



MagiCure RMC User Guide



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Chapter 1

About MAGICURE RMC

Thank you for choosing MagiCure Remote Management Console (RMC). This User Guide will familiarize you with our product. It includes a complete list of all the product's features as well as a brief description of each feature. We strongly recommend that you read this User Guide carefully *before* setting up and exploring MagiCure RMC.

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MagiCure is the pioneer of a new breed of PC instant recovery software. Due to ever-increasing system complexity, security threats, and hard drive size in today's computers, conventional backup and recovery solutions have become a very time-consuming and technically-challenging task. Critical events such as system crashes, file corruptions, and virus infections can take hours — if not *days* — to repair. MagiCure eliminates the hassles and headaches of troubleshooting common PC problems by instantly returning your PC to the time before the onset of the problems. And MagiCure RMC enables you to organize and remotely manage client workstations with MagiCure software from a graphical console.

MagiCure RMC Highlights

Clean-cut client and server architecture Scalable architecture: you can have one remote management server and several management consoles, or vice versa

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Chapter 1

- Works over Internet connection and proxy servers
- Requires very little network bandwidth for transmitting client commands; the actual work is done by MagiCure clients
- User-friendly administrator console
- Manage multiple MagiCure clients simultaneously
- Command line switches for integrating RMC with existing help desk solutions
- Create console schedules for automatic tasks

What Can MAGICURE RMC Do?

MagiCure RMC enables you, the Administrator, to:

- Monitor client workstations from a graphic console
- Organize client workstations in groups for easier management
- Remotely roll back client workstations to snapshots over the Internet
- Remotely take snapshots on client workstations over the Internet
- Remotely configure MagiCure client software settings
- View client workstation properties
- Remotely defrag MagiCure client workstations
- Remotely restart, shutdown or wakeup client workstations
- Remotely access the desktops of Windows XP Professional client workstations
- Create scheduled tasks to automatically manage client workstations
- And more!



Chapter 1

Program Components

MagiCure RMC has two components: the Remote Management Server (RMS), and the Remote Management Console (RMC).

The Remote Management Server is responsible for maintaining all client workstation connections to the Remote Management Console; it's the core component of MagiCure RMC. Without the RMS, client workstations cannot connect to the RMC.

The RMS works just like any Windows system service without a user interface; you can start, stop, or restart the service from Windows Control Panel > Services.

The Remote Management Console is the graphical interface of MagiCure RMC, through which you can view and manage client workstations. The RMC connects to the Remote Management Server to manage connected client workstations.

Remote Management Server and Remote Management Console can be installed in the same computer or in different computers



Chapter 2

MagiCure RMC System Requirements

The following are the minimum system requirements to run MagiCure RMC:

- Intel® Pentium® III or equivalent processor
- Microsoft® Windows® XP (Professional or Home Edition), Windows 2000; Windows 2000 Server; Windows 2003 Server; or Windows Vista™*
- 64MB RAM
- CD/DVD ROM (if you need to setup from a CD Network connection)

Setting up MagiCure RMC

As mentioned in Chapter 1, MagiCure RMC has two components: the Remote Management Server (RMS) and the Remote Management Console (RMC). You can set up these components on either the same computer or on different computers.

For example, you can set up the RMS on an always-available network server to maintain client workstations connections, and then set up the RMC on your personal laptop. You can then use the RMC on your laptop to connect to the RMS on the network server, and manage client workstations while you are on the network.

To set up the RMS and RMC components on the same computer:

1. Start MagiCure RMC Setup by double-clicking *setup.exe* in the program folder.
2. Read the End User License Agreement (EULA) and click **Yes** to accept it.
3. Specify the Serial Number received from AvantEDGE.



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4. (Optional) If you want to run MagiCure RMC in Demo Mode, click the **Demo** button to generate a Demo ID
Note: Setting up RMC in Demo Mode allows only three client workstations to connect to the RMC.
5. Select a folder to copy the program files to.
6. Select both the **MagiCure Remote Management Server** and **MagiCure Remote Management Console** components.
7. Click **Finish** to complete the setup and start the MagiCure RMC Server service.

To set up the RMS and RMC on different computers:

1. On the computer in which you want to set up the RMC, start MagiCure RMC Setup by double-clicking *setup.exe* in the program folder.
2. Read the End User License Agreement (EULA) and click **Yes** to accept it.
3. Specify the Serial Number received from AvantEDGE.



Chapter 2

4. (Optional) If you want to run MagiCure RMC in Demo Mode, click the **Demo** button to generate a Demo ID.

Note: Setting up RMC in Demo Mode allows only three client workstations to connect to the RMC.

5. Select a folder to copy the program files to.
6. Select the **MagiCure Remote Management Console** component.
7. Click Finish to complete the setup and start the MagiCure RMC Server service.
8. On the computer in which you want to set up the RMS, repeat steps 1 – 7, but select the MagiCure Remote Management Server component in step 6.

