SYSTURNS

INSTANT SYSTEM RECOVERY SOFTWARE

Systurns PRO Instant Recovery & Centralized Management Solution

Console User Manual

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About This Manual

Systurns PRO Console User Manual covers Systurns PRO Console installation and its functions. It does not include information on Systurns PRO Client.

Intended Audience

This manual is intended for anyone who needs to install Systurns PRO Console and setup Systurns PRO Console platform.

The information in this manual is written for experienced Windows system administrators who are familiar with Server technology and network environment operations.

Document Feedback

Systurns welcomes your suggestion for improving our documents. If you have comments, send your feedback to info@systurns.com.

Technical Support and Education Resources

To access the current version of this manual and other manuals, please contact your local reseller. To submit technical support requests, send your request to either your local reseller or info@systurns.com.

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SUBNET MASK IS 32-BIT NUMBER, FOUR NUMBER WILL BE SEPARATED BY PERIOD (RANGING FROM 0 TO 255). UNDER REGULAR CIRCUMSTANCES, DEFAULT SUBNET MASK IS USING 0 OR 255 (EX: 255.255.255.0), BUT IT MAY ALSO USE OTHER NUMBER, WHICH INDICATES THAT THE TCP/IP 'S SUBNET IS IN USE. 11

☐ COMMUNICATION PORT: 11

COMMUNICATION PORT IS USED FOR THE CONNECTION BETWEEN INDEPENDENT IP OR EXCHANGE CONNECTING POINT. FOR EXAMPLE: IN A LAN ENVIRONMENT, COMMUNICATION PORT MAY BE NEEDED FORT WAN/ INTERNET CONNECTION. 11

☐ MBR: 11

MBR INDICATES THE FIRST SECTOR ON EVERY HDD. MBR INCLUDES A SMALL PART OF EXECUTABLE CODE AND GPT. ALSO, MASTER BOOT RECORD IS ALSO NAMED AS MBR... 11

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Chapter 1 --- Introduction

THE PROACTIVE FORM OF IT MANAGEMENT WITH THE EXCLUSIVE SYSRETURN PRO TECHNOLOGY

The Systurns PRO is an automated, policy-driven solution that provides IT departments with a proactive method of IT management. The Systurns Pro solution offers an economical way to maintain a large number of PCs with a geographically diverse locale and user base. Whenever a PC boots, Systurns can automatically restore the operating environment, so that the desktop will perform reliably and efficiently. With the Systurns solution the PC operates in a pristine condition day after day without the loss of any data.

Systurns provides a dramatic contrast to the traditional reactive solution mode of IT management (i.e. fixing a PC after a disaster occurs). Under today's conditions, for an IT department to use a reactive solution form of management is costly and inefficient.

The question:

Why is the reactive solution mode so bad?

The answer:

First, IT departments face a daunting increase in the numbers of computers, devices, and applications they must support. Virtually every employee now has a PC at his/her desk, or at least has access to a PC that is connected to an institution's network. In addition, almost every institution supports laptops for out-of-office productivity. Also, quite recently, IT departments are increasingly finding themselves supporting PDAs, cellphones, MP3 players and various other devices.

Second, with the proliferation of various devices and the capability of wired and wireless network connectivity, it becomes more difficult for IT departments to give proper support to computers and maintain control over them. Users download applications and apply other adjustments to personalize desktops and devices. Along with these downloads, unwanted applications with malicious intent creep into the network. These unwanted download extras are becoming increasingly sophisticated and sly in regard to their proliferation and avoidance of detection can create overall harm to the PC and institutional network.

Therefore, for an IT department to function competently under potentially vulnerable conditions, using the old reactive solution mode requires a gigantic budget to fund an enormous staff of highly trained and dedicated technicians. The total cost of a large IT staff, downtime for each PC and device to go through scheduled and unscheduled maintenance, as well as loss of the employee's productivity adds up to an unimaginable sum of money, beyond the scope of most institutions. The Systurns proactive solution compensates for the lack of a large staff of well-trained technicians and puts control back into the hands of IT professionals regardless of staff size and the physical location of the computers. The proactive approach which the Systurns solution provides compensates for a lack of manpower and resources.

