revert can also be enabled from the GoBack Boot Menu. To see how to do this, refer to page 3-7.) Upon enabling Auto-Revert and clicking **Apply** or **OK**, you are prompted to reboot the computer. The auto-revert point is always set to the time of the reboot that happens immediately after enabling Auto-Revert.



**Note:** If you have set an Administrator password in the Passwords tab, you will be prompted to enter it whenever you make changes and click the **Apply** or **OK** button.



**Caution:** While Auto-Revert is enabled, you cannot uninstall, reinstall, upgrade or update GoBack. To retain your Auto-Revert point, click **Auto-Revert Now** to roll back the PC, then disable Auto-Revert, and proceed with the uninstall, reinstall, upgrade or update. If you forget your GoBack Administrator password while Auto-Revert is enabled, please call technical support.

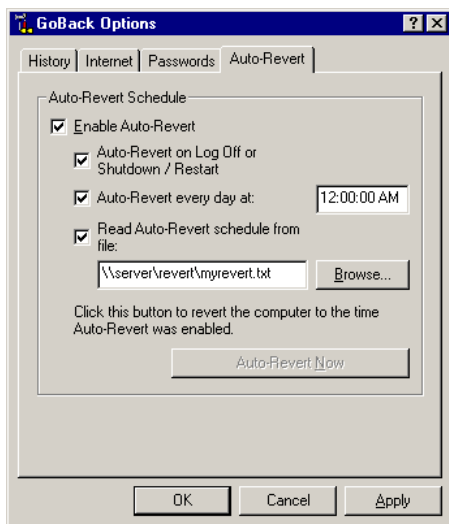
To manually revert to the Auto-Revert point, click the **Auto-Revert Now** button on the Auto-Revert options tab or on the GoBack Boot Menu.

## Scheduling Auto-Revert

There are three ways you can schedule or define when to Auto-Revert:

- On logoff or Shutdown / Restart
- Set a time to auto-revert every day
- Set GoBack to read the schedule from a file (useful in setting multiple Auto-Revert times or using a shared schedule file on a network)

You can use any combination of scheduling options.





---

**Note:** If a scheduling option is not selected, the Auto-Revert happens only when the GoBack History becomes 100% full or you click the **Auto-Revert Now** button in the Auto-Revert options tab.

---



---

**Note:** If messages begin to display stating that the GoBack History is getting full, you can eliminate this problem by increasing the GoBack History buffer's size. To do this, uninstall then reinstall GoBack, select **Custom Install**, then allocate more hard disk space to GoBack. Note that your current history is discarded during the uninstall process.

---

If you are using GoBack Deluxe Edition in a computer lab or other networked environment, it can be useful to select the **Auto-Revert on Log Off or Shutdown/Restart** option. This option ensures that the next computer user (assuming the last user logged off properly) has a clean slate on which to begin their work. Or, if a time-based Auto-Revert is preferred, select the **Read Auto-Revert schedule from file** option and have all the computers read the schedule from a single file (preferably on a server) that contains the Auto-Revert schedule. This way, if you decide to change the schedule, you only have to make the change once and all of the computers can be updated automatically with the new schedule. The computers must be logged into the network to access the schedule file.

To use the Read Auto-Revert schedule from file option, you must first create a text file containing the time and day information of when you want the Auto-Revert to happen. You should schedule the Auto-Revert to take place at a time that corresponds to when no one will be using the computer. If the computers are turned off at night you may want to choose an Auto-Revert time that corresponds to a time right after the computers are turned on, or before the computers are turned off each day.



---

**Caution:** Do not schedule an Auto-Revert for a time when the computer is powered off. When the computer is off, GoBack cannot detect and perform an Auto-Revert.

---

For highest security, your schedule file should reside on a network—GoBack cannot protect a user from accessing this file on a local drive. To ensure that GoBack can use your schedule file, the network location of the file should be publicly read-accessible at startup and cannot be a Windows-mapped drive.

GoBack requires that your schedule file have one line per Auto-Revert time and that each entry on a line be separated by a space. Each line should have a time of day followed by days of the week (acceptable English-only syntax and abbreviations are shown below). Also, the schedule file must be in the hour:minute, English-only format for the file to work properly with the Auto-Revert. Your schedule file can be saved using any file name.

```
10:30 Monday Wednesday Friday
15:00 sunday tuesday thursday saturday
3:00am Sun Mon Tue Wed Thu Fri Sat
8:00pm SU M TU W TH F SA
```



---

**Note:** If you do not specify a.m. or p.m., the time will be interpreted in a 24-hour format (for example, 3:00 = 3:00 a.m.; 15:00 = 3:00 p.m.).

---

## How Auto-Revert Works

When Auto-Revert is enabled, the computer rolls back automatically when one of the following events happens:

- Upon a user logging off or shutting down Windows (if the **Auto-Revert on Log Off or Shutdown/Restart** option was selected).
- When a scheduled Auto-Revert time is reached (if an Auto-Revert time was scheduled).

If a scheduled Auto-Revert time is reached, a sixty-second countdown appears on the screen (below). When this countdown reaches zero, the computer reboots and rolls back to the Auto-Revert point.



- When the GoBack History is 100% full.

To protect your clean state, GoBack monitors its history and warns you when it is at 50%, 75%, 85%, 90%, 95%, and 97% full. When the history becomes 100% full, the computer reboots and rolls back to the Auto-Revert point. You cannot cancel an Auto-Revert when the history becomes full.




---

**Note:** If you are finding that your history is filling before your scheduled Auto-Revert, extend the amount of hard disk space allocated to GoBack. To do this, reinstall GoBack, select **Custom Install**, and increase the disk space allocated to GoBack. For more information, see *Selecting the Amount of Disk Space to Allocate to GoBack* on page 2-4.

---

From any GoBack Auto-Revert warning dialog, you can cancel a scheduled Auto-Revert time by clicking **Cancel** (no password required). You can also click **Disable Auto-Revert** to completely disable it. If an Administrator password is set, you are required to enter the Administrator password before continuing.



---

**Caution:** When you disable Auto-Revert, the Auto-Revert point is discarded. If Auto-Revert is re-enabled, the Auto-Revert point is reset to the time at which it was enabled.

---

To protect your Auto-Revert point, GoBack does not allow you to cancel when the history becomes 100% full.

## Setting a New Clean State for Auto-Revert

Occasionally it will be necessary to change to a clean state—to add a new application, for example. With GoBack Deluxe Edition, this is easy.

- 1 Make sure the computer is at the clean state by initiating a manual Auto-Revert. To do this, open the GoBack Main Menu then click the **Options** button. In the GoBack Options dialog box, click the **Auto-Revert** tab then click **Auto-Revert Now**.
- 2 Now that the computer is clean, disable Auto-Revert by unchecking the **Enable Auto-Revert** check box. When disabling Auto-Revert, a reboot of the computer is not necessary.



---

**Note:** Disabling Auto-Revert does not stop GoBack from protecting your hard disk.


---

- 3 You can now install the new application or make any modifications to the computer to create a new clean state.
- 4 Re-enable Auto-Revert. This will set your clean state.



# File Recovery Window

## In this Chapter

- *The File Recovery Window* 5-2
  - *Selecting a Drive* 5-2
  - *Working with the File List* 5-3
  - *The Drop-Down Menus* 5-4
  - *The Command Buttons* 5-7
- 

## The File Recovery Window

With the File Recovery Window available in the GoBack Deluxe Edition, you can recover earlier versions of files, including files that have been overwritten or deleted. The File Recovery Window lets you select the file you wish to recover and the folder location in which to save the recovered file. Alternatively, you may directly open a file from the past. This causes the file to automatically be restored and the appropriate application launched to view it. In this case, the recovered file is stored in a temporary folder and is write-protected, anticipating that you will save it elsewhere if you wish to keep it. These files are automatically discarded on system shutdown. Thus, while viewing a file directly opened from the past, if you wish to save it, you should do so promptly.

To open the File Recovery Window, click the **Recover Files** button on the GoBack Main Menu.

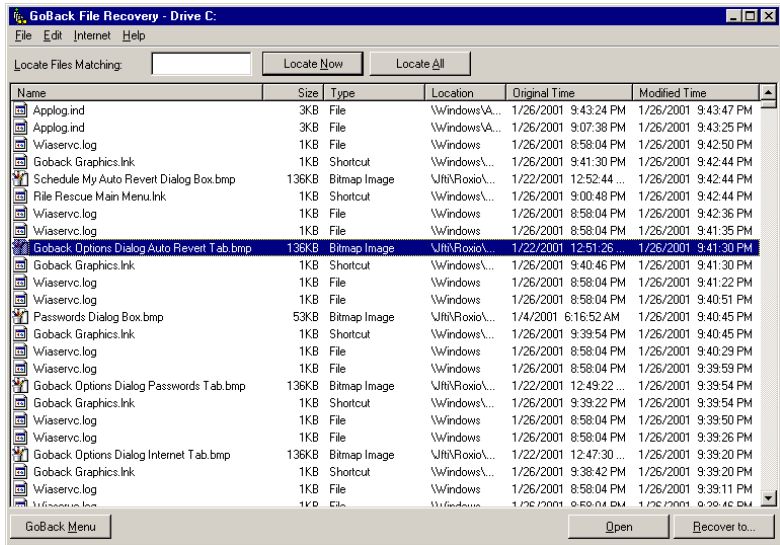
## Selecting a Drive

When you have more than one logical drive, you must select the logical drive on which your file is located.

The File Recovery Window will initially show the first drive on your computer. If you wish to view a different drive, select it using the File menu.

## Working with the File List

The File List contains all the files that GoBack can recover. If you know what you are looking for, you can sort the list by clicking on any of the column headings.



The column headings include:

- **Name:** The names in this column are the original names of files that GoBack can recover.
- **Size, Type:** These columns help you identify the different versions of the files.
- **Location:** This shows where each file was originally saved.
- **Original Time:** This is the time that each file was originally created.
- **Modified Time:** This is the last time that each file was modified, and corresponds to when they were added to the list.

