

Persysnt Suite Trial Guide



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SECTION 1: PREFACE

Thank you for selecting Utopic Software's award-winning Persysent Suite. To prove that Persysent Suite is unique in its ability to self-heal any PC device's operating system, **we welcome you to review and evaluate the software for up to 30 (thirty) days**. Your evaluation trial entitles you to free usage of a single license of the Persysent Suite solution applied *on a single device* for thirty days starting on the date the download was made available to you by Utopic Software. This document will guide you on the **installation and initial set up** of the solution. We look forward to meeting and exceeding your expectations with regard to Persysent Suite's performance and the responsiveness of our support team.

Audience

This document is intended for Systems Administrators and operational personnel responsible for deploying the Persysent Suite solution. It will guide you through the step-by-step procedures for installing Persysent Suite Repair Trial on a test machine.

Points of Contact

Utopic Software provides support to our customers to help them maximize the value of Persysent solutions. These support options include live technical support, webinars, white papers, and product documentation.

Customer Support

Phone: (813) 444-2230
E-mail: Support@UtopicSoftware.com
Web Site: www.utopicsoftware.com/contact.aspx

Sales

Phone: (813) 444-2231
E-mail: Sales@UtopicSoftware.com

SECTION 2: OVERVIEW

Client Requirements

- **Windows Vista SP2** (32-bit and 64-bit Business and Ultimate Editions); **Windows 7** (32-bit and 64-bit Professional, Ultimate, Enterprise Editions), **Windows 8/8.1/10** (32-bit and 64-bit Pro and Enterprise Editions)
- 1 GHz processor recommended
- 1 GB RAM minimum (2 GB RAM or more recommended)
- About 30% of continuous free space based on the size of the hard drive.
- Internet connection with adequate speed to download 350 MB file.

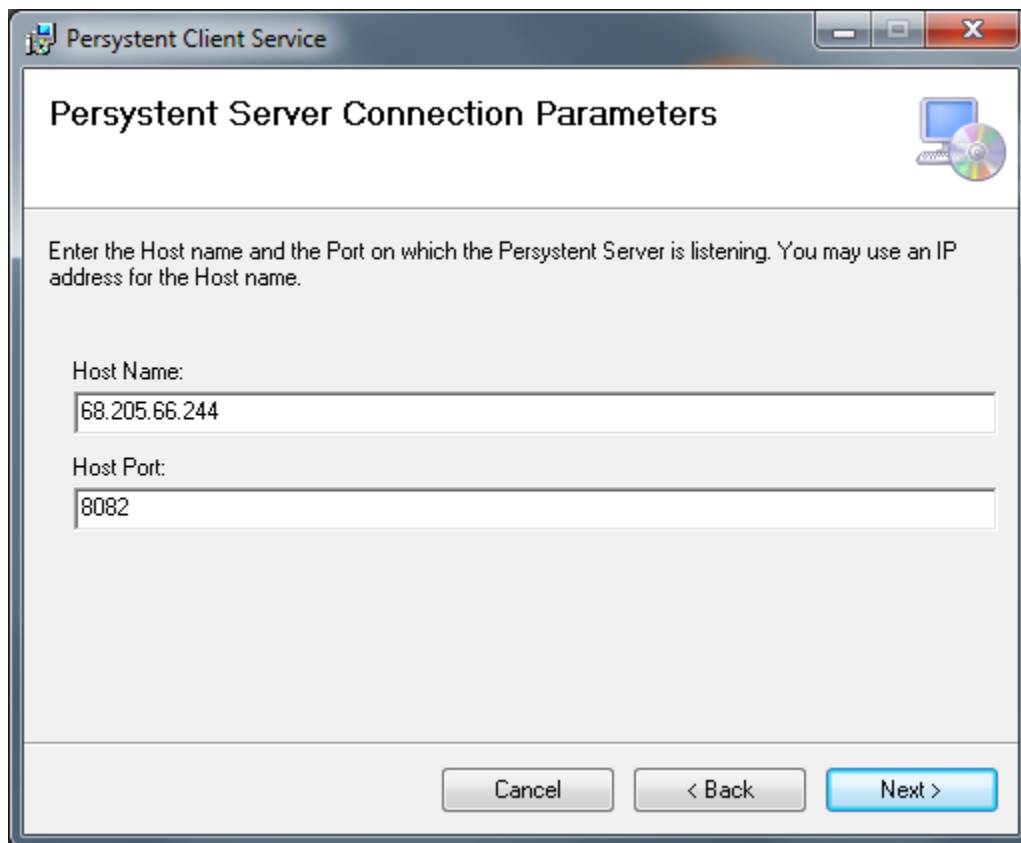
NOTE Persysent Suite Repair Trial is designed to *install the test machines only*. Data loss may occur if not used correctly. Please read through the guide for more information in repair.