Another aspect of the Systurns proactive solution is the elimination of performance degradation caused by unauthorized downloads, configuration changes and other issues. The "Configuration Creep" that drains a PC's reliability, compromises infrastructure integrity, and generates costly support calls is completely absent when the Systurns solution is installed. Through a unique system of centralized management, IT professionals can rid computers of the "Creep" and have the computers running at peak efficiency.

With all the evidence presented, it is clear that a proactive solution is the only way for an IT department to run properly so that the client's high expectation of service can be met. With the Systurns solution, things of the past include: a help desk with a large technical staff, the high costs of maintaining equipment and applications and a hands-on reactive management style. With Systurns you receive an automated, centralized, proactive transformation at an economic cost. Systurns allows the user to create and develop a centralized instant remote client management solution that automatically eliminate common support issues and improve end-user end satisfaction. Systurns is the future of scalable IT management, all the while remaining cost effective and proactive.

HIGHLIGHTS of SYSTURNs PLATFORM

- INSTANT REMOTE CLIENT RECOVERY SOLUTION
  Systurns provides instant recovery technology that restores any remote desktop glitches almost instantly (in less than one minute) without losing files or data.

- FLEXIBLE POLICY-DRIVEN SOLUTION
  Systurns defines and enforces recovery and protection configuration policy at the enterprise, group, and user level. At the same time, it accommodates all

the user's varying computer needs. The recovery and protection policy can be amended and modified easily and efficiently.

- CENTRALIZED INSTANT REMOTE CLIENT MANAGEMENT SOLUTION
  Systurns provides an instantaneous centralized management solution from an off-site locale reducing the need to make desktop-visits for troubleshooting problems.

- CENTRALIZED ASSET MANAGEMENT SOLUTION
  Systurns provides a centralized asset management solution which IT administrator will be able to generate report providing detail information regarding thousands of PC workstations. The report will cover hardware, software, and statistic information of software.

- DO MORE FOR LESS
  Systurns provides functionality from any assigned computer console offering IT administrators a variety of tools and decreasing time required for support calls.

- GREEN TECHNOLOGY
  Systurns provides PowerSave management function which will allow IT administrator to enforce an energy policy throughout the organization.

- TASK AND EVENT SCHEDULING
  Systurns permits the establishment of centralized event and task scheduling. Automatic rebooting, Automatic saving hard disk contents or recovering to a selected restore point, Windows updating, and a wide array of other activities are all accomplished from a central location.

- ESTABLISHING A PROACTIVE SOLUTION MANAGEMENT STYLE
  Systurns allows an organization to create and establish a proactive style of IT management without new devices or hardware. In addition, it greatly increases return of investment on hardware, desktop uptime, productivity, and efficiency.

- OPTIMIZTION OF A FILE BACKUP SOLUTION
  Systurns offers an easy and flexible solution for an organization to establish an automated file backup solution, so that important files, documents, and data (from a remote desktop client) can be safeguarded from corruption.

SYSTURN – ARCHITECTURAL TOPICAL OVERVIEW

Systurns offers a client/server proactive style of management that has policy-driven solutions for IT professionals. Its unique support and instant recovery solution works across WAN/LAN environments. The client version of Systurns can be installed on new PCs or migrated to existing PCs. The question arises, after reading all these aspects of Systurns, "How does the product achieve its goals?" To understand this, certain "architectural" issues must be addressed.

All Systurns features are based on the following architectural components:

- The Systurns PRO Client
- Instant Recovery
- Instant Back-up (Save)
- Console (for the solution of centralized management)

These architectural components allow Systurns to function with ease and to the satisfaction of the IT professional. The patent protected technology of the "instant recovery solution" is the guarantee against all the previously listed harmful items that prevent computers from working at optimal level.

In addition to protecting personal data, Systurns protects the stability of the PC by protecting its major components. OS and application directories (with accompanying files), Windows user profiles, user data and registry data are all protected by Systurns. This Console allows for automated recovery procedures and is a policy-driven solution.