## Sorting the File List

Initially the list is sorted in reverse order by Modified Time, with most recent versions at the top. You can click on each of the column headers to sort the list according to that column. By clicking on the column heading a second time, you can switch between ascending and descending order. File list sorting is automatically reset when you select **Refresh** from the File menu.

It is possible that some dates are initially out of order in the list. This occurs when an application modifies a file and then sets the modified date back.

## Locating Files

To locate a file, type all or part of the file name into the **Locate Files Matching** text box then click **Locate Now**. This changes the file list to show only files with names that contain the text that you entered. To again view the complete list, click **Locate All**.

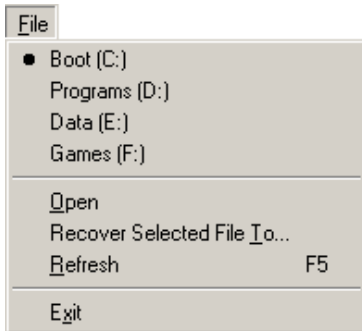
## Selecting Files

After you select a file, you can either restore the file or directly open it. You cannot restore multiple files in one operation. In this situation you should consider creating a GoBack Drive that reflects the disk at some point in the past and then use Windows Explorer to copy files across to your main disk. This process is faster for recovering large numbers of files.

## The Drop-Down Menus

Each GoBack window has several drop-down menus. These menus often list command button names that you can use instead of selecting the option you need from the drop-down menu.

## The File Menu



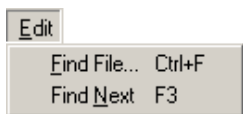
- **(C:):** This option lets you change the selected drive. On your computer, drive labels may be different than the one shown in this illustration. To view files on a different drive, click the letter of the drive for which you want to recover files. In the illustration above, the C: drive is selected.

- **Open:** The Open option on the File menu lets you open a selected file that displays in the File Recovery Window's Changed Files list. Using this option, *you can only open the file if the application with which the file was created is installed on your system.*

Typically, you would open a file to decide whether you want to recover it. If you decide to recover the file, choose Save As from the File menu that displays and save the file to a desired location.

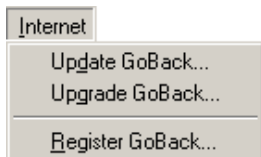
- **Recover Selected File To:** This option lets you recover and specify a place to save a selected file. By default, the file is saved to its original location. You may want to choose an alternate location to avoid overwriting the current version of the file.
- **Refresh:** Select this option to update the list of recoverable files, reflecting any changes since you opened the window. In other words, after you open the window, the list remains fixed. Continued system activity may make the list somewhat obsolete and therefore you may need to refresh it.
- **Exit:** This option closes the File Recovery Window.

## The Edit Menu



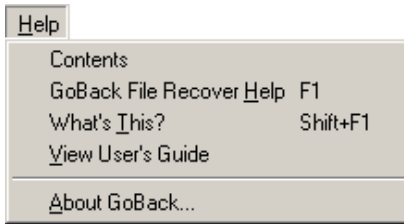
- **Find File:** This option displays a standard Find dialog where you can enter all or a portion of the name of the file you are looking for. If a match is found, the file list will scroll to the first occurrence.
- **Find Next:** This option repeats the previous find request starting from the current location in the list.

## The Internet Menu



- **Update GoBack:** This option allows you to receive GoBack version updates using the Internet. To do this, simply select the menu option. If you have Internet access, the Update GoBack option launches your web browser, and takes you to the Roxio web site. Follow the prompts to find if there are any GoBack updates available.
- **Upgrade GoBack:** Only available with the GoBack Personal Edition, the Upgrade GoBack option provides users with the opportunity to upgrade from GoBack Personal Edition to GoBack Deluxe Edition. GoBack Deluxe Edition expands the overall usefulness of GoBack through the addition of key features and valuable benefits. For more about these features, see *What GoBack Can Do for You* on page 1-4.
- **Register GoBack:** This option provides you with the opportunity to receive industry-leading technical support, product updates, and other news from Roxio.

## The Help Menu



- **Contents:** This option opens the GoBack Help system.
- **GoBack File Recover Help:** This option displays the GoBack Help system topic that is for the File Recovery Window.
- **What's This:** This option displays a screen tip for a command button or a screen region element. To use this function, click What's This (or press Shift-F1) and then click the element about which you want information.
- **View User's Guide:** This option allows you to open this manual online.
- **About GoBack:** This option displays the version number of GoBack that is installed on your system. If you need technical assistance, it is important to have this number available when you call.

## The Command Buttons

The command buttons display at the bottom of the File Recovery Window and are described below.


- **GoBack Menu:** Displays the GoBack Main Menu.
- **Open:** With a file selected, click **Open** to view it. This is equivalent to the Open option in the File menu.
- **Recover To:** Click this button to recover the selected file. This is equivalent to the Recover Selected File To option in the File menu.





# Drive Revert Window

## In this Chapter

- *The Drive Revert Window* 6-2
  - *Using Drive Revert* 6-3
  - *The Drop-Down Menus* 6-4
  - *The Command Buttons* 6-5
- 

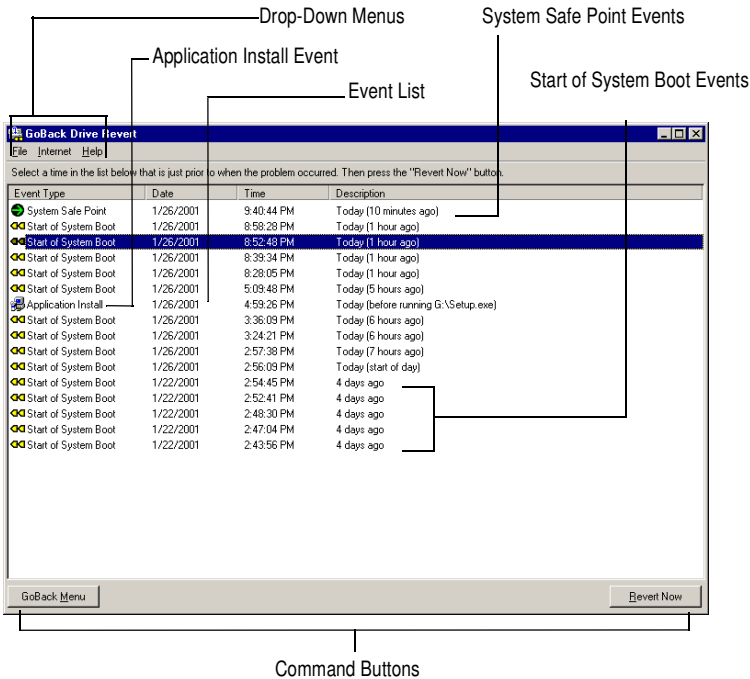
# The Drive Revert Window

Available in both the Personal and Deluxe Edition, the Drive Revert Window displays an easy-to-use list of event times to which you can choose to revert your hard disk. Displaying just three key event types, the Drive Revert Window provides one of GoBack's most powerful functions in a very simple, uncomplicated window.

The main function of the Drive Revert Window—Drive Revert—is also a part of the GoBack Drive Window, which is found in the Deluxe Edition. In contrast to how the GoBack Drive Window functions, there is no need to select a drive using the Drive Revert Window because it reverts all your system's drives to the selected time. In the Deluxe Edition, the GoBack Drive Window expands the overall usefulness of Drive Revert with additional key functions. For more on these, see *The GoBack Drive Window* on page 8-3.

To open the Drive Revert Window, click the **Revert Your Hard Drive** button on the GoBack Main Menu.

The main elements of the Drive Revert Window are noted below:



## Using Drive Revert

To use Drive Revert, complete the following steps:

- 1 Open the Drive Revert Window.

To open the Drive Revert Window, click the **Revert Your Hard Drive** button on the GoBack Main Menu.

- 2 Select a time.

You may select to revert to any one of the following three types of event-related times that display in the Event List:

- **System Safe Point:** This event, which is marked by a green arrow icon in the Event List, refers to a point in time when there was no system activity.
- **Start of System Boot:** This event, which is marked by the GoBack logo in the Event List, refers to GoBack activity such as system boots and disk reverts.
- **Application Install:** This event, which is marked by Windows Setup icon in the Event List, refers to when an application was installed on your computer.

Simply click an event-related time to select it.

- 3 Revert your drives.

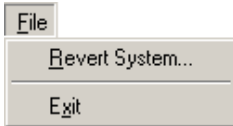
To revert your drives, click the **Revert Now** button. GoBack reverts your drives back to the way they were just before the event you selected.

After a drive reverts, GoBack Deluxe Edition lets users rescue files using a window that displays automatically. For more on this, see *The File Rescue Window* on page 7-2.

## The Drop-Down Menus

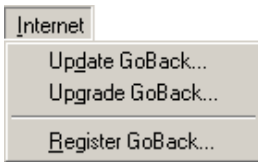
Each GoBack window has several drop-down menus. These menus often list command button names that you can use instead of selecting the option you need from the drop-down menu.

### The File Menu



- **Revert System:** This option reverts your system. It performs the same function as the **Revert Now...** button on the bottom right-hand side of the Drive Revert Window.
- **Exit:** This option closes the Drive Revert Window.

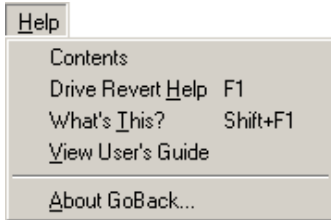
### The Internet Menu



- **Update GoBack:** This option allows you to receive GoBack version updates using the Internet. To do this, simply select the menu option. If you have Internet access, the Update GoBack option launches your web browser, and takes you to the Roxio web site. Follow the prompts to find if there are any GoBack updates available.
- **Upgrade GoBack:** Only available with the GoBack Personal Edition, the Upgrade GoBack option provides users with the opportunity to upgrade from GoBack Personal Edition to GoBack Deluxe Edition. GoBack Deluxe Edition expands the overall usefulness of GoBack through the addition of key features and valuable benefits. For more about these features, see *What GoBack Can Do for You* on page 1-4.