SECTION 3: INSTALLING PERSYSTENT CLIENT

MSI Installer

A computer can be inherited into Suite by using the MSI installer. To do this:

1. Launch the MSI by double clicking **AgentInstaller.MSI**.
2. On the **Welcome** screen click **Next**.
3. On the Select Installation Folder screen, verify the installation folder and click **Next**.
4. On the Persysntent Server Connection Parameters screen, enter **68.205.66.244** as the IP address of the Persysntent server in the **Host Name** field. Enter **8082** as the port of the Persysntent server in the **Host Port** field. Click **Next**.



5. On the **Confirm Installation** screen, click **Next**.
6. On the **Installation Complete** screen, click **Close**.
7. Persysntent Client Service will be installed and it will create Persysntent partition based on size of the hard drive. You will see that install is in progress when you see the message **"Inheriting Machine into Persysntent Suite"**.



8. You will note that Persistent partition will be shown in My Computer and it will be hidden once installation is complete. You will see that the install is completed when you see the message **"Machine inherited successfully"**.



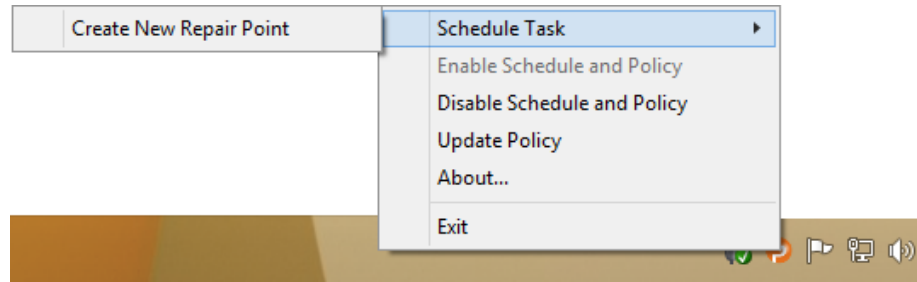
Creating Repair Point

Computer is ready to create the first repair point once Persistent partition is created and configured. You can verify that Persistent partition is created in the Disk Management. You will note that the Persistent partition is listed there and there will not be any drive letter assigned. If this is not the case then please look at the troubleshooting section.

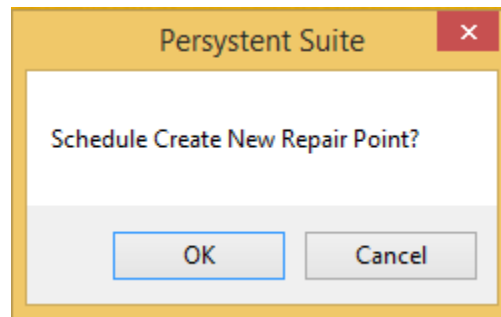
A repair point is a snapshot of operating system and application files. It only contains files and folders that are operating system and application specific. You can optionally include other files and folders that are not automatically part of the repair point by using the "Repair Point Include Filter" feature. Here is the list of files and folders that are part of the repair point by default:

Here are the steps to create the first repair point of the machine:

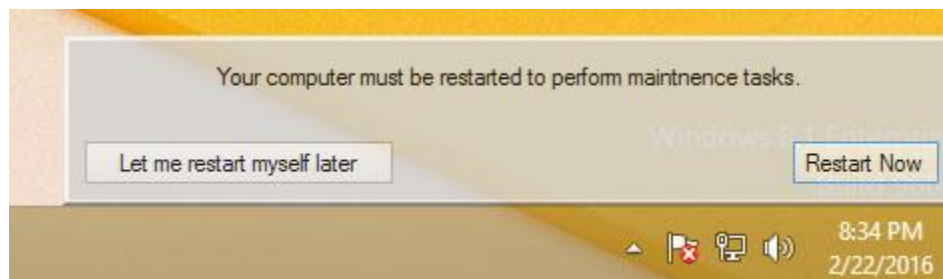
1. Right click on Persistent Notifier Agent on the task bar. If the Notifier Agent is not listed then restart the Persistent Client Service and wait for couple minutes and it should appear.