SUPPORT AND RESTORE OPERATIONS

With every boot cycle that occurs on the PC desktop an instant restore and save process can be implemented based on the parameters of the IT department. When Systurns performs the restore process on a client PC, all corrupted OS data, virus infected data, harmed folders and the OS registry are wiped clean and once again restored to a pristine condition. This fool-proof restoration process, when contrasted with other comparable products, proves that Systurns has the fastest restoration speed (in less than one minute). Methodology and use of technology also differentiate Systurns form of support and restorative measures from other products. Everything about Systurns, from installation to procedural process is made with the IT professional in mind; it is simple and easy to use. For an institution to fully utilize Systurns, a small amount of input from the IT department is needed before software installation because the personalization features of the Systurns solution are identified to fit individual organization's desires.

SYSTURNS CLIENT

Systurns Client provides:

- Client/Server Communication and Synchronization
- Instant Recovery and Save Functions for the Remote Desktop PC
- Ability to Execute Scheduled Events and Tasks Assigned by the Systurns Client/Console
- Ability to Upload and Download Files and Data Folders
- Ability to Perform Recovery and Protection of Remote PC Based Policy-Driven Solutions

The Systurns Client is for the PC of the non-IT professional. Systurns Client communicates with the Systurns Console to perform various tasks. Restoration, back-up and scheduling events are all tasks that are based upon the communication between the Systurns Console and the Client. The Systurns Client will automatically report using the assigned static IP address, to the proper Systurns Console.

As the PC works, the Systurns Client quietly performs protection and recovery functions without affecting the user. Every time a PC with Systurns Client is booted, it automatically synchronizes with the Systurns Client/Console. In this way an IT department never loses control, even if the LAN/WAN are down or offline. Once the network is up the Client immediately regains communication with the Client/Server and again Systurns is fully operational. In addition, all communications between Clients and Client/Console are compressed for maximum efficiency and minimal traffic impact on the network. To further reduce network traffic, all recovery and protection functions, directed by the Client/Server, are performed locally using the data located in the virtual space.

Systurns Client can also be installed on laptops as a stand-alone program without connecting to a Client/Console. As a stand-alone Systurns Client still offers the same instant recovery and protection functions.

OFFLINE RECOVERY AND PROTECTION

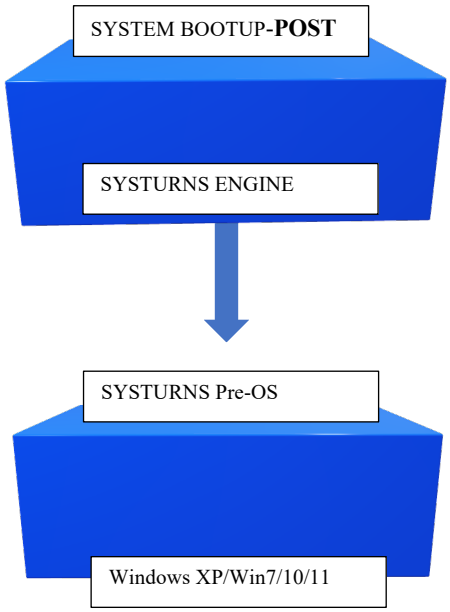
Whenever a remote desktop, or laptop, is not connected to the Systurns Console, it is referred to as being in an offline mode. Even in the offline mode, the PC is fully protected and is capable of instant recovery. Once the remote Client is reconnected to the Server, via the network, the Client performs in conjunction with the centrally located Client/Console.

REMOTE CLIENT INSTANT RECOVERY FUNCTIONS

The boot sequence of Systurns is shown as above. After the step of BIOS POST is done, the Systurns Pre-OS will start to take control and brings Windows Operating System alive. This sequence ensures all system operations are running under the monitoring of Systurns, even including virus. You can recover almost any kind of software errors.

Some old Restore Products put whole control utility into BIOS or on the firmware of a PCI card. The major disadvantage of this kind of method is the lack of flexibility and bad compatibility. New viruses are attacking us constantly and OS change rapidly. If you need to upgrade your system to get rid of bugs or for getting the new Operating System, you have to upgrade with PCI card or BIOS as well.

