Using the System Applet

Lesson 2

The System applet provides a quick snapshot of your system and includes some useful links to other tools. Figure 6-5 shows the System applet opened on a Windows 7–based system on the left and on Windows XP on the right. The Windows 7 version includes several active links in the left pane, and the middle pane provides some information about the system, such as the operating system version and the hardware.

Windows XP includes some of the same information. You can see that Windows XP has Service Pack 3 installed, but Windows 7 is blank in that area, indicating a service pack has not been installed. Instead of active links, Windows XP includes multiple tabs.

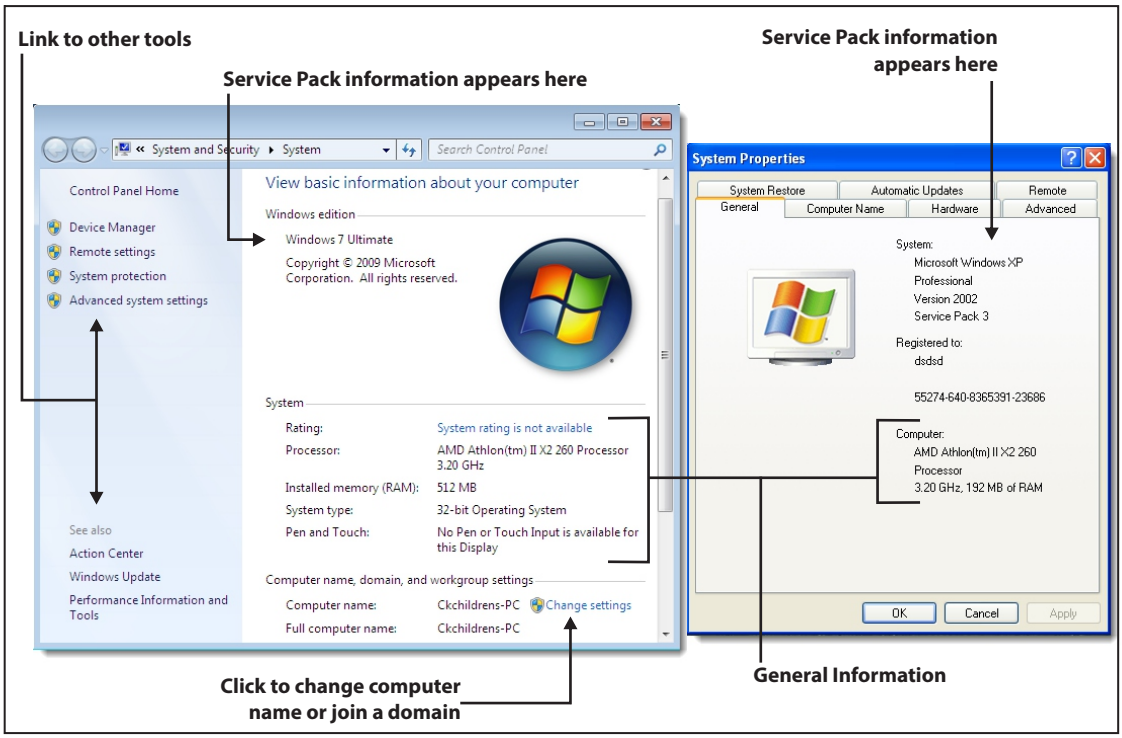


Figure 6-5 System applet on Windows 7 (left) and System Properties on Windows XP (right).

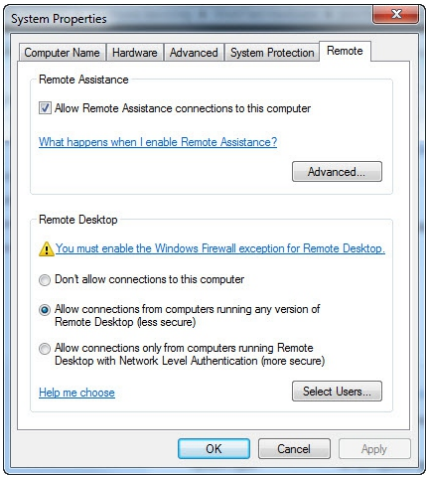
Remote Settings

For example, you can click the Device Manager link in the Windows 7 version to open the Device Manager. On Windows XP, you can select the Hardware tab and click the Device Manager button. Device Manager is covered later in this chapter.