- **Register GoBack:** This option provides you with the opportunity to receive industry-leading technical support, product updates, and other news from Roxio.

## The Help Menu



- **Contents:** This option opens the GoBack Help system.
- **GoBack Revert Help:** This option displays the GoBack Help system topic that is for the Drive Revert Window.
- **What's This:** This option displays a screen tip for a command button or a screen region element. To use this function, click What's This (or press Shift-F1) and then click the element about which you want information.
- **View User's Guide:** This option allows you to open *this* manual online.
- **About GoBack:** This option displays the version number of GoBack that is installed on your system. If you need technical assistance, it is important to have this number available when you call.


## The Command Buttons

- **GoBack Menu:** Displays the GoBack Main Menu.
- **Revert Now:** Click this button when you are ready to revert your hard disk back to the way it was before a selected time. Note that a time must be selected in the Event List to make the Revert Now button active.



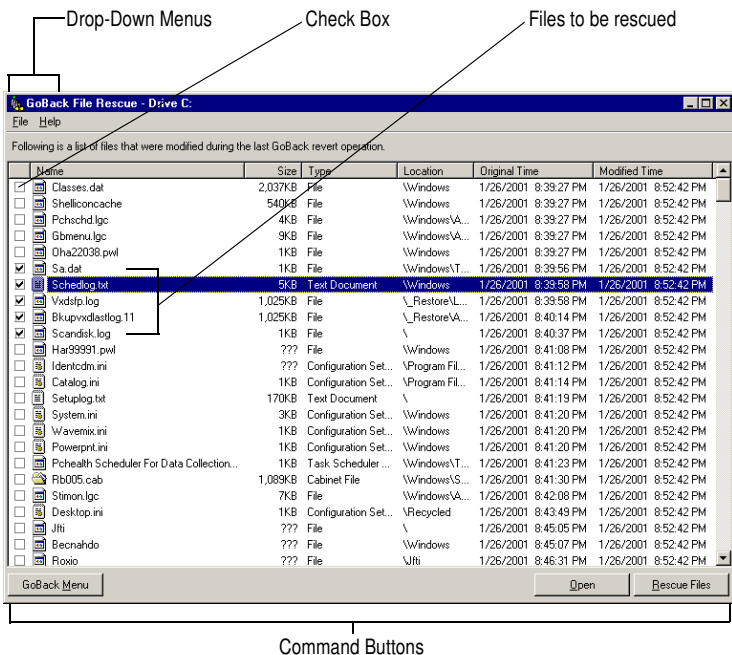
# File Rescue Window

## In this Chapter

- |                                 |     |
|---------------------------------|-----|
| ➤ <i>The File Rescue Window</i> | 7-2 |
| ➤ <i>Using File Rescue</i>      | 7-3 |
| ➤ <i>The Drop-Down Menus</i>    | 7-4 |
| ➤ <i>The Command Buttons</i>    | 7-6 |
- 

## The File Rescue Window

After completing the revert hard drive option and logging back into Windows, Deluxe Edition users are automatically presented with the File Rescue Window. This window lets you open, review, and rescue any files that were changed or deleted after the time to which you reverted your hard disk.





# Using File Rescue

File Rescue is easy to use. Simply perform the following steps:

- 1 Revert your hard disk, and restart Windows.

When Windows restarts, the File Rescue Window displays automatically if a revert has occurred in the last hour. In addition, the File Rescue Window displays all files modified or lost due to any reverts that were done over the last 24 hours.

For example, suppose you reverted your hard disk at 9 a.m. and the File Rescue Window displayed 20 files. If you continued working and reverted your hard disk at 4 p.m. that same day, when Windows restarted, File Rescue would display the 20 files from the first revert and any files that you changed or deleted after the first revert. So after the second revert, in this example, File Rescue would display 30 files. Thus, File Rescue gives you a second chance to rescue any of the 20 files from the first revert and the normal option to rescue any of the 10 additional files from the second revert.

- 2 Choose a file to rescue.

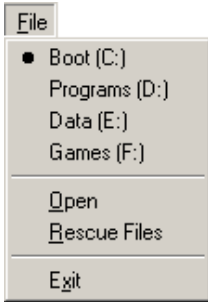
From the list of files that displays in the File Rescue Window, you have two options.

- (Option 1) Click the **Check Box** in front of a file and then click the **Open** button. When the file opens, decide whether it is a file you want to rescue. If you want to rescue the file, choose **Save As** from the File menu that displays and save the file to a desired location. If it is not the file you want to rescue, simply close the file.
- (Option 2) Click the **Check Box** in front of a file and then click the **Rescue Files** button. The file, or files, you selected is rescued and saved automatically to the location where it was originally saved! (Option 2 assumes that you know you want to rescue the file.)

## The Drop-Down Menus

Each GoBack window has several drop-down menus. These menus often list command button names that you can use instead of selecting the option you need from the drop-down menu.

### The File Menu

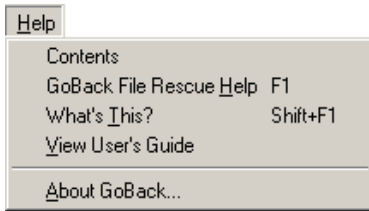


- **Drive:** This option lets you select the drive from which you want to rescue files. If you have one or more logical or physical drives on your system that are protected by GoBack, you can select them using this option.
- **Open:** This option lets you open checked files that display in the File Rescue Window's Changed Files list. Using this option, *you can only open the file if the application with which the file was created is installed on your system.*

Typically, you would open a file to decide whether you want it rescued. If you decide to rescue the file, choose **Save As** from the File menu to display and save the file to a desired location.

- **Rescue Files:** This option lets you copy any checked files displayed in the File Rescue Window's Changed Files list. When you choose this option, File Rescue automatically copies the checked files to the location where they were originally saved.
- **Exit:** This option closes the File Rescue Window.

## The Help Menu



- **Contents:** This option opens the GoBack Help system.
- **GoBack File Rescue Help:** This option displays the GoBack Help system topic that is for the File Rescue Window.
- **What's This:** This option displays a screen tip for a command button or a screen region element. To use this function, click What's This (or press Shift-F1) and then click the element about which you want information.
- **View User's Guide:** This option allows you to open this User's Guide online.
- **About GoBack:** This option displays the version number of GoBack that is installed on your system. If you need technical assistance, it is important to have this number available when you call.

## The Command Buttons


- **GoBack Menu:** Displays the GoBack Main Menu.
- **Open:** Click this button to open checked files that display in the File Rescue Window's Changed Files list. Using this button, *you can only open the file if the application with which the file was created is installed on your system.*

Typically, you would open a file to decide whether you want it rescued. If you decide to rescue the file, choose **Save As** from the File menu to display and save the file to a desired location.

- **Rescue Files:** Click this button to copy to your hard disk any checked files displayed in the File Rescue Window's Changed Files list. When you click this button, File Rescue automatically copies the checked files to the location where they were originally saved.

# GoBack Drive Window

## In this Chapter

- |                                       |      |
|---------------------------------------|------|
| ➤ <i>What is a GoBack Drive?</i>      | 8-2  |
| ➤ <i>The GoBack Drive Window</i>      | 8-3  |
| ➤ <i>Selecting What to View</i>       | 8-4  |
| ➤ <i>Working with the Event List</i>  | 8-5  |
| ➤ <i>The Drop-Down Menus</i>          | 8-9  |
| ➤ <i>The Command Buttons</i>          | 8-13 |
| ➤ <i>Using the Right Mouse Button</i> | 8-14 |
- 

## What is a GoBack Drive?

A feature available in the Deluxe Edition, a GoBack Drive is a virtual copy of your hard disk as it appeared at a selected point in the past. Such a drive lets you view or retrieve past (deleted or modified) versions of files or documents. The virtual GoBack Drive is constructed from information collected by GoBack while monitoring hard disk activity.

When you create a virtual GoBack Drive, GoBack creates a copy of your hard disk from a time that you selected in the past. GoBack automatically discards virtual drives when the historical data on which a drive is based becomes unavailable. This situation occurs when you continue to use your hard drive while at the same time maintaining a virtual drive. After you have created a virtual GoBack Drive and retrieved the desired files, it is best to discard the GoBack Drive. Should a GoBack Drive be automatically discarded and you attempt to access it, a “blue screen” error message may display. This is not a significant problem. To remove the blue screen, follow the on-screen prompts, or press any key.

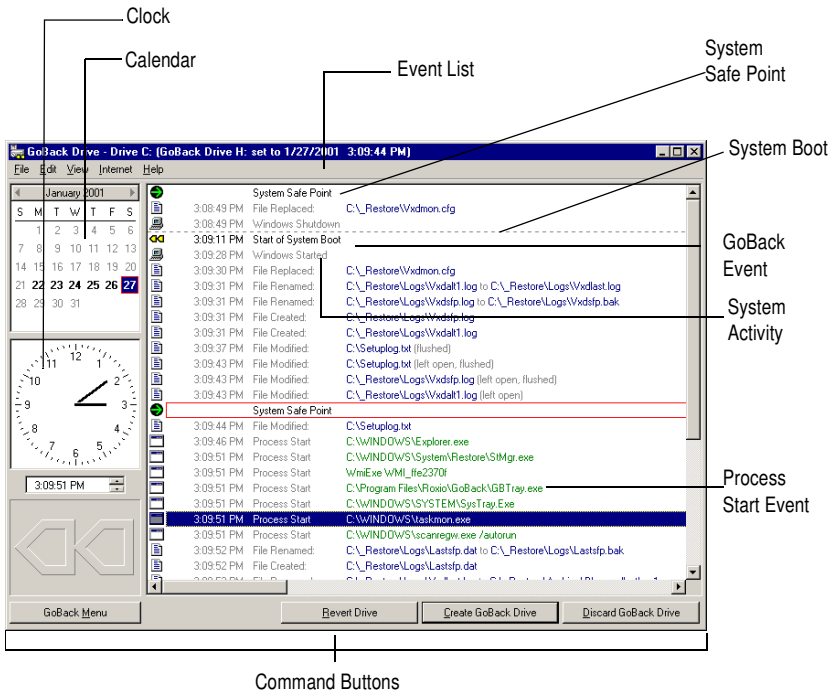
If you do not plan to discard your virtual GoBack Drive right away, you can get an idea for how long you will be able to view the contents of the virtual drive. Compare the time the virtual drive was created with the bolded dates in the calendar. For example, if GoBack can see one week and you create a virtual GoBack Drive showing how the hard disk was one day ago, it is unlikely that this drive would be discarded in the near future automatically. On the other hand, if you create a virtual GoBack Drive showing how the hard disk was near the end of GoBack's reach (in this example, one week), you could lose your virtual GoBack Drive at any time. In this situation, you should immediately recover any desired files from the virtual GoBack Drive.

