



SHADOWSTOR™

Leading the Way to Safer Computing.

SHADOWUSER™

The ultimate solution for maintaining your PC.



PRODUCT SCENARIOS

Introduction

ShadowStor™ ShadowUser™ and ShadowServer™ are the solutions to help enterprise IT organizations accomplish the task of keeping all systems online at all times.

ShadowStor's unique solutions help enterprise IT organizations provide high availability for servers and PCs so that downtime and the associated costs are held to a minimum.

ShadowStor solutions minimize downtime for corporate IT organizations, OEMs and home users as fast as it takes to reboot the system. ShadowStor's solutions provide the following features:

- **System Recovery** - Reduce the Total Cost of Ownership (TCO) for managing and maintaining your PCs by simply rolling the system back to a clean state. Create a scheduled task and avoid touching the PC or for system recovery.
- **System Security** - Surf the internet without a trace of unwanted cookies, internet history, temporary files, spam applications or spy ware.
- **Virus Protection** - Prevent downtime and system damage due to virus and worm outbreaks. Prevent the virus from ever being written to disk.
- **Change Management** - Maximize system uptime by instantly undoing accidental or malicious system changes.
- **Patch Management** - Safely test system updates, patches and applications before permanently saving changes to your system.
- **Software Test Optimization** - Quickly run various configurations on one system for software test scenarios. No need to reinstall or re-image a system to restore it to its original state.

ShadowUser is a perfect solution for:

- Enterprise Environments
- Computer Labs
- Training Centers
- Help Desks
- Libraries and Public Kiosks
- Home Offices or a Single PC

Product Use Cases

Product Use 1 ShadowUser

You notice you have just gotten the W32.Novarg.A@mm worm. Your computer is emailing this virus to thousands of other users which are infecting their PC and slowing your system down.

Desired Solution:

Get back to the point where you didn't have the worm so you can prevent it from happening again.

How can ShadowUser Help?

If the PC is in ShadowMode™, the user can simply reboot and the worm will be gone. This is due to the fact that while in ShadowMode, any changes made to the disk can be saved by an authorized user, or with a simple reboot, discarded. An authorized user can roll the entire system back to the original clean state. When viruses or worms cause problems to PCs, it can require a lot of time and money to get things back the way they were. The following table is an example of the time it might take to get the PC back to the original state using standard methods without ShadowUser and SMART Snap technology:

Time	Traditional Way	ShadowUser SMART Snap Technology	Time
2-4 hrs.	Re-load operating system from CD	Save desired changes to files and folders	1 minute
	REBOOT	REBOOT	
1 hour	Download and Apply Patches	Complete	< 2 minutes
	MULTIPLE REBOOTS		
1-2 hrs.	Re-install applications		
1-2 hrs.	Re-configure settings and desired look and feel		
> 5 hours	Complete		

Product Use 2 ShadowUser

You are an IT Professional who manages thousands of PCs in a call center. The PCs in your organization are used by multiple people throughout the day. The PCs need to always be in their original clean state. The process of using backup, or imaging software, for resetting the system back to its original state costs too much money, takes too much time and requires too many members of your IT staff to manage the recovery process.

Desired Solution:

IT Professionals want to ensure the PCs they manage can always be restored to an original clean state without taking too much time and incurring too many costs associated with PC management.

How can ShadowUser Help?

ShadowUser allows authorized users to put the system in ShadowMode. Once in ShadowMode, changes aren't being written to disk. The user can work just as they would normally but upon reboot, all changes are wiped away and the system is back to the state before entering ShadowMode. This eliminates the need to re-image thousands of PCs every night or do a backup to get to the original clean state.

With ShadowUser, PC users can change the system, delete files or folders, or even open email that has been infected with a virus. Once the system reboots, all changes that have been made to the system while in ShadowMode are wiped away setting the system back to its original state. The user can select the files or folders that they want to automatically save to disk or save upon a PC reboot. The IT staff can create a scheduled task and avoid touching the PC for system recovery.

Product Use 3 ShadowUser

You install a new patch, a new driver, or a new software application only to have your computer either crash, or not function the way it did prior to the installation.

Desired Solution:

Users want to test software to ensure it is functional and stable enough before they apply the changes and start working with the new application or patch.

How can ShadowUser Help?

By placing the PC in ShadowMode, users can install patches, drivers and Windows updates and test them without making changes to the disk. The user can test to ensure all files were properly installed and there are no conflicts with existing software or drivers. Once the user is satisfied with the configuration of the new application or patch, the user can commit those changes to the PC with the comfort of knowing the computer will function the way it should. ShadowUser saves time and money by preventing crashes due to faulty software or patch updates. When a system doesn't react well to an update or new application install, most often the user must re-install the OS and all

applications to get back to the original clean state of the PC. With ShadowUser and ShadowMode, this is no longer an issue.

Product Use 4 ShadowUser

Users would like to go anywhere on the web and surf with complete confidence. More often than not, users visit websites that secretly install spy ware programs that cause annoying popup programs and other unwanted changes to the PC. Cookies are placed on the computer that contain personal information about where they go on the internet and where they have been. The web browsers track what internet sites have been visited and cache some of the site contents onto your PC.

Desired Solution:

Users want to surf the internet knowing they are complete safe from annoying spy ware, cookies, and tracks left by visiting websites.

How can ShadowUser Help?

Place the PC in ShadowMode, and surf whatever and wherever you want with the complete confidence that with a simple reboot, the computer will be placed back to its original clean state. It is as if you were never even on the computer. All of your personal information, cookies, internet tracks, spy ware, or cached files will be gone.

Product Use 5 ShadowUser

Your child has been using your PC to download games from the internet. The PC does not work the way it did prior to installing the games and surfing the internet.

Desired Solution:

The state of the computer needs to be restored back to its original clean state.

How can ShadowUser Help?

Placing the PC in Shadow mode protects the PC from becoming corrupted. For example, your child can download games, install new software, and delete files and settings on the PC, change the desktop, wallpaper and screensavers. Normally this can be very frustrating, but not anymore. ShadowUser allows you to simply roll back to a clean state before the changes took place to the PC. With ShadowUser's SMART Snap technology, it's as if the child had never used the PC.

Next Steps

If you would like to evaluate ShadowUser you can download a 15-day full-featured trial version or purchase it at www.shadowstor.com. Volume pricing and licensing is available for enterprise, OEM, government, education and non-profit organizations.

ShadowStor is a leading provider of innovative solutions for PC and server security and protection. Please visit us at www.shadowstor.com for more information about