- Remote Assistance. This is used to allow a remote helper to provide assistance to a user. For example, a friend of yours might be having computer problems and send you a remote assistance request. When you respond, you'll be able to see his desktop on your computer. If he approves, you can take control of his desktop to fix a problem. While you're fixing, he can observe all your actions and learn in the process.
- Remote Desktop. Administrators use this to take full control of a remote system. With Remote Desktop, users do not see what the administrator is doing.

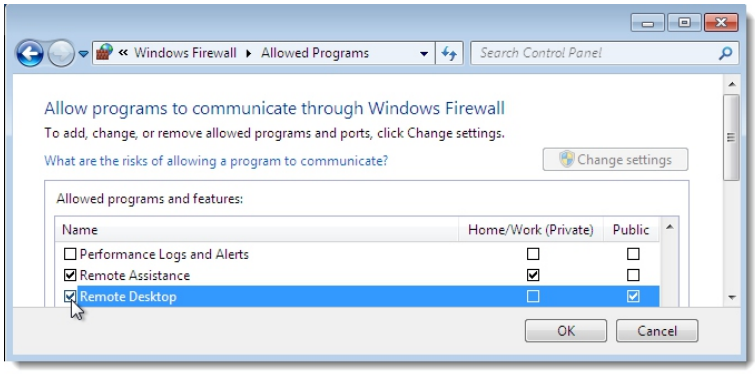
You can use the following steps to enable Remote Assistance and Remote Desktop on a Windows 7–based system.

1. Start the System applet from the Control Panel.
2. Click Remote Settings. The System Properties dialog opens with the Remote tab selected. You'll see something similar to the following graphic. Remote Assistance is enabled by default.
3. By default, the Windows Firewall blocks Remote Desktop connections. Use the following steps to configure the firewall:
   A. Click You Must Enable The Windows Firewall Exception For Remote Desktop. This starts Help.
   B. Select Click To Open Windows Firewall within the Help file.
   C. In the left pane, click Allow A Program Or Feature Through Windows Firewall.
   D. Click Change Settings. If you're prompted by User Account Control, click Yes to continue.



E. Scroll down to Remote Desktop. Select the check box on the left to enable it. Ensure the check box for Home/Work (Private) is selected. This allows Remote Desktop to operate when it's connected in a home or work network. Your display will look similar to the following graphic.

F. Click OK to make the change.



System Protection and System Restore

System Protection includes System Restore and previous versions capabilities. System Restore is a Windows feature that allows you to restore your system to a previous state. For example, if you installed an application and find that it's causing problems with your system, you can use System Restore to undo the changes by applying a previously created restore point.

If you click the System Protection link from the System applet, it opens the System Properties page with the System Protection tab selected as shown in Figure 6-6. Click the System Restore button and click Next to access the System Restore dialog. Windows shows recent restore points that you can choose. If you want to view more options, select the Show More Restore Points check box.

On Windows XP, click Start, All Programs, Accessories, System Tools, and select System Restore to access restore points.

