

Radix SmartRecovery DUO Version 11 User Guide

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1 Introduction

Radix SmartRecovery is a quick system recovery kit that allows computer users to return disabled computers to their original state. By installing SmartRecovery on your Windows computers immediately after installing Windows, you can eliminate any malfunctions and unwanted changes in the operating system and computer settings (logical faults) occurring later.

The system is an effective work tool even for professional technical support managers. It allows them to prevent the shutdown of business activity, in the event of a massive failure on many computers simultaneously. It can also help maintain computers operating outside the corporate security umbrella!

Note! Installing the software requires appropriate knowledge and experience in computer hardware and software. If you do not have the proper knowledge or experience, do not install the software yourself. In case of a problem or doubt, stop the installation and contact the support center.

For more information, feel free to contact [Radix's technical support team](#).

2 Installing Radix SmartRecovery DUO V11

2.1 System Requirements

Before installing **SmartRecovery DUO Version 11** on a Windows computer, make sure that the computer meets the following requirements:

- At least 12% free disk space in each partition you wish to protect
- No HDD compression
- No HDD encryption

2.2 SmartRecovery Pre-Installation

Before installing the Radix SmartRecovery software, the following actions must be performed:

System Backup

- Perform a backup of the operating system and all of your important data

Free space

- Make sure there is at least 12% free disk space on the partitions you wish to protect.
- Run the Windows Defragmentation tool (or an external defragmentation tool).
- Run the Windows CHKDSK disk-checking program (or an external disk-checking tool).

```
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Windows\system32>chkdsk
The type of the file system is NTFS.

WARNING! F parameter not specified.
Running CHKDSK in read-only mode.

Stage 1: Examining basic file system structure ...
 145152 file records processed.
File verification completed.
 1950 large file records processed.
  0 bad file records processed.

Stage 2: Examining file name linkage ...
 196250 index entries processed.
Index verification completed.
  0 unindexed files scanned.
  0 unindexed files recovered to lost and found.

Stage 3: Examining security descriptors ...
Security descriptor verification completed.
 25550 data files processed.
CHKDSK is verifying Usn Journal...
 33682200 USN bytes processed.
Usn Journal verification completed.

Windows has scanned the file system and found no problems.
No further action is required.

155775999 KB total disk space.
 23785912 KB in 90225 files.
  70544 KB in 25551 indexes.
   0 KB in bad sectors.
 250103 KB in use by the system.
  65536 KB occupied by the log file.
131669440 KB available on disk.

   4096 bytes in each allocation unit.
 38943999 total allocation units on disk.
32917360 allocation units available on disk.
```

Figure 2-1: CHKDSK utility run on disk C:

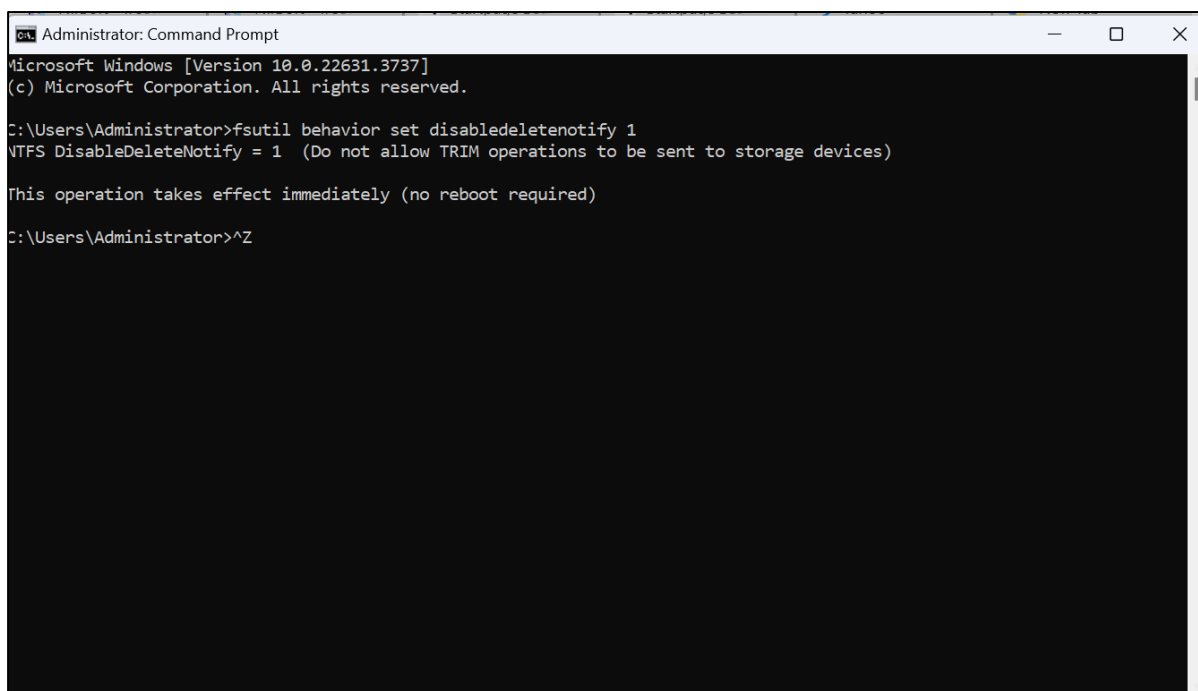
Important! For SSD-type disks, there is a built-in mechanism called TRIM. This mechanism conflicts with the SmartRecovery software. Therefore, it is necessary to cancel it before installing SmartRecovery.

To cancel the TRIM mechanism:

1. Open the cmd window as an Administrator, and run the following command:

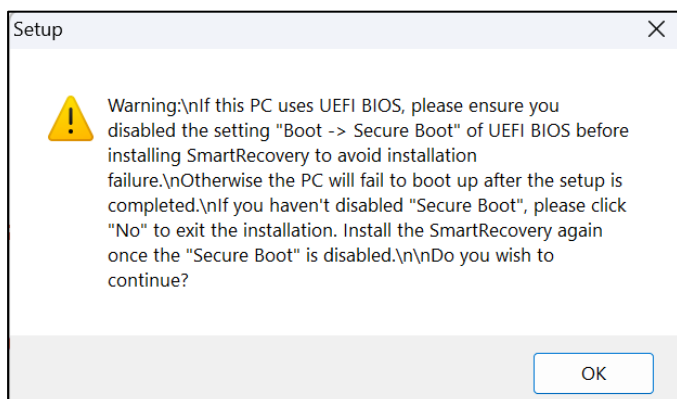
```
C:\> fsutil behavior set disabledeletenotify 1.
```

The system will respond as follows:



Note: The **Smart Recovery** software is **not** a substitute for antivirus software.

2. Make sure that the hard disk is not compressed using the Windows disk compression tool, or other similar compression tools.
3. Make sure that Secure Boot is disabled in the computer's BIOS. If you have not done so before installing SmartRecovery, SmartRecovery will warn you during installation that you must disable Secure Boot.



4. Do not use hard disk encryption software/tools before installing Smart Recovery. If you have installed any encryption tools (such as Windows BitLocker), they must be removed or disabled.
5. Do not scan and defragment a disk after installing Smart Recovery software.
6. It will not be possible to perform Windows updates, update Windows antivirus software, or install applications from the Microsoft store when Smart Recovery is set for automatic system recovery mode. (These services are canceled automatically during the installation of Smart Recovery.)

All of the above actions can only be performed after activating the built-in tool of the Smart Recovery software, WinUpdateSrv. It can be found in the installation folder of the Smart Recovery software (located at **C:\Program Files (x86) > Radix > SmartRecovery DUO > WinUpdateSrv.exe**).

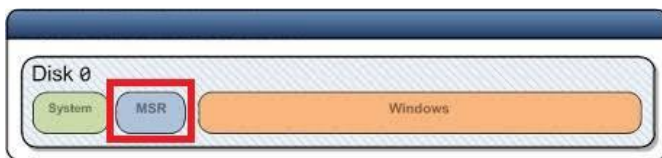
7. Do not use System Restore or create Microsoft restore points when the Smart Recovery software is installed (the service is disabled automatically during the installation of Smart Recovery).
8. Do not change the structure of the disk partitions once the Smart Recovery software is installed.
9. Do not duplicate or create an image of the hard disk after the Smart Recovery software has been installed.
10. In the event that the computers have RAID, you must disable RAID (Smart Recovery does not support RAID).
11. Uninstalling the product must be performed in an orderly manner through the SmartRecovery program, to allow the program to uninstall it thoroughly, either in DOS or in Windows.
12. You should perform a scan and defragmentation of the hard disk before installing Smart Recovery.

Before performing any of the operations from Step 1 to Step 12, the Smart Recovery software must be removed if it was already installed. Performing any of the above actions when Smart Recovery software is installed may cause malfunctions and problems with the normal operation of the operating system and Smart Recovery.

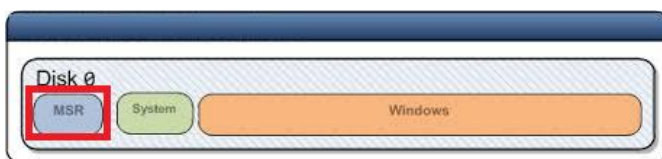
2.3 Duplicating a Hard Drive with Acronis and an MSR Partition

In the event that the disks have been duplicated using Acronis software before installing SmartRecovery, make sure that the MSR (=Microsoft Reserved) partition is not located on the first partition in the list.

If the operating system has been installed properly, the MSR partition will appear in the following location (correct):



If the disks have been duplicated by Acronis, the MSR partition will appear in the following location (incorrect):



In this situation, it will not be possible to install Smart Recovery.

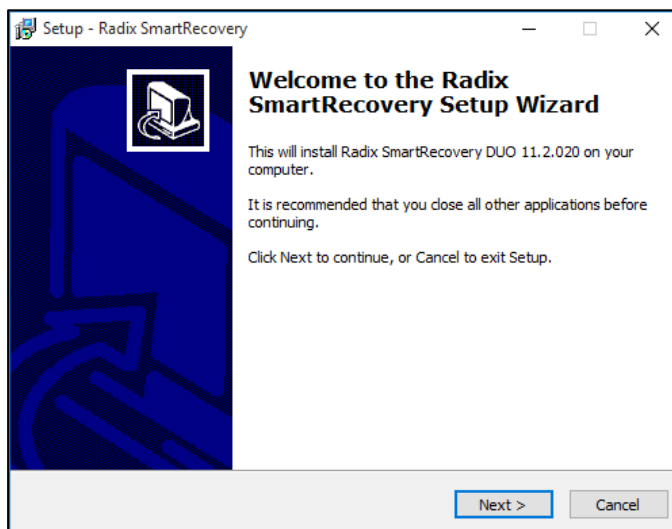
In this case, you can use the PartitionGuru/DiskGenius software to rearrange the disk partitions. This program allows deleting a partition without damaging the operating system.

- [Click here](#) to download the software for installation.
- [Click here](#) for instructions on how to use the Partition Guru software in the PartitionGuru Manual Index.

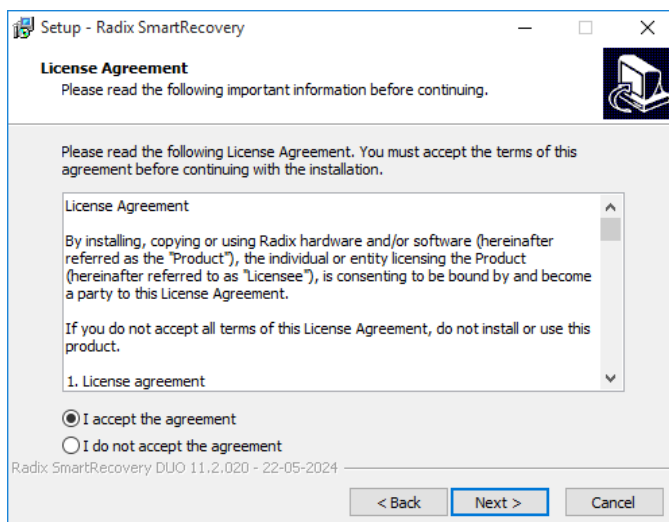
2.4 Installing Using the Windows Installation Wizard

To start the software installation, run the **setup.exe** file and follow the on-screen instructions to guide you through the installation process.

The Smart Recovery Setup Wizard appears as follows:

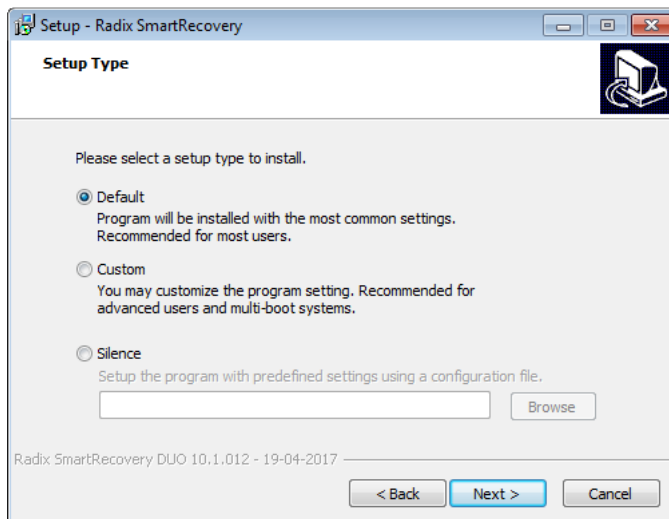


1. Click **Next**. The EULA screen appears:



2. Click **“I accept the agreement”** and click **Next**. The **Setup Type** screen appears. You can choose between three types of installation:

- **Default Installation:** This protects the partition of the operating system (typically, Drive C:), and sets the login password.
- **Custom Installation:** This allows you to define the protected partitions, set the password to log in to the system, and the configuration of the system restore (Automatic or Manual).
- **Silent Installation:** This allows you to perform a silent installation using a pre-prepared automatic installation file, or a batch file.



After choosing the desired installation method, you will be requested to determine the location where you want to install the software. The default location is

- **For a 32-bit operating system:** C:\Program Files\Radix\SmartRecovery DUO
- **For a 64-bit operating system:** C:\Program Files (x86)\Radix\SmartRecovery DUO

You will then be asked to choose which partitions you want to protect (disk partition C: is automatically set as protected, and this setting cannot be changed).

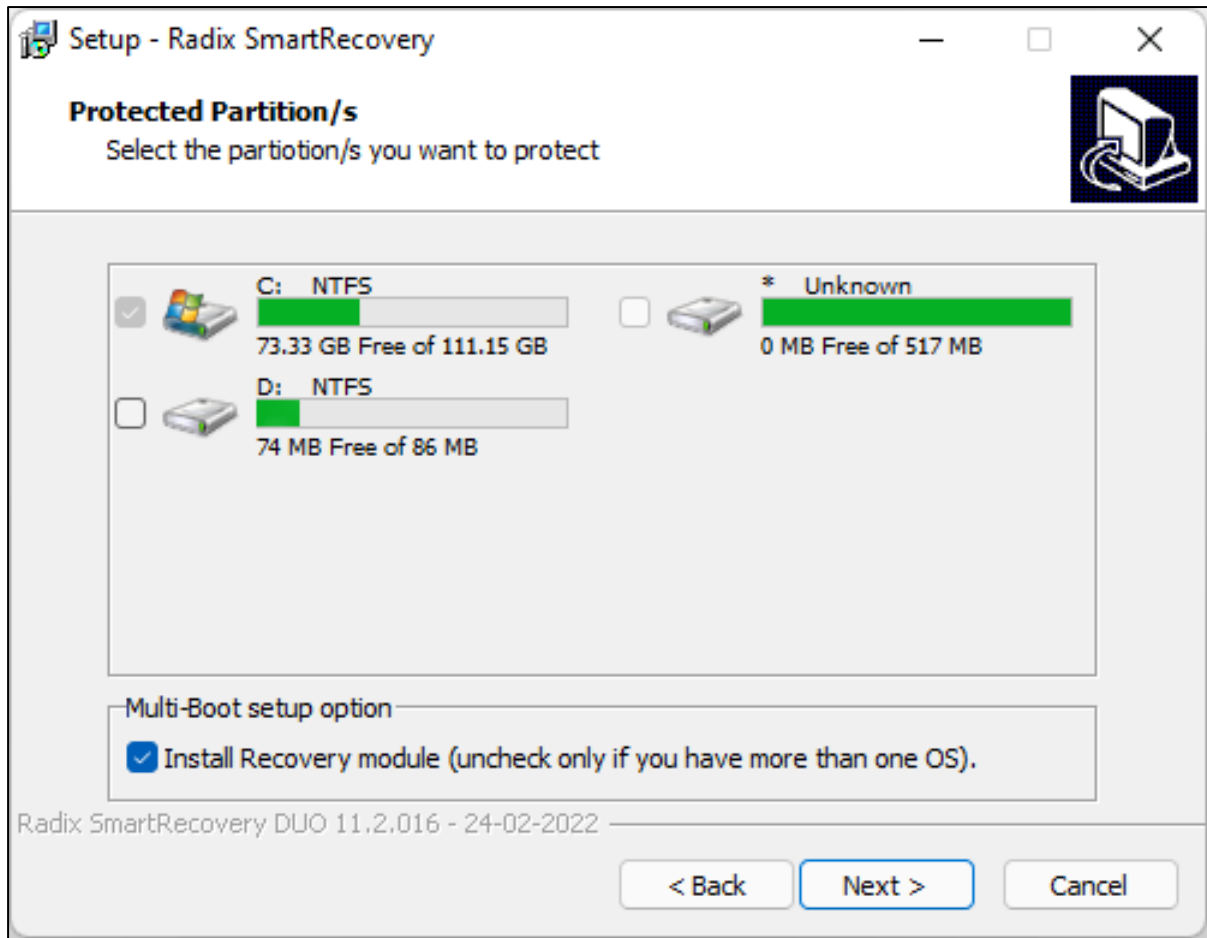


Figure 2-2: SmartRecovery setup, showing that disk C: is protected

Note: All the settings can be changed later, including adding partitions for security.

2.5 Automatic Installation from the Command Line

A faster way to install SmartRecovery is by means of a batch file that contains all of the installation settings. This file appears in the following format:

```
setup.exe/verysilent/lang=hebrew/NoSetupCfg/ProtectPartition="
C: "/SupportMouseInDOS=yes/newpassword="Your password"
/recoverymode=Auto/Serial="Serial Number"
```

Upon completing the installation from the command line, the operating system will reboot automatically.

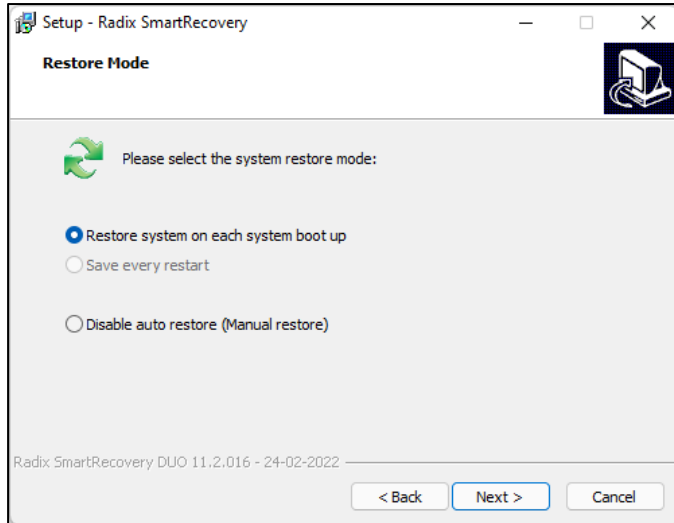
2.6 Defining the System Restore Mode

In this window, it is possible to define the System Restore Mode of the SmartRecovery program.

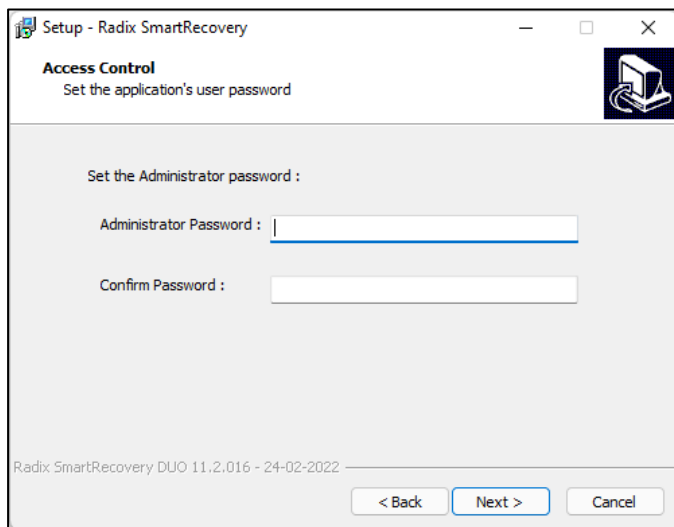
1. Select the type of restore method that you would like to perform:
 - **Restore system on each system boot up (Automatic Restore):** To automatically restore the system to a specific snapshot, every time the device is booted up. (This will let you undo any unwanted changes to the Windows registry, and uninstall any

unwanted programs, without any loss of important documents.) You can also click the option “**Save every restart**”, to save the system’s configuration just before rebooting.

- **Disable auto restore (Manual restore):** To choose to perform a system restore manually.



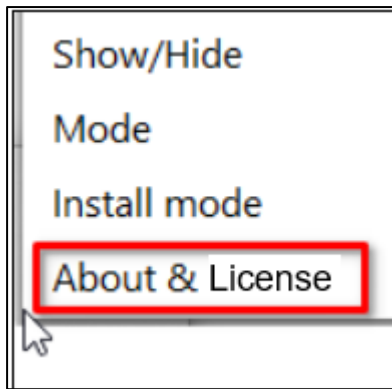
2. Click **Next**. In the next window, you can set the Administrator password for the program (there is no default password):



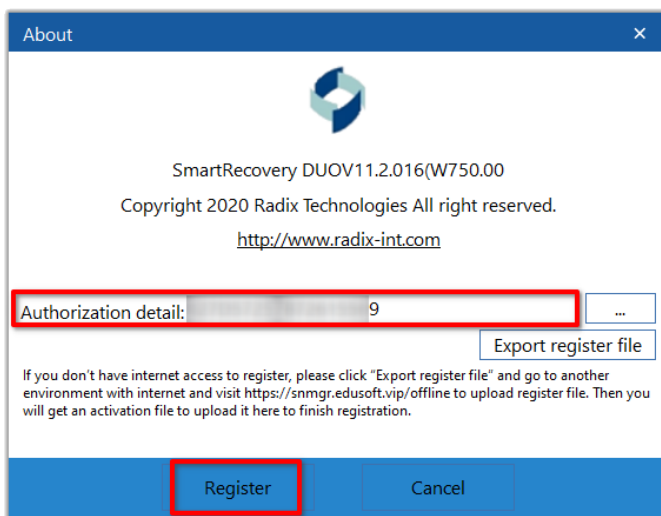
2.7 Activation (After Manual Installation)

After you install the product on a computer for the first time, you can use the product for a 30-day trial period. During this time, you can perform activation to continue working with the product. The activation operation can be performed in the following way:

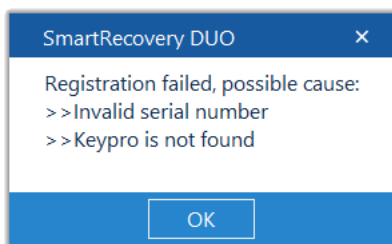
1. Right-click with your mouse on the icon of the SmartRecovery program in the tray at the bottom of your display and select “About & License”.



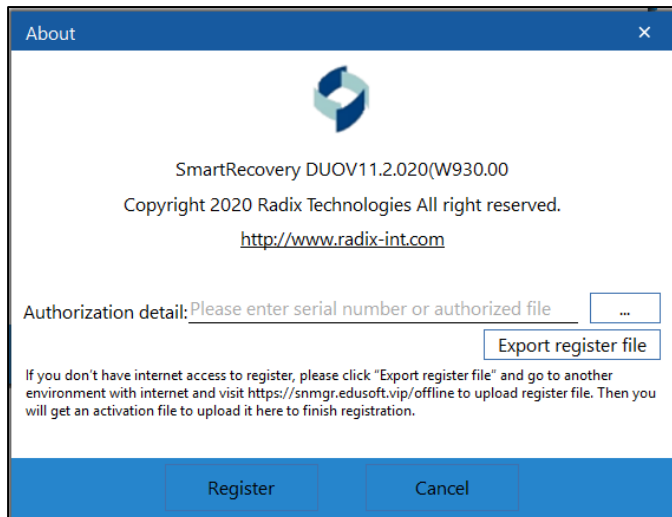
2. In this window, enter the license number that you have received in the space **Administration detail**, and click on **Register**.



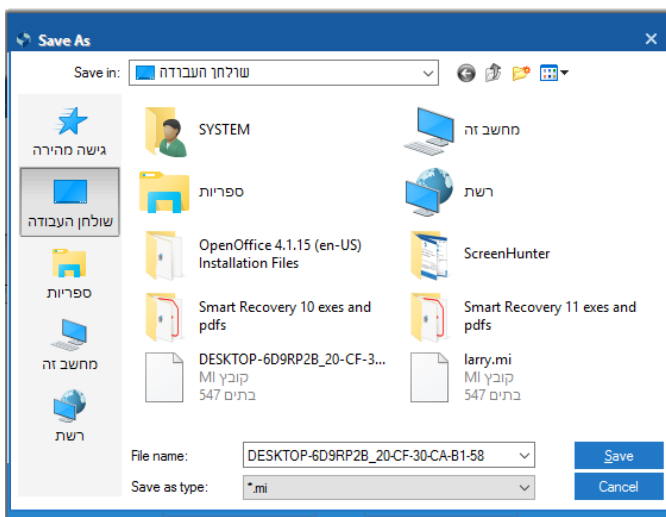
3. In the event that the license number is incorrect/not valid/does not exist, you will receive an error message:



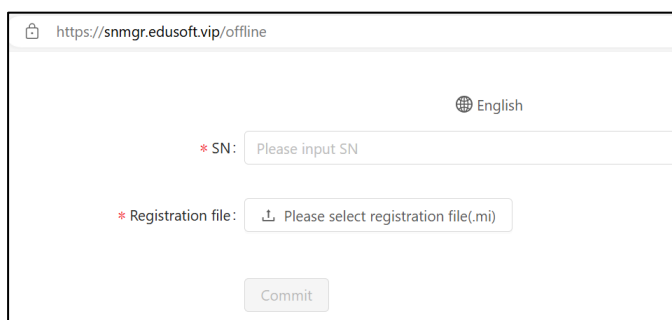
4. If you wish to register your version of SmartRecovery Duo, you have the following options:



- **If you have an Internet connection:** Entering a product serial number on the **Authorization detail** textbox, or
- **If you do not have an Internet connection:** Exporting a registration file, by clicking on **Export register file**. The following dialog box appears:



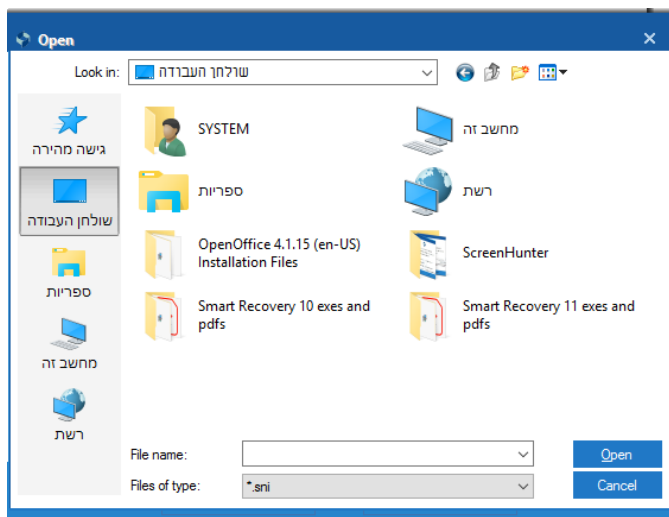
You save a registration file with the extension “*.mi” to your computer. You then upload it to the website <https://snmgr.edusoft.vip/offline>.



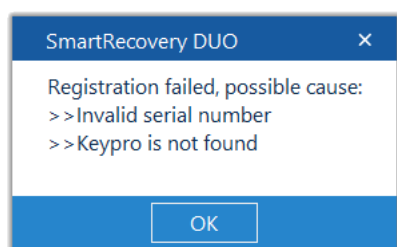
In the SN textbox, you enter the serial number of your product and then upload the “*.mi” file.

You will then receive an activation file from Radix with the extension “*.smi”, to activate your version of SmartRecovery DUO.

- Clicking on the three-dot icon, to attach a file with the registration number that you have received from Radix. You will then be prompted to attach the file with the registration code, to complete the activation of your product.