# The GoBack Drive Window

To open the GoBack Drive Window, click the **Advanced Features** button on the GoBack Deluxe Edition Main Menu.

The GoBack Drive Window lets you retrieve data or system information from the past and bring it forward to the present two different ways. First, the GoBack Drive Window lets you select an event time to which you can revert your hard disk. Second, the GoBack Drive Window lets you create a GoBack Drive that is a virtual copy of your hard disk as it appeared at a selected time in the past.

The main elements of the GoBack Drive Window are noted below:



## GoBack Drive Window Colors

The colors that display in the GoBack Drive Window help users by adding contrast to the display.

Typically system safe points, which are enabled items to which you may revert, display in black. Other system events, which are disabled items to which you may not revert, display in gray. Note however, that your computer's control panel, display appearance settings, can be used to change these base colors.

Other colors on the GoBack Drive Window, such as blue and green, are there as noted above to add contrast to the display.

## Selecting What to View

As you are looking at the GoBack Drive Window, you can view your hard disk's activities over the past several days. The bold numbers on the calendar indicate the days that you can view. The Event List shows you various events that occurred on your computer for the selected day. Use the calendar to view different days in the Event List. You can also filter the Event List so that you only see the types of activities that are of interest to you.

You may select events directly from this list by clicking the desired item. The clock automatically remains synchronized with the highlighted selection in the Event List. The clock can be used to position the Event List to a specific point in time. Type a specific time in the area beneath the clock and press the **Enter** key. Remember to indicate a.m. or p.m. The Event List will be updated to show the events closest to the time you selected.

You may view or revert your hard disk to a point in time that corresponds to a Safe Point or system Boot event in the list. Safe Points are automatically created whenever your computer is idle for several seconds. As selectable points in time, safe points prevent you from accidentally choosing a time that is right in the middle of disk activity (for example, saving a word processing document). Accessing such points in time would typically yield useless transitional data, so GoBack avoids these points.



## Selecting a Drive

The GoBack Drive Window will initially show the first physical hard disk on your computer. To view a different disk, select it from the File menu.

## Selecting the Date

Dates for which you can view events appear in bold on the calendar. Clicking on a date will cause the Event List to update with the activity for that date. The date being viewed is highlighted on the calendar. You can click the left and right arrows to scroll to the previous and next month in which there are events available to view.

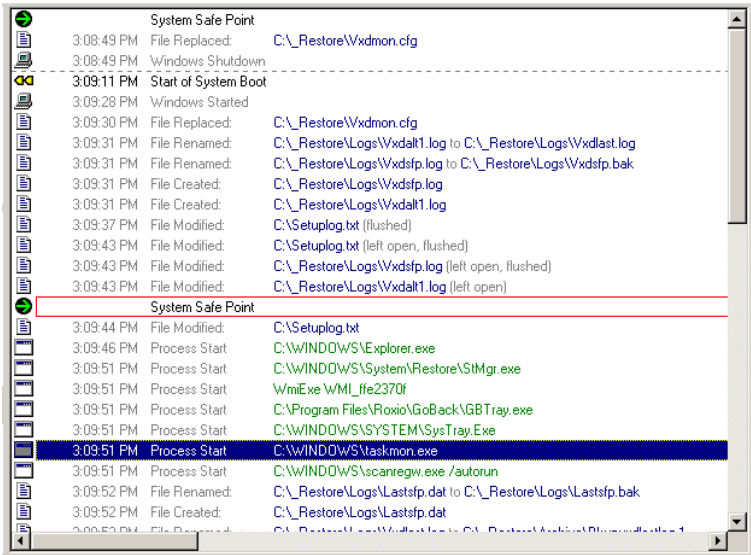
## Selecting the Time

The clock in the GoBack Drive Window provides another way to make a selection from the Event List. When you type a time into the space under the clock and press **Enter**, it will select the safe point event from the Event List that is closest to the time you entered. You can also select a time by moving the hands of the clock with your mouse.





## Working with the Event List



The Event List (shown below) is the primary feature of the GoBack Drive Window. It lets you review your system activity to help you find useful times to which to view or revert your hard disk. For example, it might show you when you launched programs or modified files. You can scroll through the Event List to view the logged events for the currently selected day. If you have more than one physical drive, you can view any other drive(s) and their partitions by selecting the desired drive letter from the File menu.

It may be helpful to filter the events (from the View menu) shown in the listing. You can also search for particular events by using the **Find File or Note** option in the Edit menu.



There are several event types in the list, identified by the following icons:

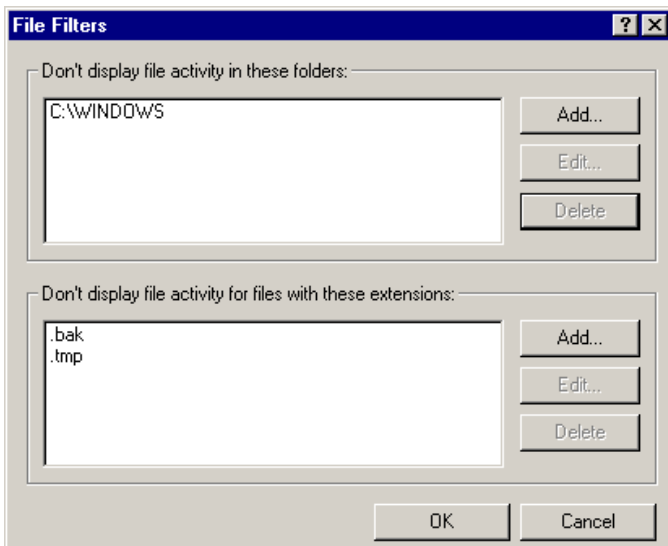
Icon	Description
	The GoBack logo marks GoBack activity, such as system boots and disk reverts.
	A Safe Point icon indicates a point in time when there was not any system activity.
	This icon identifies events relating to system activity such as Windows startup and shutdown points.
	This icon identifies activities related to files (such as documents, spreadsheets, etc.). There are numerous types of file activity, such as create, rename, and delete. If the name of a file is changed, both the old and the new names will be shown.

Icon	Description
	This icon identifies user events, such as user added notes.
	This icon designates shell execute events such as files opened or printed from Windows Explorer, or programs or files run from the Start/Run dialog.

## Filtering the Event List

The Filters feature in the View menu filters out of the Event List files or folders of the types that you specify. GoBack continues to track filtered file or folder types, however. Note that filtering has no effect on the collection of information or your ability to recover it. It just modifies what you see when you view the Event List. The default filter list excludes Windows folder activity and .bak and .tmp file types. Note that when a folder appears in the File Filters list, all subfolders that are within that folder are also filtered.

- **Use Filters:** Click to toggle filtering on and off. A check indicates that filtering is active and events may be omitted from the Event List.
- **Edit Filters:** Select this option to specify the file extensions and/or folders you want to omit from the Event List.



You can add items to both folder and file extension filters. Be sure you understand that although you are selecting **Add**, the effect is to remove the items from view. In other words, you are adding to the list items that you do not want to view.

You may want to filter out file extensions or folders that are not used for recovery purposes. For example you may want to filter out your temporary Internet files, or files with the extensions .dll, .exe, .hlp, .gid, .dat, .ffa, .ffl, and .ffv. Folders not needed for viewing might also be ~MSSETUP or Recycle. Filtering these out of the Event List can make it easier to find a specific item you want to recover.

To add an item to the filter list:

- 1 Click **Add** in the File Filters dialog box (the upper block displays folders; the lower block displays file extensions). A dialog box displays that lets you enter the specific folder or file type you wish to filter from view.
- 2 When you have entered the folder or file type to filter out, click **OK**.

To edit an item in the filter list:

- 1 In the File Filters dialog box, select the folder or file type you wish to edit.
- 2 Click the **Edit** button to the right of your selection. A screen will appear to let you edit the selected item.
- 3 After you have made your changes, click **OK**.

To delete an item from the filter list:

- 1 In the File Filters dialog box, select the folder or file type you wish to delete from the filter list.
- 2 Click the **Delete** button to the right of your selection.

You can also edit filters by right-clicking on a file event in the GoBack Drive Window and selecting **Hide Events in this Folder** or **Hide Events of this File Type** from the shortcut menu. The events you have hidden in this manner can be changed using the File Filters dialog box.

## Selecting Events

You can click to select any event in the Event List. However, if you intend to create a GoBack Drive or revert your disk you must select a safe point event. If you find a file event, such as a file modification, there are typically two safe points you can select. The safe point event that appears just after the file event corresponds to a point in time after the modification. Similarly, the safe point that appears prior to the file event corresponds to a time before the file was changed.

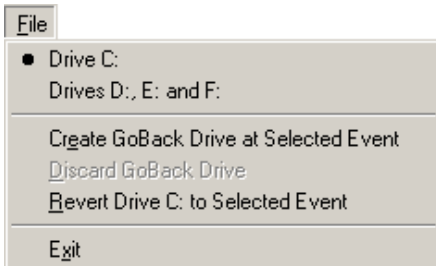
## Finding a File or Note

To look for a specific file or note, choose the **Find File or Note** option from the Edit menu or press **Ctrl+F**. This option is used to perform a text search of file events and note entries in the Event List. Enter any part of the file name, folder, or extension or a portion of the note. The search is limited to the currently selected day. Select whether you wish to search down or up relative to the current position in the Event List. By default, the search direction is down. Searches are subject to filtering.