What Systurns does - It only puts a small key engine into BIOS, while other control module/utilities are stored in Hard disk boot sector and buffer area. It is very easy to upgrade, just download it from web site, re-install and then you can have a whole new version.



CONSOLE ARCHITECTURAL OVERVIEW

The Console is Systurns eyes and ears. It is the Console that makes “centralized instant remote client management” possible.

Systurns Console uses a TCP/IP protocol to dictate instructions to the Client. In order to achieve the highest quality of communication, between Console and Client, certain ports need to be opened so that cross router communication with remote client can be attained for true “centralized instant remote client management solution” to occur. In a LAN/WAN environment this causes minimal impact on network traffic.

SYSTURNS THE BEGINNING OF THE FUTURE

With the Systurns proactive style, the future of IT management is at hand. This style of IT management provides the most efficient means for IT departments to “stay on top of the game” and succeed in computer and business management. After reading what Systurns has to offer the question is: Is your IT department going to remain reactive? Or, will you join the wave of the future and be proactive? If you decide to take the route of the future and be proactive, we hope that you will consider **Systurns Network** as your IT partner.

Chapter 2 --- Basic Terminology

- **Recover:**

  The protected data can be recovered to any saved recovery point.

- **Root:**

  The status of client PC when install Systurns.

- **Console:**

  Systurns adopts “Manager-User” management model. Managers send command to users or process the data sent by users to conduct the remote management system.

- **Client:**

  Client receives the command/process the data from console in order to complete the operation.

- **No action:**

  Keep current HDD status and no recovery will be performed for next booting.

- **DNS server:**

  Transfer URL to IP address.

- **Subnet mask:**

  Subnet mask is 32-bit number, four number will be separated by period (ranging from 0 to 255). Under regular circumstances, default subnet mask is using 0 or 255 (Ex: 255.255.255.0), but it may also use other number, which indicates that the TCP/IP ‘s subnet is in use.

- **Communication port:**

  Communication port is used for the connection between independent IP or exchange connecting point. For example: in a LAN environment, communication port may be needed fort WAN/ internet connection.

- **MBR:**

  MBR indicates the first sector on every HDD. MBR includes a small part of executable code and GPT. Also, Master Boot Record is also named as MBR.

Chapter 3 --- System Requirements

The installation of Systurns is a simple and straightforward task as long as the minimum system requirements (listed below) are met.

Systurns PRO Console – Implementation Environment Requirement

A. Supported Hardware Environment

Configuration	Minimum Configuration	Suggested Configuration
CPU	Intel Celeton 733 or above	Intel Celeron dual core 2.0Hz or above
Hard Drive	At least 5GB of remaining space	At least 10GB of remaining space
RAM	Above 4GB	Above 8GB
Network Interface Card	100M/1000M	
Mainboard	Legacy BIOS motherboard and UEFI motherboard supported.	

- IDE/EIDE/SATA1/SATA2/SATA3/M.2/PCIe/mSATA Hard Drive Interface supported.

B. Supported Software Environment

Operation System	Windows 11 32BIT/64BIT Windows 10 (up to 21H1) 32BIT/64BIT Windows 8 32BIT/64BIT Windows 7 32BIT/64BIT SP1
Network Configuration	TCP/IP 100MB or above bandwidth

Chapter 4 --- Installation

4.1 Pre-Installation Requirements

This chapter provides Systurns Console pre-installation criteria, and it can be used as a check list before IT administrator deploys Systurns Client in his network environment.