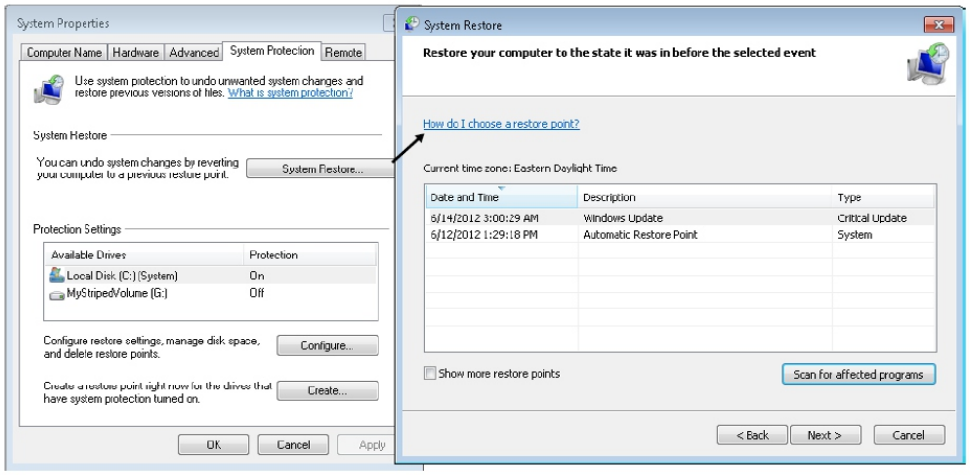


Figure 6-6 Accessing restore points on Windows Vista and Windows 7.

Uninstall using System Restore

System Restore can uninstall applications, roll back drivers, and remove Windows Updates. You can also uninstall applications by using Add/Remove programs in Windows XP or Programs and Features in Windows Vista or Windows 7. Similarly, there are other tools to modify device drivers and updates. A restore point can modify all at the same time.

Windows automatically creates restore points every seven days and prior to certain events, such as a system update, an application installation, or a driver update. You can also manually create a restore point at any time by clicking the Create button.

By default, System Restore will use up to 5 percent of the disk space to store restore points. You can click the Configure button to enable or disable System Protection or to modify how much disk space it will use. You can also delete the restore points to free up some disk space.

System Restore does not modify any user files, such as documents or pictures, when a restore point is applied. It restores only system files, applications, and drivers. However, when restore points are created, they do save previous versions of files that can be restored by using a feature called previous versions.

Shadow Copy (Previous Versions)

Previous versions are copies of files and folders that are automatically saved when a restore point is created. It's available in Windows Vista and Windows 7 and sometimes referred to as shadow copy, or shadow copies.

To use previous versions, your system must be configured to use restore points or have backups available. You can use Windows Explorer to right-click any file or folder, select Properties, and click the Previous Versions tab.

Figure 6-7 shows the properties of a folder named Adobe with the Previous Versions tab selected. There is one previous version for this file, but it's possible for multiple versions to be available. When you select a previous version, you can select Open, Copy, or Restore.

- **Open**. This opens the file so that you can view the contents before actually restoring the file.
- **Copy**. You can create a copy of the file and store it in another location.
- **Restore**. Use this to overwrite the current version with the previous version.