## The Drop-Down Menus

Each GoBack window has several drop-down menus. Many of these functions are available using the command buttons or by clicking with the right mouse button while the pointer is on the appropriate part of the view.

## The File Menu



- **Drive C:, D:, E: and F:** (If your computer has different hard drive letters, your File menu may appear different than pictured here.) A list of your physical disks is at the top of the menu—indicated by the logical drive letters assigned to it. (See *Glossary* on page B-1 for definitions of logical and physical disks). Click on a physical disk to view its Event List. If you only have one physical disk, no other selection is possible.
- **Create GoBack Drive at Selected Event:** Creates a GoBack Drive based on the time you have selected in the GoBack Drive Window using the calendar and either the clock or Event List.
- **Discard GoBack Drive:** After you are done with a GoBack Drive, you should discard it by selecting this option. You will see an on-screen message indicating that the GoBack Drive has been discarded and that the information is no longer accessible (without creating a new GoBack Drive). If multiple GoBack Drives were created because your physical disk consists of more than one logical drive, then all the GoBack Drives are discarded.
- **Revert Drive C: to Selected Event:** Reverts your hard disk to the way it was in the past, based on the time you selected in the calendar and the Event List or clock. Select this option to revert all the drives on the selected physical disk to the way they were at the selected time. You must select a Safe Point or GoBack event for the revert.



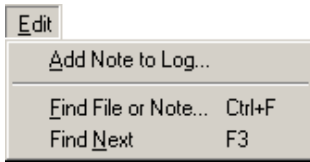
---

**Note:** After you revert your hard disk using GoBack Deluxe Edition, the GoBack File Rescue Window displays. This window allows you to recover files changed after the time to which you reverted your hard disk. For more detail on this key function, see *The File Rescue Window* on page 7-2.

---

- **Exit:** This option closes the GoBack Drive Window.

## The Edit Menu



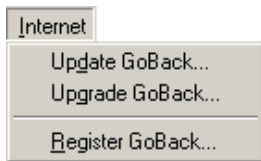
- **Add Note to Log:** This feature lets you add a note of your own to the Event List. For example, if you are going to install an application or work on important documents, marking the list prior to these activities can make earlier events easier to find. The note is added to the bottom of the list, like any new event. Adding a note does not constitute a selectable safe point (that is, you cannot necessarily go back to exactly the time at which the note was added).
- **Find File or Note:** This option is used to perform a text search in the Event List and is described in the previous section on Finding a File or Note.
- **Find Next:** This will continue the previous search to the next match.

## The View Menu



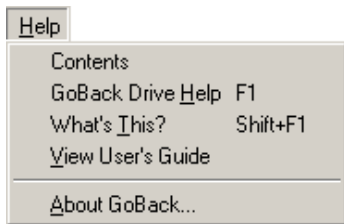
- **Use Filters:** Click this option to toggle it on and off. When the check mark is visible, the filters are ON. For more information about filters, see *Filtering the Event List* on page 8-7.
- **Edit Filters:** Select this option to specify the file extensions and/or folders you want to omit from the Event List.

## Internet



- **Update GoBack:** This option allows you to receive GoBack version updates using the Internet. To do this, simply select the menu option. If you have Internet access, the Update GoBack option launches your web browser, and takes you to the Roxio web site. Follow the prompts to find if there are any GoBack updates available.
- **Upgrade GoBack:** Only available with the GoBack Personal Edition, the Upgrade GoBack option provides users with the opportunity to upgrade from GoBack Personal Edition to GoBack Deluxe Edition. GoBack Deluxe Edition expands the overall usefulness of GoBack through the addition of key features and valuable benefits. For more about these features, see *What GoBack Can Do for You* on page 1-4.
- **Register GoBack:** This option provides you with the opportunity to receive industry-leading technical support, product updates, and other news from Roxio.

## The Help Menu



- **Contents:** This option opens GoBack Help.
- **GoBack Drive Help:** This option provides help with the GoBack Drive Window.
- **What's This?:** To see a screen tip for a command button or screen region, click this option (or press Shift-F1) and then click the element you want information about.



- **View User's Guide:** This option allows you to open this User's Guide online.
- **About GoBack:** The version number of GoBack is indicated here. If you need technical assistance, it is important to have this number available.

## The Command Buttons

- **GoBack Menu:** Displays the GoBack Main Menu.
- **Revert Drive:** Reverts your hard disk to the way it was in the past, based on the time you selected. This option is equivalent to the Revert Drives option on the File menu.



---

**Note:** After you revert your hard disk using GoBack Deluxe Edition, the GoBack File Rescue Window displays. This window allows you to recover files changed or deleted after the time to which you reverted your hard disk. For more detail on this key function, see *The File Rescue Window* on page 7-2.

---

- **Create GoBack Drive:** Creates a GoBack Drive based on the time you selected in the GoBack Drive Window using the calendar and either the clock or Event List. This option is equivalent to the Create GoBack Drive at Selected Event option on the File menu.
- **Discard GoBack Drive:** This option discards a previously created GoBack Drive. This option is equivalent to the Discard GoBack Drives option on the File menu.

## **Using the Right Mouse Button**

In addition to making selections using the drop-down menus and the command buttons, there are several places where you can click the right mouse button to initiate an action.

Clicking on the right mouse button will display a list of options appropriate to each screen, depending on the location of your pointer when you right-click. If there is no option available at the location you've selected, you will be presented with the "What's This?" dialog as if you had selected it from the Help menu.

# GoBack in Windows Explorer

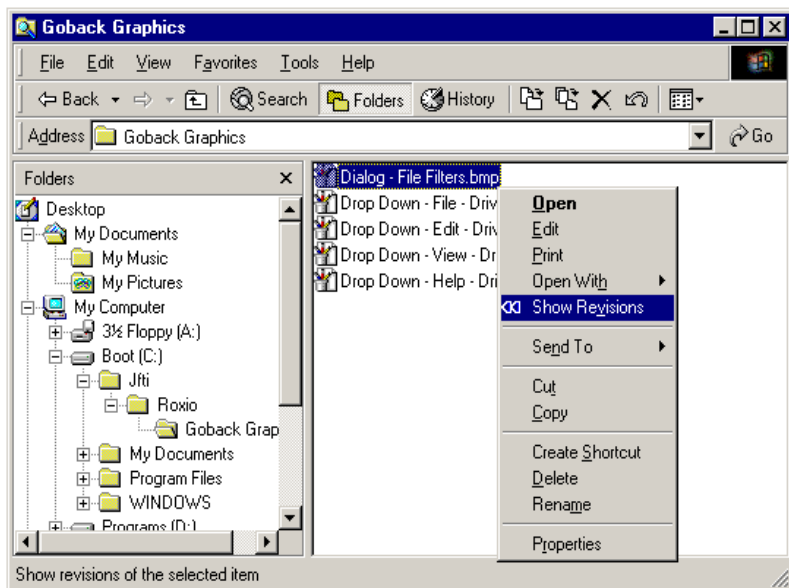
## In this Chapter

- *The GoBack Shell Extension* 9-2
- *Working with the File Version List* 9-3
- *The Command Buttons* 9-4

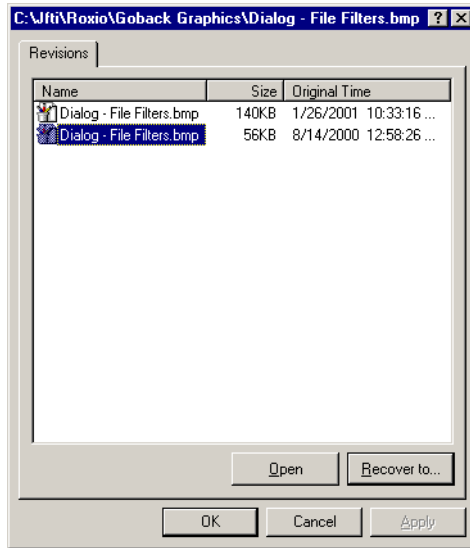
## The GoBack Shell Extension

With the GoBack Deluxe Edition, GoBack can be accessed in Windows Explorer by right-clicking a file. This provides a quick and easy way to retrieve or view older versions of a file. Technically, GoBack is providing a *shell extension* to Windows Explorer. You can use this to recover a file by replacing your existing document with a previous revision or save a previous revision with another file name.

The GoBack Shell Extension lets you access GoBack through Windows Explorer. After opening Windows Explorer or My Computer, find your particular file and right-click it and a shortcut menu will appear (as shown below).



To see all the old versions of a file that GoBack has maintained, click **Show Revisions** next to the GoBack logo. A dialog box similar to the following illustration will appear:



## Working with the File Version List

The file version list includes the versions of a particular file that GoBack has recovered. The list displays the original file name (since the file may have been renamed) along with the file's size and the time at which it was saved.

### Sorting the File Version List

Initially the list is sorted in reverse order by Original Time, with most recent versions at the top. You can click on each of the column headers to sort the list according to that column. By clicking on the column heading a second time, you can switch between ascending and descending order.

It is possible that some dates are initially out of order in the list. This occurs when an application modifies a file and then sets the modified date back.

## Selecting Past Versions of a File

From the File Version List, you may select one of your past versions. You can then select **Open** to view the file (and then possibly **Save As** within the file's application to save the version under a new file name). Alternatively, you can select **Recover to** to copy the file to a drive without opening the file first. Note that the entry at the top of the list corresponds to the current version of the file (not an older one).

For step-by-step instructions see *How do I get back a deleted or overwritten file?* on page A-6.

## The Command Buttons

- **Open:** Click this button to open the selected file.
- **Recover To:** Click this button to save the selected file.
- **OK, Cancel:** Click OK or Cancel to close the window.