If the registration code that you have entered is invalid, you will receive the following message:

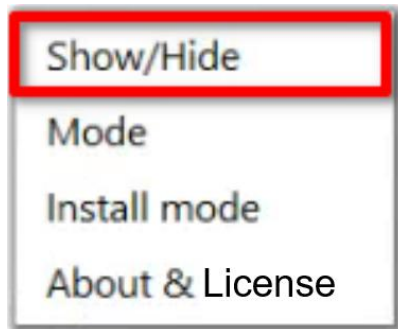


2.8 Running SmartRecovery in Windows

The operations and system settings (changing system settings, recovery settings, etc.) can be performed through the software’s Administrator interface.

Entering the Administrator interface can be done in one of the following three ways:

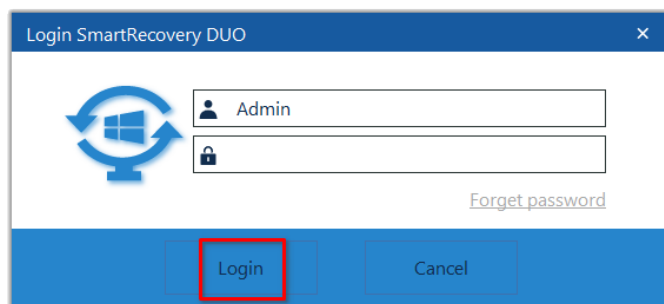
1. From the Start menu, select All Apps, and select the Smart Recovery DUO app,
2. Double-click on the icon in the system tray (next to the clock), or
3. By right-clicking on the icon and selecting “**Show/Hide**”.



2.9 Entering the System

After starting the program, you will be asked to enter the login password that you set during installation. In SmartRecovery DUO, there is only one user called **Admin** which cannot be changed.

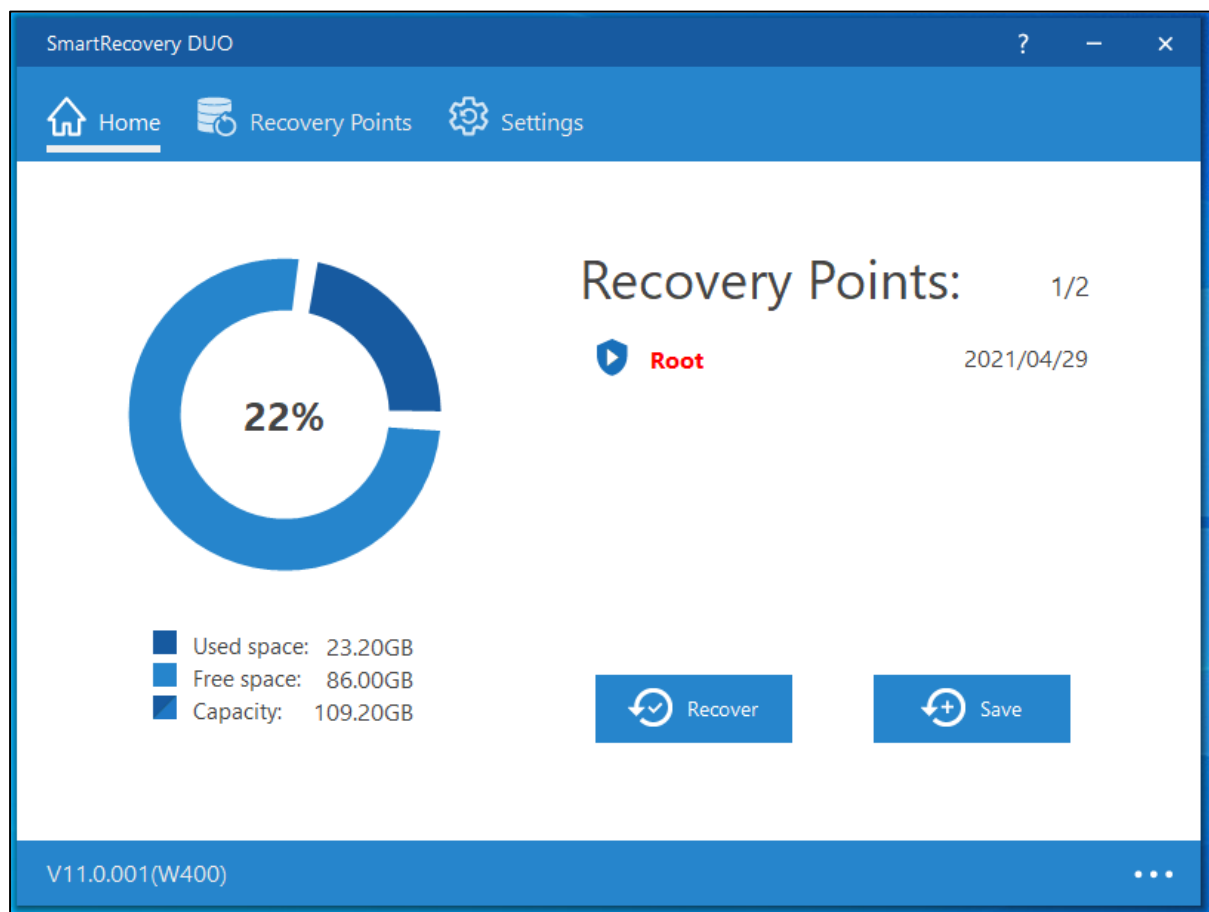
Enter your password (if you have set one) and click **Login**.



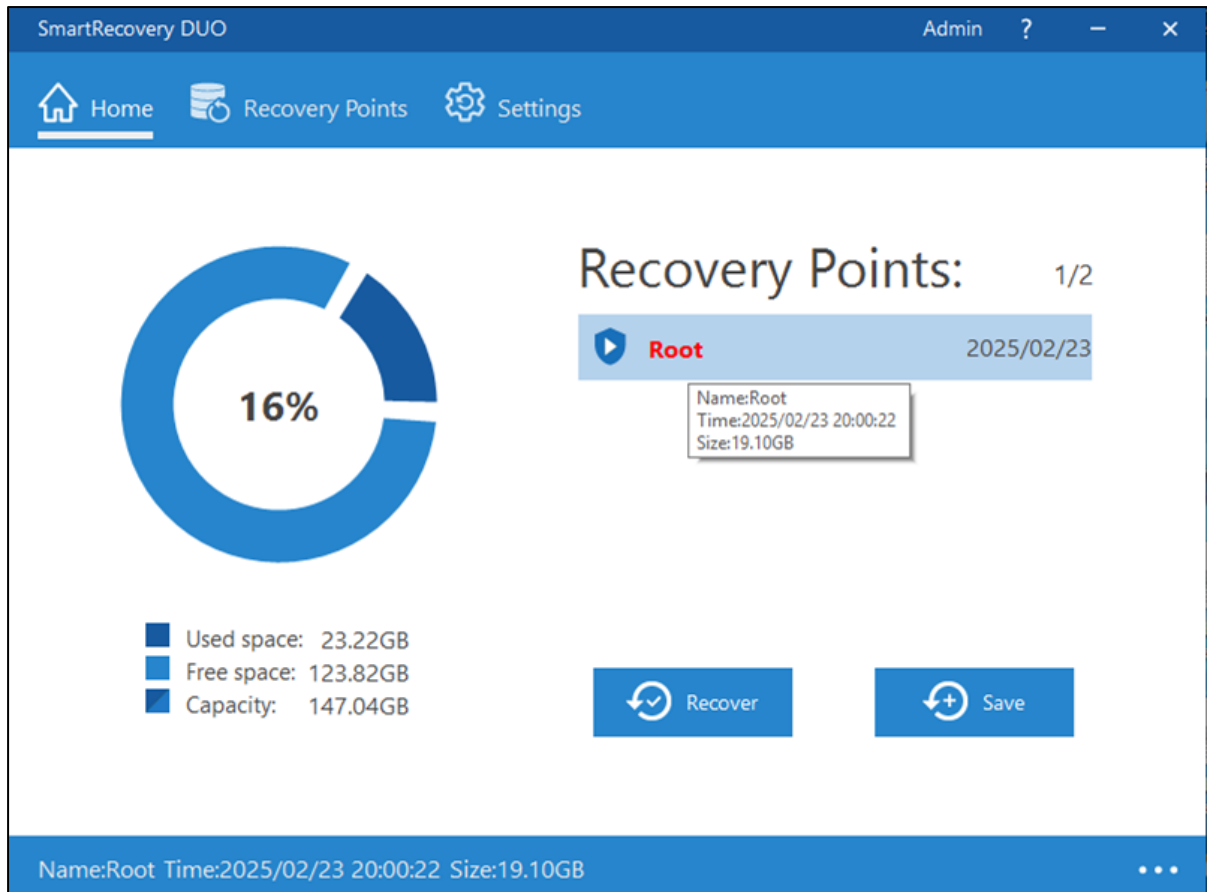
The main Administrator interface will open.

3 Main Administrator Interface in Windows

After logging in to Smart Recovery, the Main Administrator Interface will open:



As we see in the screenshot above, there is a “root” recovery point that is created immediately when installing SmartRecovery. If you hover your mouse pointer over the point, it will display the recovery point’s name, the date and time it was created, and the size of the recovery point on the hard disk.



The application also gives you a ring chart, displaying the distribution of used space, free space, and total capacity of your hard disk.

The Main Administrator Interface window has the following options:

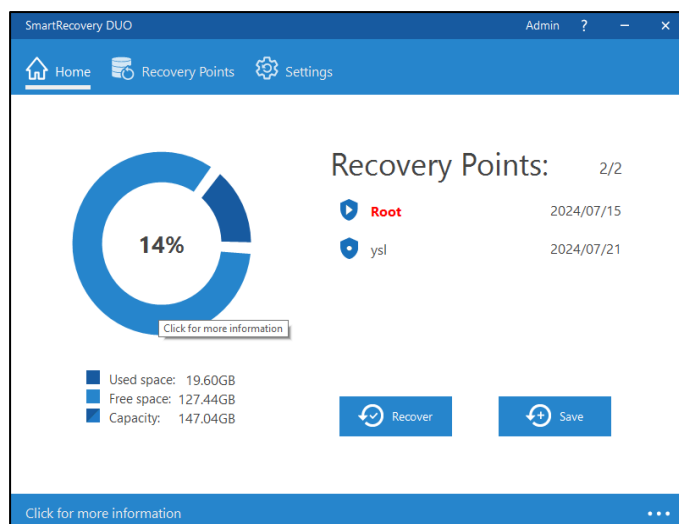
- **Home tab:** The main program interface window, displaying recovery points and the layout of your hard disks,
- **Recovery Points tab:** Viewing the structure of existing restore points, as well as options to save, replace, and lock your dynamic restore point,
- **Settings tab:** Allows you to change system settings, assign keyboard shortcuts, and erase existing recovery points.

3.1 Home Tab

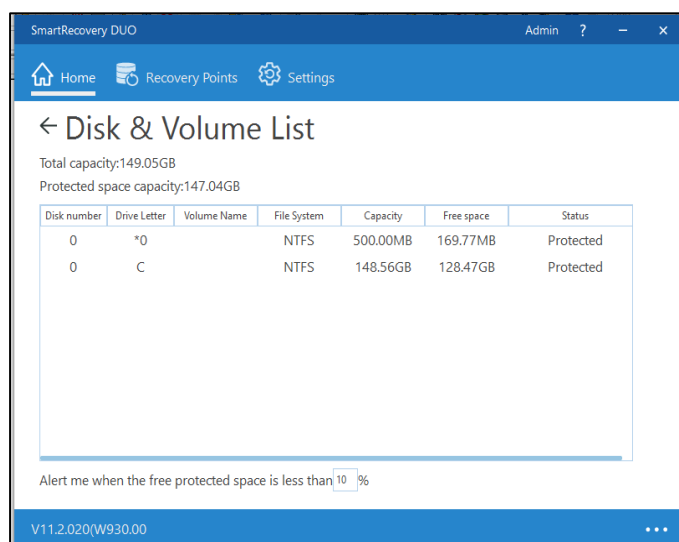
The Home tab provides an overview of basic recovery information. It shows a root recovery point. SmartRecovery DUO will let you save a dynamic recovery point as well, which you can update and replace when necessary.

There are two options under the **Home tab**:

- **Recover:** Allows you to restore the system to a selected previous restore point.
- **Save:** Allows you to save a new restore point.



If you click on the ring chart, you will get a more detailed display of the disk partitions and their volume:



At the bottom of the screen, you can set an alert if the amount of free protected space goes below a certain threshold percentage.

3.2 Recovery Points Tab

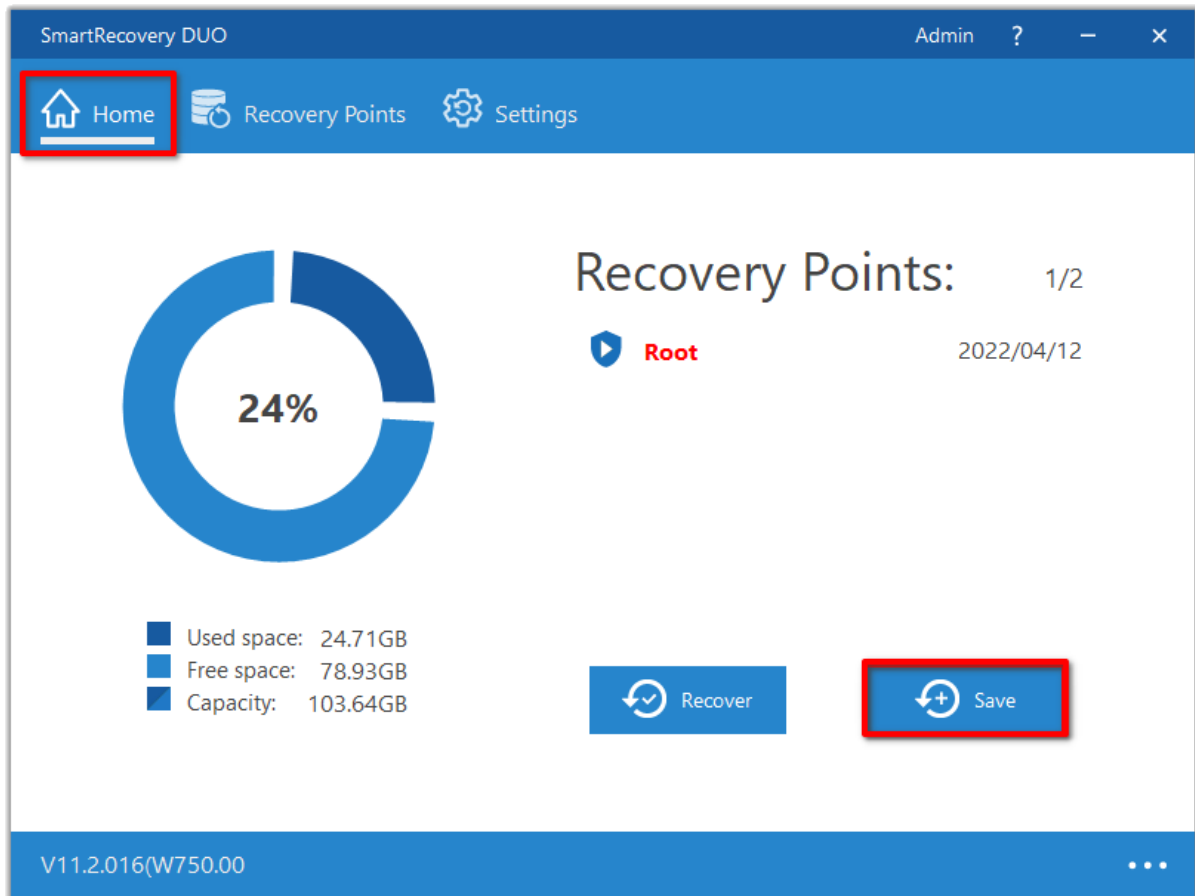
The Recovery Points tab displays options to create new restore points. Saving a new dynamic restore point can be done in two ways:

- Method One: Updating the restore point when the operating system boots up.
- Method Two: Saving a new restore point, without booting the operating system.

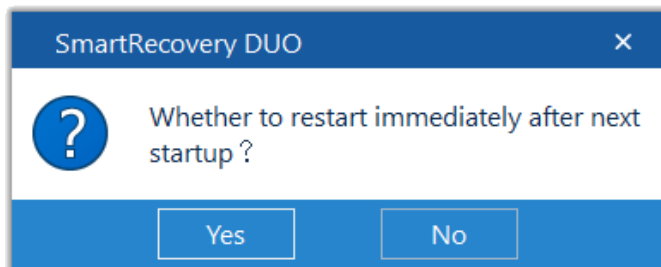
3.2.1 Making a restore point when the system boots up

To perform an update upon booting the operating system, perform the following actions.

1. Open the SmartRecovery interface.
2. Go to the **Home** tab.
3. Click on the **Save** button.

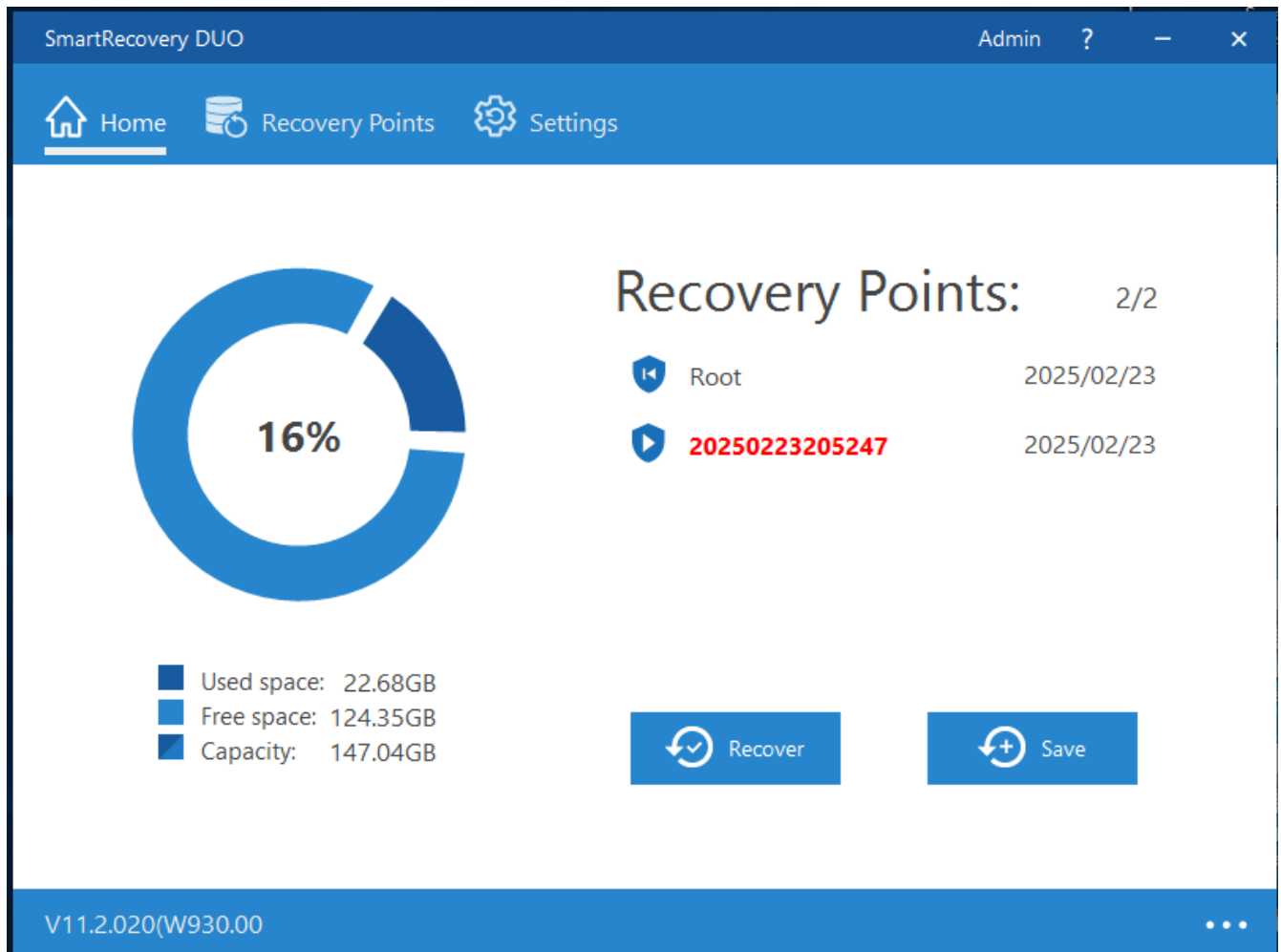


The following message will appear.



4. Click **Yes** to continue the process and restart immediately. SmartRecovery will save the present point as a restore point, and restart.

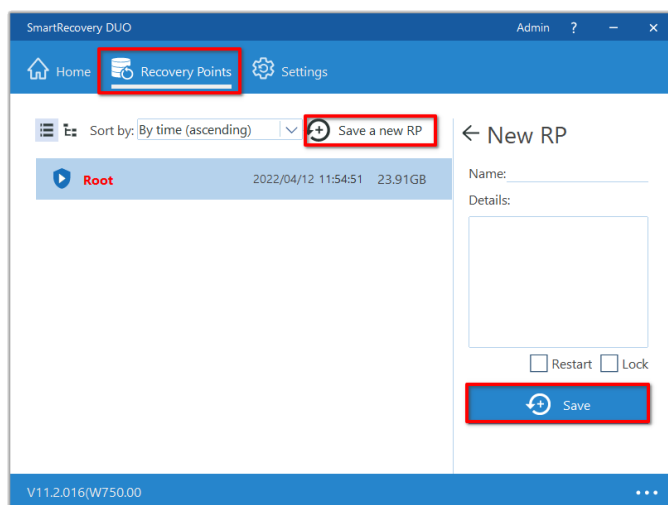
The Smart Recovery opening screen will now display the root recovery point, as well as the recovery point created now upon startup. The name of the new recovery point will be the date and time the recovery point was created, in the format YYYY-MM-DD-HH-MM-SS. Thus, in the example below, the dynamic recovery point was created on February 23, 2025, at 20:52:47.



3.2.2 Making a restore point without booting the operating system

To create a new restore point without booting, perform the following actions.

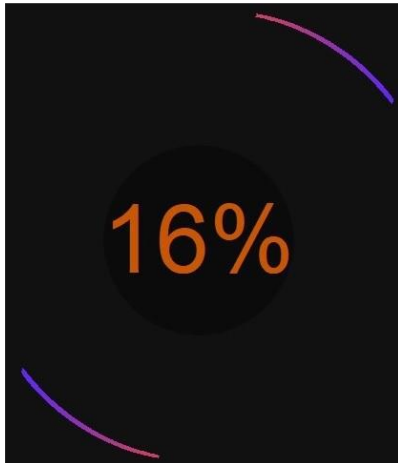
1. Open the SmartRecovery interface.
2. Click on the tab “**Recovery Points**” at the top of the screen.



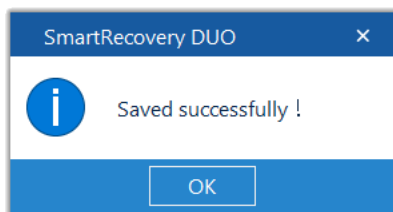
3. Click “**Save a new RP (=Recovery Point)**”.
4. In the field **Name**, enter the name of the recovery point that you wish to save.

5. Under the field **Details**, enter a description of the recovery point (optional).
6. Check the **Restart** checkbox if you would like the system to restart immediately after saving the recovery point.
7. Check the **Lock** checkbox if you would like to lock the recovery point. You will not be able to replace the recovery point, without unlocking it first.
8. Click **Save** to save the recovery point.

The following window will appear during the **Save** operation within the operating system, showing the progress of the recovery point save process.



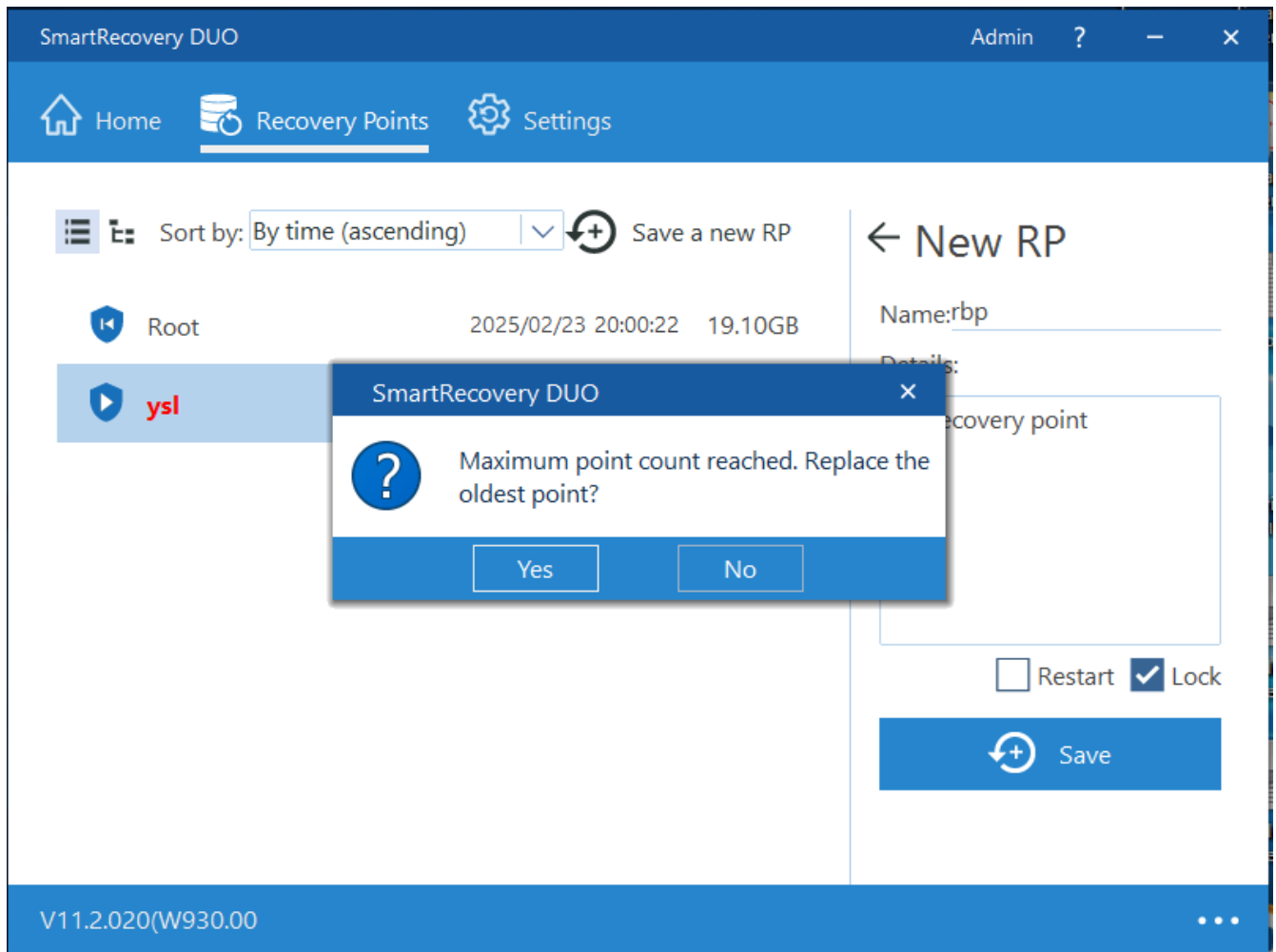
9. The following message will appear at the end of the **Save** operation.