- Please ensure computer system functions normally and meets the minimum system requirement of Systurns Console.
- Please remove earlier version of Systurns Console, or other similar products from other vendors before install Systurns Console.
- Please perform virus scan to ensure computer is free from any adware, spyware and virus before install Systurns. And temporary disable the antivirus software, because a few kinds of antivirus software can false determine the installation of Systurns as a Trojan or Virus.
- Please check computer BIOS settings and disable virus protection option in CMOS.
- Please examine the disk information displayed in Windows is same as the configuration displayed in BIOS settings. If the disk information is different, please redetect the disk model and space capacity in BIOS settings.
- Please check computer BIOS and turn on remote WOL features if computer BIOS supports such function.
- For HDD hard disk, please defragment computer hard drive before install Systurns which can enhance the efficiency of the system.
- Please check computer network card and its connection to the network before install Systurns PRO Console.
- Please check Windows account login credential and make sure it has the local administrator account or domain administrator account with software installation privilege.
- Please pre-determine Systurns PRO Client remote folder management function. If administrator would like to use Systurns Console to perform remote folder

management function, the parameter settings in Systurns Console setup.cfg must be configured properly. (See Appendix A for reference)

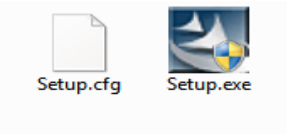
- Please pre-install **MySQL** database program first prior to the installation of Systurns Console, otherwise, PowerSave Manager will not function properly.
- Please make sure Systurns Console system has Microsoft Office suite – Excel program installed, because PowerSave Manager report will require Microsoft Excel program.
- Please assign a Static IP address to the Systurns Console.
- Every independent recovery point only takes up 0.05% space in the hard disk. For example, install Systurns in the hard disk with 250GB capacity, and create 5 recovery point. Then the continuous space in hard disk should be at least 250G*0.05%*5 = 640MB.

4.2 How to Install Systurns Console

Note: Before install Systurns Client, please check the pre-installation requirements. Systurns Console requires a static IP address assigned to the system before install the program.

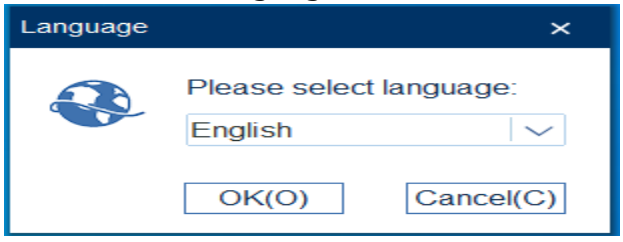
The following procedures will guide you through how to install Systurns Console and this installation procedure is for Systurns Console computer.

1. Double click on Setup.exe and Systurns installation program will launch the Install Wizard which will guide you through the installation process.



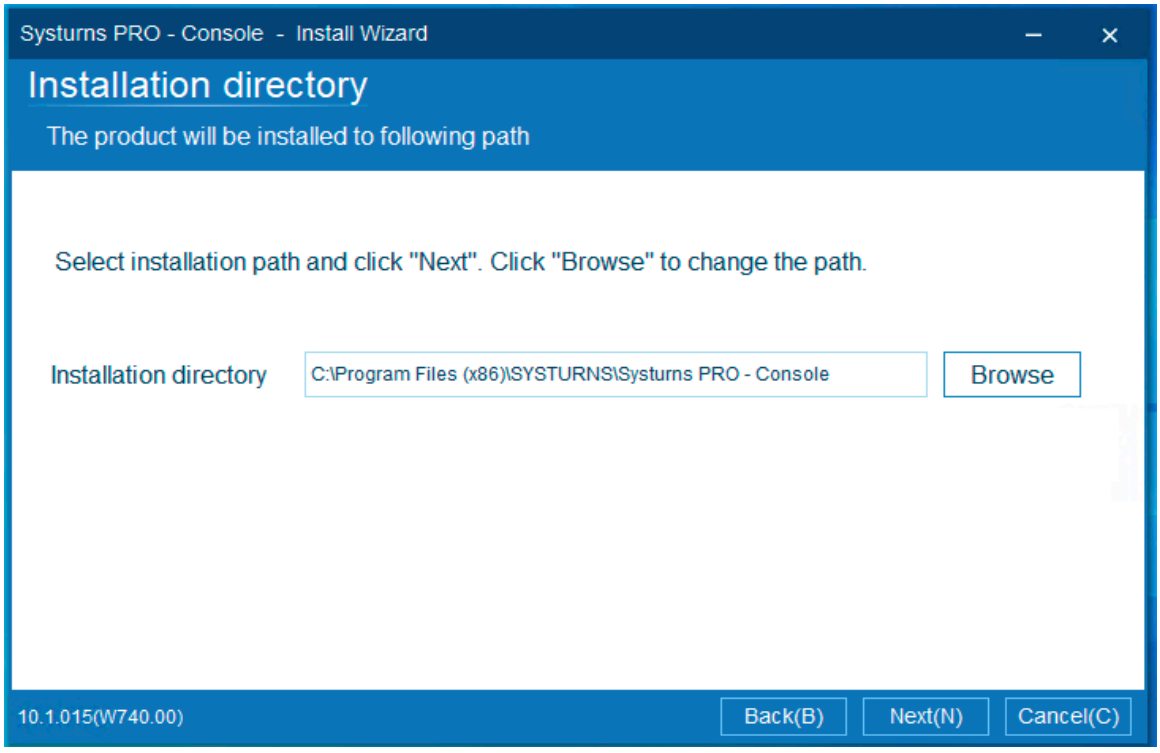
2. After Double click on **Setup.exe** (Executable Program) and you will see the following “Welcome” screen, and then press **Next** to start the installation.