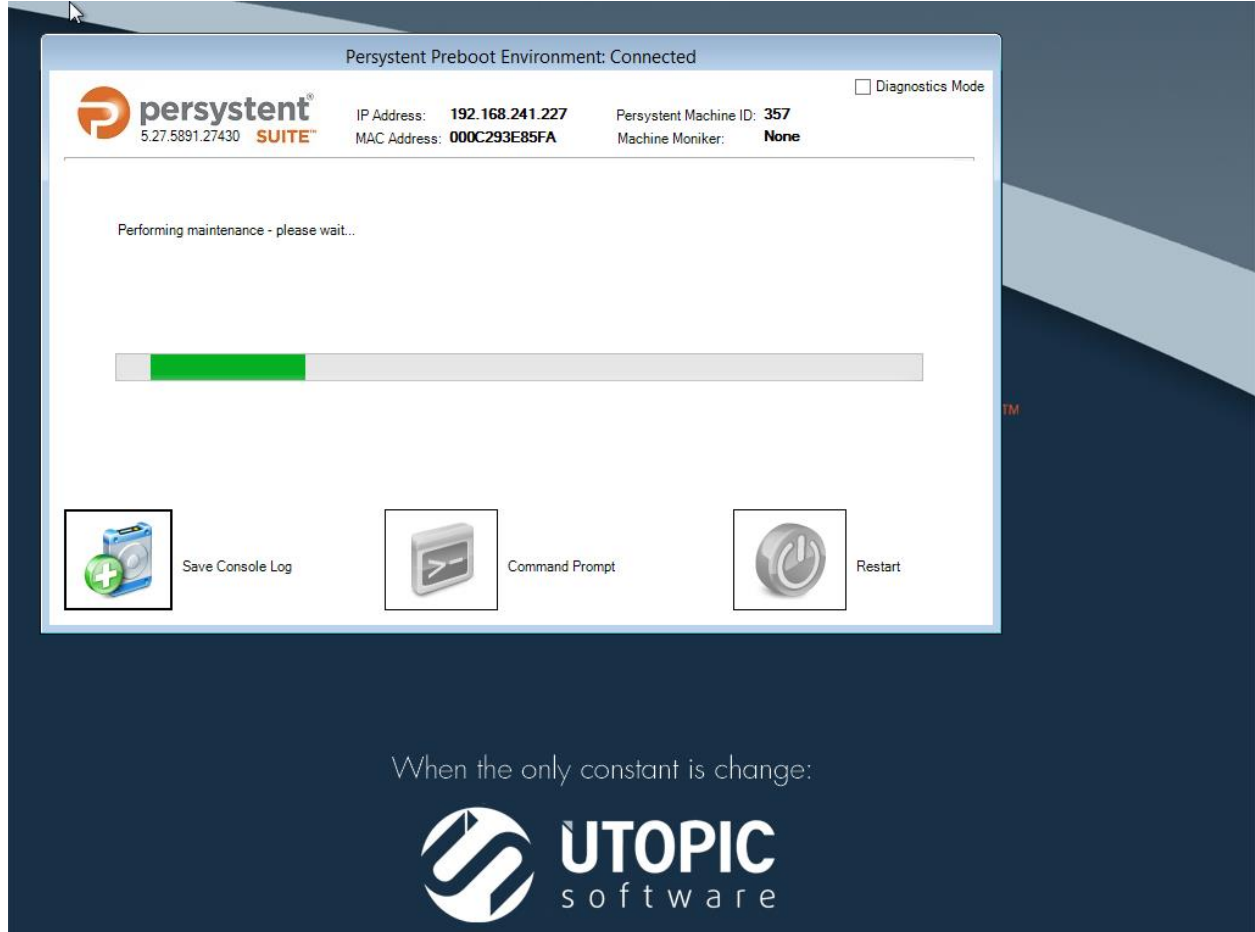
2. Click on "**Schedule Task**".
3. Select "**Create New Repair Point**" task to schedule.
4. Click "OK" to schedule the task.



5. You will be asked to reboot to execute the task. Click on "**Restart Now**".



6. Computer will be rebooted and boot in to Persistant to capture the current state of the operating system.



7. Computer will boot in to windows upon completion.
8. Now your computer is ready for repair and it will be repaired using Low Level Repair every time it is rebooted.

Repair

Computer will be repaired to last known state using Low Level Repair once repair point is created upon reboot.

- Repairs any operating system or application files that are either modified or deleted back to the repair point state.
- Deletes any new files/folders that are added in operating system and application folders.
- User profiles are left intact. All change in the user's profile are preserved and not repaired.
- Any new files/folders created at the root of C:\ will be left intact.

SECTION 4: TROUBLESHOOTING INSTALLATION PROBLEMS

You can troubleshoot by checking log file (C:\Windows\Persysntent\Logs\). Here are some of the reasons where client might fail to install completely.

- The IP or Port entered for the Persysntent server may have been mistyped.
- The client is not able to reach the Persysntent Server (Server may be down, firewall is blocking communication, or Persysntent Service may be stopped).
- There may not be enough continuous free space available to create Persysntent partition.
- There may be already 4 primary partitions on BIOS based machine.