3.2.3 Saving an Additional Recovery Point When You Have A Dynamic Point

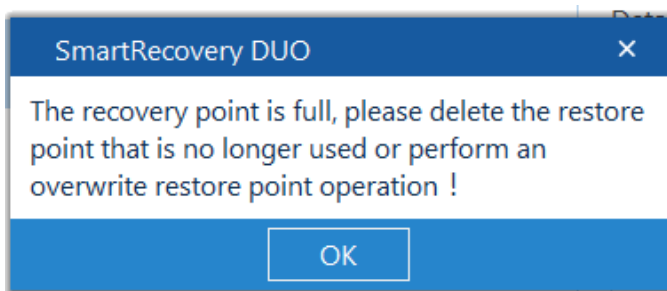
Smart Recovery Duo only allows for two recovery points: the root point, and a dynamic point which you can modify. If you already saved a dynamic point, and you click **Save a new RP**, the system responds differently whether the dynamic point is unlocked or locked:

- **If the dynamic point is unlocked:** If you try use Save a new RP when the dynamic point is unlocked, you will receive the following message:



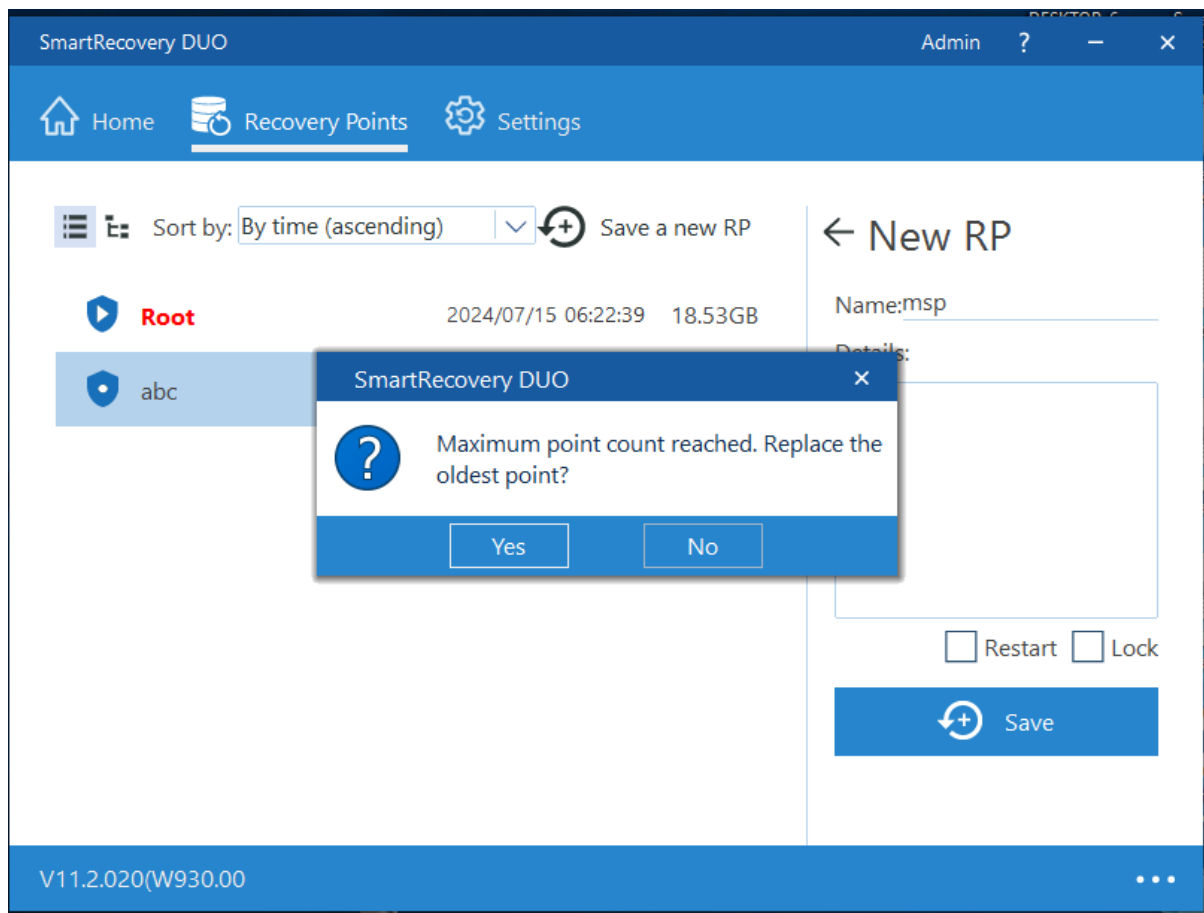
Clicking **Yes** will replace the dynamic point with the new point.

- **If the dynamic point is locked:** If you already have a locked dynamic recovery point and the root point, and you click **Save a new RP**, you will receive the following message:

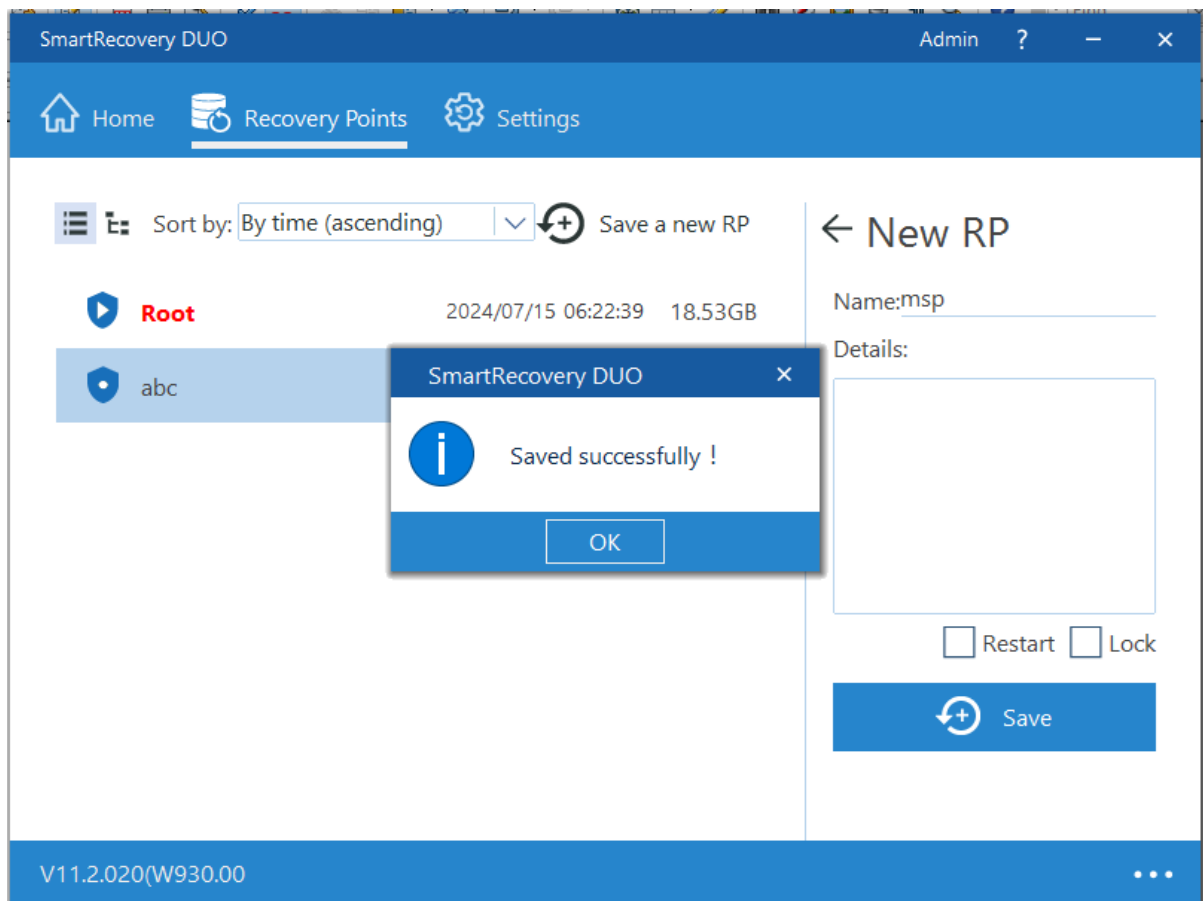


To use **Save a new RP** in this case:

1. Unlock the dynamic recovery point.
2. Click **Save a new RP** and enter a name and description for the new recovery point.
3. Click **Save**. You will get a warning that the maximum number of recovery points have been saved.



4. Click **Yes** to replace the dynamic recovery point with the new point. You will receive a confirmation that the new point has been saved successfully.



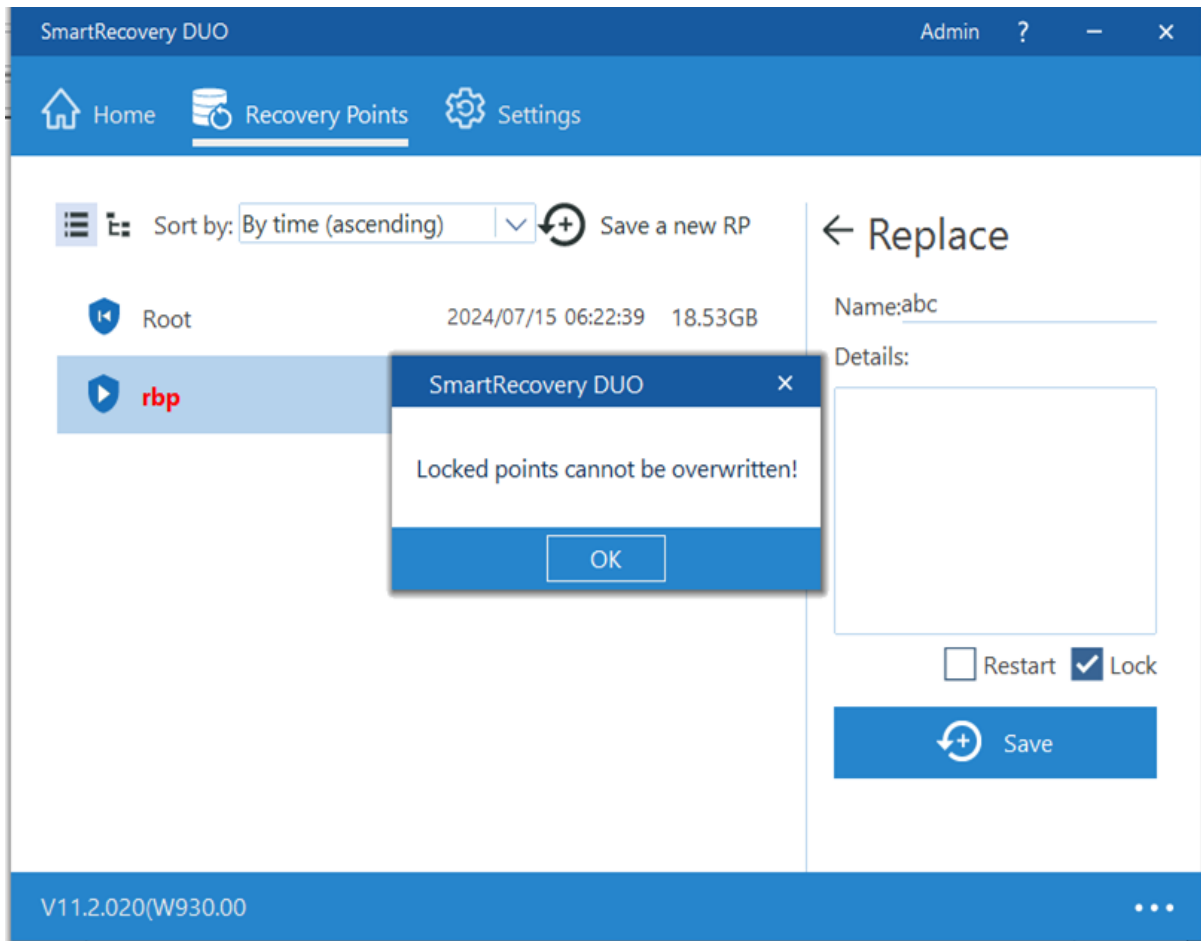
Alternatively, you can try **Replace**, to replace the dynamic recovery point, as we will see in the next section.

3.2.4 Replacing a recovery point

With SmartRecovery DUO, you are able to save two recovery points: the root point, and a dynamic point. The root point cannot be changed without going into Install Mode. But it is possible to replace the dynamic recovery point.

To replace a recovery point:

1. Open the SmartRecovery DUO interface, and click on the **Recovery Points** tab.
2. Click on the dynamic recovery point.
3. Click on **Replace**.
4. If the point was locked, you will have to first click **Unlock**. If you try to replace a locked recovery point, you will get the following notification:



5. Enter the name and details for the new recovery point.
6. Check the **Restart** checkbox if you want the system to restart after saving the recovery point.
7. Check **Lock** if you wish to lock the new recovery point.
8. Click **Save**. The application will show a progress bar of how the new recovery point is being saved. You will receive a notification that the point was saved successfully.

3.3 Settings Tab

The Settings tab allows you to set the Startup Recovery Settings.

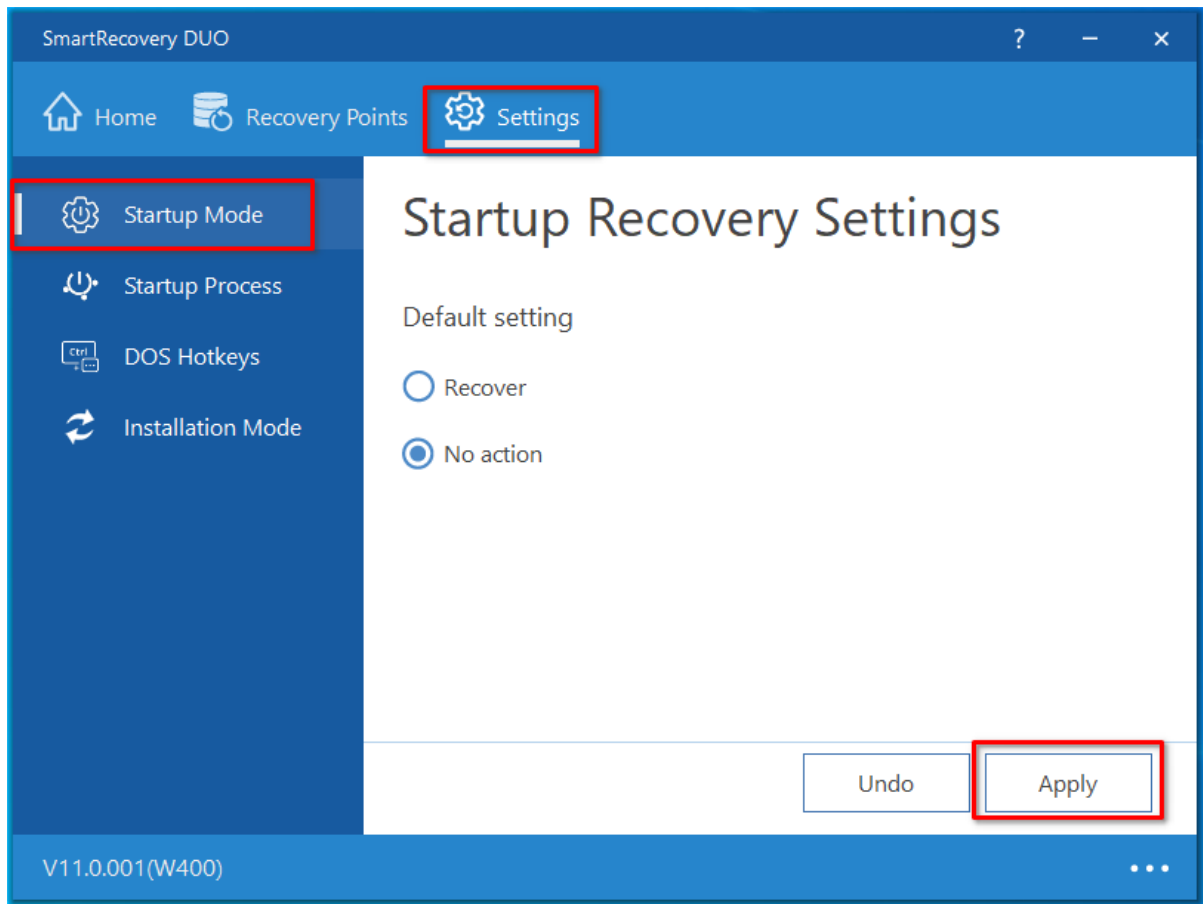
3.3.1 Startup Mode

When you go to the Settings tab, under Startup Mode, you will see that there are two recovery configurations:

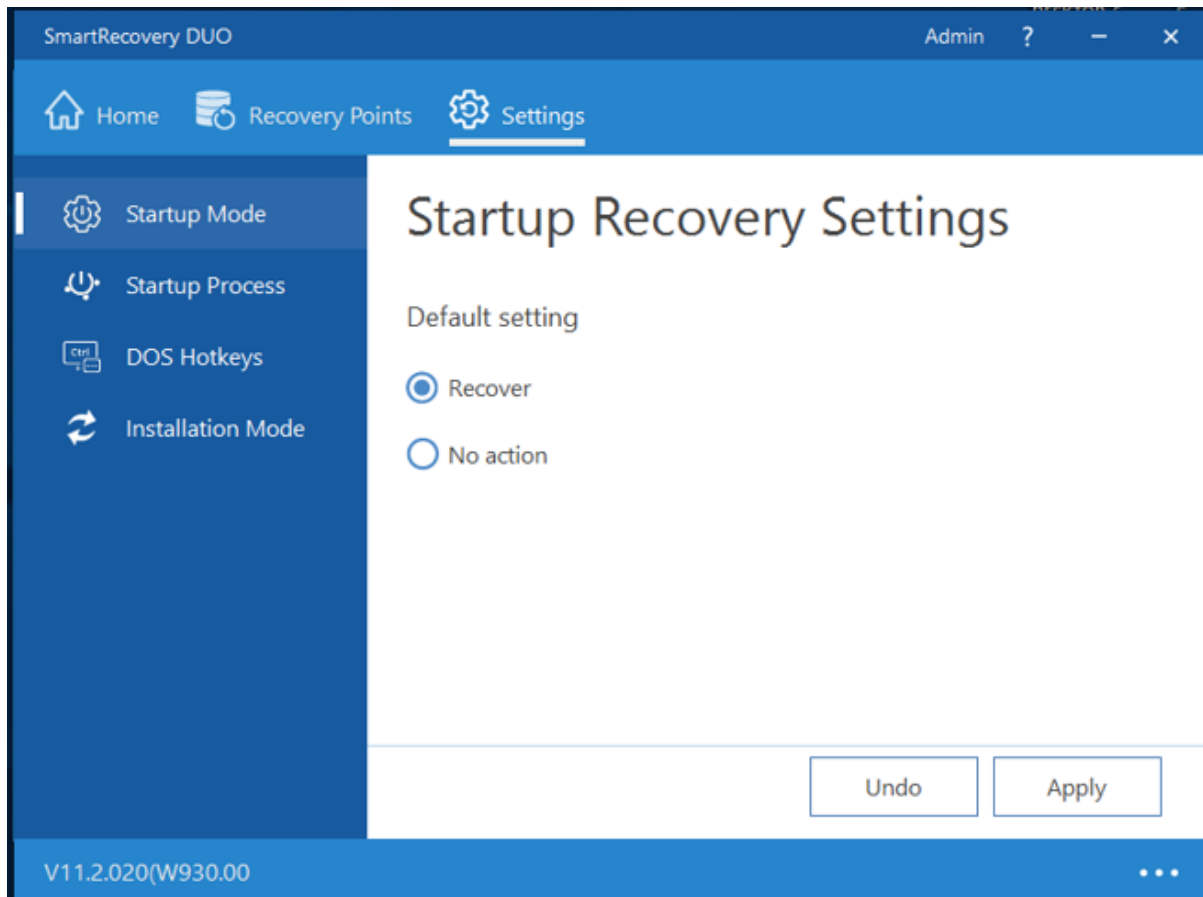
- **Recover**, or **Automatic recovery**: Recovery every time the computer is turned on or rebooted.
- **No Action**, or **Manual recovery**: For performing regular updates, installing software, and making various changes to the operating system and the protected partitions. This will let you decide when to undo all the changes made since the last system restore.

To change the startup recovery settings:

1. Go to the **Settings** tab and click on **Startup Mode**. The Startup Recovery Settings window opens.

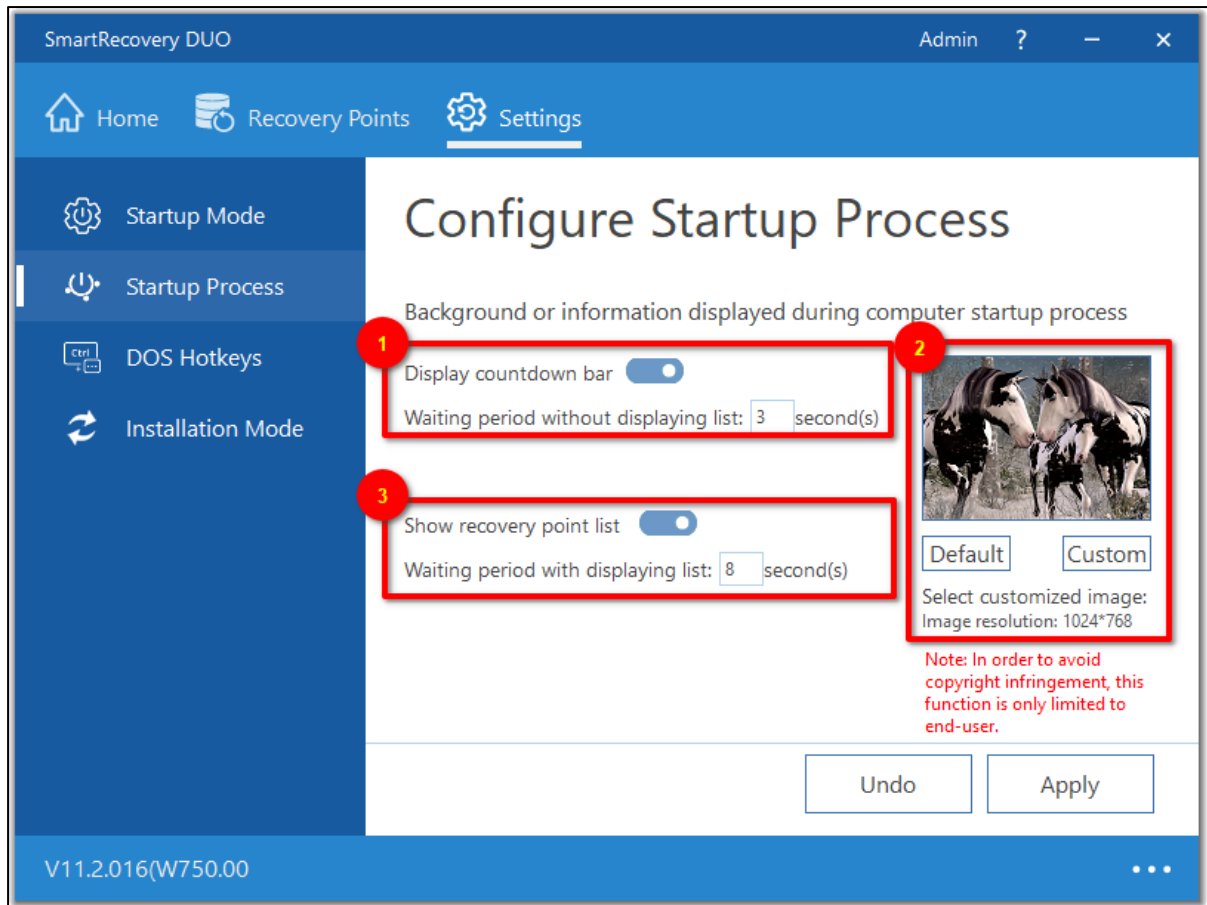


2. Select the preferred recovery configuration and click on **Apply** to finish.
3. If you click **Recover**, for automatic recovery, the Undo button will become active. By clicking **Undo**, you will revert to **No action** (Manual) recovery.



3.3.2 Startup Process

This allows you to make changes to the operating configuration of the product in DOS. You can perform the following operations:

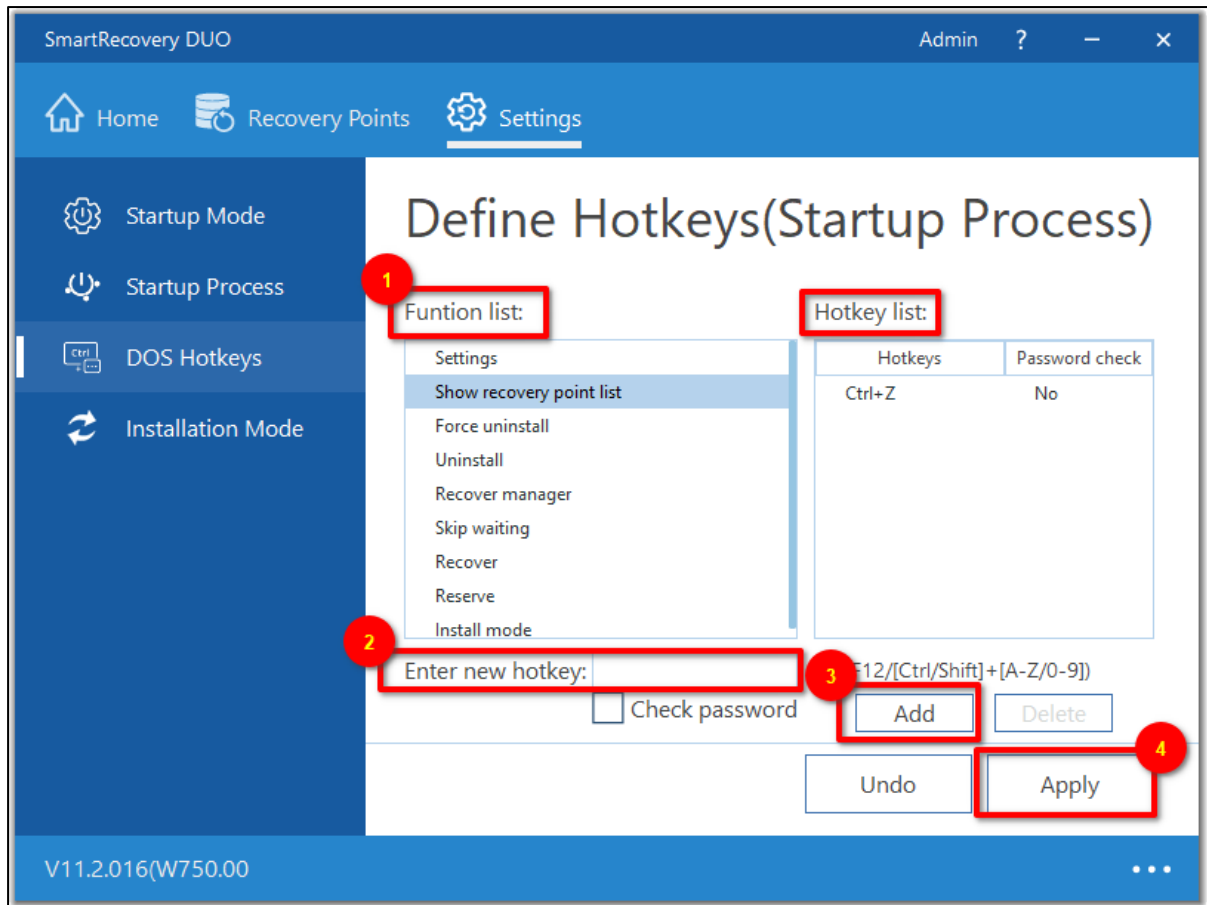


- **Display countdown bar:** This lets you set the amount of time that the background image appears before the Windows operating system boots up.
- **Select customized image:** Click on this to add a background image that will appear when the SmartRecovery software starts up, before the Windows welcome screen. You can also set the amount of time that the image appears. In order to upload the image, it must be 1024 x 768 pixels in size.
- **Show recovery point list:** This displays a list of the existing restore points (if there are any), allowing you to choose the restore point, and setting a time period for the list to appear when starting up the computer.

Click on **Apply** to finish.

3.3.3 Defining DOS Hotkeys

This menu gives you a list of possible functions that you can perform with the SmartRecovery program. You can assign a keystroke combination to perform each of the desired functions.



To assign a keystroke combination for a fast start up in the DOS interface:

1. From the **Function List**, select the desired action.
2. In the field **Enter new hotkey**, define the Hotkey that suits you. You can either select one of the function keys (F1-F12), or a key combination such as <Ctrl>+ an alphanumeric character, or <Shift> + an alphanumeric character.