Uninstalling MagiCure RMC

You can uninstall MagiCure RMC using one of the following methods:

- Click the Windows Start menu, choose All Programs > MagiCure Remote Management Console > Uninstall MagiCure RMC
- From the Windows Control Panel, choose Add/Remove Programs > MagiCure RMC

Registering the Console License

The demo version of MagiCure RMC only allows three client workstation connections. To connect more client workstations to MagiCure RMC, you must register RMC using the license ID provided by AvantEDGE. Follow these steps to register license for MagiCure RMC:



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1. From the **Help** menu in RMC console, choose **About** and click **Register**.
2. Type in the product ID you received from AvantEDGE, and then click the **Register** button.

The demo version of MagiCure RMC allows three (3) MagiCure client connections without expiration

Starting and Stopping the RMS Service

The Remote Management Server (RMS) service is responsible for maintaining all client workstation connections via the Remote Management Console (RMC); it is the core component of MagiCure RMC. Without the RMS, client workstations cannot connect to the RMC.

The RMS works like a Windows system service without a user interface. You can start, stop, or restart the RMS from Windows Control Panel. Restarting the RMS service will fix most — if not all — connection-related issues.

To start or stop Remote Management Server:

1. From the Windows Control Panel, choose Administrative tools > Service.
2. Select **RMC Server** from the list of available services.
3. If the service is stopped, click the **Start** button to start the service; if the service is running, click the **Stop** button to stop the service.



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Changing the RMC Server Service Port

By default, the MagiCure RMC Server service uses TCP port 9000 for client connections. However, port 9000 on your computer may have been taken over by another application.

To configure the RMC Server service to use another TCP Port:

1. Stop the RMS service as described above.
2. Go to the folder `c:\program files\rmc` and open the file `Config.txt` with a text editor.
3. Change "TCP_PORT=" to a new port number and save the file.
4. Restart the RMS service.

Managing the RMC Console

Everything you do within the MagiCure RMC console can be divided into two categories: tasks related to the console (for example, configuring the RMC console) and tasks related to connected client PCs (for example, managing MagiCure clients). The tasks related to RMC console are:

- Customizing the console view
- Creating console administrators
- Creating console groups
- Importing/exporting console group settings
- Creating console-based scheduled tasks
- Viewing console logs
- Registering the console license



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Customizing the Console View

You can view client workstations from the MagiCure Remote Management Console using one of the following two options:

- Large Icon View
- Detailed View

The Large Icon View:

Displays the client workstations as icons in the RMC console; each icon has the client PC's name.

Indicates which client workstations are online or offline. Icons with a gray monitor indicate client workstations that are currently offline; icons with a blue monitor indicate client workstations that are currently online.

Enables you to select multiple client workstation icons. Simply click your mouse in an area above the icons and then drag the mouse over the icons. Alternatively, hold down the Ctrl key while clicking the relevant client workstation icons.

Lets you drag and drop the client workstation icons to any area of the RMC console.

The Detailed View:

Displays client workstations in a detailed list in the RMC console.

Displays the following properties for each client workstation: computer name, the network it belongs to, the operating system, the OS service pack number, memory, IP address, status (online or offline), disk size, and free space.



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Enables you to customize the detailed view list: right-click the list header and select or de-select header settings.

Indicates which client workstations are online or offline. Icons with a gray monitor indicate client workstations that are currently offline; icons with a blue monitor indicate client workstations that are currently online.

Allows you to select multiple client workstation icons. Simply click your mouse in an area above the icons and then drag the mouse pointer over the icons. Alternatively, hold down the Ctrl key while clicking the relevant client workstations icons.

To change MagiCure RMC console views

- In the RMC console, click the **View** menu. You can set the view setting to:

View all MagiCure clients

View online MagiCure clients only

View client workstations by computer name, system type, status, or client type.

Creating Console Administrators

To access the MagiCure RMC console, you need an administrator user account and password. The MagiCure RMC Console administrator account is "Administrator" with no password

To change console administrator password

1. From the **Console** menu in the RMC console, choose **Change password**.
2. Enter the.....

The built-in Administrator account cannot be removed.



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To create a new console administrators

1. From the **Console** menu in the RMC console, choose Administrators.
2. Click **Add** to create a new administrator.

To delete console administrators

1. From the **Console** menu in the RMC console, choose **Administrators**.
2. Select an administrator account and click **Remove** to delete it.

Creating Console Groups

The MagiCure RMC console enables you to organize client workstations in groups for easy client management. MagiCure RMC lets you work with two type of group:

- **System Groups** — default groups provided by MagiCure RMC
- **Custom Groups** — groups created by administrators.