# Frequently Asked Questions

This appendix provides simple, easy-to-understand answers to many common questions. Chapter numbers relevant to the questions and answers are also provided so that you may refer to the more detailed information and pictures provided there.

## **How far back in time can GoBack retrieve data?**

The length of time over which GoBack can recover data is determined by the amount of hard disk space allocated to GoBack and the intensity of computer usage. You can usually recover files for several days and possibly for several weeks. It all depends on how much data you are changing and how frequently it is changed. For example, programming and intense work with large graphics will use the space allocated to GoBack faster than word processing, or working in spreadsheets. With today's hard disk drives becoming larger and less expensive, allocating part of your hard disk for GoBack will almost certainly lead to meaningful recovery ability.

You may wish to periodically check how far you can reach back in time (using the GoBack Drive Window in the Deluxe Edition) and adjust the allocated GoBack area accordingly. More space translates to a greater reach.

If massive amounts of data are altered, it is possible that your recovery ability will be limited, if available at all. After normal usage resumes, your recovery ability will usually start just after the massive change. For example, if at installation time, you set aside 200 megabytes of disk space for GoBack, and subsequently 200

megabytes of data is loaded in a short period of time (for example, from CD-ROM), you will lose your recovery ability at that point in time. However, if you continue working and alter a 1MB file every 10 minutes, working 8 hours a day, you will be able to look back as far as 4 days to any overwritten version of a file.

It is recommended that you continue to periodically back up your hard disk to protect against your hard disk actually breaking (physical hardware failure) as well as ensuring that you have complete snapshots of your data from specific points in time that will eventually be out of GoBack's reach.

### **What is MS-DOS Compatibility mode?**

MS-DOS Compatibility mode is a mode in Windows 95/98/Me in which your hard disk(s) are not operating optimally using Windows 32-bit drivers, but are instead using MS-DOS real-mode drivers.

If GoBack detects this condition, GoBack will not install or run. You must correct the problem before running GoBack.

There can be many reasons that a hard disk is running in MS-DOS Compatibility mode. These reasons include, but are not limited to:

- An "unsafe" device driver, program, or virus loaded in Windows memory.
- A hard disk controller not detected in Windows.
- A conflict between the hard disk controller and another device.
- An incompatible hardware device or configuration in Windows.
- A damaged Windows driver.

Because GoBack does not cause the MS-DOS Compatibility mode condition, you must consult your hardware manufacturer for information about correcting the problem. You can also find many detailed articles about troubleshooting MS-DOS Compatibility mode problems in the support area on the Microsoft web site.

### **What happens when I upgrade my operating system?**

Because GoBack connects into the operating system at a very low level, you should uninstall GoBack (using Add/Remove Programs in Windows Control Panel) before upgrading your operating system



or installing operating system service packs. After you complete your operating system upgrade, you can re-install GoBack (assuming you upgraded to an operating system that GoBack supports).

### **Do I still need to make backups?**

Yes. GoBack complements a traditional backup by providing recovery ability to virtually any point within GoBack's reach (typically, one week). It provides a window to the recent past to which you can easily jump back. You do not need to stop and make a traditional backup, in order to have this window available to correct a mistake. However, GoBack does not prevent data loss if your hardware actually breaks (for example, if your hard disk breaks down) or if the data you desire was altered long ago. This is where a traditional backup comes into play. Thus, GoBack complements your current backup process.

Remember, whether by way of a traditional backup, or going back in time using GoBack, the basic purpose of being able to restore data is to reduce the chances of having to spend a lot of time re-creating the information. The harder it would be to re-create important work, the stronger the steps you should take to protect it. It is common for extremely valuable information to not only make a traditional backup, but to make several backups, and place them at various off-site locations (for example, in case of fire).

### **Will GoBack affect my computer's speed?**

In general, GoBack does not significantly impact your computer's performance. Writing to your hard disk takes about the same amount of time, regardless of whether GoBack is installed or not. The work GoBack does in order to provide the ability to go back in time is generally done in the background. Since it mainly tracks writes, GoBack does not impact read times during most activities. If you are loading or modifying very large files (in relation to the disk space set aside for GoBack) such that useful recovery is no longer possible, GoBack automatically steps aside during this period and then resumes tracking as soon as possible. This accounts for why GoBack may complete hard disk activities when your system is idle. However, as soon as activity begins again—you save another large file—GoBack steps aside automatically.

## **How does GoBack determine where to put Safe Points?**

GoBack continually monitors all hard disk activity, and when it determines that nothing has been written to the hard disk for several seconds, it makes a note (a Safe Point) in its log. When you want to revert your hard disk, create a GoBack drive (Deluxe Edition), or recover a file (Deluxe Edition), GoBack lets you select these safe times, because you generally wouldn't want to choose a time when you were in the middle of saving a file.

It's important to note that if you perform several file activities in rapid succession, such as writing a file and then immediately deleting it, GoBack may not have written a Safe Point in the log. If this happens, you may not be able to select a time between these activities. To avoid this situation, pause between disk activities to allow the hard disk time to catch up.

## **How do I adjust the amount of space allocated to GoBack?**

In order to make adjustments to the installation of GoBack, such as the amount and location of disk space allocated to GoBack, you must uninstall then re-install GoBack. Note that this will reset the information that GoBack has been tracking (GoBack History) and you will not be able to retrieve or revert back to the time before the uninstall. See *Installing GoBack* on page 2-3 for more information regarding disk allocation and the procedures for installation. Uninstalling GoBack is also a topic in this chapter.

## **How do I prevent others from looking at files that I have deleted?**

If you work with confidential data or do not want others to be able to look at your hard disk as it was in the past, you can delete the data that GoBack has been collecting. Keep in mind, that after the GoBack History has been cleared, you can no longer view or retrieve data before this time.

To clear the GoBack History:

- 1 Open the GoBack Main Menu.
- 2 Click the **Options** button.
- 3 Select the drives you would like to clear.
- 4 Click the **Clear GoBack History** button.

With GoBack Deluxe Edition, you can set GoBack Administrator and User passwords to prevent unauthorized users from recovering files from your GoBack History. See *Passwords* on page 4-7.

## How do I view my hard drive as it appeared in the past?

See *The GoBack Drive Window* on page 8-3.

## How do I create a GoBack Drive?



---

**Note:** For more information about GoBack Drives, including illustrations of the GoBack Drive Window, see Chapter 8

---

The following steps re-create a copy of a drive at the time of a selected event:

- 1 First, open GoBack by doing one of the following:
  - Click **Start, Programs, then GoBack**.
  - Click the GoBack icon in the taskbar.
  - Right-click the GoBack icon in the taskbar, then select one of the main GoBack functions from the shortcut menu.
  - Double-click the GoBack shortcut on the desktop (if available).
- 2 At the Main Menu on the Deluxe Edition, click the **Advanced Features** button. The GoBack Drive Window appears.
- 3 From the **File** menu, select the physical disk (one of your hard disks) from which you want to create the GoBack Drive(s).
- 4 In the Event List, select the Windows Boot Point or System Safe Point on which to base the creation of the GoBack Drive. If the date that you wish to revert to does not show in the Event List, either click on the appropriate date in the calendar or use the scroll bar to move the list up or down. Also, if you know the approximate time you wish to go back to, you can type the time under the clock, which will move the Event List to the safe point nearest to the time you typed.

- 5 Click the **Create GoBack Drive** button. A message box will appear indicating the drive has been created. A red box will appear around the date and the event from which you created the GoBack Drive. The GoBack Drive(s) will appear as an additional drive(s) in Windows Explorer.
- 6 Use Windows Explorer to access files on the GoBack Drive(s).  
In Windows Explorer, the letter that follows the word "GoBack" indicates the original drive (based on the selected event) that was used to create the GoBack Drive. The drive in parentheses is the designation for the GoBack Drive.

### **How do I get rid of a GoBack Drive that I created?**

After you have finished looking at or retrieving data from the virtual GoBack Drive you created, you should discard the GoBack Drive to save system resources.

- 1 Open GoBack by doing one of the following:
  - Select **Start, Programs, then GoBack**.
  - Click on the GoBack icon in the taskbar.
  - Right-click the GoBack icon in the taskbar, then select one of the main GoBack functions from the shortcut menu.
  - Double-click the GoBack shortcut on the desktop (if available).
- 2 From the Main Menu on the Deluxe Edition, click the **Advanced Features** button. The GoBack Drive Window appears. If your system includes multiple physical disks, the GoBack Drive(s) that will be discarded is for the currently selected disk as viewed in the Event List. If you wish to discard a different disk, select it in the **File** menu.
- 3 Click the **Discard GoBack Drive** button. A message box will indicate the drive(s) has been discarded.

### **How do I get back a deleted or overwritten file?**

There are several ways to recover files using the GoBack Deluxe Edition. Two of them are described below.

To recover files using the GoBack Main Menu:

- 1 Open GoBack by doing one of the following:
  - Select **Start, Programs**, then **GoBack**.
  - Click the GoBack icon in the taskbar.
  - Right-click the GoBack icon in the taskbar, then select one of the main GoBack functions from the shortcut menu.
  - Double-click the GoBack shortcut on the desktop (if available).
- 2 From the Main Menu, click the **Recover Files** button. The File Recovery Window appears.
- 3 From the File menu, select the drive your file is located on.
- 4 Select a file version from the list, then:
  - To recover the file, click **Recover To**, and select a title and location for this recovered version. If you do not wish to replace your current version, be sure that you have selected either a different title or a different location for this recovered version.
  - To view the file, click **Open**. The file is brought back from the past and stored in a temporary folder in ...\\GoBack\\Temp. The appropriate application is then automatically launched to view the file. If it turns out that this is the version of the file you were looking for, then select **File, Save As**, and specify a name and location for this version.

To recover files using Windows Explorer (the shell extension):

- 1 From the **Start** menu, open Windows Explorer or Windows NT Explorer, depending on which operating system you are using.
- 2 Click on the drive containing your document.
- 3 Open the folders (and subfolders if needed) until you see the file you wish to view.
- 4 Right-click on your selected file.
- 5 On the shortcut menu, click **Show Revisions**.