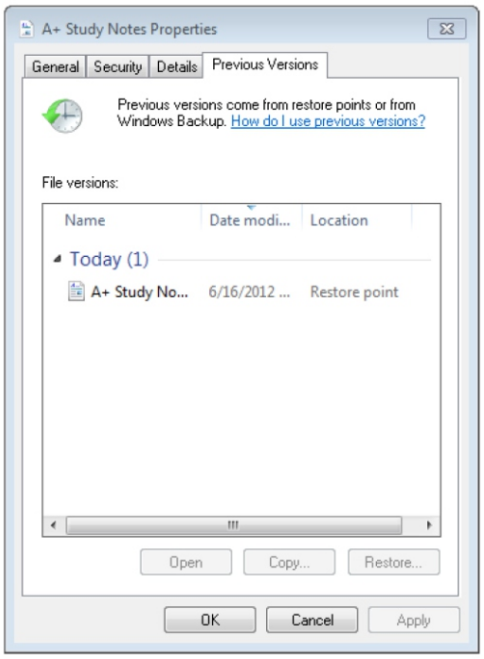


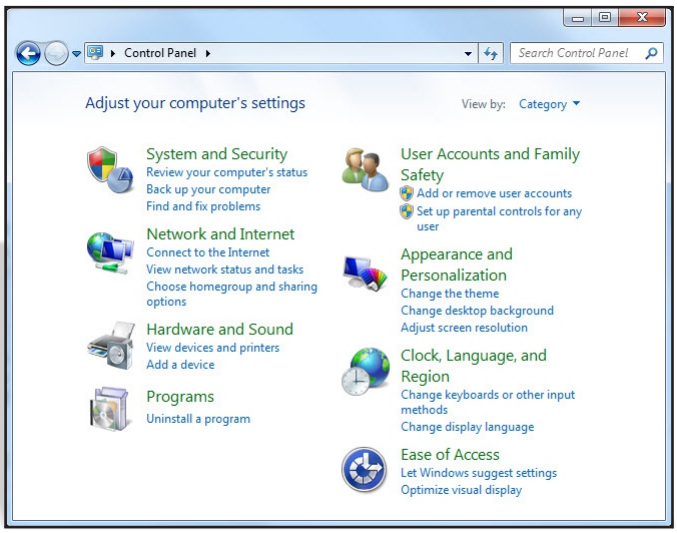
Figure 6-7 Using Previous Versions tab.

It's also possible to retrieve a previous version of a file that has been deleted, but the procedure is slightly different. If the file is deleted, you can't right-click it. Instead, use the following steps:

1. Open Windows Explorer by clicking Start, Computer.
2. Locate the folder where the file existed before it was deleted.
3. Right-click the folder and select Properties.
4. Click the Previous Versions tab.
5. Select a version of the folder that includes your file and click Open.
6. Double-click the file to open it. You can then save it.

Chapter 6
Laboratory Manual

CONFIGURING WINDOWS



Laboratory Activities

6.01 Performing a Backup and Restoration
6.02 Upgrading to Windows Vista SP2 and Configuring Automatic Updates
6.03 Installing Device Drivers in Windows

Chapter Analysis and Written Test

Lab Activity 6.02 Upgrading to Windows Vista SP2 and Configuring Automatic Updates

These systems have been around for some time, so there are probably a number of outdated patches and drivers. Windows Vista went through a major upgrade with Service Pack 2, so this is where you'll start. If you are working with a new installation of Windows Vista, Service Pack 2 should already be incorporated into the cabinet files, but these are old machines, so they will need some attention. Upgrading to Service Pack 2 is imperative to keeping the system up and running, secure, and compatible with new technology. To bring the OS up to date, you will first manually download and install Service Pack 2, and then configure Automatic Updates so Windows will take care of future updates on its own.

Learning Objectives

A competent PC technician should understand the importance of upgrading an OS with the latest service pack.

At the end of this lab, you'll be able to

- upgrade Windows Vista to Service Pack 2
- configure Windows Automatic Updates to update drivers, security patches, and utilities

Lab Materials and Setup

The materials you need for this lab are

- a working PC with Windows Vista (prior to Service Pack 2) installed
- an Internet connection

To do a complete restoration, you must reboot your system and open the System Recovery Options from the installation media.

Let's Get the Lab Started

You will begin by downloading and installing Service Pack 2 for Windows Vista. Then you will learn how to configure Automatic Updates.

Step 1 You will need to procure Windows Vista Service Pack 2. Go to Microsoft's Web site and search for "Vista Service Pack 2," or go straight to http://technet.microsoft.com/en-us/windows/dd262148.aspx. The search should return a page with the title Service Pack 2 for Windows Server 2008 and Windows Vista; follow the directions on this page to download Service Pack 2. (You'll look at getting updates through Automatic Updates next.)

Step 2 Once the download finishes, log on to the system that you want to update. Open the folder where you have placed the files and complete the following steps:

a. Double-click the setup file you downloaded.
b. The Windows Vista Service Pack 2 setup wizard welcome screen appears (see Figure 6-2). Click Next to continue.