System Groups

MagiCure RMC provides the following default system groups:

- All clients
- Windows 9x clients
- Windows NT/XP clients
- Low-space clients
- Registered clients
- Unregistered clients



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New clients connected to MagiCure RMC are automatically registered in system groups according to their qualifications

To create new custom groups

1. From the **Console** menu in the RMC console, choose **Groups**.
2. Click **New** to create a group.

To add or remove client workstations to or from custom groups

1. From the **Console** menu in the RMC console, choose **Groups**.
2. Select a group in the **Group** list and click **Modify**.
3. From the RMC console, drag and drop the relevant client workstation icons to the target group.

A client workstation can be a member of multiple groups; for example, PC-1 can be a member of both the Development group and the QA group

To rename or delete custom groups

- In the RMC console, right click the group and choose **Rename** or **Delete** from the popup menu.

System Groups cannot be renamed or deleted.



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Importing and Exporting Custom Groups Settings

To export custom group settings to backup files or import group settings from backup files

- From the **File** menu in the RMC console, choose **Import Group Settings** or **Export Group Settings**.

Using the Console Scheduler

To schedule a MagiCure RMC console scheduled task

- From the **Console** menu in the RMC console, choose **Console scheduled tasks** and then click **Add**.

You can schedule the following tasks with the console scheduler:

- Rollback clients
- Snapshot clients
- Defrag clients
- Restart clients
- Shutdown clients
- Wakeup clients

Accessing Console Logs

MagiCure RMC console logs maintain detailed records of administrator activities. They also provide valuable information for troubleshooting RMC console problems.

To access MagiCure RMC console logs

- From the **File** menu in the RMC console, choose **Logs**.

You can set different logging level for MagiCure RMC console.



Chapter 4

Registering the MagiCure RMC

The demo version of MagiCure RMC allows only three client workstation connections. To connect more client workstations to MagiCure RMC, you must register RMC with a license ID provided by AvantEDGE.

To register the MagiCure RMC

1. From the **Help** menu in the RMC console, choose **About** and then click **Register**.
2. Insert the product ID received from AvantEDGE and click on the register button.

The demo version of MagiCure RMC allows three MagiCure client connections without expiration.

Managing MagiCure Clients

Everything you do within MagiCure RMC console can be divided into two categories: tasks related to the console (such as configuring the RMC console) and tasks related to connected client PCs (such as managing MagiCure clients). The tasks related to client workstations are:

- Roll back client workstations
- Create snapshots
- Reset client workstations to baseline
- Update baseline
- Delete snapshots
- Defrag snapshots

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Configure client workstation settings

Restart client workstations

Shut down client workstations

Wake up client workstations

Activate client workstations

Rolling Back Clients

To roll back client workstations to a snapshot

1. In the RMC console, select the group or the clients you want to roll back
2. Right-click the selection and choose **Rollback Clients** from the popup menu.
3. Select one of the following rollback options:

Rollback clients to the baseline snapshot

Rollback clients to the latest snapshot

Rollback clients to a snapshot before ____ time

Rollback clients to a specific snapshot ____, snapshot name

4. Click **OK** to reboot the client workstations.
5. Optionally, you can set a timer for how soon you want to reboot the clients.

You can also create a console scheduled task to roll back clients.

Taking a Snapshot of Clients

To take a new snapshot on client workstations

1. In the RMC console, select the group or the clients you want to take a snapshot of.
2. Right-click the selection and choose **Snapshot Clients** from the popup menu.



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3. Type in a name and description for the new snapshot.
4. Optionally, you can select to lock the new snapshot in order to prevent it from auto deletion.

You can also create a console scheduled task to take snapshots of clients

Resetting Clients to the Baseline

To reset client workstations to the baseline snapshot

1. In the RMC console, select the group or the clients you want to reset to the baseline.
2. Right-click the selection and choose **Reset to Baseline** from the popup menu.
3. Click **OK** to reboot the client workstations.
4. Optionally, you can set a timer for how soon you want to reboot the clients

Updating Client Baselines

You can update client baseline snapshots in order to include the latest system configuration and data.

To update client workstation baseline snapshots

1. In the RMC console, select the group or the clients whose baseline snapshots you want to update.
2. Right-click the selection and choose **Update Baseline** from the popup menu.
3. Click OK to reboot the clients.
4. Optionally, you can set a timer for how soon you want to reboot the clients.

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Deleting Snapshots

You can delete some or all of the snapshots from selected client workstations.

To delete snapshots from client workstations

1. In the RMC console, select the group or the clients whose snapshots you want to delete.
2. Right click the selection and choose **Delete Snapshots** from the popup menu.
3. Select one of the following delete options, and then click OK:
 - Delete all unlocked snapshots
 - Delete all unlocked type _____ snapshots
 - Delete all unlocked snapshots more than x days old
 - Delete all unlocked snapshots taken before x (time)
 - Delete all unlocked snapshots take after x (time)

In order to delete locked snapshots, you must first unlock them.