- 6 Sort the resulting dialog box, if necessary, by clicking on the column heading by which you wish to sort.
- 7 Select a file version from the list, then:
  - To recover the file, click **Recover To**, and select a title and location for this recovered version. If you do not wish to replace your current version, be sure that you have selected either a different title or a different location for this recovered version.
  - To view the file, click **Open**. The file is brought back from the past and stored in a temporary folder in ...\\GoBack\\Temp. The appropriate application is then automatically launched to view the file. If it turns out that this is the version of the file you were looking for, then select **File, Save As**, and specify a name and location for this version. Upon exiting the application you will return to the Revisions dialog box at which point you may view another file version.

## **How do I revert my hard disk?**

There are two ways to revert your hard drive. See Chapter 3 and Chapter 8 for more information. One method is outlined below:

- 1 Open GoBack by doing one of the following:
  - Select **Start, Programs**, then **GoBack**.
  - Click the GoBack icon in the taskbar.
  - Right-click the GoBack icon in the taskbar, then select one of the main GoBack functions from the shortcut menu.
  - Double-click the GoBack shortcut on the desktop (if available).
- 2 Open the Drive Revert Window.

To open the Drive Revert Window, click the **Revert Your Hard Drive** button on the GoBack Main Menu.
- 3 Select a time.

Users may select to revert to either one of the following three types of event-related times that display in the Event List:

- **System Safe Point:** This event, which is marked by a green arrow icon in the Event List, refers to a point in time when there was no system activity.
- **Start of System Boot:** This event, which is marked by the GoBack logo in the Event List, refers to GoBack activities such as system boots and disk reverts.
- **Application Install:** This event, which is marked by a computer monitor icon in the Event List, refers to when an application was installed on your computer.

Simply click an event-related time to select it.

#### 4 Revert your hard disk.

To start Drive Revert, click the **Revert Now** button. GoBack reverts your hard disk back to the way it was just before the event you selected.

After a drive reverts, GoBack Deluxe Edition lets users rescue files using a window that displays automatically. For more on this, see *The File Rescue Window* on page 7-2.

### How do I get back files after I have reverted my hard disk?

The File Rescue Window feature in the Deluxe Edition only displays after a drive revert has been completed. Once the File Rescue Window displays, it lets users open, review, and rescue any files that were changed or deleted after the time to which the drive was reverted.

File Rescue is easy to use. To use – just complete the following steps:

#### 1 Revert your hard disk, and restart Windows.

When Windows restarts, the File Rescue Window displays automatically if a revert has occurred in the last hour. In addition, the File Rescue Window displays all files rescued from any reverts that were done over the last 24 hours.

For example, suppose you reverted your hard disk at 9 a.m. and the File Rescue Window displayed 20 files. If you continued working and reverted your hard disk at 4 p.m. that same day, when Windows restarted, File Rescue would display the 20 files from the first revert and any files that you changed or deleted after the first revert. So after the second revert, in

this example, File Rescue would display 30 files. Thus, File Rescue gives you a second chance to rescue any of the 20 files from the first revert and the normal option to rescue any of the 10 additional files from the second revert.

**2** Choose a file to rescue.

From the list of files that displays in the File Rescue Window, you have two options.

- (Option 1) Click the **Check Box** in front of a file and then click the **Open** button. When the file opens, decide whether it is a file you want to rescue. If you want to rescue the file, choose **Save As** from the File menu that displays and save the file to a desired location. If it is not the file you want to rescue, simply close the file.
- (Option 2) Click the **Check Box** in front of a file and then click the **Rescue Files** button. The file, or files, you selected is rescued and saved automatically to the location where it was originally saved! (Option 2 assumes that you know you want to rescue the file.)

## **How do I view all the recent versions of a Microsoft Word document?**

To view (and recover, if desired) your most recent versions of your Word document (GoBack Deluxe Edition only):

- 1** Open Windows Explorer or My Computer.
- 2** Click the drive containing your document.
- 3** Open folders (and subfolders if needed) until you see the file you want to view.
- 4** Right-click on your selected file.
- 5** On the shortcut menu that appears, click **Show Revisions**.
- 6** Sort the resulting dialog box, if necessary, by clicking on the column heading you wish to sort by.
- 7** Select the version.



- 8 Click **Open** to view the file. This brings the file forward in time, saving it in a temporary folder, and launches Word so that you may view the file. To save the file, select **File**, then **Save As**, and select a name and location. You may also click **Recover To** in order to save the file without viewing it.

For more information on this, see *The GoBack Shell Extension* on page 9-2.

### How do I start my computer when it's "locked up"?

When you are unable to start your computer normally, you can perform an emergency recovery from the GoBack Boot Screen. See Chapter 3 for more information.

To revert your hard disk from the GoBack Boot Menu:

- 1 Restart your computer (using either the power switch or reset button).
- 2 When the GoBack Boot Screen appears, press the spacebar. The GoBack Boot Menu will appear.
- 3 From the GoBack Boot Menu, click **Revert Drive**. GoBack will search your physical hard disk for safe times (when your hard disk was idle) to which to revert. GoBack identifies safe points and displays them in a dialog box. You can select a time and click **Revert**, click **More Times** to see other possible times, or cancel the revert request.

After you have selected one of the revert time options GoBack offers, your system will restart and try to boot. (Remember, do not press the spacebar the second time through the boot process.)

- 4 If your computer still will not start correctly, repeat Step 1 through Step 3 and select a different time to revert to.

### How do I use the floppy disk that came with a game or other program?

To boot from a floppy disk:

- 1 Start the computer *without* the floppy disk in the drive.
- 2 When the GoBack Boot Screen appears, press the spacebar. This brings up the GoBack Boot Menu.

- 3 Put your program's floppy disk in the floppy drive.
- 4 From the GoBack Boot Menu, select **Boot from Floppy**. Your computer will now start booting from the floppy.

For more information, see *The GoBack Boot Screen* on page 3-2.

## How do I disable GoBack?

There are a few occasions when you may want to disable GoBack:

- When you wish to boot up using an alternate operating system and want to access files normally protected by GoBack.
- Before using disk-partitioning software to modify your disk partitions.
- When upgrading or re-installing your operating system.



**Note:** Remember, GoBack will not track any information while it is disabled. The **Disable GoBack** option also clears all GoBack History so that you will not be able to revert any disks, view, or retrieve any old files from the time before GoBack was disabled.

---

To disable GoBack from within Windows (see *Using the GoBack Boot Menu* on page 3-4, for more information about the Options button):

- 1 From the GoBack Main Menu, click **Options**.
- 2 From the GoBack Options dialog box, click **Disable GoBack**.

To disable GoBack from the GoBack Boot Screen (see *Disabling GoBack* on page 3-7 for more information regarding the Boot Screen):

- 1 Press the spacebar when the GoBack Boot Screen appears.
- 2 From the GoBack Boot Menu, select **Disable GoBack**.

## How do I uninstall GoBack?



---

**WARNING:** Be sure to use Windows Add/Remove Programs to uninstall GoBack. Never use a third-party uninstaller or allow a third party utility to monitor the uninstall process. Uninstall utilities cannot properly remove GoBack from your system.

---

The following steps will remove the application from your hard disk and release all allocated storage on all physical drives:

- 1 Click **Start**, select **Settings**, then **Control Panel**.
- 2 In Control Panel, double-click the **Add/Remove Programs** icon.
- 3 At the Add/Remove Programs Properties dialog box, select **GoBack** from the list of installed applications and click the **Add/Remove** button.
- 4 Follow the on-screen instructions.

The system will reboot to complete the uninstall.

## How do I use GoBack with MS-DOS?

GoBack can continue to protect your hard disk(s) while you run an MS-DOS-based window while still in Windows. Note that GoBack may prevent some MS-DOS disk utilities from modifying protected areas of the hard drive.

## I did not see my question here. Where can I find more information?

If you need further assistance, please open your browser, and locate a local version of the Roxio web site.



# Glossary

## Boot Time

The initial period when your computer is starting is referred to as its boot time. When you restart your computer, a new boot is initiated.

## GoBack Drive

A GoBack Drive looks and is used like any other drive (such as your floppy drive) but it is created using GoBack. Unlike a physical drive, a GoBack Drive does not actually exist—its contents are generated by GoBack, based on the way your hard drive was at some selected time. You can use a GoBack Drive to retrieve or view earlier versions of your files.



---

**Note:** Although you can write to a GoBack Drive, any changes will be lost when the drive is discarded (or when Windows is shut down).

---

## GoBack History

In order for GoBack to provide the ability to go back in time, it makes notes about changes occurring on your computer. These notes, stored in an area on your hard disk, are referred to collectively as the GoBack History. The location and size of the GoBack History is established during installation.

## **Logical Drive**

A logical drive results from partitioning a physical drive into separate, smaller drives. For example, one physical disk may be divided into two logical drives, C: and D:.

## **Physical Disk**

This is the physical hard disk drive that is interfaced to your computer. Physical disks may be partitioned into one or more logical drives.

## **Recover**

This is the process of retrieving a file that existed at some point in the past and saving it to the present.

## **Rescue (File)**

This is the process of opening, reviewing, and rescuing any files that were changed after the time to which a drive was reverted. The File Rescue Window, only available in the Deluxe Edition, displays automatically only after the revert hard drive option has been completed and the user has logged back into Windows.

## **Revert**

This is the process of changing an entire physical disk to the way it was at some point in the past. If there is more than one logical drive on the physical disk, all of the drives will be reverted simultaneously.

## **Safe Point**

This is a moment in time that GoBack has determined the hard disk is stable, meaning that all of the data on the hard disk is in a consistent state. Safe points are the times at which a GoBack Drive can be created or to which a hard disk can be reverted.

## **Shell Extension**

GoBack provides additional functionality to Windows Explorer through the standard means of a shell extension.

**Virtual Drive**

A fake disk drive emulated with software. GoBack Drives are virtual drives that show how the actual drives appeared in the past.