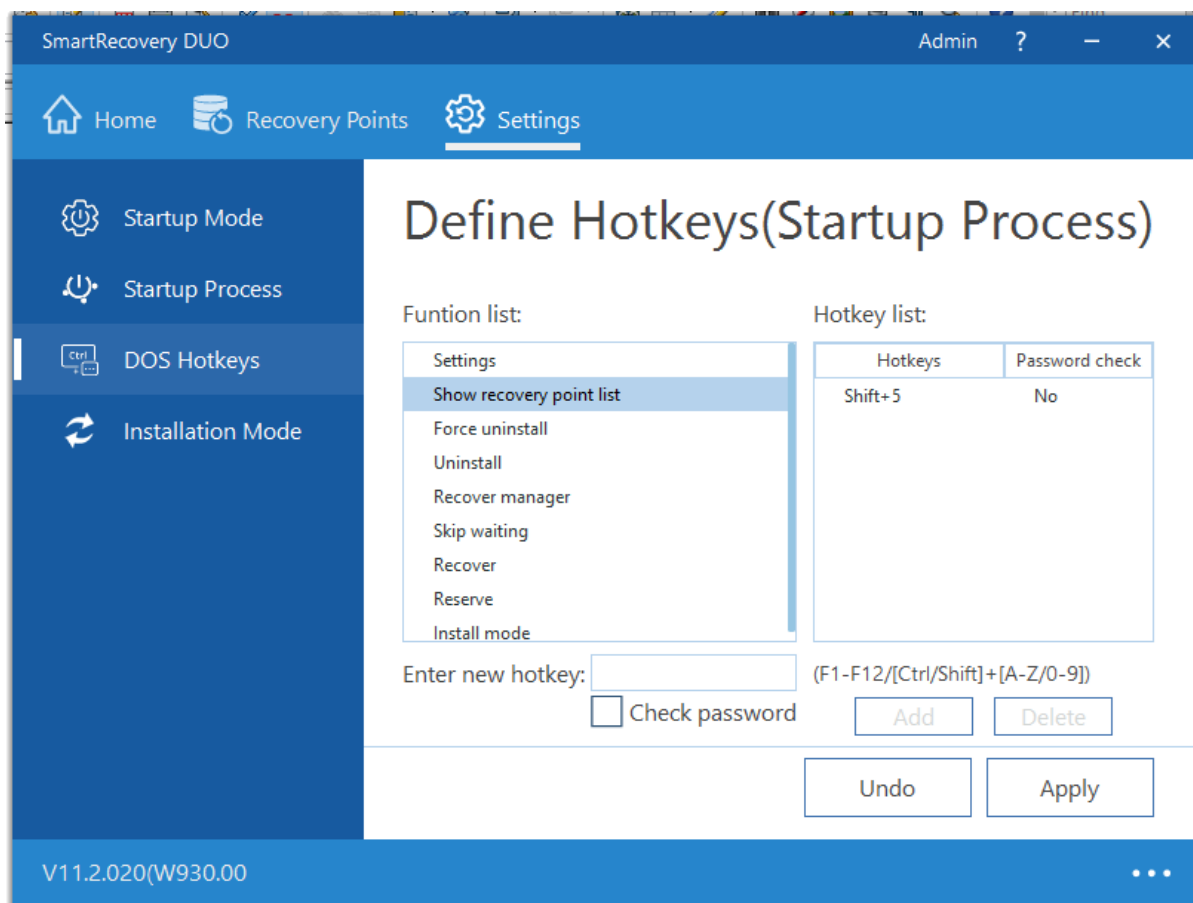
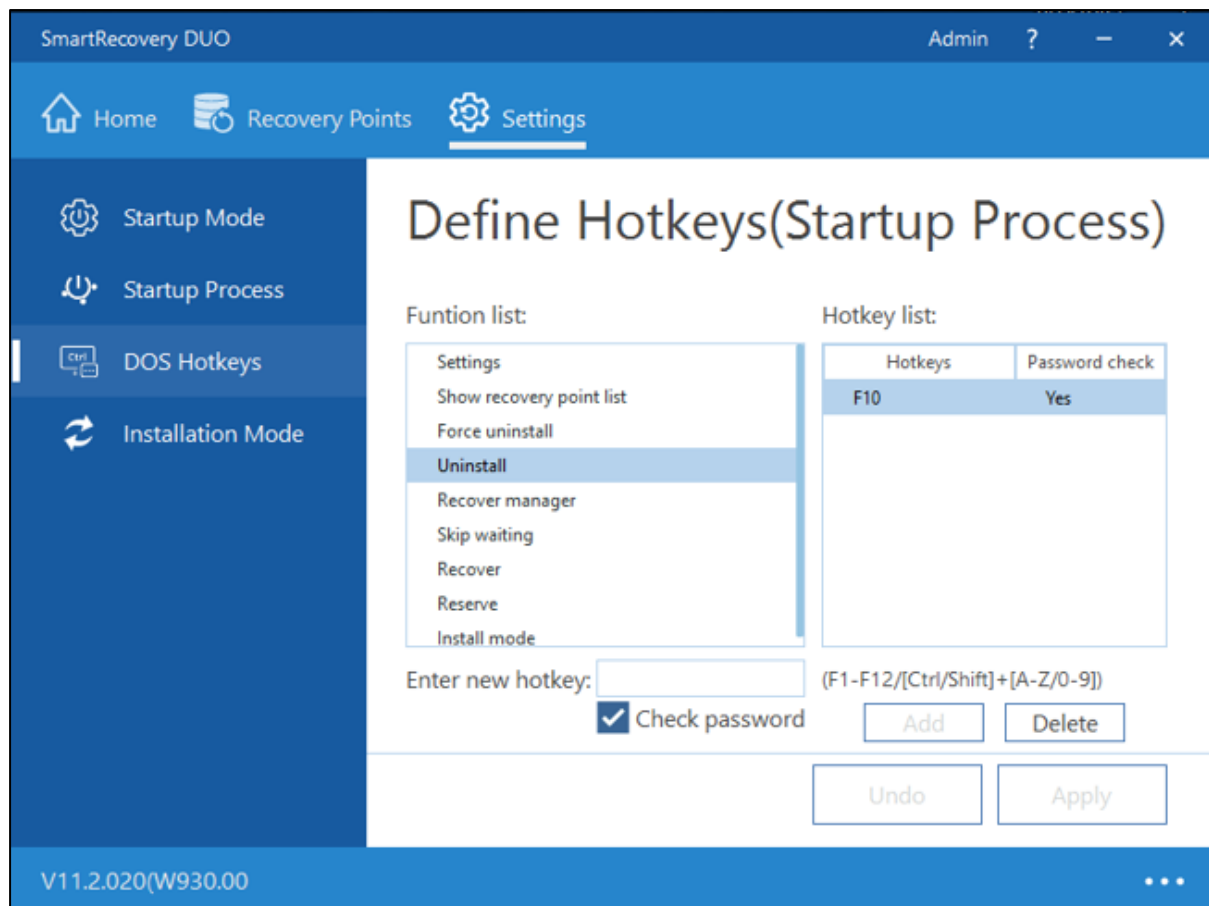


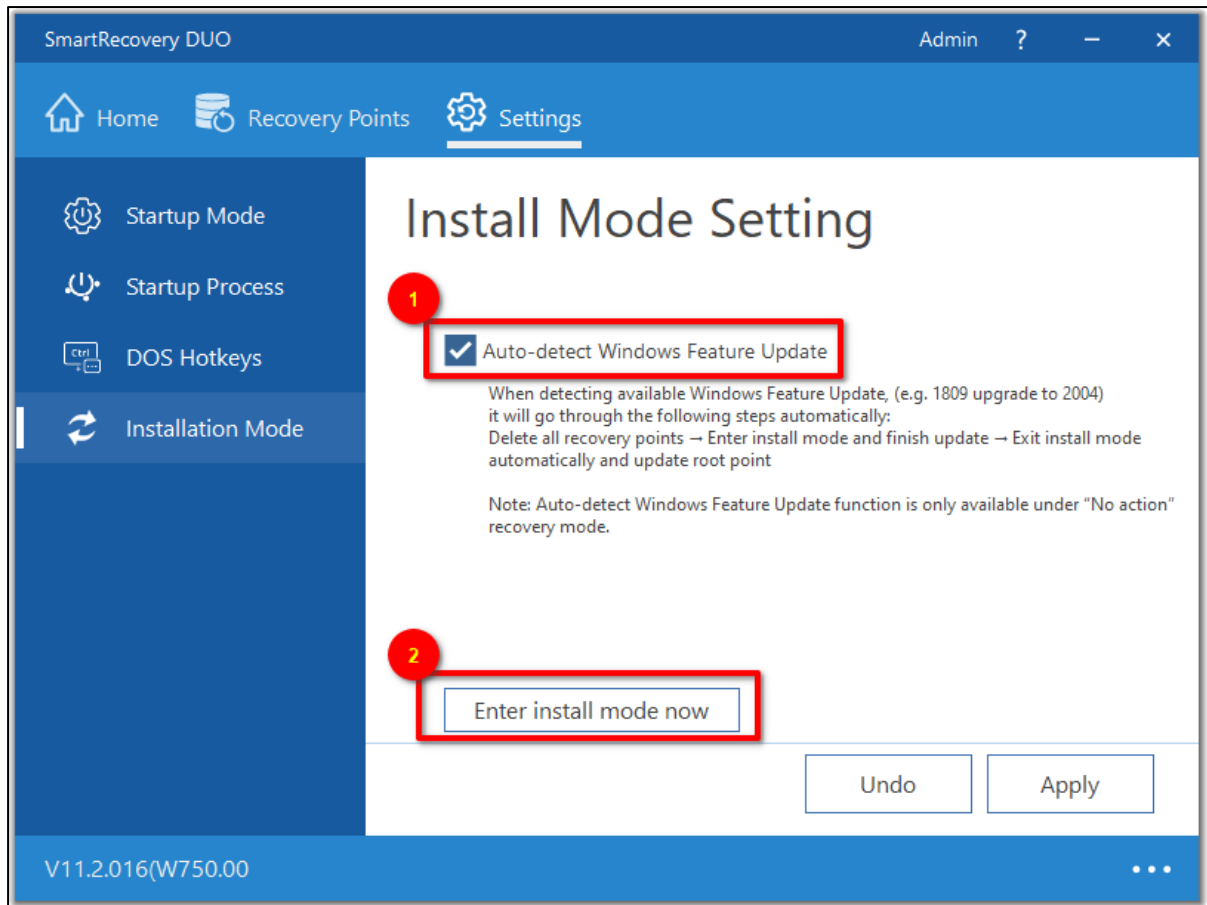
Figure 3-1: The Show recovery point list function has been assigned the keystroke Shift+5

3. Click **Add** to add the Hotkey to the Hotkey list. The set of keystrokes will now be a shortcut to apply the action in the function list.
4. If you want to apply a password to the hotkey combination, click the checkbox **“Check password”**.
5. To finish, click **Apply**.
6. If you wish to delete a hotkey option, select it and click **Delete**.



3.3.4 Installation Mode

When working in this mode, there is no disk protection at all. Any changes to the operating system will become permanent immediately. Take care when performing actions in this setting.

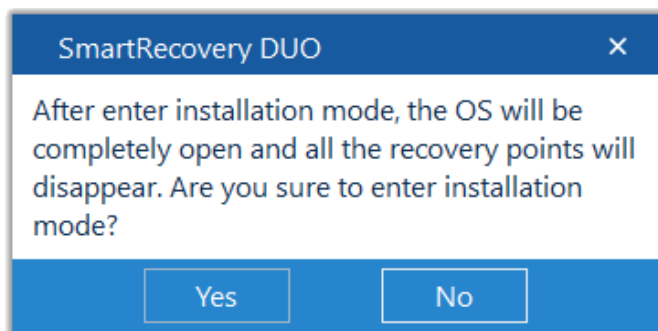


Note: To use Auto-detect Windows Feature Update, you must be in Manual recovery (“No action”) mode.

When exiting this mode, there is no need to update to a baseline point.

1. If you want updates to the operating system to be performed automatically under this mode, check the check box “**Auto-detect Windows feature update**” and at the end click “**Apply**”.
2. In order to switch to this mode, click **Enter install mode now**.

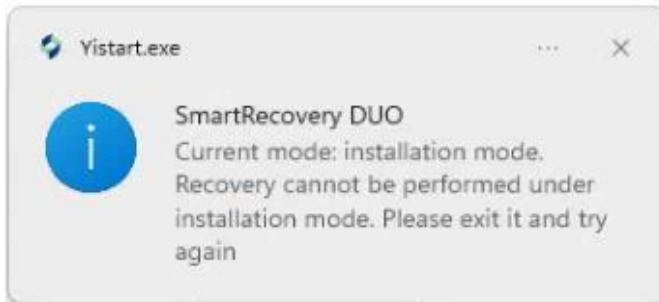
Upon clicking on **Enter install mode**, a notification will appear that elucidates which further actions to take.



The message clarifies that by switching to this mode, the operating system will be completely open, and all restore points will be erased.

3. To perform the operation, click **Yes**. To cancel, press **No**.

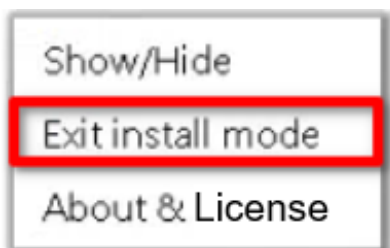
After the operating system boots up, the following message will appear in the tray icon.



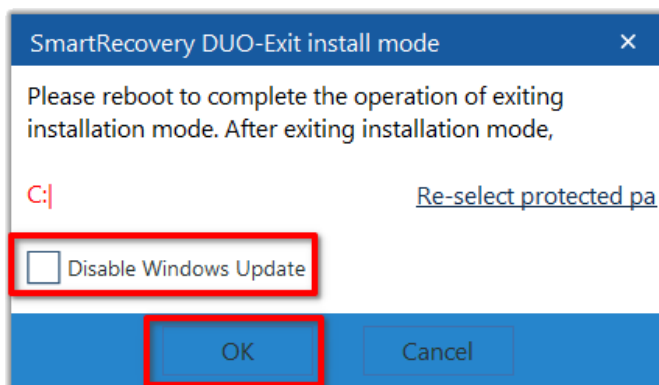
In this mode of operation, it will not be possible to make changes in Smart Recovery.

In order to exit this setting, the following actions must be performed:

1. Place the mouse over the SmartRecovery icon in the tray.
2. Right-click with your mouse on the SmartRecovery icon.
3. Click on **Exit install mode**.



4. If you have supplied a password to SmartRecovery, enter the program's password in the window that opens.
5. Click **Login**. The following screen appears:



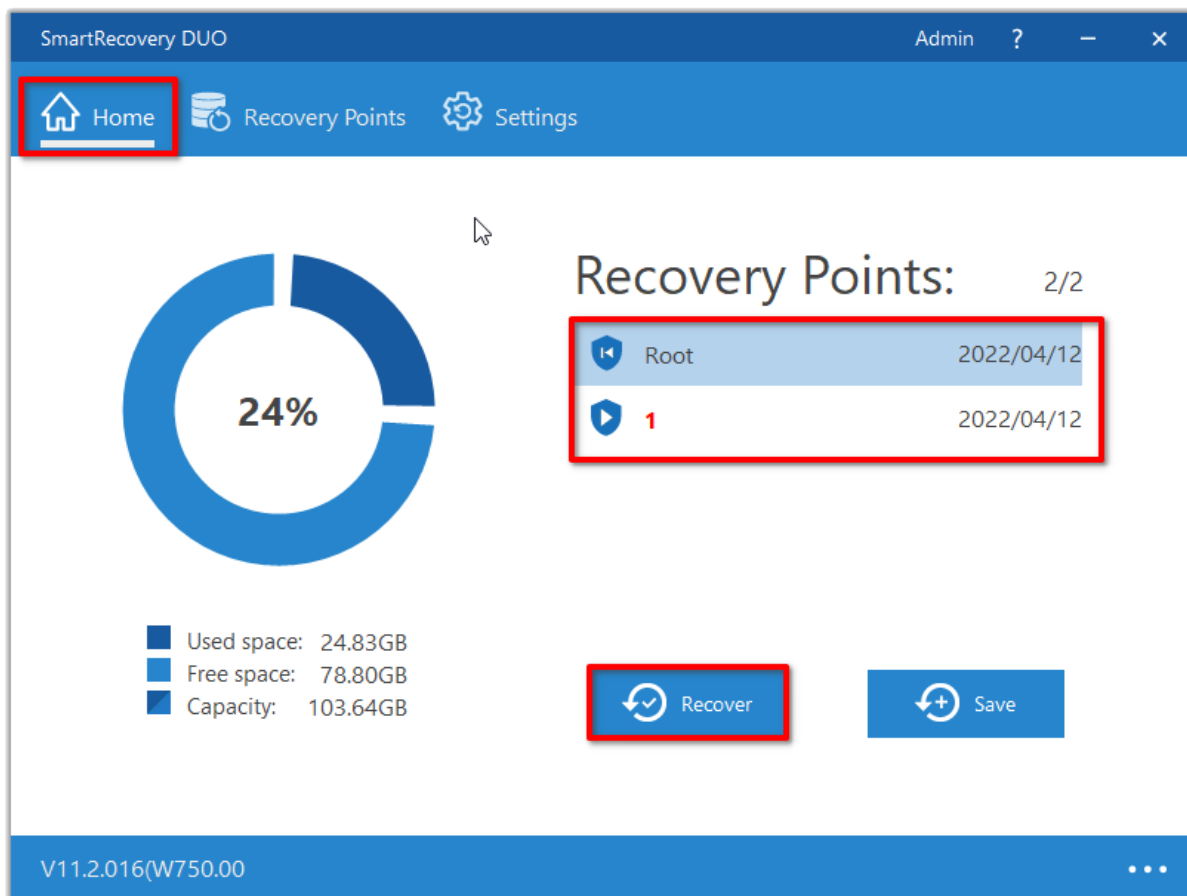
6. Mark the checkbox "**Disable Windows Update**". The operating system will reboot, and Smart Recovery will revert to the last recovery configuration.

3.4 Returning to a previous restore point

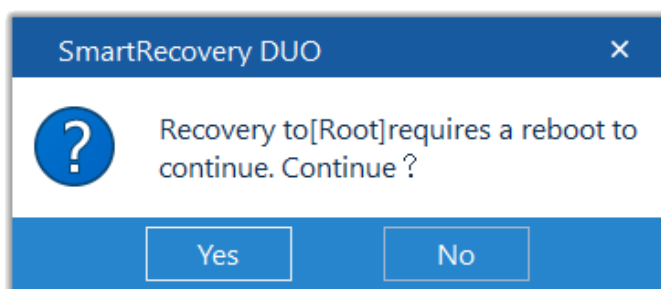
In order to restore the computer to a previous recovery point, perform the following actions:

1. Open the SmartRecovery interface.

2. Go to the “**Home**” tab.
3. Mark the point to which you wish to return. (In this case, there are two such points).
4. Click on “**Recover**” in order to continue.



The following message will appear:



5. Click **Yes** to perform the recovery operation, or **No** to cancel the operation.

3.5 Saving an additional point on an existing point

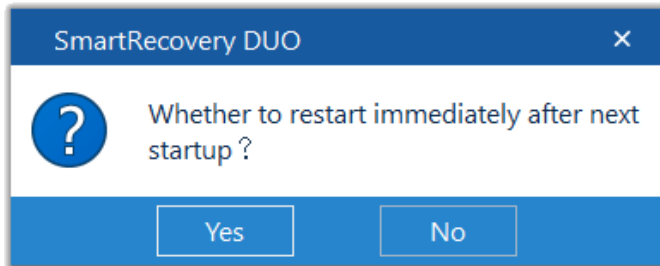
In the DUO version of SmartRecovery, it is possible to create two restore points.

- The first point ROOT is created automatically when the product is installed.
- You can then create an additional point that can be constantly updated.

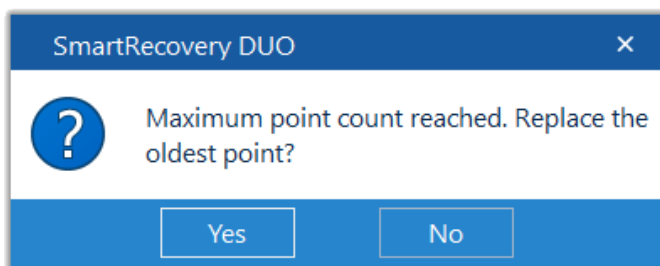
If you want to create an additional point in the SmartRecovery software when there are already two recovery points, you will have to choose whether to “update” the last point.

In order to restore to a previous restore point, do the following.

1. Open the SmartRecovery interface.
2. Go to the category “**Home**”.
3. Click on “**Save**”. The following message will appear.



4. Click “**Yes**” in order to continue.”
5. When the following message appears, you can choose how to proceed:

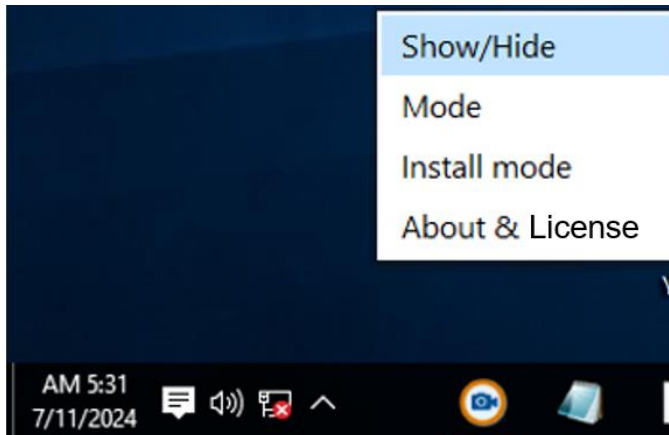


6. Select **Yes** in order to update the oldest restore point or select **No** to cancel the operation.

Note: In the work option “No Action” (Manual recovery) (**Section 3.3.1**), the system still protects the computer in the background, so that if you are not pleased with the update or the change that you have performed, you have the option of performing a system restore to a previous point by clicking on **Recover**.

4 System Tray Icon Menu

When you perform a right-click on the SmartRecovery icon in the desktop tray, the following menu opens:



There are four options in this menu:

- Show/Hide
- Mode
- Install Mode
- About & License

We will go through the options in detail.

4.1 Show/Hide

Clicking on this will toggle between showing or concealing the SmartRecovery DUO interface.

4.2 Mode

Clicking on this will allow one of two modes:

- **Auto-Recover:** This performs an automatic system restore upon every reboot.
- **Auto Reserve:** This saves the present system configuration as a restore point. In the example below, SmartRecovery has created a new restore point, identified by the date and time that it was created:

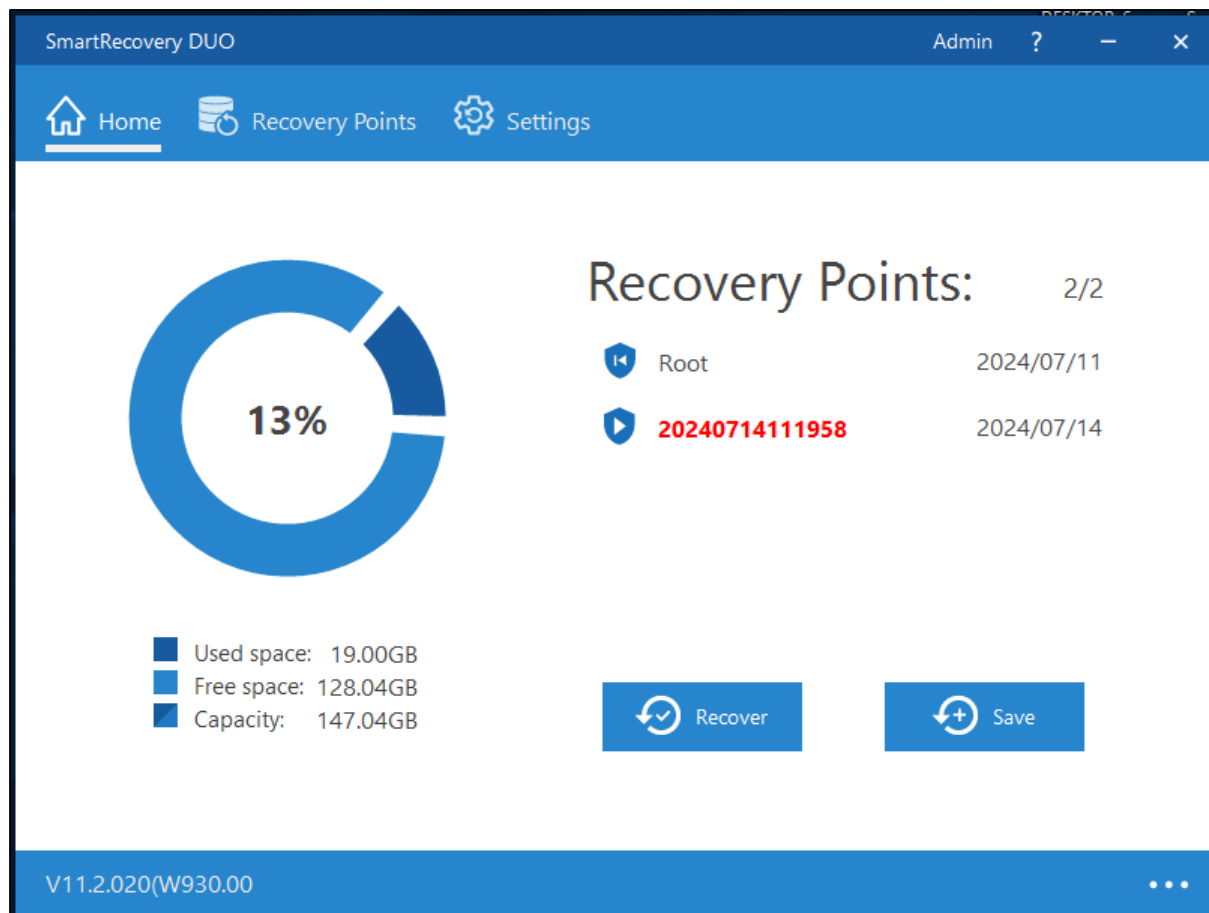
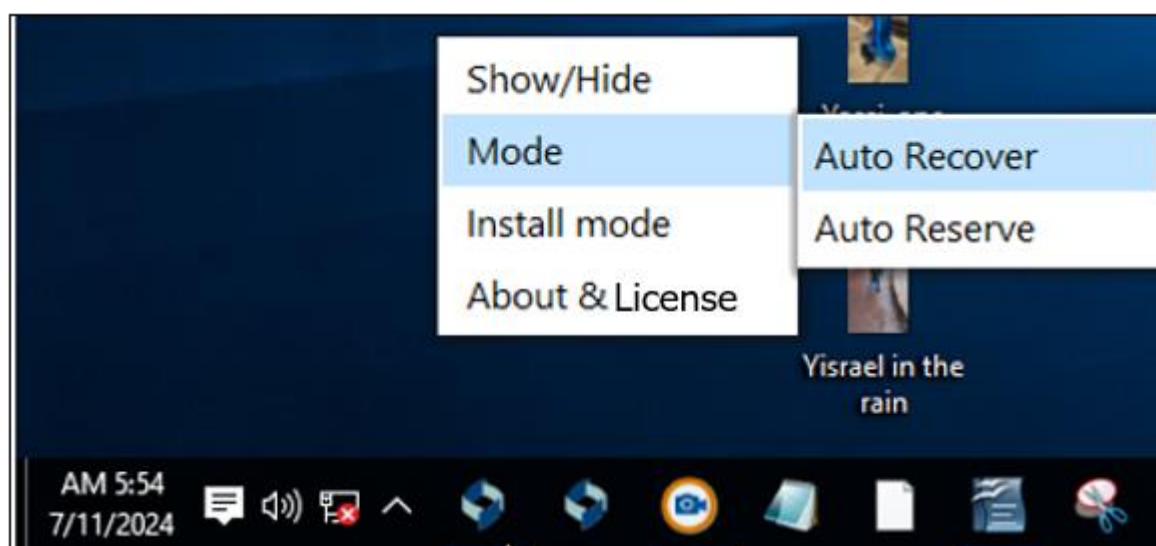
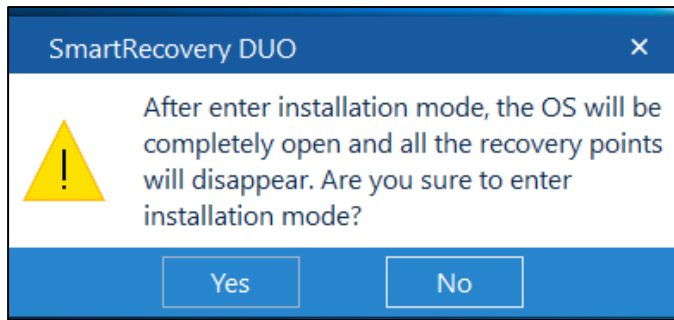


Figure 4-1: The new restore point is saved in date-time format (YYYY-MM-DD-HH-MM-SS)

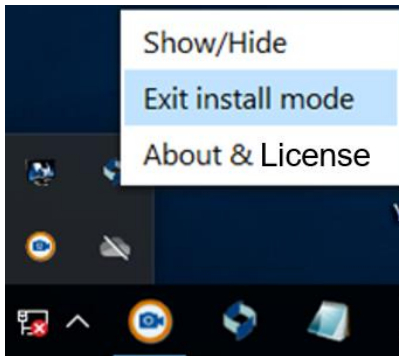


4.3 Install Mode

Once you choose to enter **Install** mode, you will receive the following prompt:

