**Lessons Learned**.  The below lessons learned were significant issues and trends in trouble calls to the CyberPatriot Operations Center and the Tech Support chat during Round 1 of the All Service Division.  First and foremost, read the instructions that accompany the Start-Ex e-mail.

 a. **System Restore.** *DO NOT RUN SYSTEM RESTORE ON COMPETITION IMAGES -- Doing so reverts them to factory defaults (i.e. no scoring client). The only way to recover from this is to re-extract a new copy of the image and start over.*

 b. **CyberPatriot Scoring Process**.  Antivirus programs and users occasionally deleted or quarantined the CyberPatriotScoring.exe service or the CyberPatriot folder on the C: drive.  *DO NOT STOP, DELETE, OR MODIFY* the CyberPatriotScoring.exe service, or any of the contents of the C:\CyberPatriot folder.

 c. **CyberPatriot Folder**.  The CyberPatriot folder contains the files necessary to run the scoring report.  *DO NOT DELETE* any files from the CyberPatriot folder.  If files are deleted from the folder, the only way to continue with the competition is to start with a new image.

 d. **ReadMe.txt**. The Readme.txt file on the desktop contained the scenario for the competition round.  Security policies for the computer and network were found in the file and will assist teams in securing their systems.

 e. **Automated Logins**.  Some teams locked themselves out of their images due to not understanding the administration of automated logins.  The only way to solve a lockout issue is to start with a new image.

 f. **Take Notes**.  Some teams made changes to the administration of the image that they could not identify or replicate.  Detailed notes would have saved the teams much time.  Teams that re-start with new images recover quickly using good notes.  *TAKE DETAILED NOTES.*

 g. **Image Connectivity**. Some teams had difficulty achieving Internet connectivity to their images. To fix this, those teams had to switch their image network adapter from Bridged to NAT. For more information on this, please click here.

 h. **Cut and Pasted Passwords**.  Passwords that were cut and pasted caused issues with teams locking themselves out of accounts.  Type passwords to avoid lockout issues.