3. Please select a language for installation.

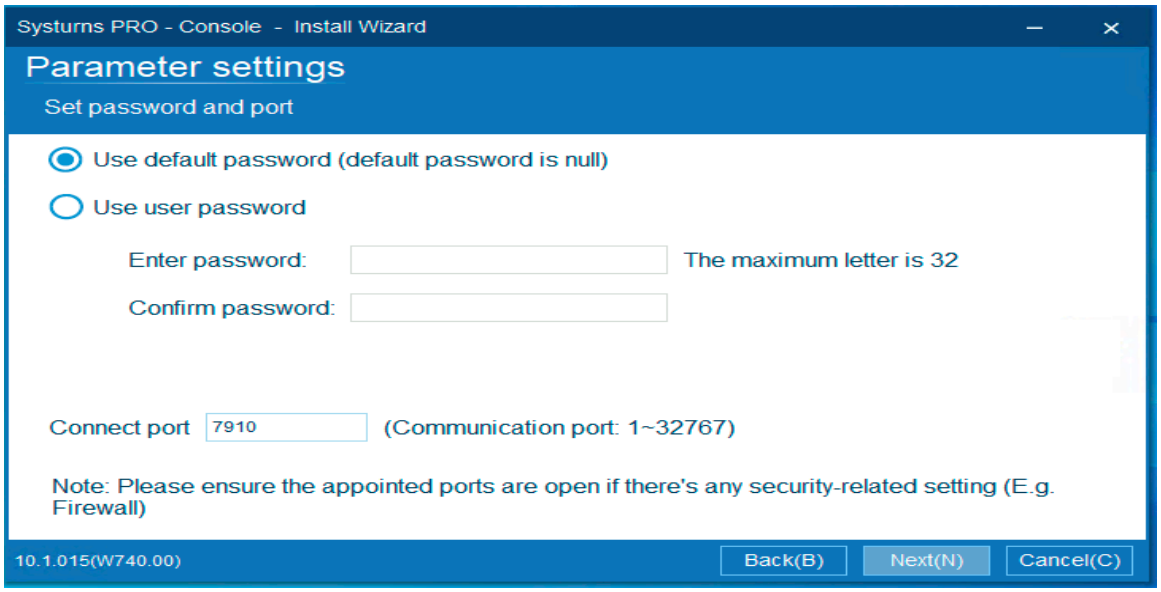


4. After reading the end-user license agreement, check **I accept the terms of license agreement** and click **Next** to continue.