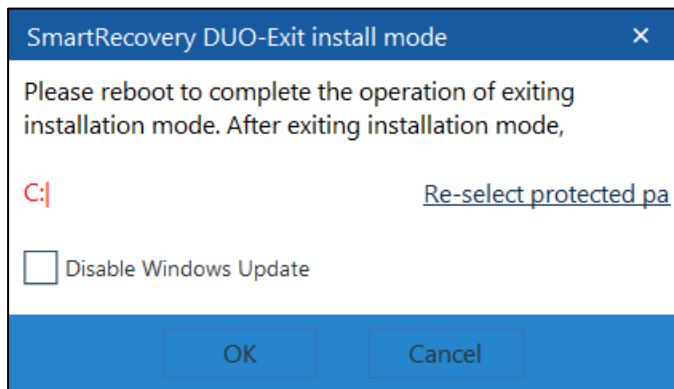


The system tray icon menu will now appear as follows:



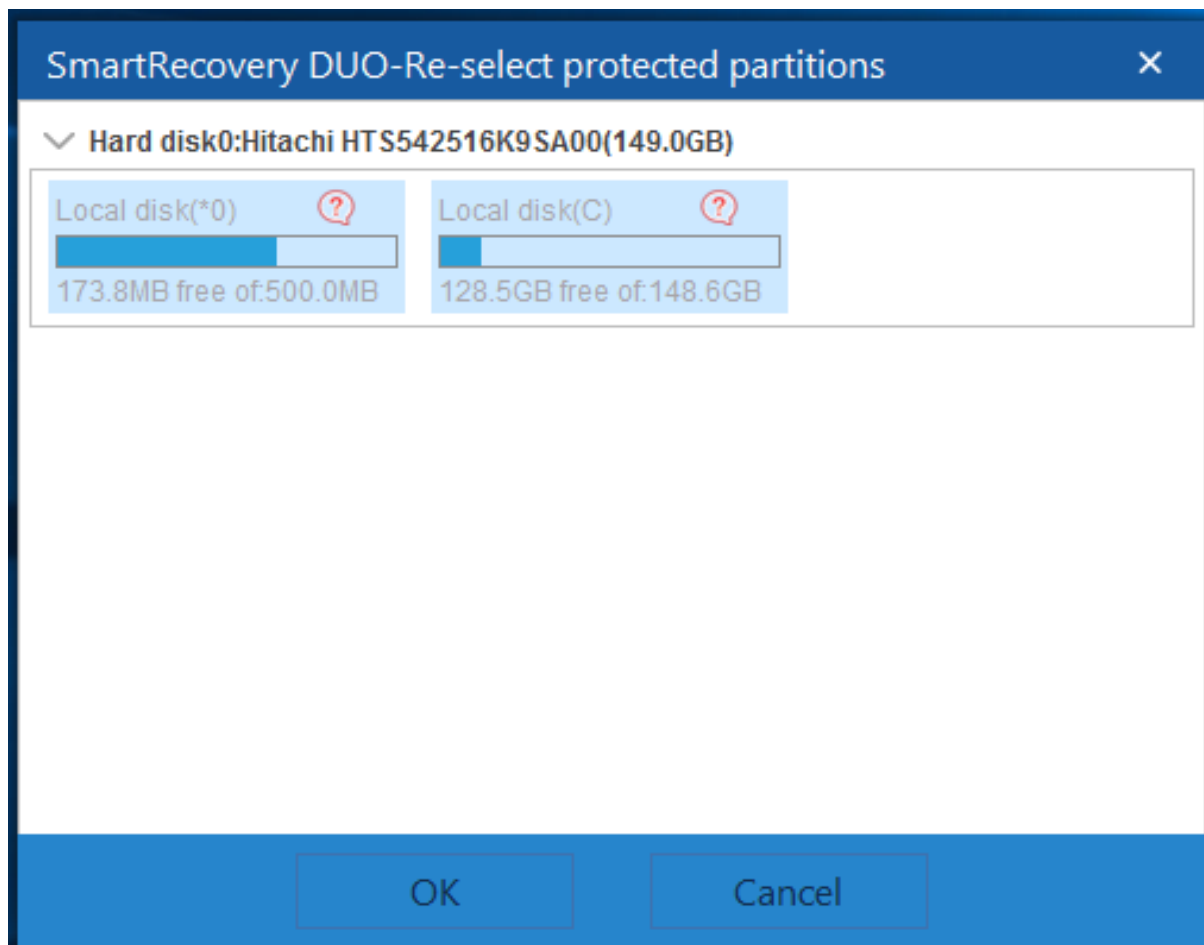
The options are:

- **Show/Hide:** As before, this allows you to display or conceal the SmartRecovery Duo interface.
- **Exit Install Mode:** When you click on this option, you will receive the following prompt:



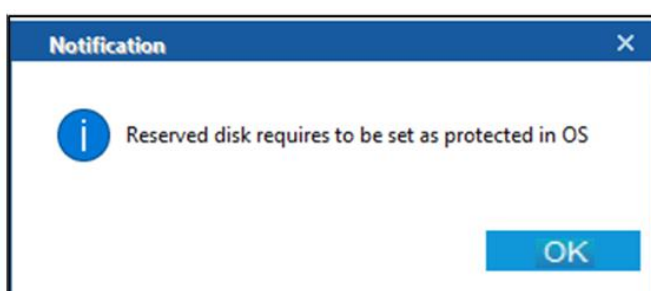
Clicking **OK** will reboot the computer and put you back into recovery mode.

If you click on **Re-select protected partitions**, the following screen appears, displaying the available disks on your device:

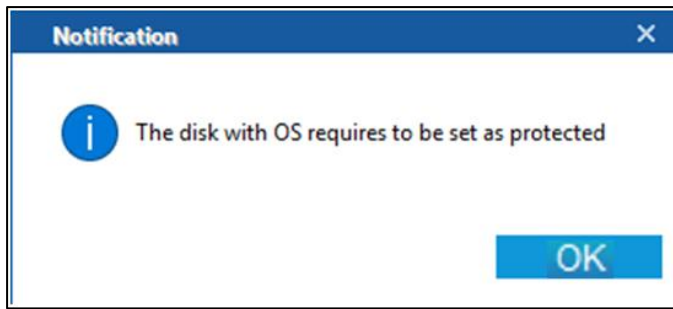


In our example, both disks have question marks on them, indicating that they are locked partitions and cannot be changed.

If you click on the question mark on Local disk (*0), you will receive the following notification:



If you click on the question mark on Local disk (*C), you will receive the following notification:



After rebooting the system, the Root recovery point will be updated to the time that you entered install mode. Any additional restore point that you saved will now be erased.

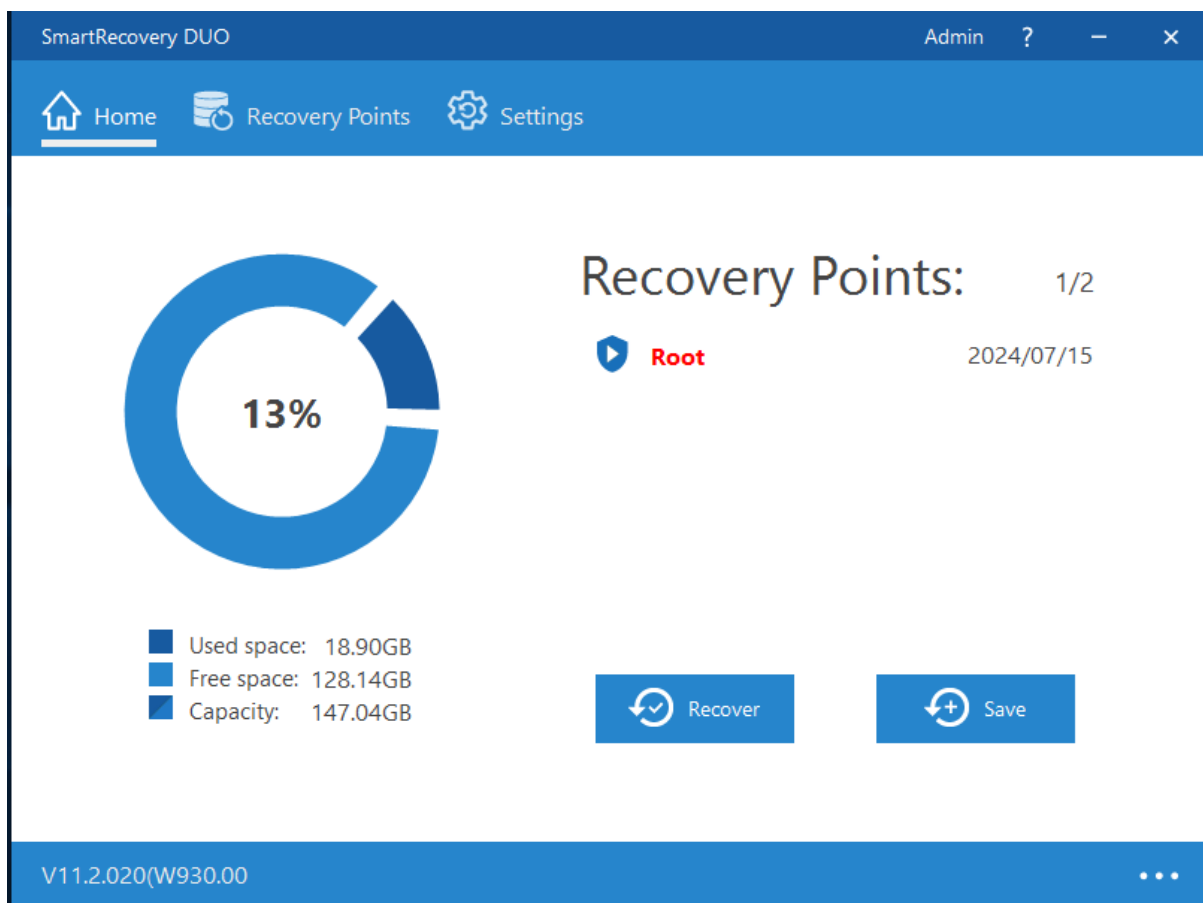
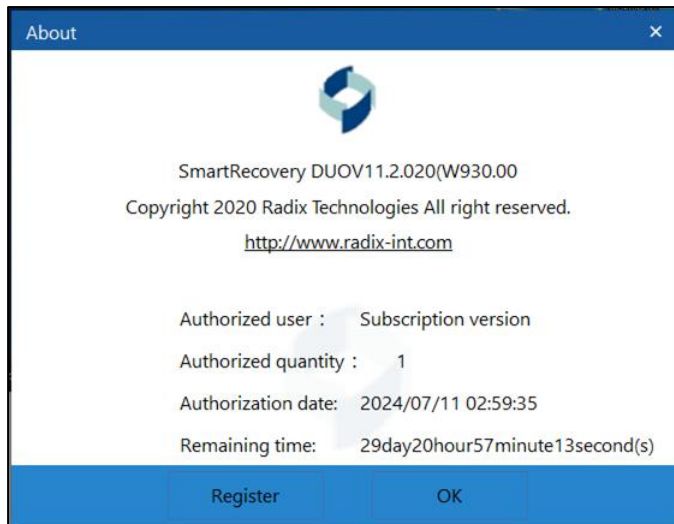


Figure 4-2: Recovery points after exiting Install Mode. Note that the root recovery point has changed, and the second recovery point has been erased

- **About/License:** This shows the **About** window, as before.

4.4 About & License

Clicking on this option will display information about your SmartRecovery DUO installation.



If you are running a trial version, it will display how many days you have left in your trial period. It will also allow you to register your copy of SmartRecovery DUO (as we saw in **Section 2.7, Activation (After Manual Installation)**).

5 Performing Windows Updates

Important: The installation of Smart Recovery automatically cancels the possibility of performing Windows updates. Due to this, it also cancels the option to perform antivirus updates, as well as the option to install apps from the Windows app store.

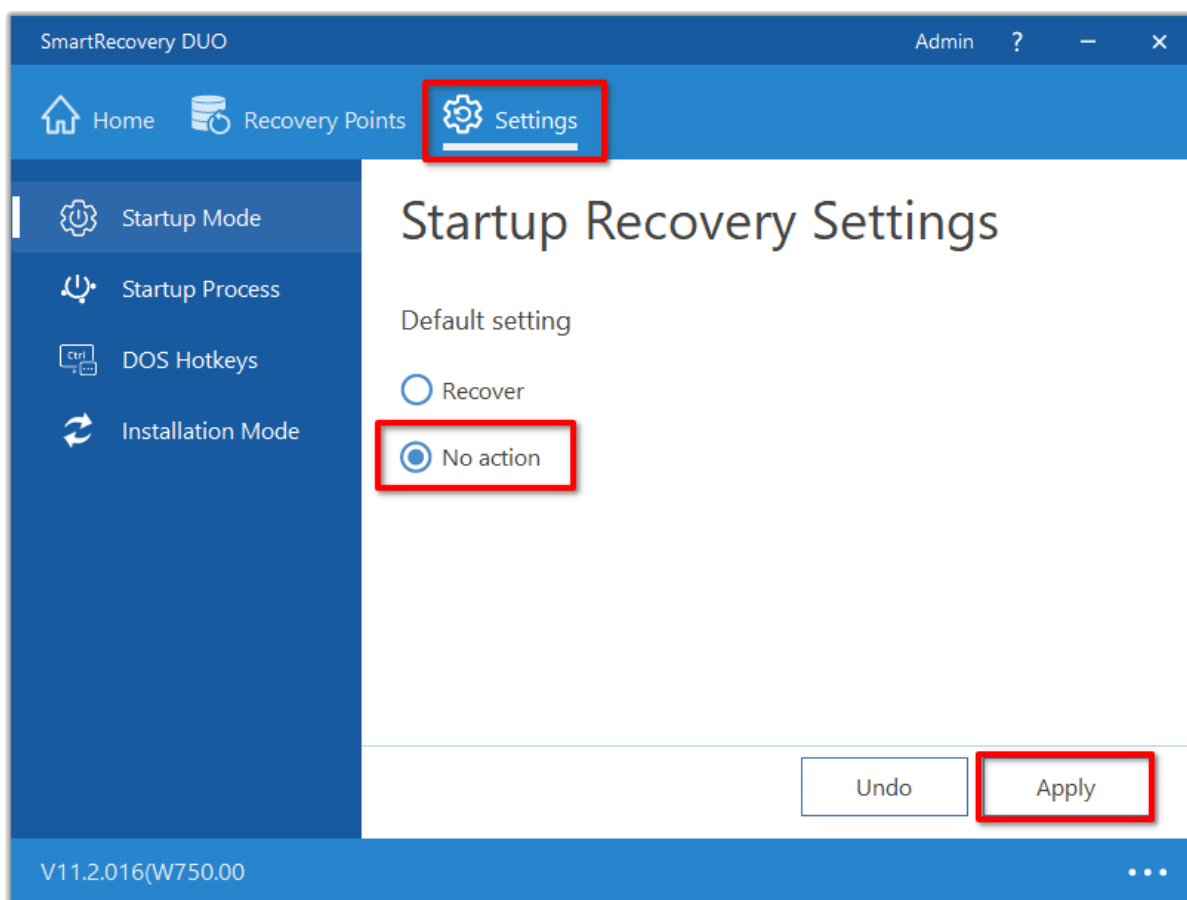
Updates to the operating system and its features are required from time to time, for example:

- When replacing hardware,
- When installing new software,
- When updating an installed program,
- When applying Windows updates
- When updating your antivirus protection, or
- When applying any changes to the settings of software installed on the protected drive.

The procedure of performing Windows updates in SmartRecovery is very straightforward. Before the update operation, the recovery mode must be changed from **automatic** mode to **manual** (or “No action”) mode.

To restore to a previous recovery point, perform the following steps:

1. Open the SmartRecovery interface.

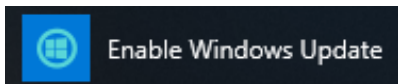


2. Go to the **Settings** tab.

3. Click on the **No action** button. This will allow you to perform a system recovery manually
4. To confirm the action, click **Apply**.

5.1 Allowing Windows Updates

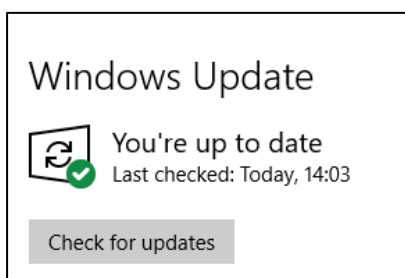
Now that you are in Manual Restore mode, click on the Start button in the lower left corner of your display, and either select “**Enable Windows Update**”, or click on the Radix directory.



After clicking on this button, Windows updates will be ready to be installed automatically.

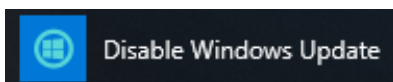
Perform the updates. During the updates, the operating system may reboot. Allow the operating system to perform reboots if required.

Before updating the base point, make sure the operating system is up to date. When finished, perform an update to the recovery point, and change the recovery configuration to “**Recover**”.



5.2 Stopping Windows Updates

At the end of the update installation process (if any), and only when a message appears that the operating system is updated, click on the **Start** button and select “**Disable Windows Update**” in order to disable the Windows automatic updates mechanism.



5.3 Protecting an Additional Partition

In the DUO version of SmartRecovery, additional partitions can be protected, if they exist; for example Drive D:, E:, F:, etc.

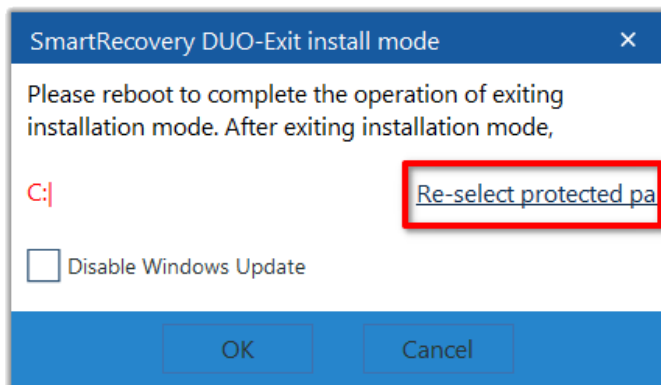
In order to perform this operation, you must switch to “Install mode”.

After switching to “Install Mode”, perform the following actions:

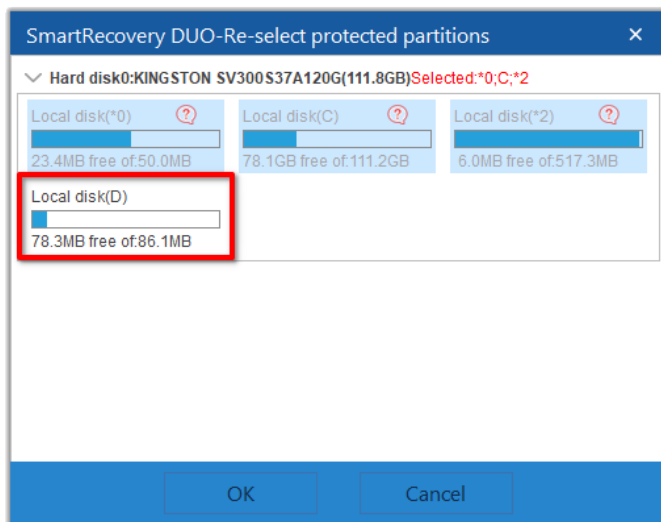
1. Place your mouse pointer on the Smart Recovery icon in the System Tray at the bottom of the screen.
2. Click “**Exit install mode**”.



3. Click on **Login**.
4. Click on **“Re-select protected partition”**.



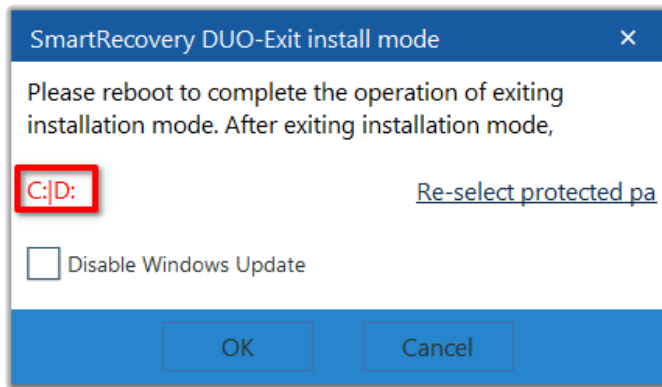
5. Click on the partition that you would like to protect.
6. To finish, click **OK**.



This protection is valid until the next time you switch to “Install mode”. If you have gone through “Install mode” again, it will be necessary to repeat the actions of **“Protecting an additional partition”**,

At the end of the operation, the operating system will reboot, and Smart Recovery will perform the operation of adding the additional partition in DOS.

In this picture, you can see that there are now two protected partitions: C: and D:.



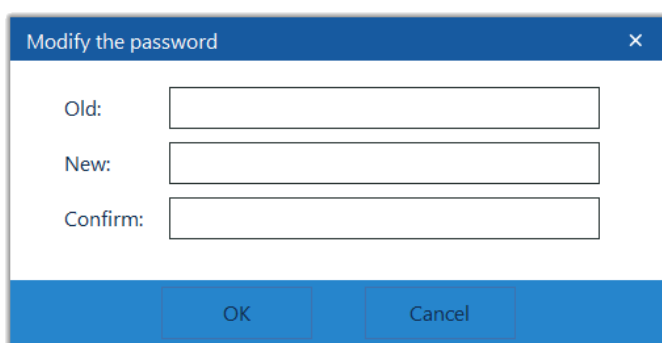
5.4 Setting a password for the first time or changing an existing password

In order to set a password, follow the following steps:

1. Open the Smart Recovery Administrator interface.
2. Click on the 3 dots icon on the lower right side of the interface , and choose **Change password**.



3. In the event that you didn't assign a password previously, enter a password in the field "New" and confirm it in the field "Confirm".



4. Click **OK** to complete the action of setting a password.

5.5 Changing an existing password

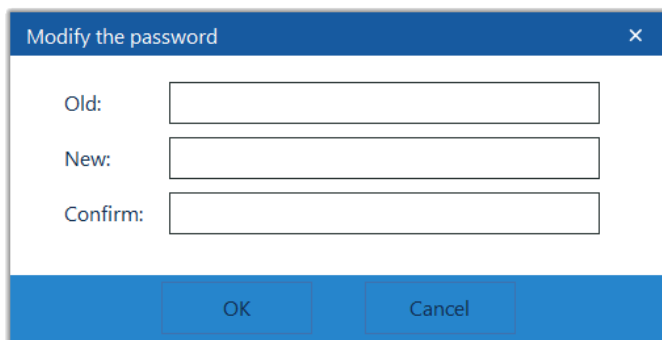
To change an existing password:

1. Open the Smart Recovery Administrator interface.

- Click on the 3 dots icon on the lower right side of the interface , and choose Change password.



- In the field **Old**, enter your present password.
- Enter the new password in the field **New** and enter it again in the field “**Confirm**” to confirm the change.
- Click **OK** to finish.


 A screenshot of a dialog box titled 'Modify the password' with a close button (X) in the top right corner. The dialog has three input fields: 'Old:', 'New:', and 'Confirm:'. Each field is a white rectangle with a thin border. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel', both in white with blue text.

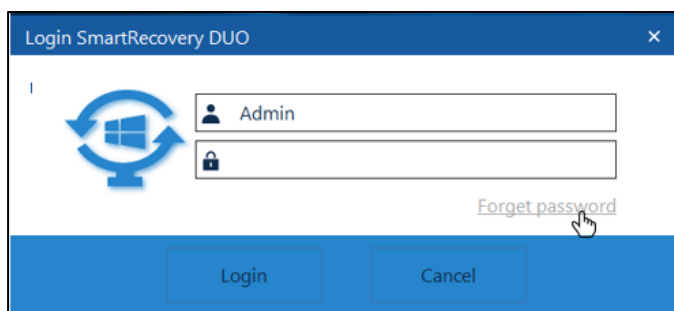
5.6 Recovering a Forgotten Password

If you have forgotten your password, you may recover it from Radix technical support by supplying them with an encrypted version of the password.

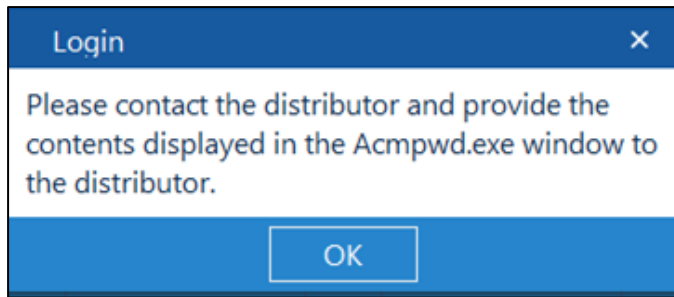
There are three possible methods to recover your password:

5.6.1 Method One: From the Smart Recovery Interface

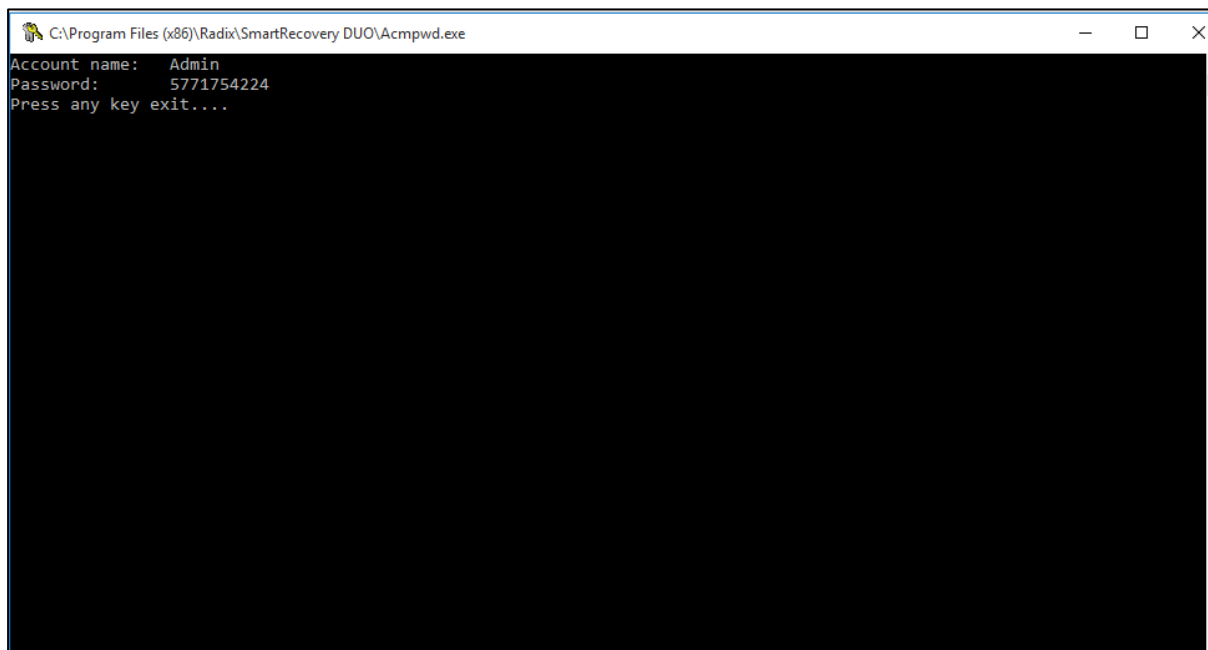
- Click on the SmartRecovery DUO icon to start the program.
- In the Login SmartRecovery DUO window that opens, click on **Forget password**.


 A screenshot of a window titled 'Login SmartRecovery DUO' with a close button (X) in the top right corner. On the left side, there is a blue circular icon with a white Windows logo inside. To the right of the icon are two input fields: the first one contains the text 'Admin' and has a user icon to its left; the second one is empty and has a lock icon to its left. Below these fields is a link that says 'Forget password' with a hand cursor pointing at it. At the bottom of the window, there are two buttons: 'Login' and 'Cancel', both in white with blue text.

A window will pop up, instructing you to use the file Acmpwd.exe to recover your password:



3. Clicking **OK** runs the Acmpwd.exe file, which helps you recover your password.
The following screen appears:



4. Send the encrypted password to Radix at radix@support.co.il. (It is not necessary to send a screen capture.)

5.6.2 Method Two: From Windows Explorer

You can also generate the encrypted version of your password by clicking on the **Acmpwd.exe** file in Windows Explorer.

