



## **NetSupport Protect 2.00 Readme**



## **Contents**

Introduction.....	3
Overview of Features .....	4
Licence Agreement .....	5
System Requirements .....	6
Upgrading NetSupport Protect.....	7
Limitations/known Issues .....	7



## Introduction



### Integrated hard disk protection and roll back technology

NetSupport Protect disk recovery is ideally suited to training and classroom environments providing a quick and convenient facility to enable PCs to be recovered to a known state on a regular basis. This ensures that a consistent and clean environment is always provided for training purposes.

Once disk recovery is 'activated' Protect monitors and records changes applied to the PC so that these changes can be quickly reversed in readiness for the next session.

The time taken to roll back a PC at the end of a training session is dependent on the level of activity since the roll back point was created or last used. A regular roll back cycle (for example daily) is therefore recommended to keep the recovery time to a minimum.

Major system changes applied through 'Service Packs' or 'Windows Updates' should not be attempted and cannot be recovered using Protect disk recovery. Disk recovery needs to be de-activated prior to applying system updates. Once the system updates are complete disk recovery can be 'activated' again and a new roll back point created.

For Disk Recovery to be available certain Operating system dependencies need to be satisfied. Please refer to the pre-requisites section below for further details. If these pre-requisites are not met the Protect product can still be installed but disk recovery will report as being unavailable.

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#### Notes:

- When upgrading from a previous version of NetSupport Protect your existing roll back recovery point will be removed. See Upgrading NetSupport Protect for further information.
  - To install disk recovery on Windows XP and Vista the system restore/protection must be turned off.
  - Windows Vista and Windows 7 must have Windows Update disabled.
  - Disk recovery is not supported on Windows 2003 and 2008 Server.
  - When using the Deploy Utility or performing a silent installation you will need to ensure the required pre-requisites for Disk Recovery are met prior to installing.
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## Overview of Features

NetSupport Protect now includes as standard integrated hard disk protection and roll back technology. In addition to the existing functionality that keeps users on task by locking down desktop configuration, the product now also effortlessly protects your operating system and associated files from accidental or malicious deletion and provides a mechanism for automatic restoration on re-boot.

When the new hard-disk recovery feature is enabled, all system files and folders will be continuously monitored and, when required, the system will restore back to a previous point in time quickly and transparently. NetSupport Protect's recovery functionality also allows you to specify folders that are excluded from rollback monitoring and, as such, are always preserved. Whether it's a complete software failure requiring total restoration or specific files, the new recovery feature provides complete flexibility. Needless to say, system administrators can also install, manage and perform software restoration remotely.

Unlike alternative disk protection systems, NetSupport Protect monitors the disk for changes rather than initially taking a complete snapshot of a computer system. This process results in the almost instantaneous creation and restoration of an image.

NetSupport Protect now offers twice the level of desktop security and protection - desktop lockdown and hard disk protection and recovery - in a single and easy-to-use package.

### Summary of key features:

- Instantly restores your hard disk to an earlier point in time.
- Offers do-it-yourself disaster recovery.
- Helps users stay productive - even if their operating system will not boot.
- Rescues and restores lost or damaged files, folders and corrupted programs.
- Works with your existing security products such as anti-virus programs.
- Provides a secure test platform.
- Restrict user-defined applications from running.
- Uses minimal system resources and hard drive storage.
- Easy to install and centrally manage.

### Benefits:

- Saves countless hours of troublesome and unnecessary service calls.
- Works in a fraction of the time of other re-imaging/restoration products.
- Gives teachers more time to teach by eliminating careless or malicious activity.
- Saves valuable network disk space when images need to be stored.
- Reduces or eliminates technical intervention for OS and software-related problems.
- Makes all user PCs' look and behave the same.
- Simply reboot to restore.



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## System Requirements

### Supported platforms

Microsoft Windows 2003, XP, Vista, 2008 Server and Windows 7.

### Pre-requisites for Disk Recovery

**For Disk Recovery to be installed the following pre-requisites are required:**

NTFS file system  
Windows 2003 Service Pack 2  
Windows Vista Service Pack 1  
Windows XP System Restore must be turned off  
Windows Vista and above System Protection must be turned off  
Windows Vista and above Windows Update must be disabled.

It is not recommend that Protect disk recovery be used on more than one boot partitions on Dual Boot systems, disk recovery is not supported on RAID based systems.

If you are upgrading from a previous version of Protect, it's recommended that the recovery point is re-taken to contain the upgraded version.

Disk recovery is not supported on Windows 2003 and 2008 Server.

### To turn off system restore

#### Windows XP

Open *System Properties*. Choose *Start - Control Panel* and double-click *System*.

In the *System Properties* dialog

To turn off System Protection for a hard disk, clear the check box next to the disk, and click OK.

#### Windows Vista and Windows 7

Open *System Properties*. Choose *Start - Control Panel* and double-click *System*.

In the left pane, click *System Protection*.

To turn off System Protection for a hard disk, clear the check box next to the disk, and click OK.



## **Upgrading NetSupport Protect**

When upgrading from a previous version of NetSupport Protect your existing roll back recovery point will be removed. To ensure the computer is able to restore to the same state as your existing roll back point you may need to exit the installer and use your existing roll back point before completing the installation.

Once the installation for the upgrade is complete a new roll back point can be created.

## **Limitations/known Issues**

- 1) It is important when using the disk recovery feature to take the recovery point during periods of inactivity. Taking a recovery point while system updates are in progress could result in a registry recovery error being displayed when performing a roll-back. If this occurs you will need to use the "update" option to take a new recovery point to rectify the problem.
- 2) When using the disk recovery feature within an Active Directory environment there are automatic machine account password considerations. Please refer to the Technical Document article published on our website for further advice and guidance.
- 3) Deploying the Protect 2.00 over an earlier version of Protect will require a manual restart to complete the installation.