**Windows Explorer**

This application is provided with Windows operating systems. It lets you, among other things, view, copy, and delete files that are on the various hard drives connected to your computer.





# Index

## A

- advanced features 4-3
- Advanced Features button 4-3
- allocate disk space 2-3, A-1, A-13
- anti-virus software 2-5
- Auto-Revert 1-3, 2-4, 3-4
  - countdown 4-13
  - disabling 4-8, 4-14
  - enabling 4-8
  - history full 4-13
  - on logoff/shutdown 4-10
  - options 4-8
  - read schedule from file 4-10
  - scheduling 4-10
  - setting clean state 4-14
  - warnings 4-13

## B

- backups 3-5, A-2, A-3
- boot menu 3-4, 3-5, 3-7, 3-8, A-11, A-12
- boot screen 3-2, 3-5, 3-6, 3-7, 3-8, A-11, A-12
- boot time, definition B-1
- booting from floppy 3-5, 3-8, A-11

## C

- calendar 8-4
- CD Key 2-5, 2-6
- Clear GoBack History button 4-5

- clearing history 4-5, A-4
- clock 8-4
- command button 4-3, 4-5, 6-5, 7-6
  - Clear GoBack History 4-5
  - Close 4-5
  - Create a GoBack Drive 8-13
  - Disable GoBack 4-6
  - Discard GoBack Drive 8-13
  - GoBack Menu 5-7, 6-5, 7-6, 8-13
  - Help 4-5
  - Open 7-6
  - Recover To 5-7, 9-4, A-7, A-8
  - Rescue Files 7-6
  - Revert Drive 8-13
  - Revert Now 6-5
- Compatibility mode 2-5, A-2
- configuration 2-2
- Create a GoBack Drive 8-13
- Create a GoBack Drive button 8-13
- Custom Install 2-3, 2-6

## D

- Disable GoBack button 4-6
- disabling Auto-Revert 3-4, 4-8, 4-14
- disabling GoBack 3-4, 3-7, 4-5, 4-6, A-3, A-12
- Discard GoBack Drive button 8-13
- discarding GoBack Drive 5-2, 8-2, 8-10
- disk partitioning 3-4
- disk space allocation 2-3, 2-4, A-1, A-4, A-13

- diskette 3-5, 3-8, A-11
- documentation 1-6
- Drive Revert 6-2
- Drive Revert Window 6-2
  - application install 6-3
  - revert now button 6-3
  - start of system boot 6-3
  - system safe point 6-3
  - using drive revert 6-3
- drive window 2-13, 3-6, 8-3, 8-4, 8-5, 8-8, 8-10, 8-12, 8-13, A-1, A-5
- drop-down menus
  - GoBack Drive Revert Window 6-4
  - GoBack Drive Window 8-9
  - GoBack File Recovery Window 5-4
  - GoBack File Rescue Window 7-4
  - Main Menu 4-4

## **E**

- Easy Install 2-3, 2-6
- emergency recovery 3-4, 3-5, A-11
- enabling Auto-Revert 3-4, 4-8
- enabling GoBack 3-8
- Event List 8-4, 8-5, 8-6
- Explorer 1-5, 2-11, 2-12, 2-13, 5-4, 9-2, A-6, A-7, A-10, B-3

## **F**

- file
  - finding 5-6, 8-5, 8-9, 8-11
  - revisions 9-4
- File List
  - locating files 5-4
  - overview 5-3
  - selecting files 5-4
  - sorting 5-4
- file recovery 5-2, A-6
- File Recovery Window 1-5
  - recover selected file to 5-5

- selecting a drive 5-2
- sorting the file list 5-4
- working with the file list 5-3
- file recovery window A-7
- File Rescue Window 7-2
  - choosing file to rescue 7-3
  - using file rescue 7-3
- File Version List 9-3
  - sorting 9-3
- filters 8-8
  - adding 8-8
  - deleting 8-8
  - editing 8-7, 8-8
  - turning on and off 8-7
- finding files 5-6, 8-5, 8-9, 8-11
- finding notes 8-5, 8-9, 8-11
- floppy disk 3-5, 3-8, A-11

## **G**

- GoBack 6-5
- GoBack Boot Menu 3-4, 3-5, 3-7, 3-8, A-11, A-12
- GoBack Boot Screen 3-2, 3-5, 3-6, 3-7, 3-8, A-11, A-12
- GoBack Drive 1-5, 2-9, 2-10, 2-13, 5-4, 8-3, 8-9, 8-10, 8-13, A-5, A-6, B-1, B-3
  - creating 8-10, 8-13, A-5
  - definition 8-2, B-1
  - discarding 5-2, 8-2, 8-10, A-6
- GoBack Drive Window 2-13, 3-6, 8-3, 8-4, 8-5, 8-8, 8-10, 8-12, 8-13, A-1, A-5
  - calendar 8-4, 8-5
  - clock 8-4
- GoBack File Recovery Window 1-5, A-7
- GoBack History 3-3, 3-5, 4-5, A-12
  - clearing A-4
  - definition B-1
  - viewing 8-4, 8-5
- GoBack icon 2-9, 4-2

GoBack installation 2-3  
 GoBack Main Menu 1-7, 5-2, 5-7,  
   8-3, 8-13, A-4, A-7  
 GoBack Menu button 5-7, 8-13  
 GoBack passwords 2-9, 3-4, 4-7, A-5  
 GoBack Personal and Deluxe Edi-  
   tion 1-3  
 GoBack Shell Extension 1-5, A-7  
 GoBack updates 4-6

## H

hard disk, selecting 8-10  
 hardware failure 3-3, 3-5, A-2  
 help 1-7, 4-3, 4-5, 5-7, 6-5, 7-5, 8-12,  
   8-14  
 Help button 4-3  
 hiding events 8-8  
 history  
   clearing 4-5, A-4  
   viewing 8-3, 8-4, 8-5  
 History options 4-5

## I

icon 2-9, 4-2  
 install 2-5, A-2  
 installation  
   custom 2-3, 2-6  
   easy 2-3, 2-6  
   network 2-5  
   options 2-3  
   uninstalling A-4  
 Installing a Multiple User License  
   2-5  
 installing GoBack 2-3, 2-5, A-1, A-4  
 installing GoBack from CD-ROM  
   2-5  
 Internet options 4-6

## L

License Agreement 2-6

llocate disk space A-4  
 logical drive, definition B-2  
 logoff, Auto-Revert 4-10  
 logoff/shutdown 4-10

## M

main menu 1-7, 5-2, 5-7, 8-3, 8-13,  
   A-4, A-7  
 Main Menu Drop Down List 4-4  
 Main menu items 4-3  
 mouse 1-7, 3-3, 8-9, 8-14  
 MS-DOS Compatibility mode 2-5,  
   A-2  
 multiple user license 2-5

## N

network install 2-5  
 notes  
   adding 8-11  
   finding 8-5, 8-9, 8-11

## O

operating system 3-2, 3-3, 3-4, 3-5,  
   4-6, A-2  
 Options 3-7, A-12  
   Auto-Revert 4-8  
   history 4-5  
   Internet 4-6  
   passwords 4-7  
 options 4-3, 4-5  
 Options button 4-3, 4-5

## P

partitions 2-3, 2-7, 2-8, 8-5  
 Password options 4-7  
 passwords 1-3, 2-9, 3-4, 4-7, A-5  
   resetting 4-8  
 physical disk  
   definition B-2  
   selecting 8-10

## **R**

- recover 5-2
  - definition B-2
  - emergency 3-4, 3-5, A-11
- recover file(s) 4-3
- Recover File(s) button 4-3
- Recover To button 5-7, 9-4, A-7, A-8
- recovering files A-6
- refresh 5-5
- rescue (file)
  - definition B-2
- Rescue select files 1-6
- Retrieve specific files 1-5
- revert 1-4, 1-5, 2-9, 3-2, 3-3, 3-4, 3-5, 3-6, 3-7, 4-6, 8-5, 8-9, 8-10, 8-13, A-4, A-8, A-11, A-12
  - definition B-2
- revert drive 8-10
- Revert Drive button 8-13
- revert point, definition 3-3
- revert your hard drive 4-3
- Revert Your Hard Drive button 4-3
- revisions 9-3, A-7, A-8, A-10
  - selecting 9-4

## **S**

- safe point 8-4, A-4
  - definition B-2
- scheduling Auto-Revert 4-10
- searching 5-6, 8-9, 8-11
- selecting
  - date 8-5
  - drive 8-5
  - events 8-9
  - revisions 9-4
- setup 2-2, 2-3, 2-5
- shell extension 1-5, A-7
  - definition B-2
- shortcut 2-9, 4-2
- Show Revisions 9-4
- shutdown, Auto-Revert 4-10

- spacebar 3-6, 3-7, 3-8, A-11, A-12
- starting GoBack 2-9
- system activity 8-5
- system requirements 2-2

## **T**

- taskbar 2-9
- Technical Support Identification (TSID) number iii
- TSID Number
  - See* Technical Support Identification Number
- tutorial 2-10, 2-12, 2-13, 4-3
- Tutorial button 4-3

## **U**

- uninstalling GoBack 2-9, A-4, A-13
- update 4-3, 6-4
- Update button 4-3
- upgrade 4-3, 6-4, A-2
- Upgrade button 4-3
- Using Drive Revert 6-3

## **V**

- versions A-10
  - selecting 9-4
- view hard disk 1-5
- viewing
  - hard disk 8-4
  - history 8-4
- virtual drive 1-5, 2-9, 2-10, 2-13, 5-4, 8-3, 8-9, 8-10, 8-13, A-5, A-6, B-1, B-3
  - creating A-5
  - definition 8-2, B-3
  - discarding A-6
- virus software 2-5

## **W**

Web Update 4-6

Windows administrator 2-3

Windows Explorer 1-5, 2-11, 2-12,  
2-13, 5-4, 9-2, A-6, A-7, A-10, B-3

Windows requirements 2-2

Windows users 2-3