To find the Acmpwd.exe file:

1. Open Windows Explorer, and go to the directory: C:\Program Files (x86)\Radix\SmartRecovery DUO\Acmpwd.exe

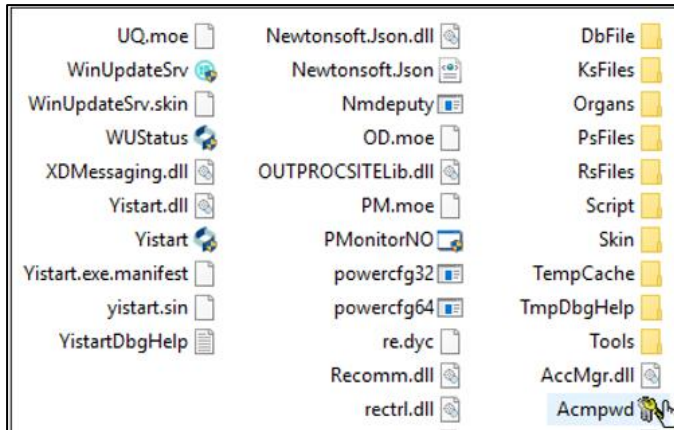
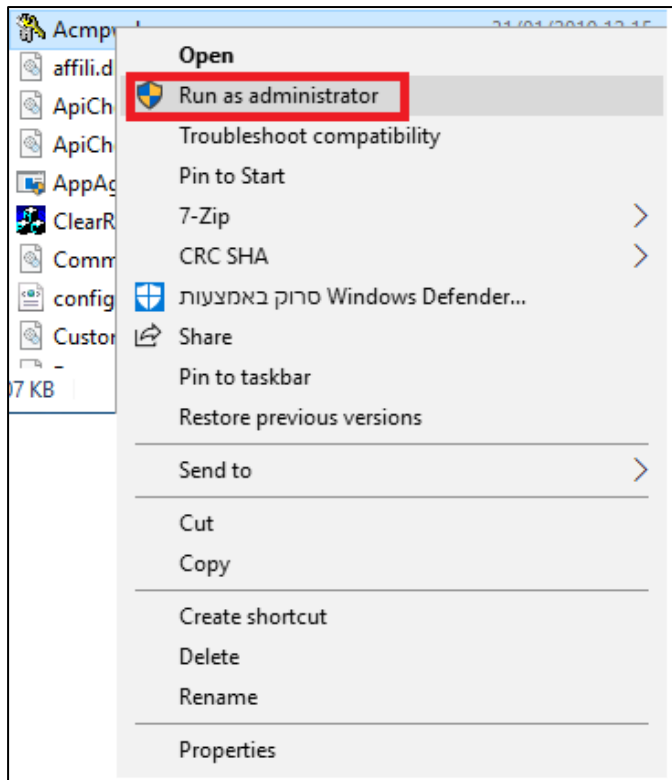
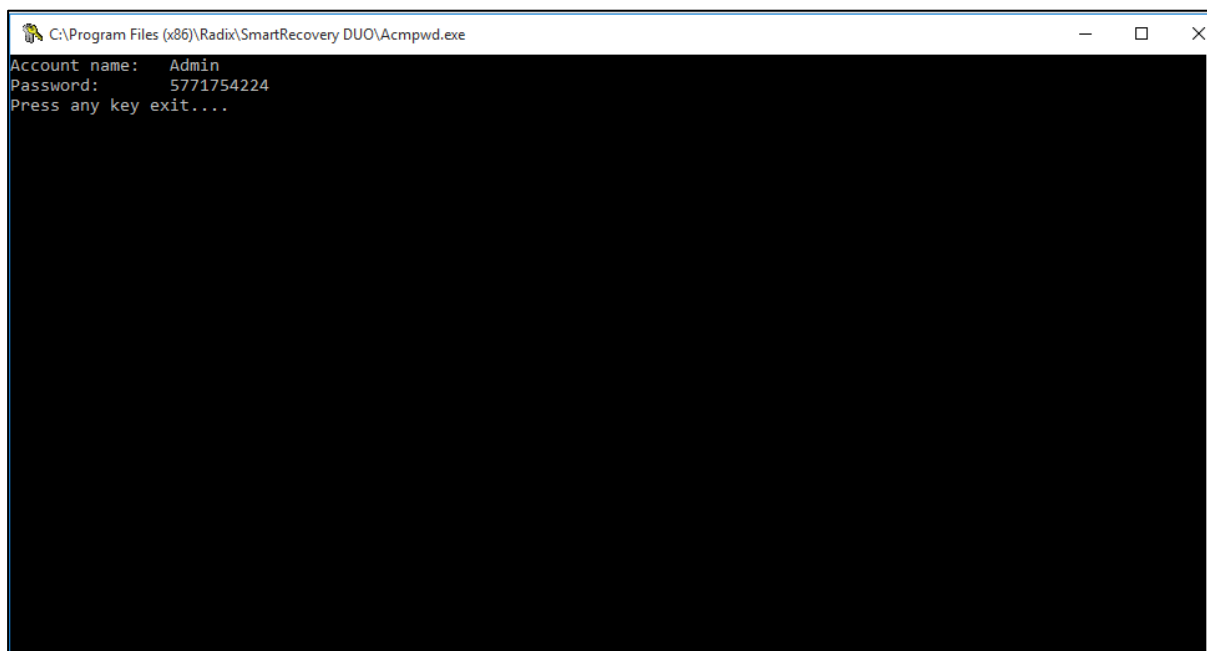


Figure 5-1: Location of the Acmpwd.exe file

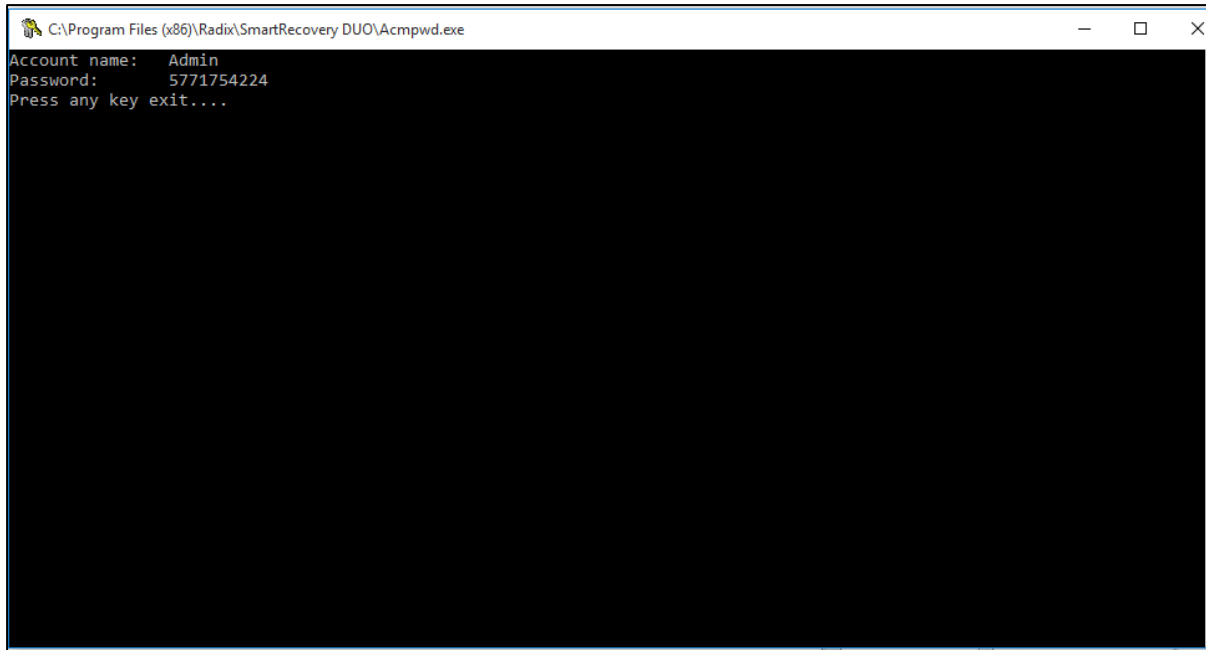
2. Right-click on the file, and select **Run as administrator**:



The following window opens, with the encrypted password:



3. Send the encrypted password to Radix at radix@support.co.il. (It is not necessary to send a screen capture.)



4. Send the encrypted password to Radix technical support, and they will recover your password for you.

5.6.3 Method Three: Via the DOS menu

You can also retrieve your forgotten SmartRecovery DUO password from the DOS menu. This will work even if you are unable to start Windows.

To retrieve your password via the DOS menu:

1. Turn on your computer.
2. After your computer undergoes the BIOS check, but before the operating system boots up, click on the **Home** key on your keyboard. The following window will be displayed:

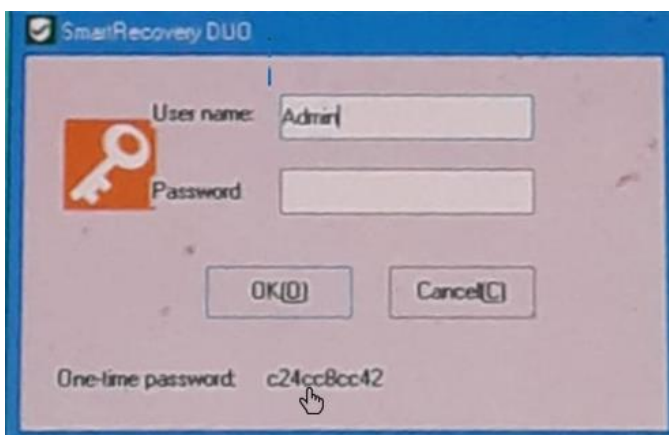


Figure 5-2: DOS version of SmartRecovery DUO, with a one-time password

3. Copy the one-time password displayed on the screen and send it to Radix technical support at radix@support.co.il.

5.7 Tools Options

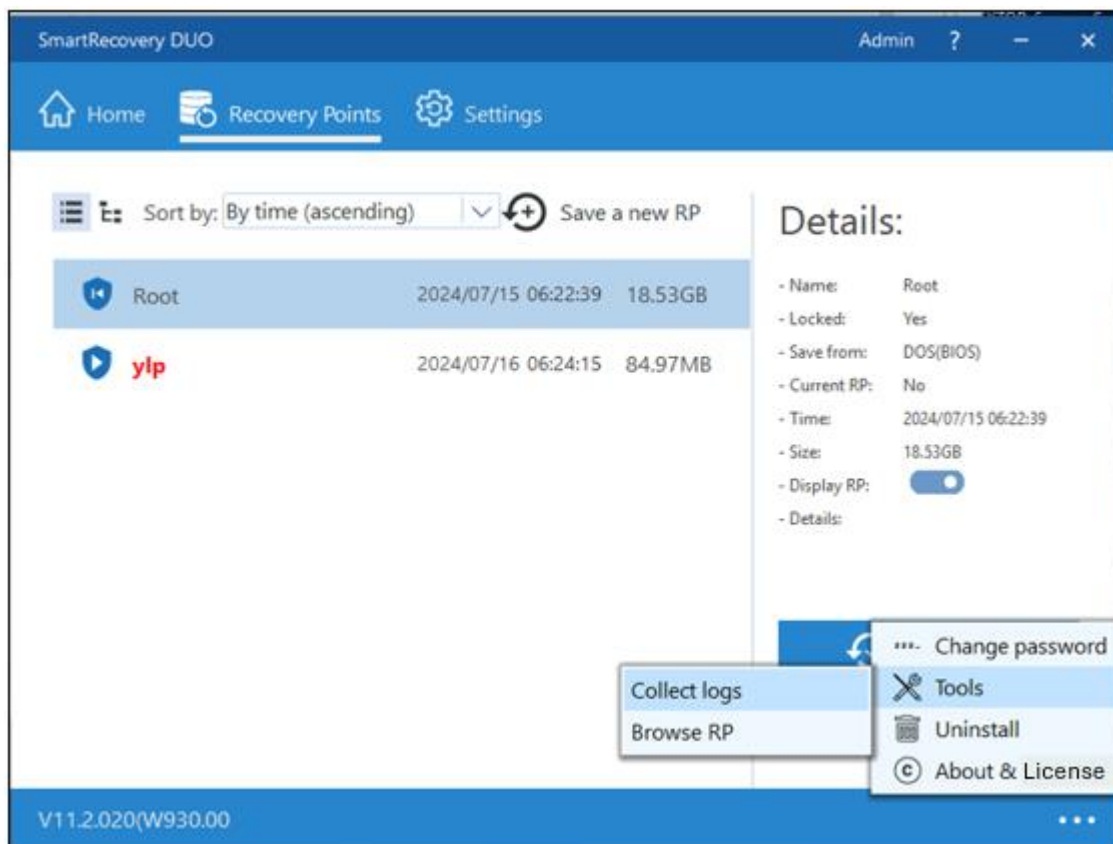
When you click on the Tools icon, you'll see two options:

5.7.1 Collect Logs for Fault Analysis

In the event of a malfunction that cannot be solved immediately, SmartRecovery includes the Pmonitor tool. It creates a log file which will allow us to identify the cause of the malfunction and provide a solution.

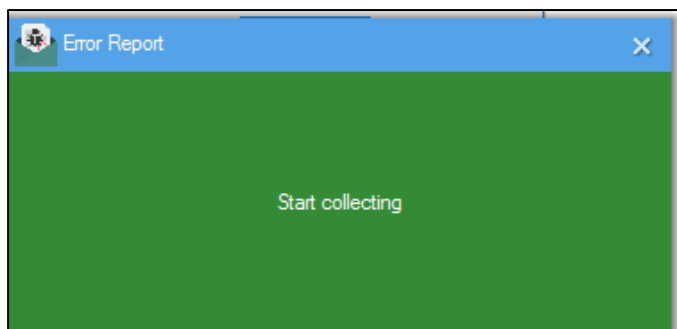
To create a log file:

1. Click the right mouse button on the three-dot menu in the lower right hand corner of the Smart Recovery DUO interface.
2. Click on the “**Tools**” icon and select the “**Collect Logs**” option.

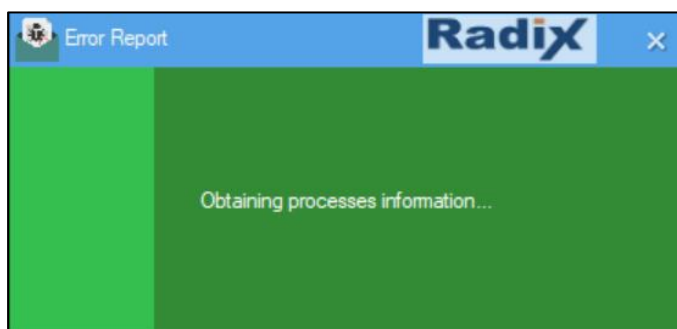


This will run the Pmonitor tool.

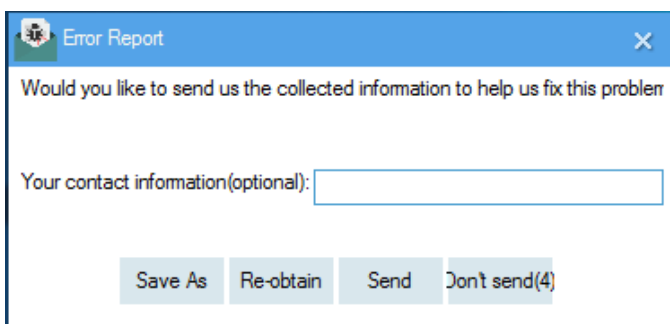
3. Alternatively, you can find the Pmonitor file in the folder C:\Program Files (x86)\Radix\SmartRecovery DUO\PmonitorNO. Clicking on the file will also run the Pmonitor program.
4. When the program starts running, you will see a green status bar:



5. Click on the green area to start the log collection operation. The green status bar will display messages about the information being collected.



6. When Pmonitor finishes creating a log file, you will receive the following dialog box:



It provides the following options:

- In the “**Your contact information**” textbox, you can provide an email address where you wish to receive correspondence from Radix regarding the log file.

- **Save As:** This allows you to save the log file on your computer, after you assign it a name and location. The Pmonitor tool will compress the file into zip format.

Note: To allow the file to be sent by email without any security problems, it will be saved with the file extension *.zi_.

1,599 KB	_זי קובץ	6/20/2024 8:32 AM	June 20 2024_SRlog.zi_
341 KB	OpenDocument T...	6/20/2024 8:35 AM	LITE installation

You may assign a name to the file, but do **not** change the file extension.

- **Re-obtain:** This will allow you to re-run the Pmonitor tool, to compile a new log file.
 - **Send:** This will send the file to Radix. Alternatively, you can send the file as an attachment via email to radix@support.co.il.
 - **Don't send:** Select this option if you would prefer to send the log file by email, instead of the Pmonitor interface.
7. Send the file to us at radix@support.co.il. We will check the logs and contact you.

5.7.2 Browse Recovery Points

When you click on **Browse RP**, this opens the **Rexplore** interface which allows you to browse previous recovery points. (A Recovery Point Browser icon will appear in the taskbar at the bottom of the Windows display.)

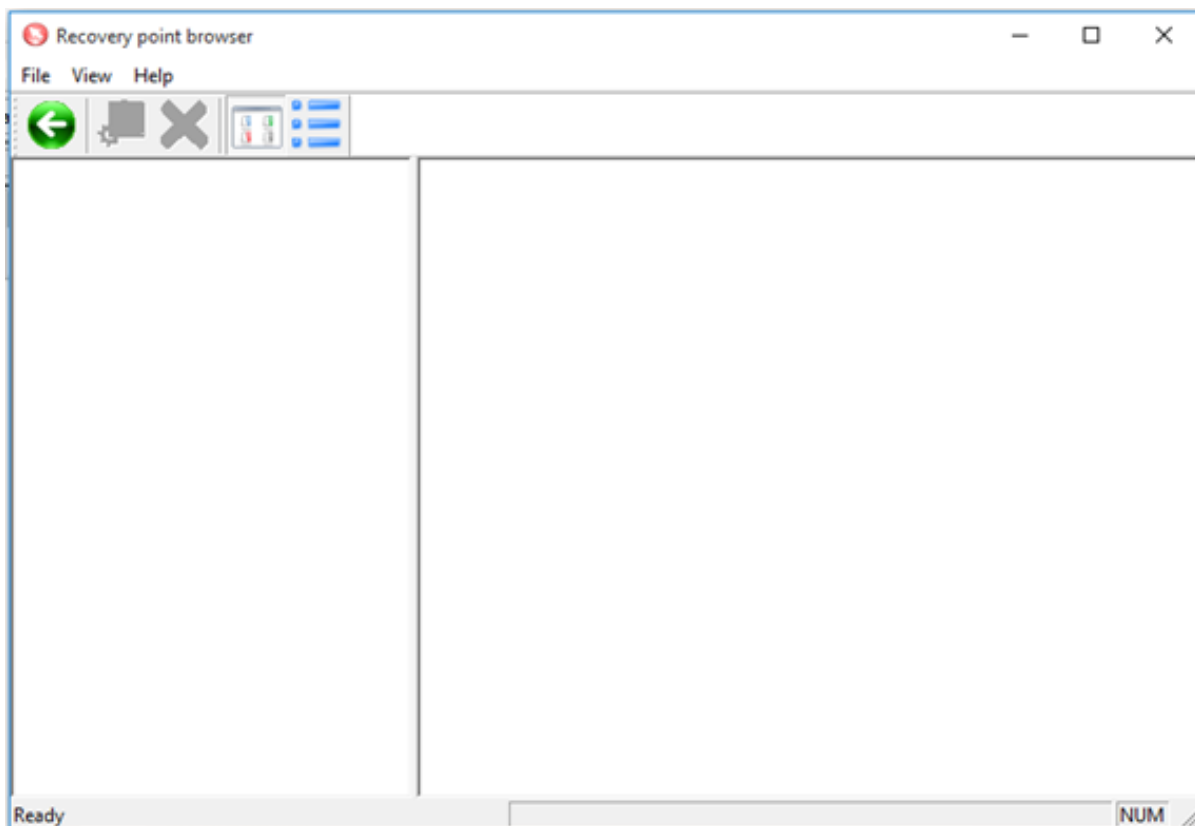
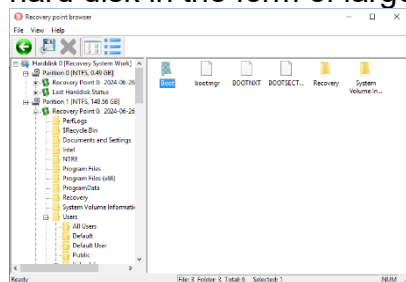
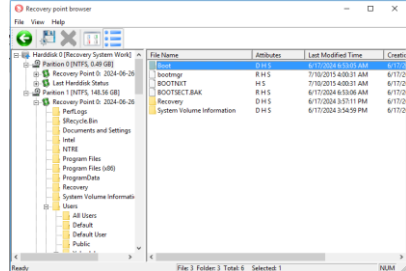


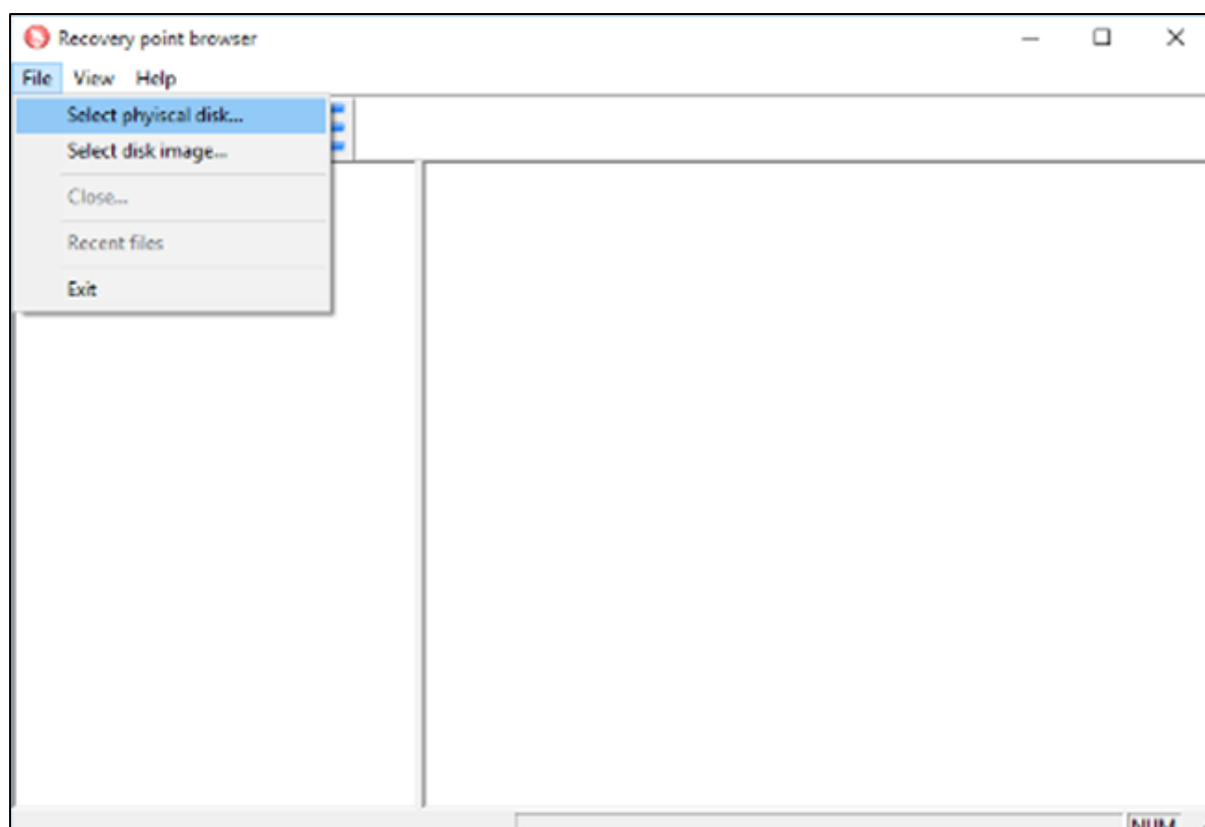
Figure 5-3: Recovery Point Browser window

Here is a brief explanation of the icons in the toolbar:

Icon	Description
	Back: To go back to the previous screen when going through the directory tree.
	Export the file or directory: This allows you to save a file or directory to a different location.
	Close hard disk: This closes the display of the hard disk, until you select it again from File>Select physical disk .
	Large icons: Selecting this displays the files on the hard disk in the form of large icons: 
	Report: Selecting this displays the files on the hard disk in List format: 

5.7.2.1 File Menu:

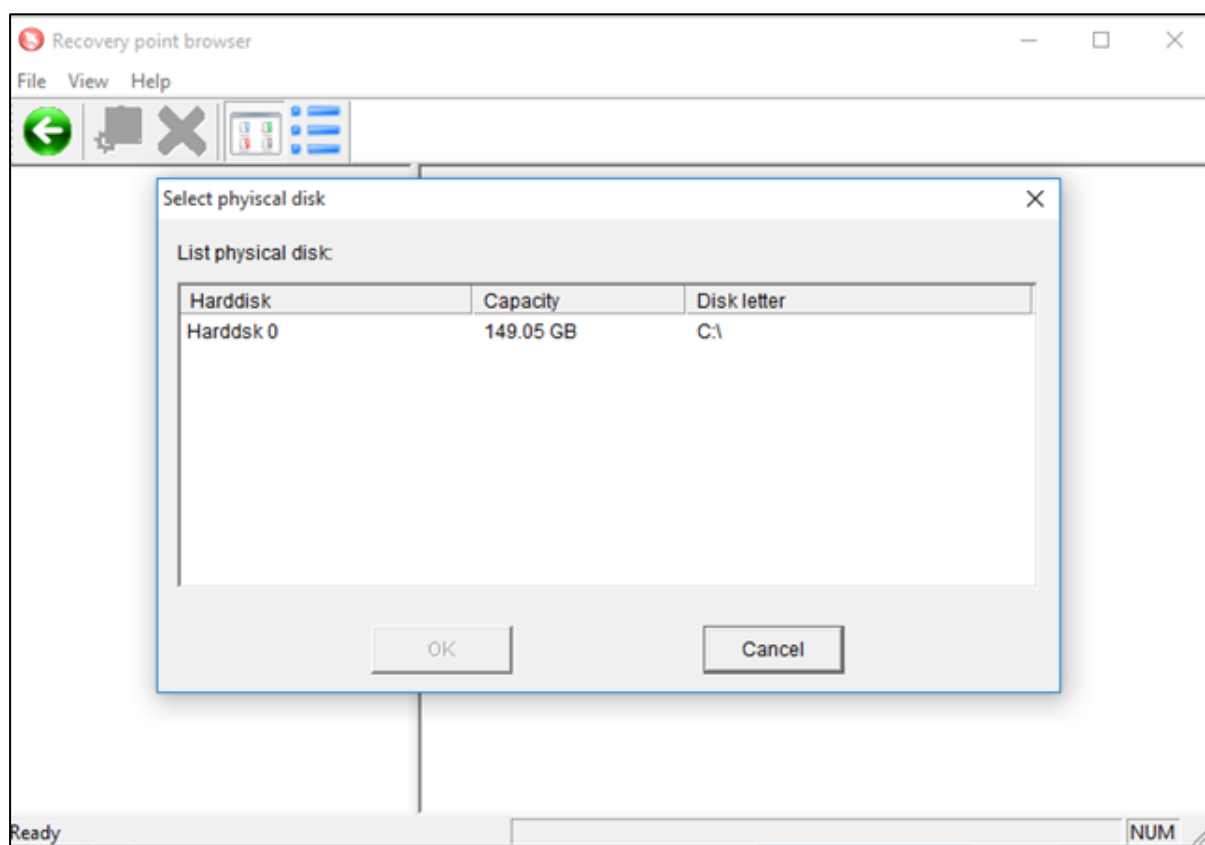
When you click on **File**, the following drop-down menu appears:



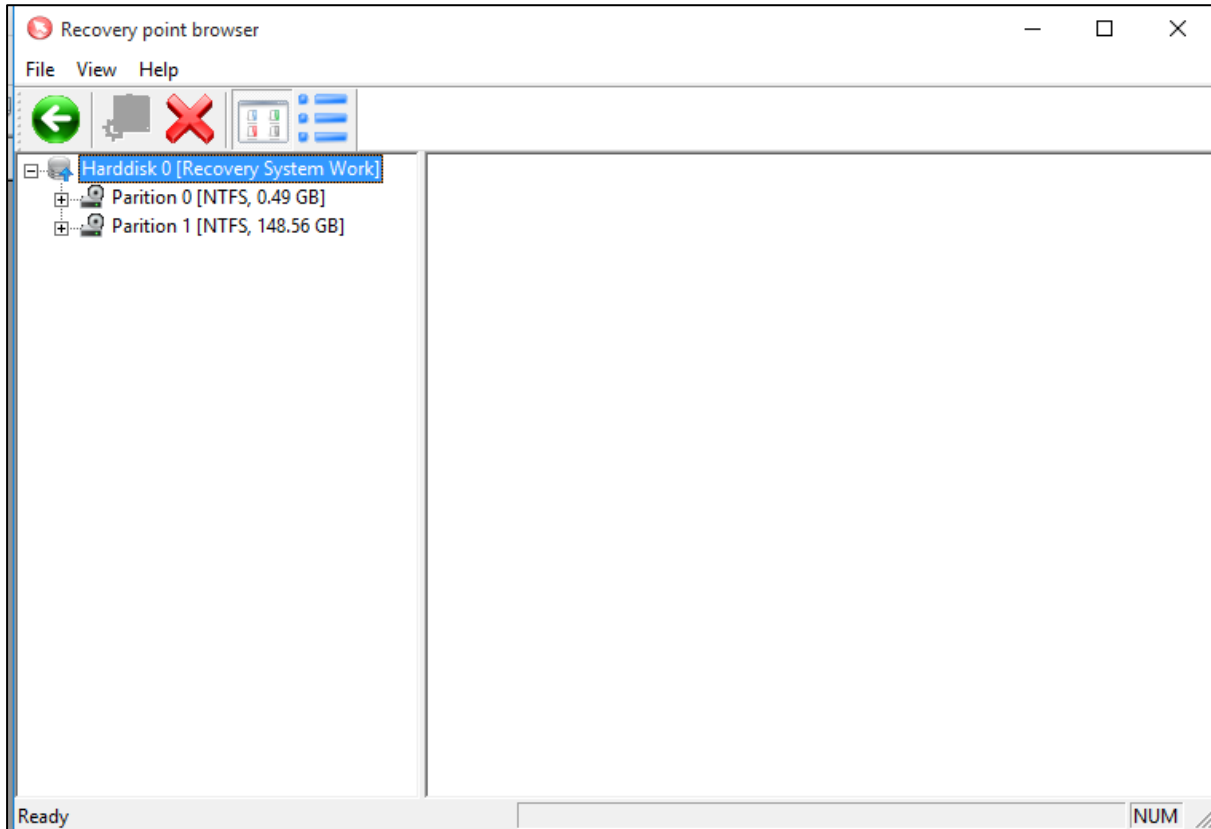
5.7.2.1.1 Select physical disk:

This allows you to select a physical hard drive and choose one of its recovery points.