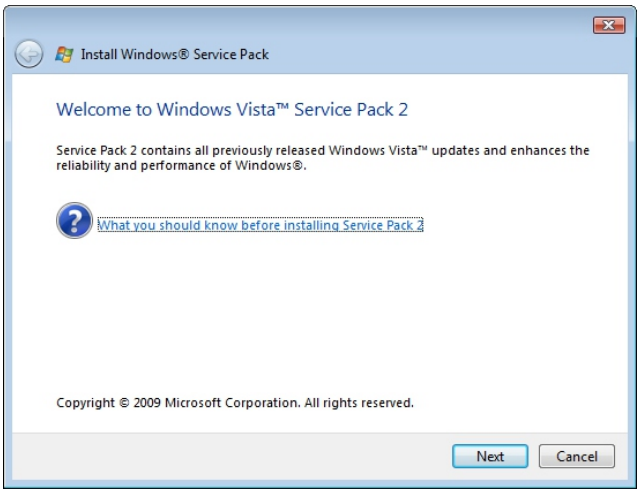


FIGURE 6-2 Welcome to the Windows Vista Service Pack 2 setup wizard

c. The End User License Agreement screen displays next. Accept the agreement and click Next to continue.
d. The setup wizard now inspects your machine, installs files, and upgrades your system. When the upgrade is complete, the wizard informs you that "Windows Vista Service Pack 2 is now installed on your computer" (see Figure 6-3).
e. Click Finish and let the system reboot.
f. After the machine reboots for the first time with Service Pack 2 installed, Windows gives you the opportunity to turn on Automatic Updates before it presents the logon screen. Decline this option for now; you will manually configure this in the next step.

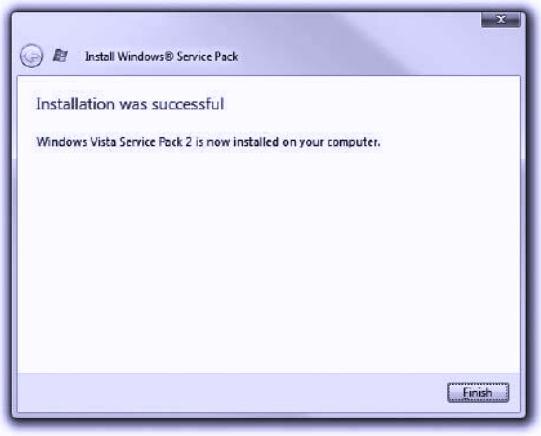


FIGURE 6-3 Completing the Windows Vista Service Pack 2 setup wizard

Step 3 You will now configure the system to perform automatic updates. Log on to Windows and complete the following steps:

a. In Windows XP, click Start | All Programs | Accessories | System Tools | Security Center. In Windows Vista, type Security Center in the Start Search bar. This opens the Windows Security Center window, where you'll find the configuration utility for Windows' Automatic Updates feature. Click Automatic Updates. In Windows 7, go to Control Panel | Windows Update.

b. This brings up the Automatic Updates configuration screen (see Figure 6-4) in Windows XP. Select the Automatic (recommended) option button and then click Apply. In Windows Vista/7, click Change settings, and then choose Install updates automatically from the drop-down menu.

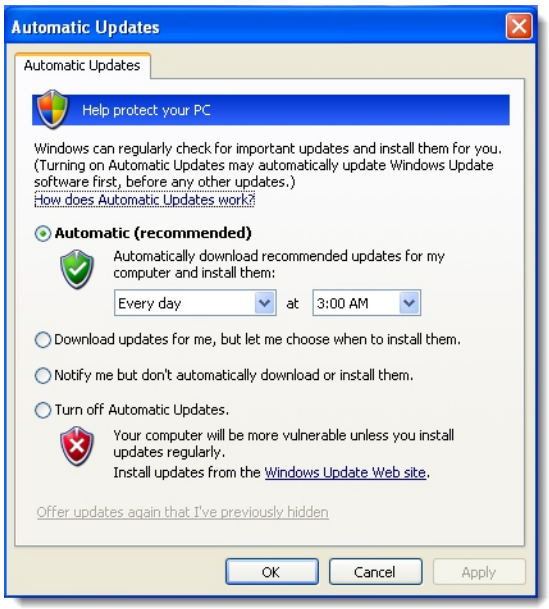


FIGURE 6-4 Automatic Updates configuration screen