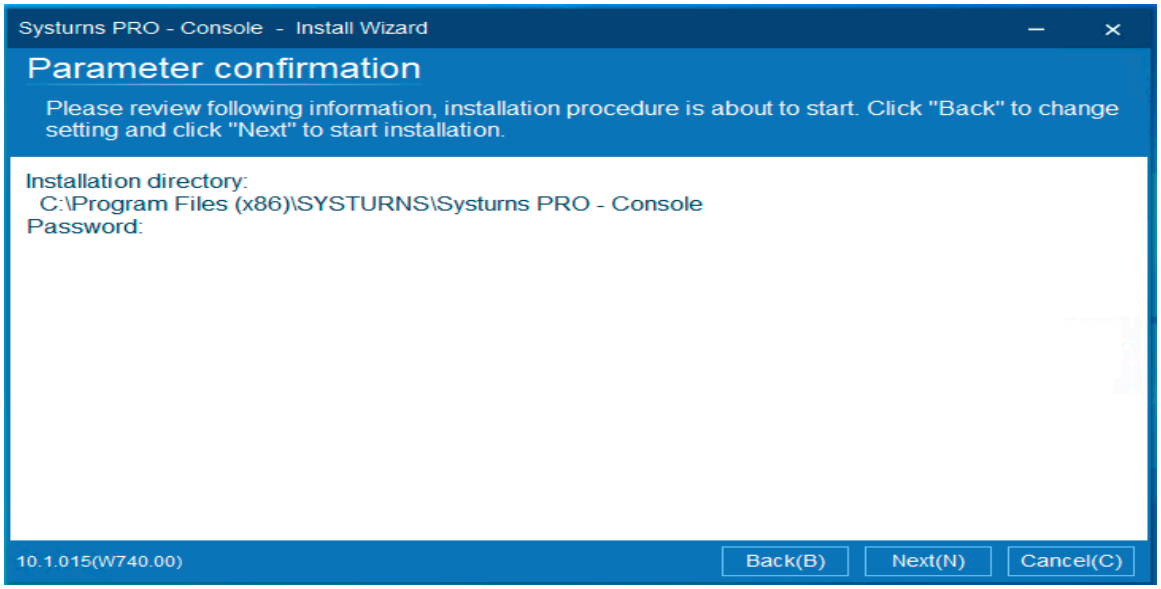
5. Choose installation directory for the program files and click **Next** to continue.



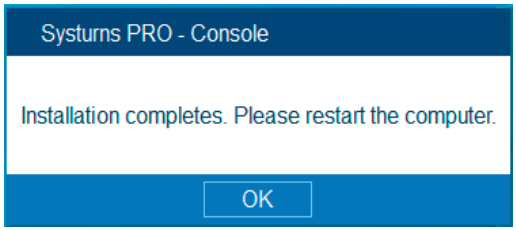
6. Please set password and the port number for console and client, then click **Next** to continue.