Defragmenting Snapshots

To defragment client workstation snapshots

1. In the RMC console, select the group or the clients whose snapshots you want to defragment.
2. Right-click the selection and choose **Defrag Snapshots** from the popup menu.
3. Click **OK** to start the defragmenter.



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You can also create a console scheduled task to defrag snapshots.

Configuring Client Settings

To configure MagiCure client workstations settings

1. In the RMC console, select the group or the clients for whom you want to configure MagiCure client settings.
2. Right-click the selection and choose **Configure Client Settings** from the popup menu.
3. Click the appropriate links to configure the following client settings:

Program Appearance

- Show or hide MagiCure client workstations' desktops
- Show or hide MagiCure program logo during startup
- Remind users to run missed scheduled tasks
- Allow users to cancel scheduled tasks
- Show or hide user logon name
- Show or hide popup messages when taking scheduled snapshots

Advanced Settings

- Enable or disable access control
- Change MagiCure clients' administrator passwords
- Enable or disable system security
- Add or remove scheduled tasks
- Disable or enable direct disk I/O
- Rollback system settings
- Delete snapshots settings
- Optimize snapshot's index settings
- Defrag snapshots settings

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Restarting Clients

To restart client workstations

1. In the RMC console, select the group or the client workstations you want to restart.
2. Right-click the selection and choose **Restart Clients** from the popup menu.
3. Optionally, you can set a timer for how soon you want to restart the clients.

You can also create a console scheduled task to restart clients.

Shutting Down Clients

To shut down client workstations

1. In the RMC console, select the group or the client workstations you want to shut down.
2. Right-click the selection and choose **Shutdown Clients** from the popup menu.
3. Optionally, you can set a timer for how soon you want to shut down the clients.

You can also create a console scheduled task to shut down clients.



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Waking up Clients

To wake up offline client workstations

1. In the RMC console, select the group or the offline client workstations you want to wake up.
2. Right-click the selection and choose **Wakeup Clients** from the popup menu.

Activating MagiCure Clients

MagiCure clients contain software-based product activation technology. This means you must activate your copy of MagiCure in order to use it permanently. MagiCure RMC allows you to remotely activate MagiCure clients from a central control. You can activate MagiCure regardless of whether you have an Internet connection.

Activating MagiCure clients through an Internet connection

If the MagiCure client workstations have Internet connections, you can use MagiCure RMC to guide the clients to activate their workstations over the Internet as follows:

1. In the RMC console, select the group or client whose workstations you want to activate.
2. Right-click the selection and choose Activate Clients from the popup menu.
3. Select the **Activate clients over the Internet connection** option.



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4. If the MagiCure clients were installed with a demo product ID, type the product ID provided by AvantEDGE into the **Product ID** field.
5. Click **Activate**. The MagiCure Client PCs will restart in order to complete the activation process.
6. Optionally, you can set a timer for how soon you want to restart the clients.

Activating MagiCure clients without an Internet connection

If the MagiCure clients do not have Internet connection, you can use MagiCure RMC as the activation server to activate the client PCs.

1. In the RMC console, select the group or client workstations you want to activate.
2. Right-click the selection and choose **Activate Clients** from the popup menu.
3. Select **The clients do not have Internet connection** and then click **Next**.
4. Perform the following three easy steps to activate the client workstations without an Internet connection:
 - a). Collect and save the clients' product activation information.
 - b). Send the information to AvantEDGE in order to generate a license file.
 - c). Activate the client workstations with the license file provided by AvantEDGE.



Chapter 5

Support Options

AvantEDGE is committed to providing quality support and excellent service to our valued customers. Our goal is to provide you with professional assistance in using our software through the variety of methods including documentation as well as online or personal contacts. Our experience with customers has shown that most of their questions can be answered in our Frequently Asked Questions (FAQ) Web page or other various technical white papers.

*Please check your questions in the FAQ **before** proceeding with other support options.*

If you were not able to find answers to your questions in the MagiCure FAQ and Knowledge Base, go to the AvantEDGE Web site support page for more product-related documents, white papers, and other sources of information. You can find our support page at the following address:

<http://www.magicuresoft.com/support>

In addition, our AvantEDGE customer service representatives can assist you with non-technical questions. Visit the AvantEDGE support and service Web site to find your local customer service number to:

- Place an order
- Find a distributor in your area
- Update your registration information



FAQ

For a list of Frequently Asked Questions about MagiCure, please visit: <http://www.magicuresoft.com/support>

Help Desk

AvantEDGE provides an easy to use help desk system:

<http://www.magicuresoft.com/support>

There you can submit support tickets and get answers from our support technicians.