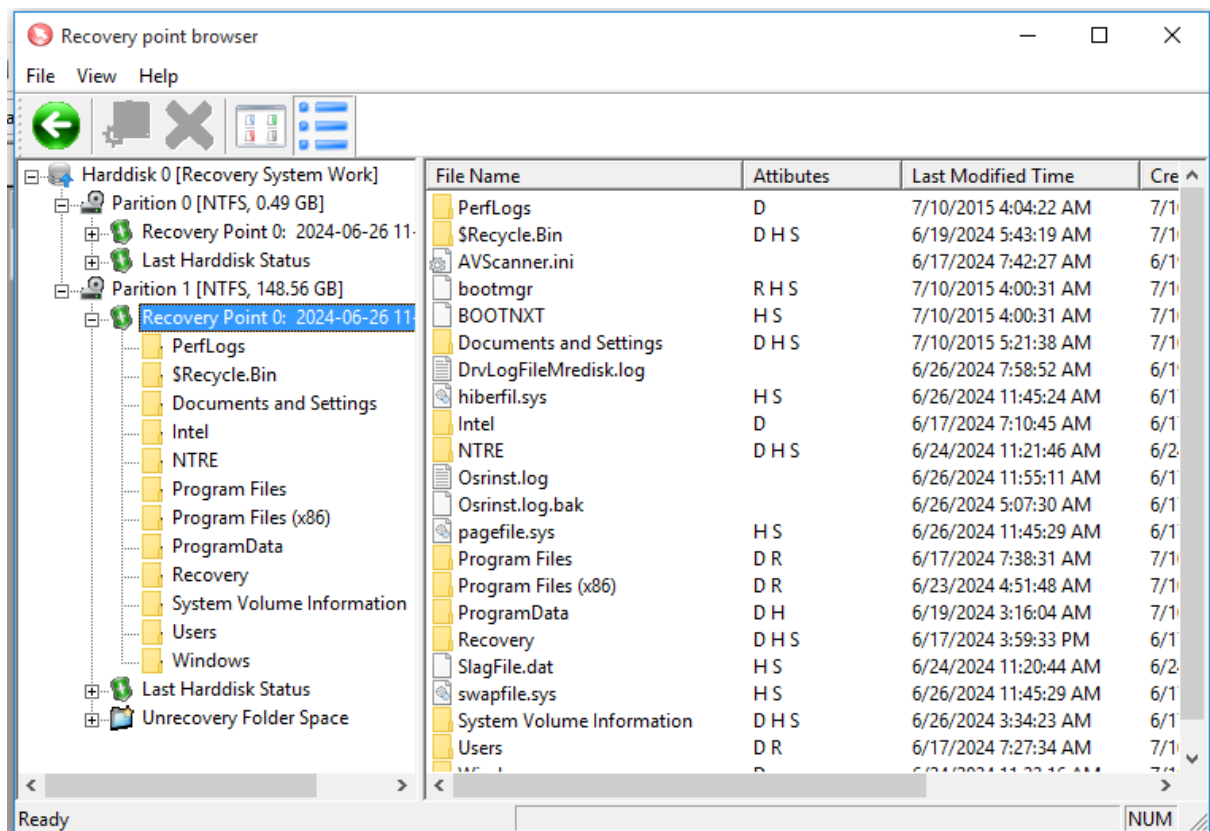
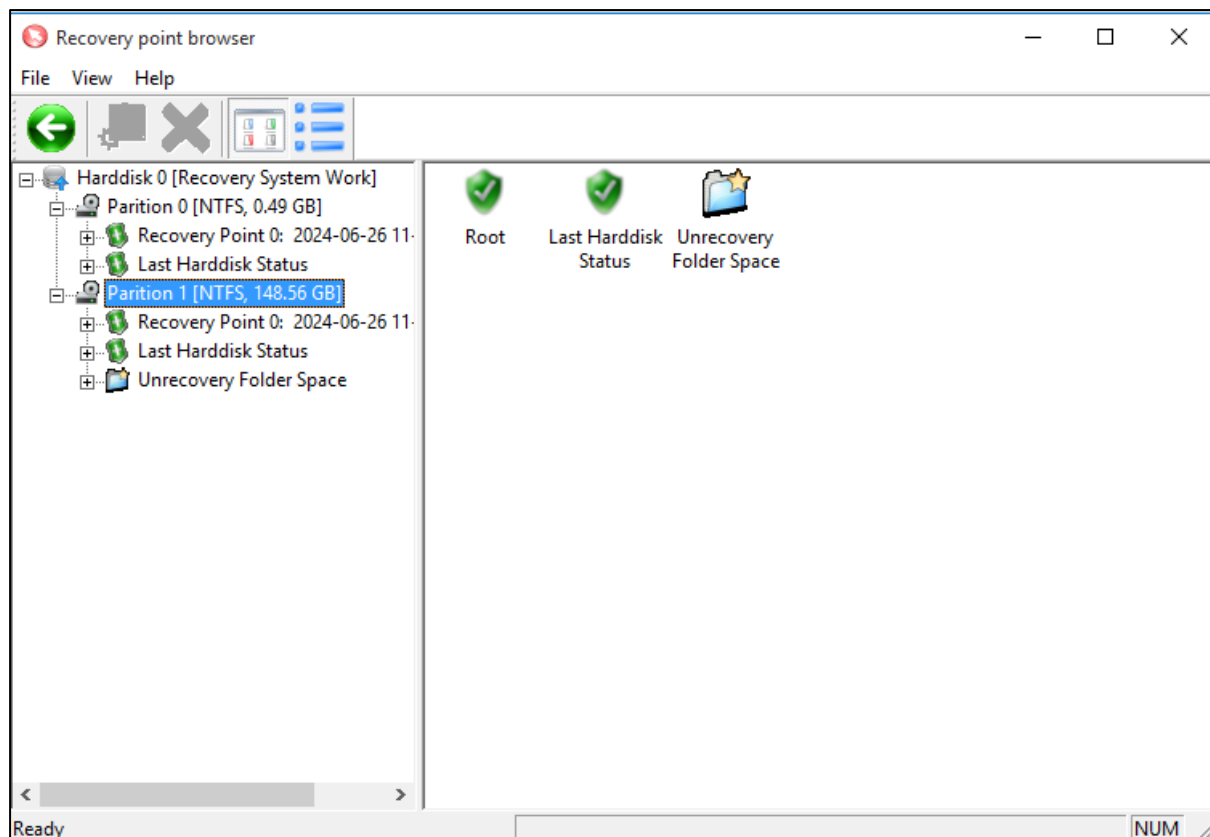
1. If you click **Select physical disk**, the following screen appears:



2. When you select the hard disk in the list and click **OK**, you will see the hard disk appear in the Recovery Point Browser window, as well as the partitions available on the disk.



3. Clicking on the hard disk displays the contents of the hard disk.



5.7.2.1.2 Select disk image

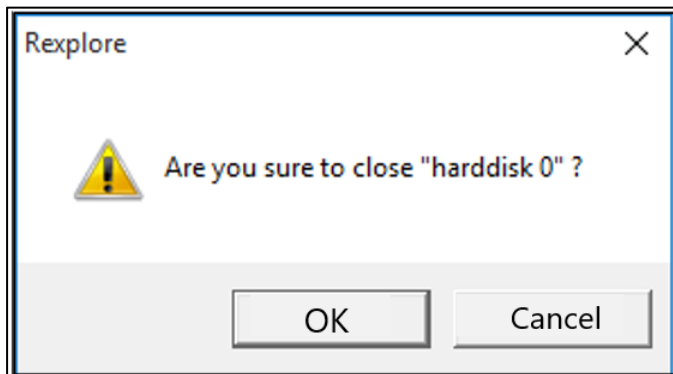
This will allow you to select a VMware file image, to use as a system restore point.

5.7.2.1.3 Close

This will close the hard disk that you previously selected when you wanted to see its recovery points and file structure. Clicking on the **Close** icon  in the **Recovery point browser** menu will also collapse the display of the hard disk in the **Recovery Point Browser**.

To close a hard disk:

1. Click on **Close** in the File menu or click on the **Close** icon in the Recovery point browser menu. You will be prompted if you wish to close the disk:



2. Click on OK to close the hard disk. The display of the directory structure of the hard disk will disappear.

To open a hard disk again:

1. Go to **File>Select physical disk...**
2. Select the desired hard drive you would like to inspect for recovery points and click on it. Its recovery points and directory structure will be displayed again.

5.7.2.1.4 Recent Files

This will display any files that have been created recently and may be deleted if you perform a system restore to a previous recovery point.

5.7.2.1.5 Exit

This closes the **Recovery point browser** program and returns you to the SmartRecovery DUO window.

5.7.2.2 View

The View window gives options in displaying the files and directories displayed in the Recovery point browser.

5.7.2.2.1 Toolbar

You can select whether to use the Recovery point browser with or without the toolbar icons:

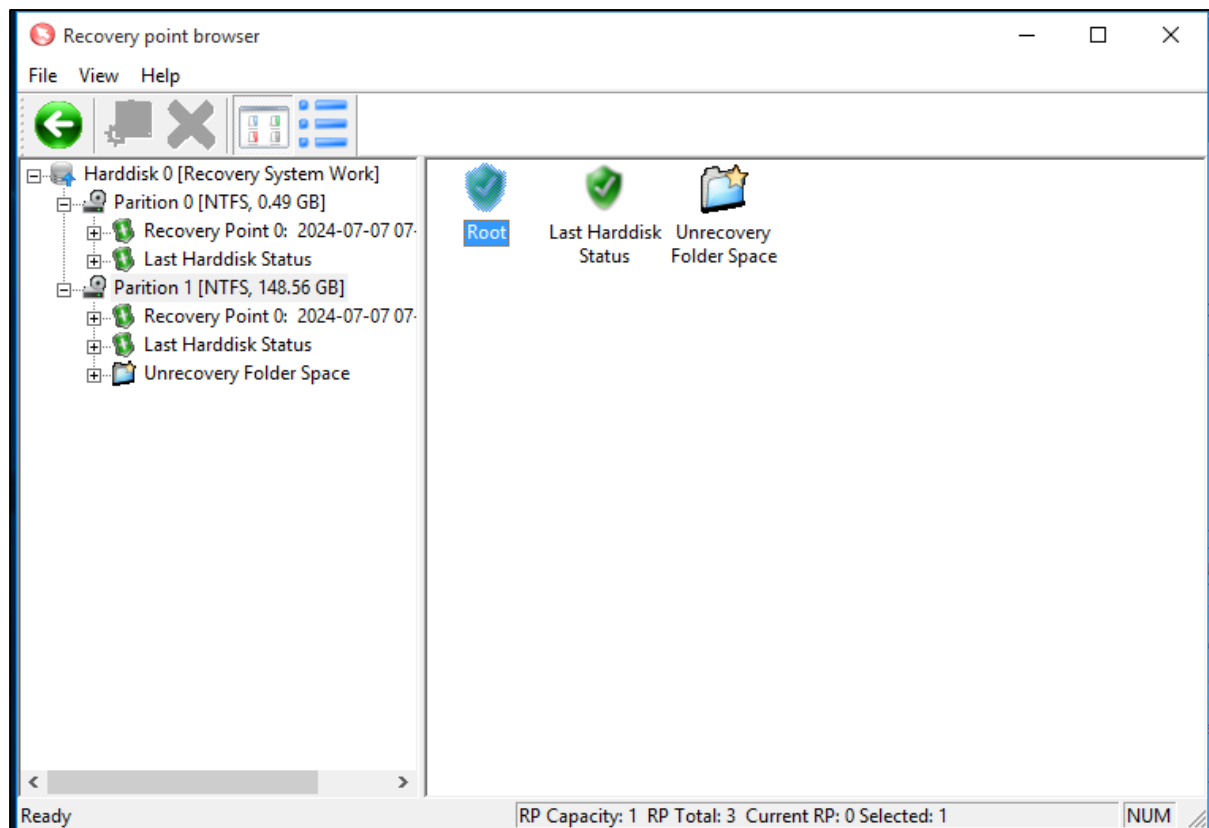


Figure 5-4: Recovery Point Browser with Toolbar and Status Bar

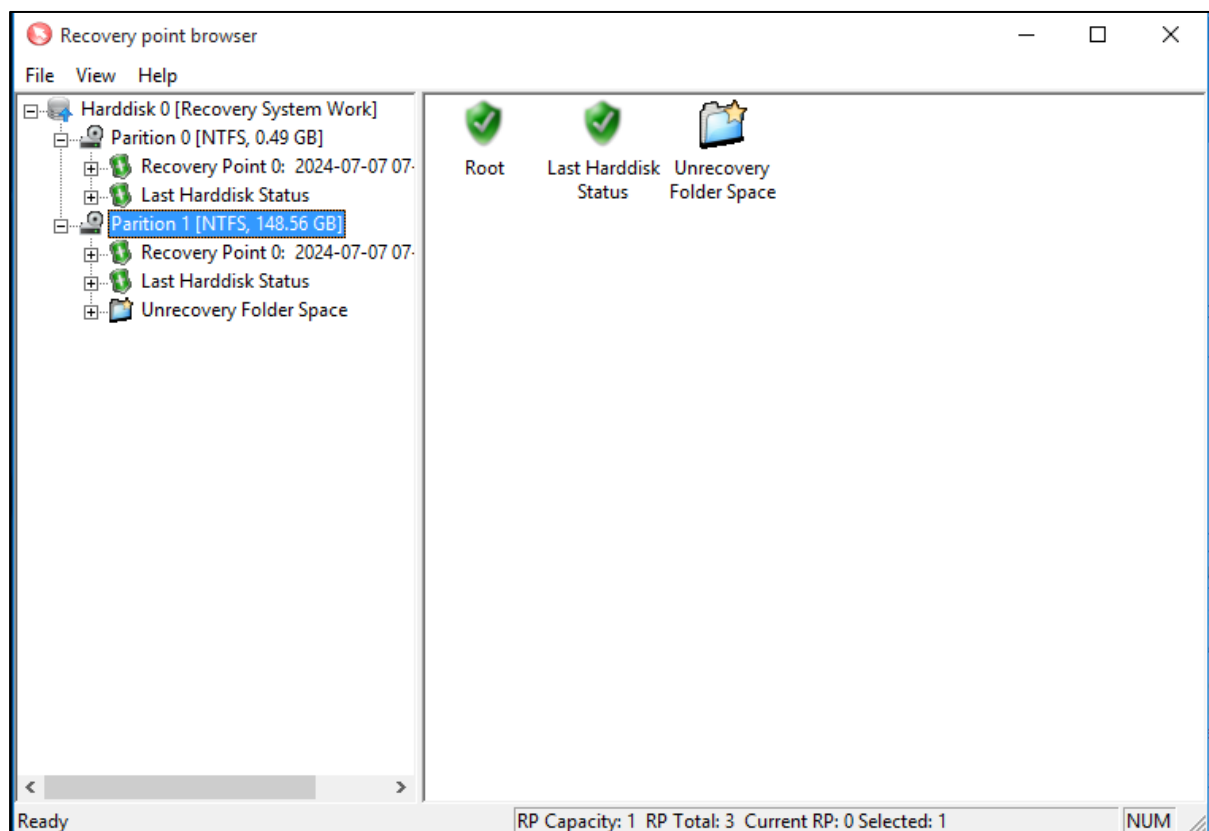
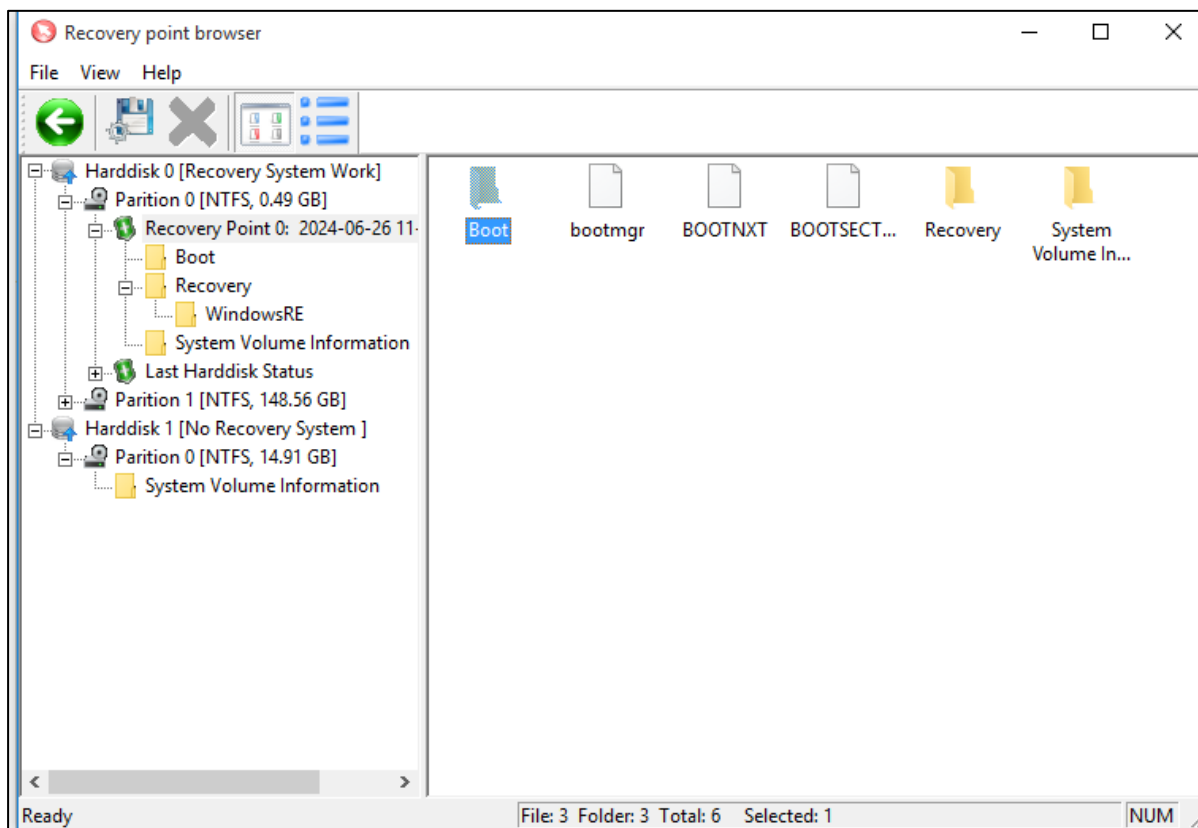


Figure 5-5: Recovery point browser without the Toolbar displayed

5.7.2.2.2 Status bar:

This allows you to display the file structure of the hard disk with or without the status bar at the bottom. The status bar displays the statistics of the file or folder that you selected.

For example, in the screenshot below, we see that there are a total of 6 items displayed, 3 of them are files, 3 of them are folders, and 1 item is selected.

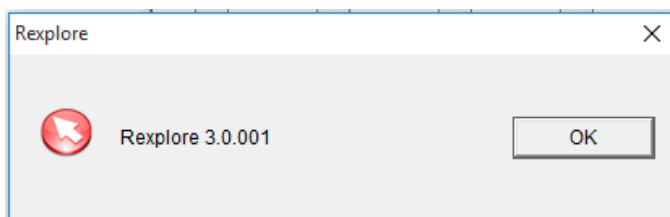


5.7.2.2.3 Show NTFS Meta file

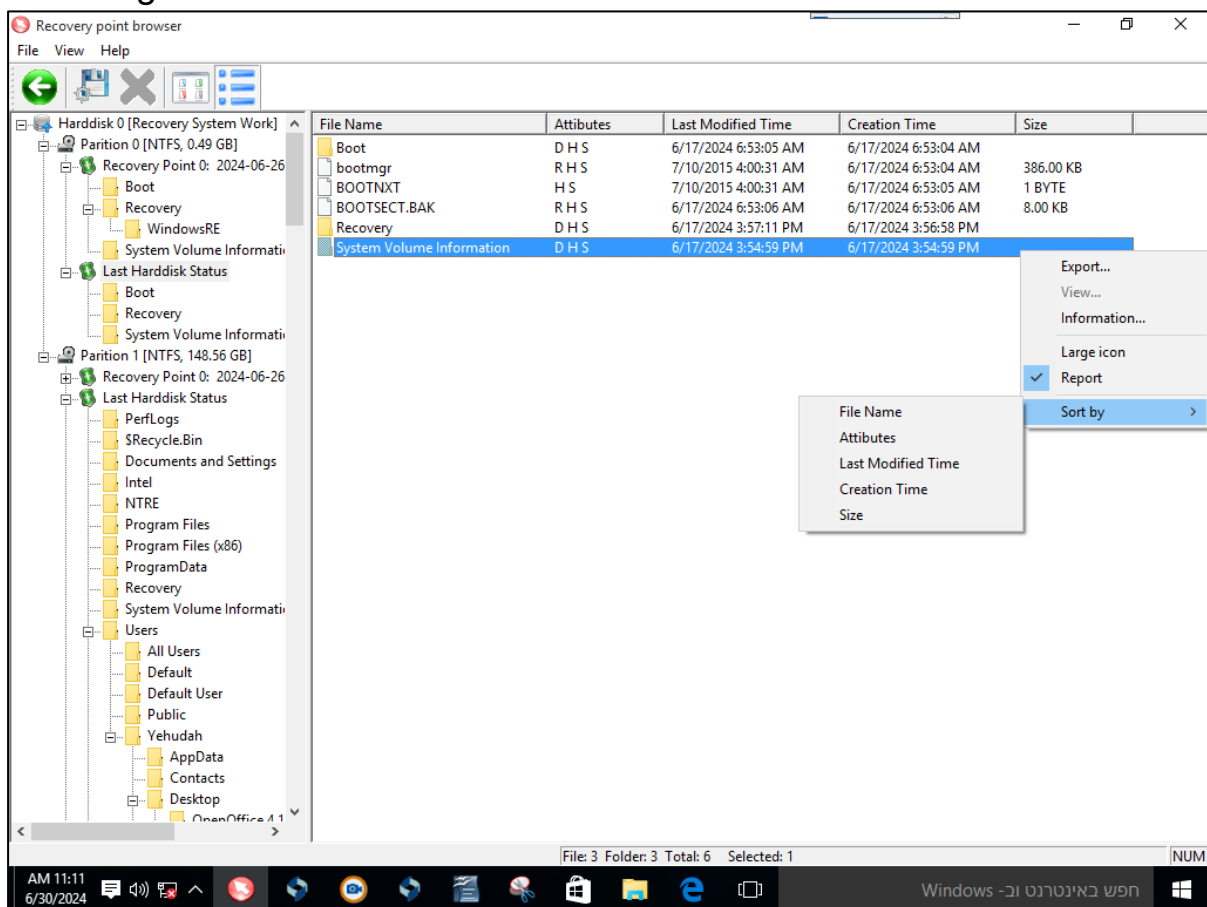
This allows you to see hidden files on an NTFS hard disk.

5.7.2.3 Help

This will display the version of the Rexplore Recovery Point Browser program.



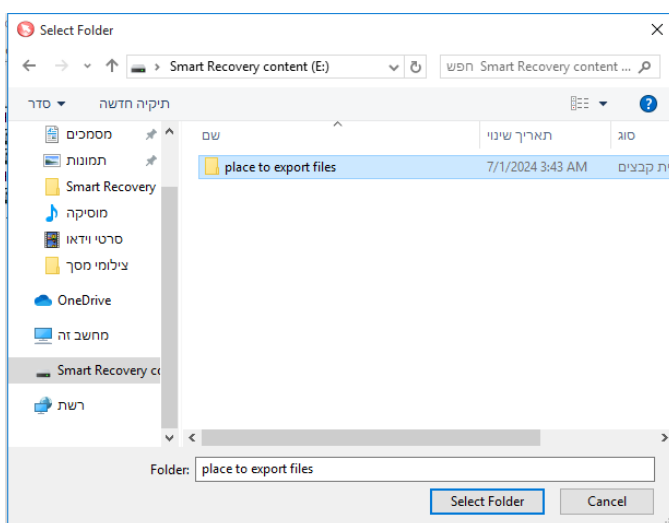
5.7.3 Right-click menu



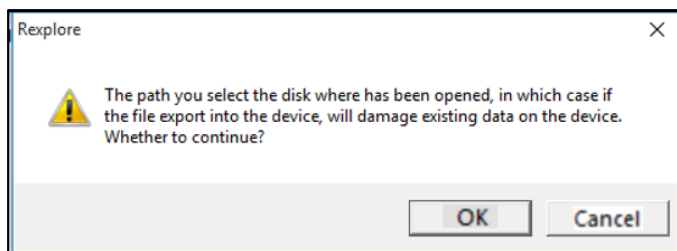
By performing a right-click on one of the items in the **Recovery Point Browser**, the following menu opens:

5.7.3.1 Export:

This option lets you copy a selected file or folder to a different location. When you click on **Export**, the following window opens:



You select a folder where you want to copy a file and click **Select Folder**. Before actually exporting the file or folder, you will be prompted as to whether you are sure to export the file or folder, to ensure that the file export does not damage existing files in the destination folder.

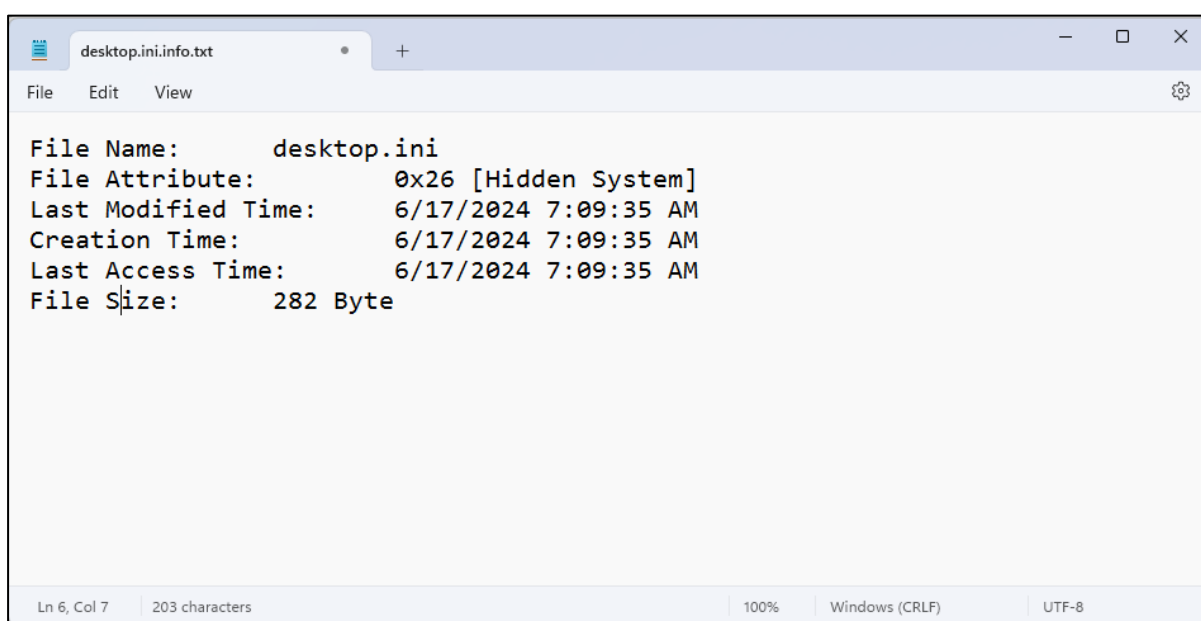


5.7.3.2 View

By selecting a file and clicking on **View**, you open the file using the Notepad application.

