

For Software Assurance Customers

# Microsoft® Diagnostics and Recovery Toolset

Microsoft®  
Desktop Optimization Pack  
for Software Assurance



**Microsoft Diagnostics and Recovery Toolset** provides powerful, intuitive tools that help administrators recover PCs that have become unusable and easily identify root causes of system and network issues. If a desktop catastrophe does occur, it helps you quickly repair unbootable or locked-out systems, restore lost files without the timely process of using backup or reinstalling the operating system, and much more.

Microsoft Diagnostics and Recovery Toolset is an integral component in the Microsoft Desktop Optimization Pack for Software Assurance solution, a dynamic desktop solution available to Software Assurance customers that reduces application deployment costs, enables delivery of applications as services, and allows for better management and control of enterprise desktop environments.

## Challenges of Corporate Desktop Recovery

A fundamental responsibility of enterprise IT departments is to protect corporate and employee data. Although many take a proactive approach to backing up network data, they tend to be reactive in planning for desktop system failures. Unfortunately, the cost of not having an effective diagnostics and recovery plan in place can be devastating.

Microsoft Diagnostics and Recovery Toolset can save significant time and reduce the headaches associated with repairing and troubleshooting common system failures. System administrators may now run powerful recovery tools on unbootable systems. System administrators can quickly restore failed systems with minimal manual effort—at much less time than is required when restoring PCs from backup or reinstalling operating systems. This also helps keep the users' state and personalizations intact. IT managers can ensure they will recover failed systems whenever the need arises, and end-users will realize faster, more accurate resolutions with minimized downtime.

### Microsoft® Diagnostics and Recovery Toolset

→ Powerful tools to  
accelerate desktop repair

## Microsoft Diagnostics and Recovery Toolset: Advantages

### Rapid recovery

The suite of tools provides many options for recovery, rather than simply subjecting IT to "reinstall Windows," even when Windows Safe Mode or normal boot will not function. An easy to use, offline boot environment allows rapid recovery of a problem computer, including recovery of deleted files, and manipulation of services, devices, local passwords, automatically started software, and more.

### Flexible recovery options

The boot time GUI environment presents multiple tools for IT professionals to use in diagnosing system issues. These tools can perform offline or online repair of the problem(s) that may be causing a system to behave incorrectly.

### Unique tools

Provide a bootable diagnostic environment with a Windows Explorer-like GUI, and actively monitor client-side Active Directory LDAP queries to ensure proper client to domain controller communication. Disk partitions may be repaired or regenerated, and hard drives may be securely wiped.

### Cost savings

Reduces IT personnel costs through the use of a unified tool suite. Also, reduces downtime as the flexibility of the toolset results in systems returning to normal function in a shorter amount of time.

## Microsoft Diagnostics and Recovery Toolset

## Microsoft Diagnostics and Recovery Toolset: Components

The Microsoft Diagnostics and Recovery Toolset contains powerful tools to help rapidly recover a PC:

- Windows Shell
- Command Line
- Regedit
- Unzip
- ERD Commander
- ERD Help
- LockSmith
- Chkdsk
- **Crash Analyzer**
- File Explorer
- File Search
- Notepad
- **File Restore**
- System File Scan
- **System Restore**
- **Disk Commander**
- Computer Management
- Map Network Drive
- **Hotfix Uninstall**
- **Insight for Active Directory**
- **DiskWipe**

**ERD Commander**

Boot into a diagnostics environment on a down PC using many recovery functions and tools, including resetting a password, removing a hot fix, viewing Event Logs, and changing critical OS settings.

**System Restore**

Utilizes Windows Restore Points on a down PC to remove changes that could be causing it to malfunction.

**Crash Analyzer**

Quickly determine the most likely cause of a system crash. Its point-and-click wizard guides you through the steps of selecting the most recent system crash dump file, and then reports on the driver that is most likely the cause.

**LockSmith**

Reset any local user account's password. If the admin is locked out due to a lost password, LockSmith can reset the admin's password.

**File Restore**

Quickly recover files that have been lost or deleted from your computer including files emptied from the Recycle Bin, deleted by application programs and remote processes, lost with removed directories, or deleted via a command prompt.

**Insight for Active Directory**

Get a real-time view of transaction internals between the individual client and Active Directory so you can pinpoint and troubleshoot application activities.

**DiskWipe**

Enables you to securely wipe a disk or volume and is comparable to DOD disk-wiping standards.

**Disk Commander**

Recover deleted partitions, directories, and/or files to quickly aid in PC recovery.

**Hotfix Uninstall**

Remove hotfixes from Windows when the operating system is offline.

**Microsoft Diagnostics and Recovery Toolset** combines with three other tools to make the Microsoft Desktop Optimization Pack for Software Assurance, which delivers dynamic desktop solutions: **Microsoft SoftGrid® Application Virtualization**, which dynamically streams software as a centrally-managed service; **Microsoft Asset Inventory Service**, which translates software inventory into business intelligence; and **Microsoft Advanced Group Policy Management**, which enhances group policy through change management tools.

To learn how Microsoft Diagnostics and Recovery Toolset and the Microsoft Desktop Optimization Pack for Software Assurance can help you, go to <http://www.windowsvista.com/optimizeddesktop>.

Microsoft®  
**Desktop Optimization Pack**  
for Software Assurance

*"This toolset enables UMC Health System to restore clients instantly without rebuilding them—saving up to six hours per instance. This helps the hospital keep its critical systems running, so they can effectively track where patients are going, process lab information, and make data available to clinicians."*

**DAVID SMITH**  
TECHNICAL SUPPORT MANAGER,  
UMC HEALTH SYSTEM

**Customer Impact:**

Improve continuity and productivity for end-users, and significantly reduce costly downtime.