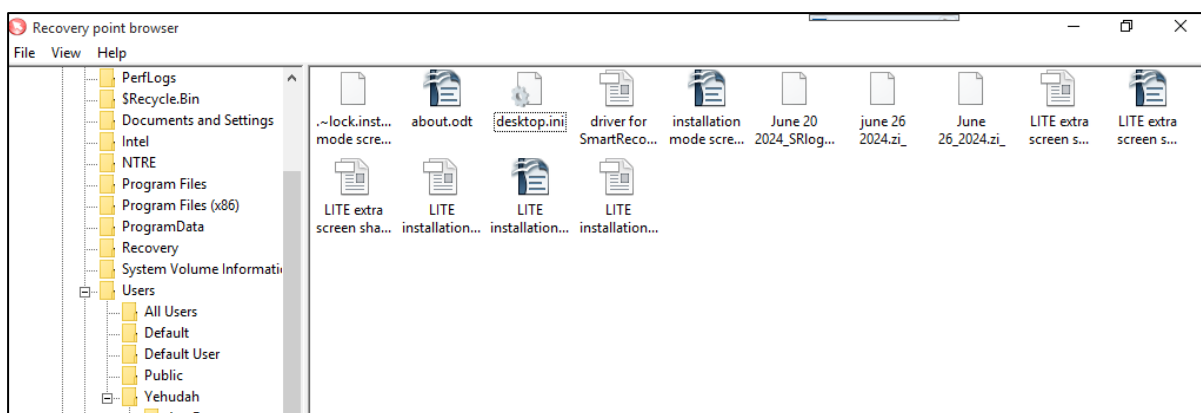
5.7.3.3 Information

This provides information about a file: The file name, attributes, creation time, the file size, and more.



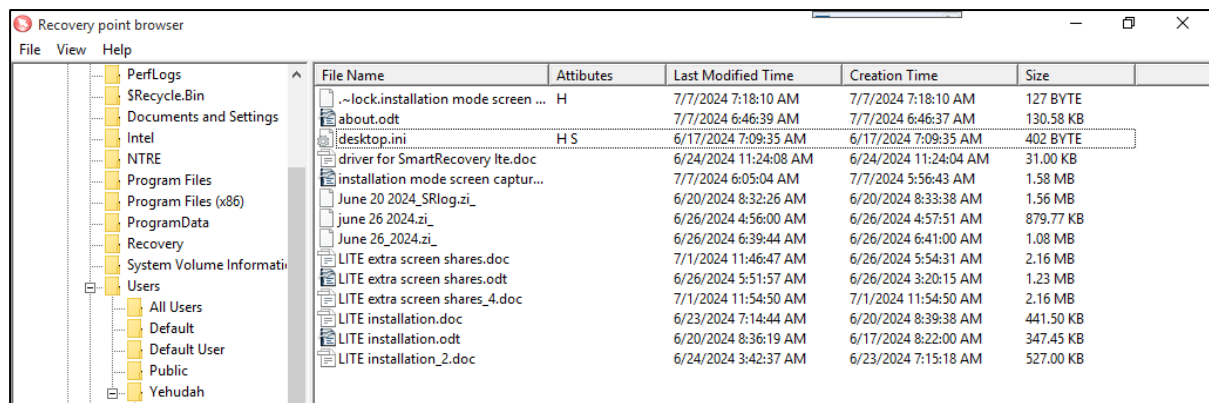
5.7.3.4 Large Icon

Click on this option if you wish to view the files in the form of large icons instead of a detailed list.



5.7.3.5 Report

Click on this option if you wish to view the files in the form of a list.



5.7.3.6 Sort by

This opens up a series of options for sorting the files being displayed:

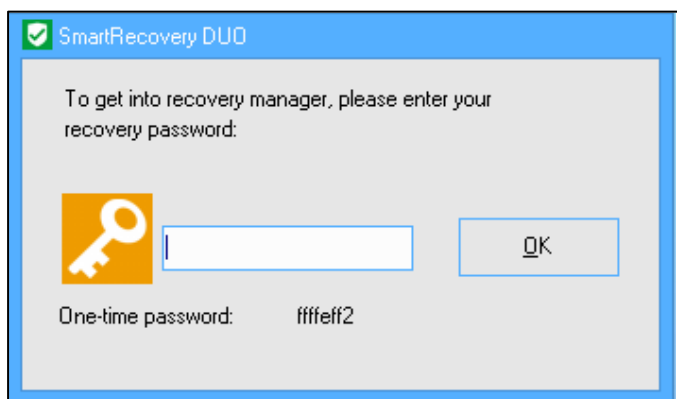
- **File Name:** Sorts the files in alphabetical order, either ascending or descending
- **Attributes:** Sorts files by their attributes: H – hidden files, S-System files, R-Read only files, D-Directory
- **Last Modified Time:** Sorts the files by when they were last modified
- **Creation Time:** Sorts the files by when they were created (latest first, or latest last)
- **Size:** Sorts files by size, ascending or descending order.

6 Running SmartRecovery in DOS

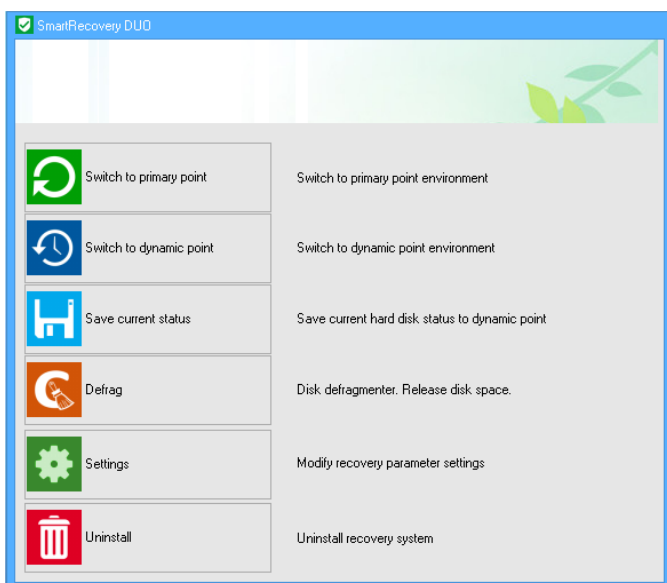
Smart Recovery can also be operated in DOS, without any dependence on the integrity of the operating system. This feature allows recovery of the operating system even in a situation where the Windows operating system does not load and/or is not working properly.

To enter the system interface, press the “**Home**” key on your keyboard before the operating system boots (that is, immediately after the BIOS screen appears).

Upon entering the interface, you will receive the following screen where you will be asked to enter the Smart Recovery Administrator password:



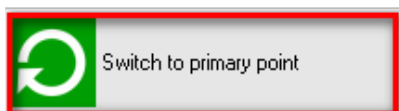
After entering the password, the SmartRecovery main screen will be displayed:



6.1 Smart Recovery options in DOS

- Switch to primary point environment

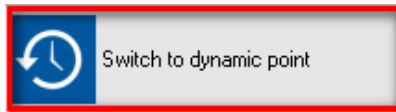
Restores the operating system to the initial restore point (“Root”).



Running SmartRecovery in DOS

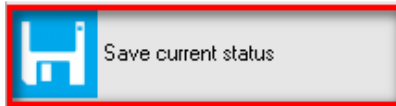
- Switch to dynamic point

This restores the operating system to the last restore point that you created.



- Save current state

This creates a new (updated) restore point as the dynamic restore point.



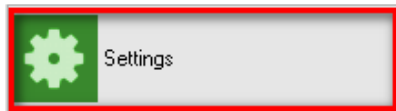
- Defrag

This performs a defragmentation to one of the existing restore points.

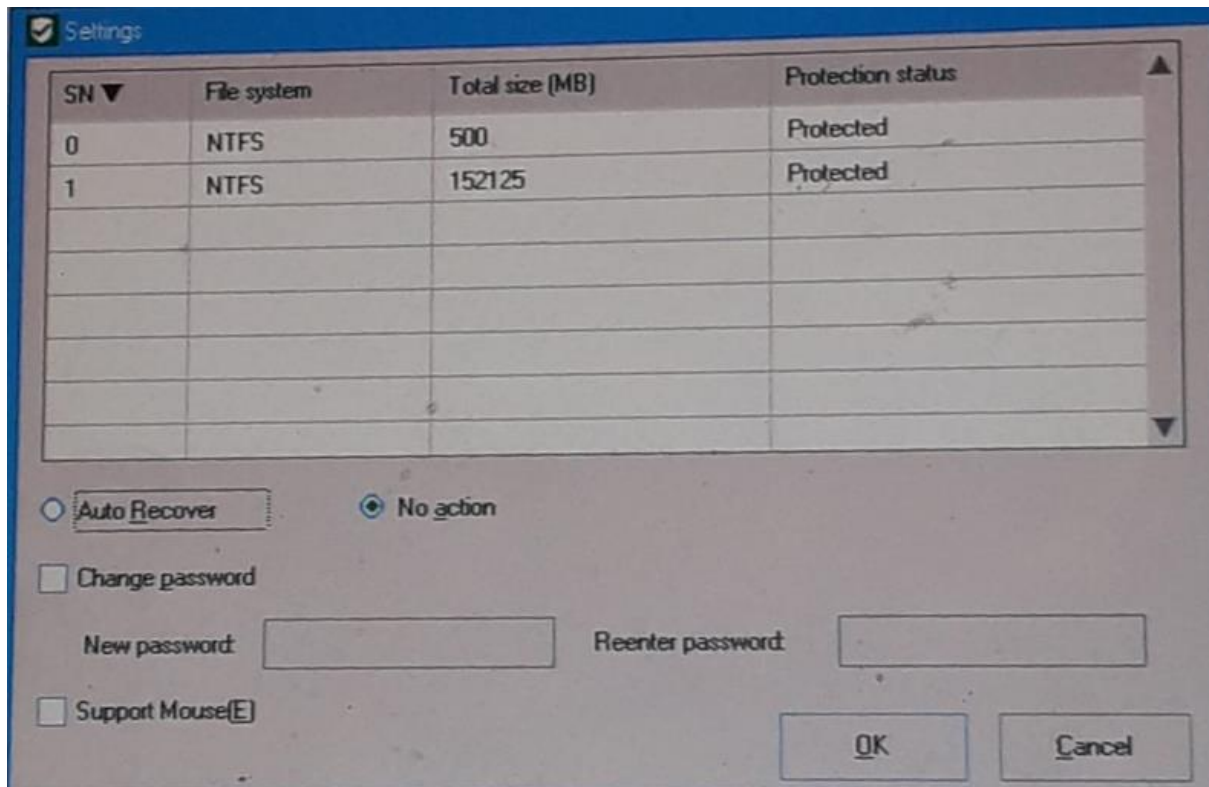


- Settings

This allows you to change system settings, such as: restoring a configuration, or changing or setting a system password.



The settings screen appears thusly:



- Uninstall

This uninstalls SmartRecovery.



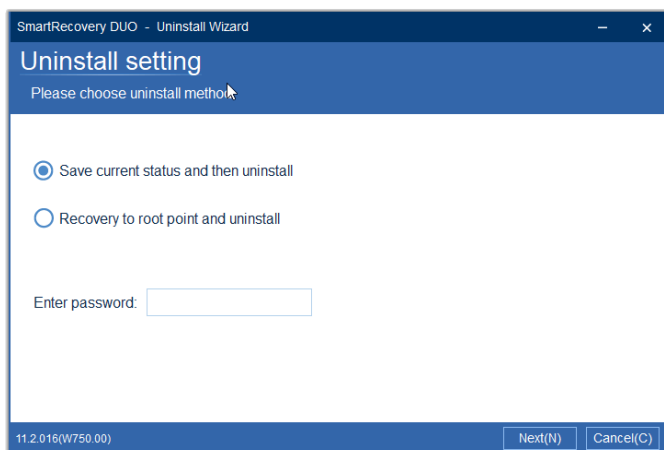
7 Uninstalling Smart Recovery

Smart Recovery can be uninstalled in two ways:

1. Uninstalling using the **Add and Remove Programs** feature in the Windows operating system.
2. Uninstalling using the Smart Recovery interface.

7.1 Method One: From Windows “Add and Remove Programs”

1. From the Start menu in Windows 11, go to **Settings>Apps>Installed Apps** to see the list of installed programs on your computer. (In earlier versions of Windows, open the Windows “**Add and Remove Programs**” utility in the Control Panel.)
2. Find SmartRecovery in the list of installed programs and select “**Uninstall**” to start the software removal.
3. Choose one of the two removal options that SmartRecovery offers:



- “**Save current status and then uninstall**”: This option will save the current status of the computer as a root restore point and then uninstall SmartRecovery.
 - “**Recovery to root point and uninstall**”: This option will perform a system restore to the previously saved root point and then uninstall the product.
4. Enter your password and click “**Next**”.

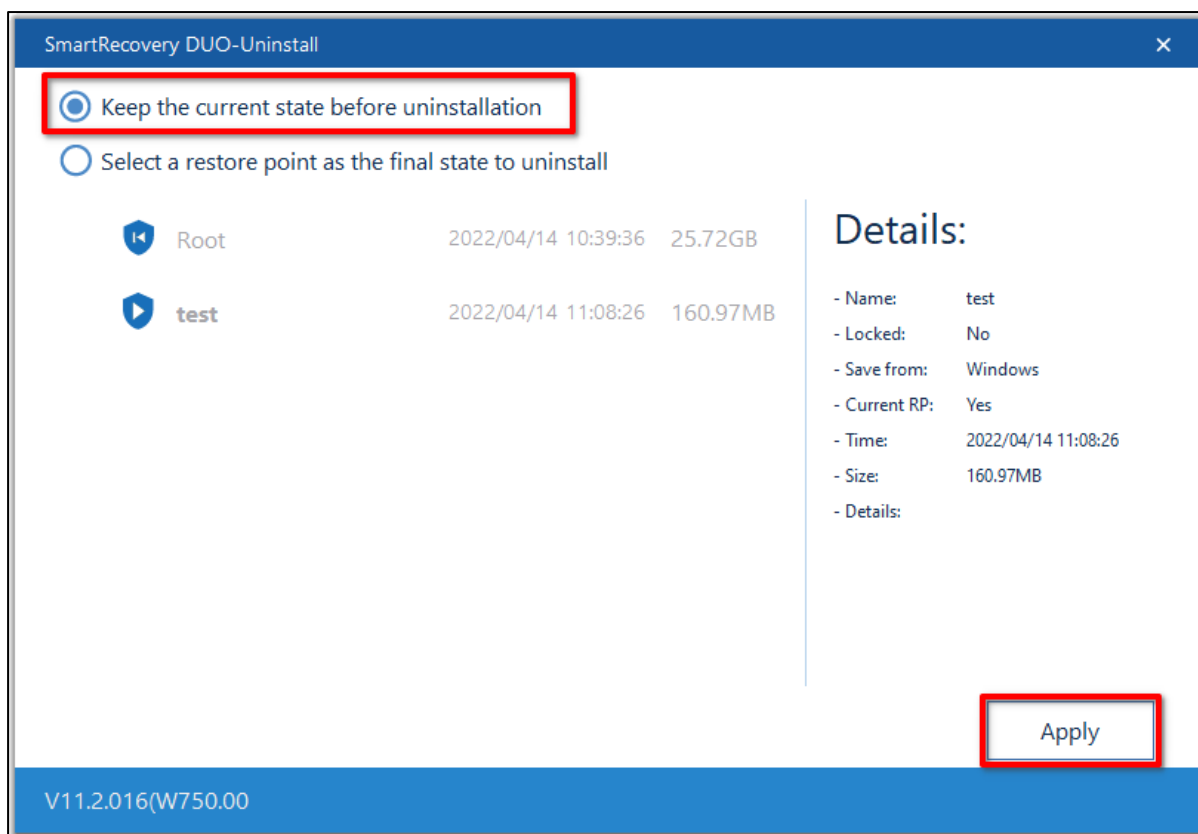
7.2 Removal via the Smart Recovery Interface

1. Open the Smart Recovery Administrator interface.
2. Click on the 3 dots icon on the lower right side of the interface , and choose **Uninstall**.

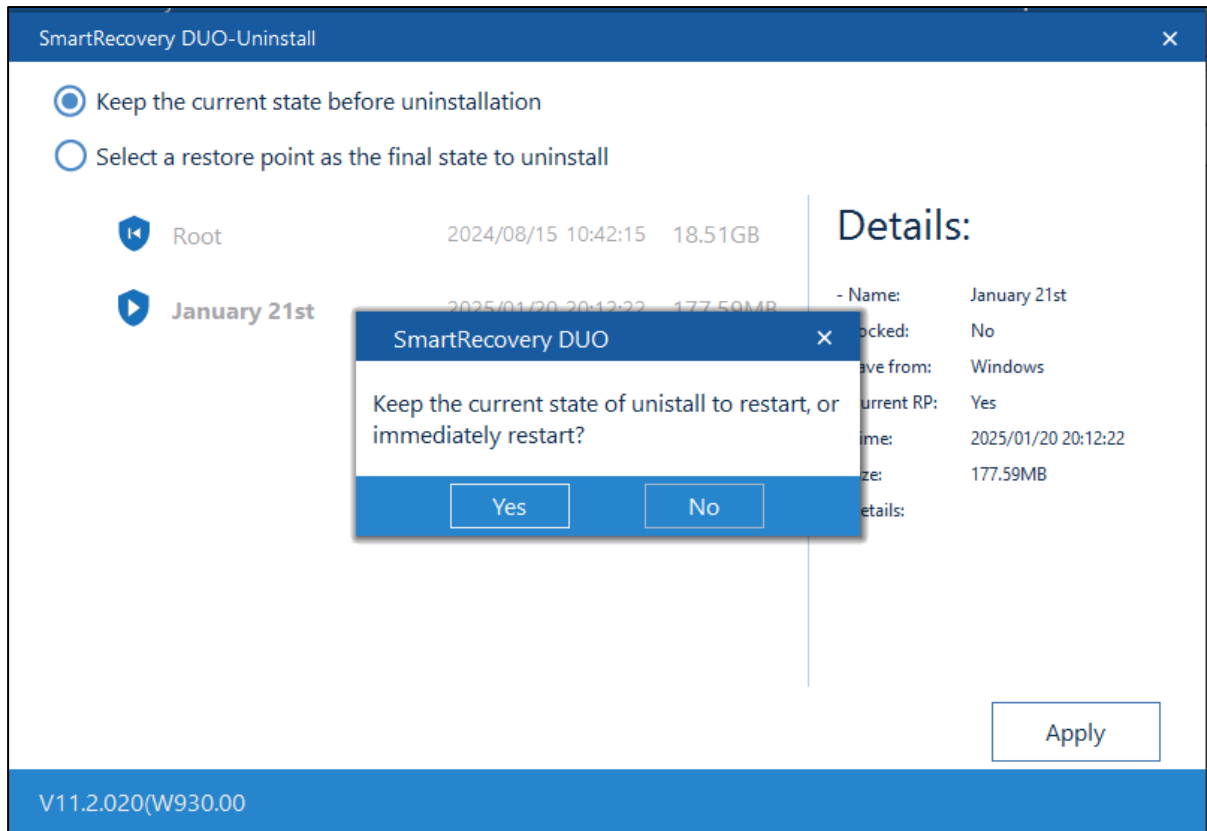


3. Choose one of the two removal options:

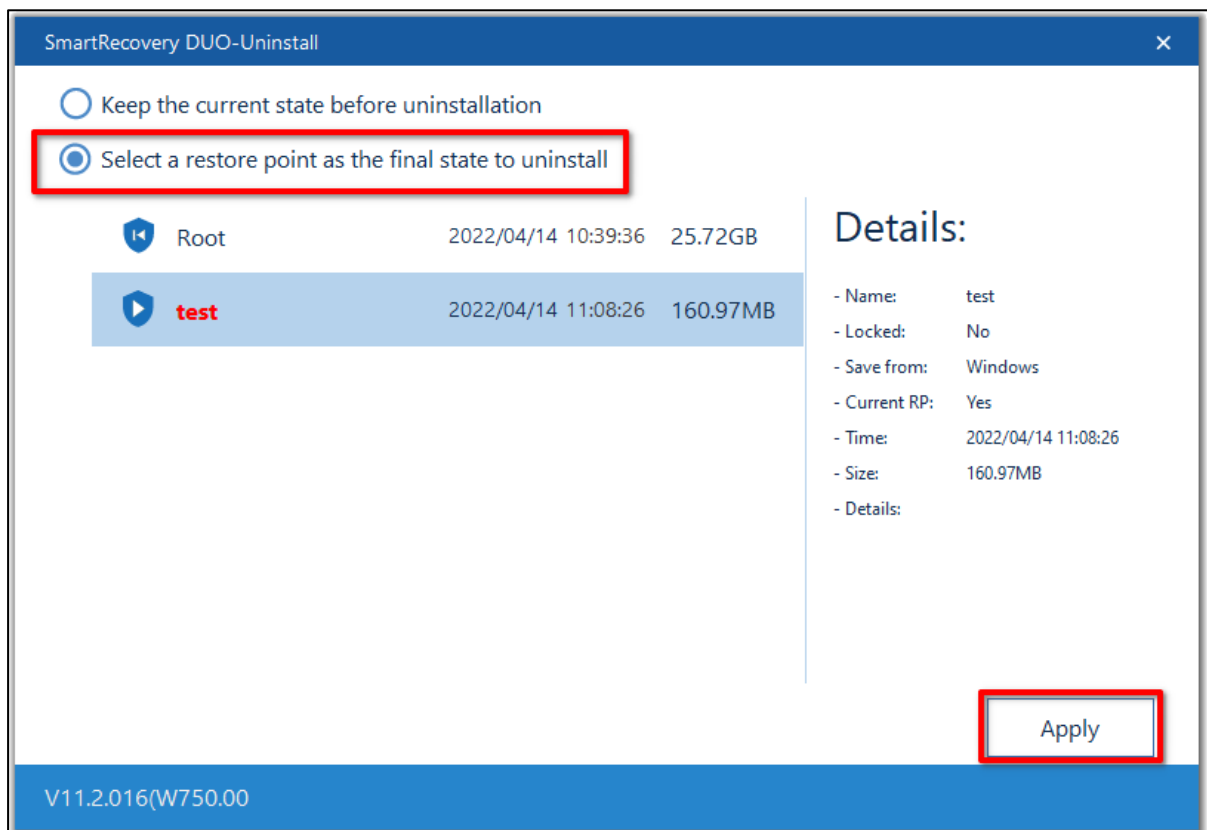
- **“Keep the current state before uninstallation”**: This option will save the current state as the restore point and then uninstall SmartRecovery.



You will receive a prompt whether you want to keep the current state and then perform an uninstall, or to restart and then perform the uninstall.



- “Select a restore point as the final state to uninstall”: This option allows you to choose one of the two existing restore points, and to set it as a base point before removing the product.



4. Click “**Apply**” to create the restore point and complete the uninstallation.

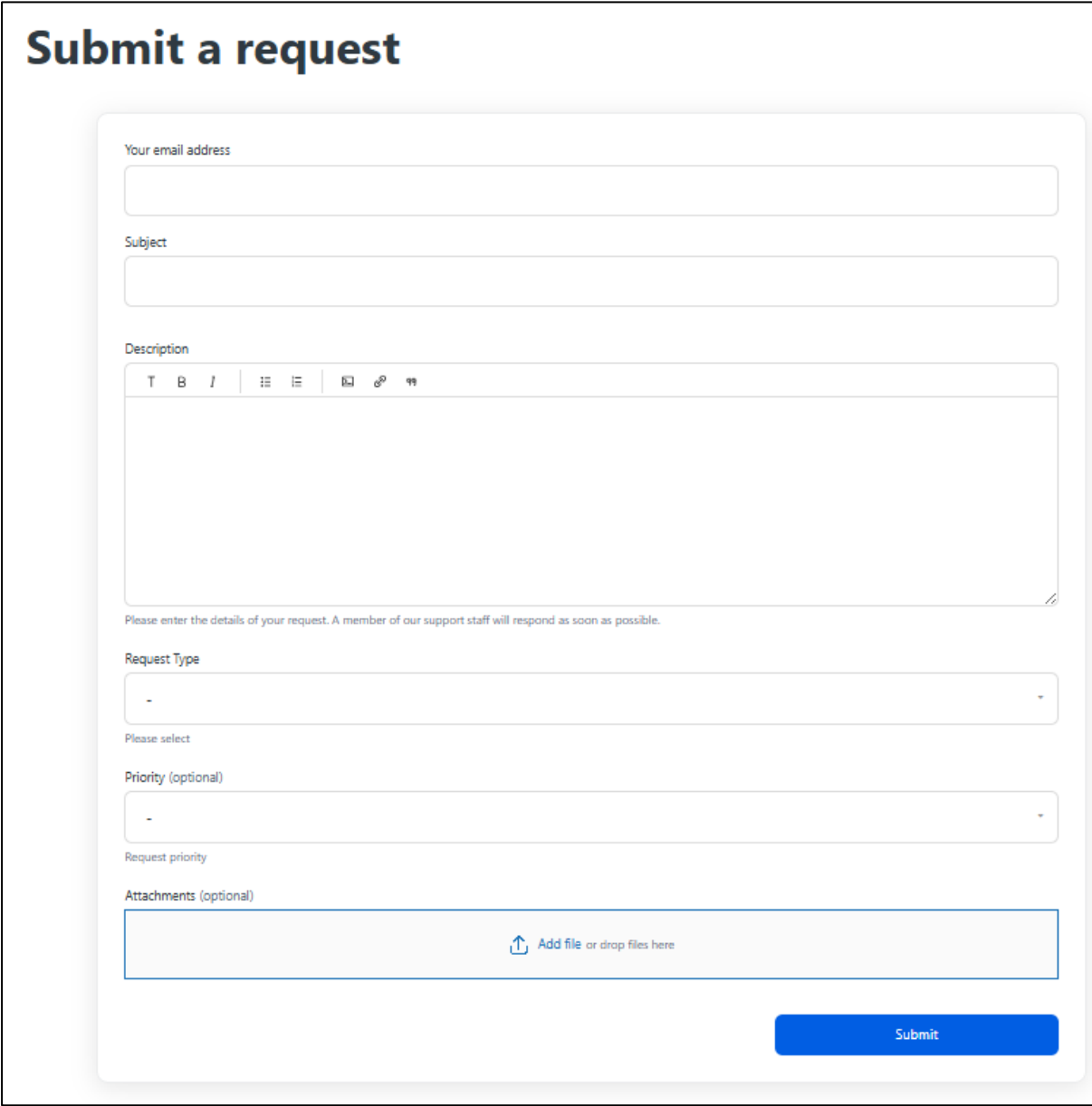
8 Help and Technical Support

We would be glad to receive any comments or suggestions for improvements and corrections to the SmartRecovery app. If you have any further questions, you can contact us:

- **By phone:** 03-9606350,
- On WhatsApp: 055-3058039,
- **By email:** radix@support.co.il,

For information about additional Radix products, write to us at info@radix-int.com.

If you have any problems or questions, click [here](#) to create a ticket with Radix technical support. The ticket appears as follows:



The screenshot shows a web form titled "Submit a request". The form fields are as follows:

- Your email address:** A text input field.
- Subject:** A text input field.
- Description:** A rich text editor with a toolbar containing icons for bold (T), italic (B), underline (I), bulleted list, numbered list, link, unlink, and a link icon. Below the toolbar is a large text area for the description.
- Please enter the details of your request. A member of our support staff will respond as soon as possible.** A line of instructional text.
- Request Type:** A dropdown menu with a "-" symbol and a downward arrow.
- Please select** A line of instructional text.
- Priority (optional):** A dropdown menu with a "-" symbol and a downward arrow.
- Request priority** A line of instructional text.
- Attachments (optional):** A file upload area with a blue border and a button that says "Add file or drop files here" with an upload icon.
- Submit:** A blue button at the bottom right of the form.

Figure 8-1: Radix Tech Support Ticket