7. Please confirm the installation setting and click **Next** to install.

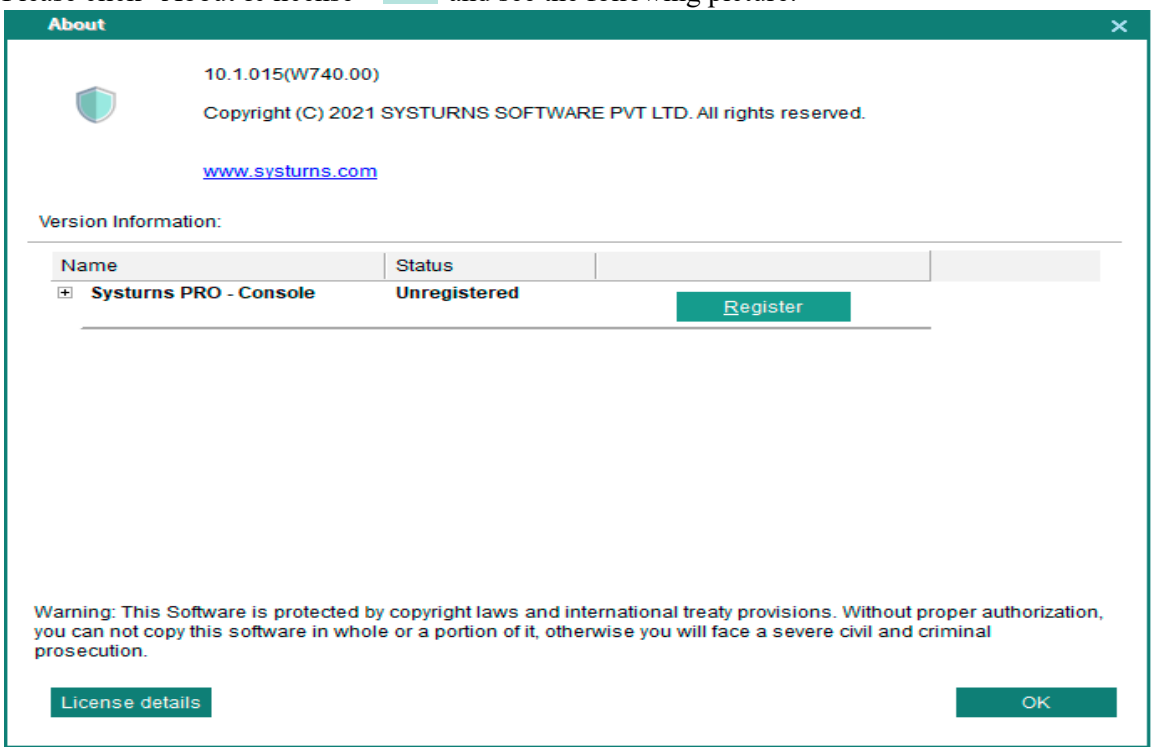


8. After installation, click **OK** to restart the computer and complete the installation.

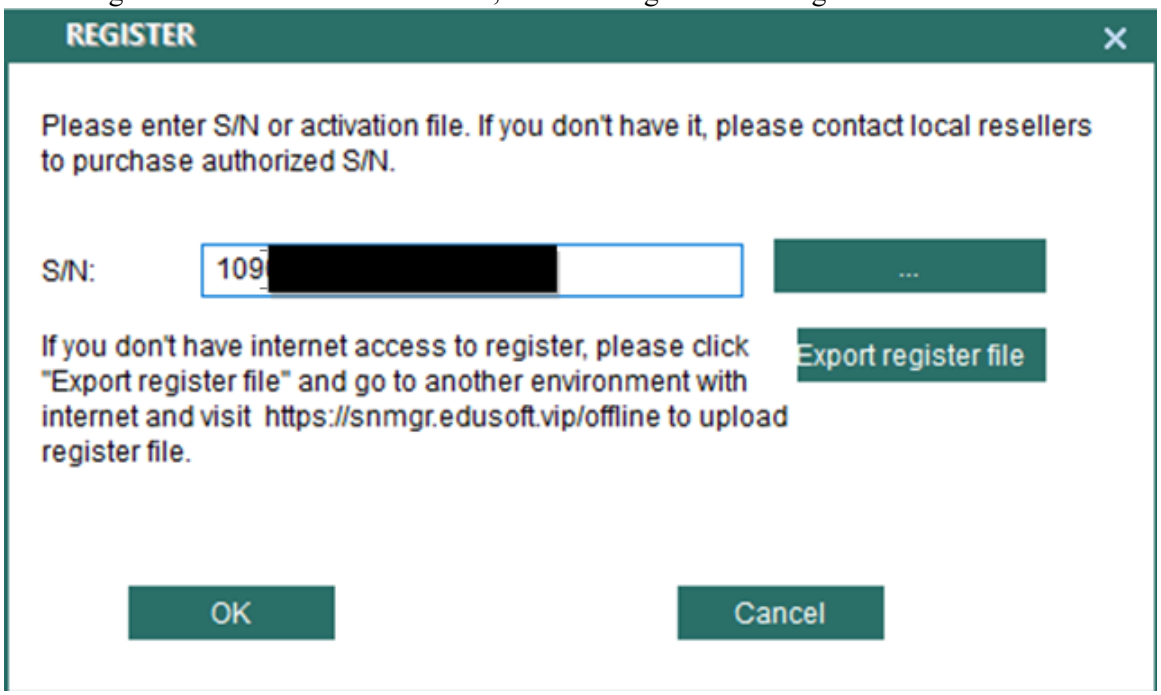


4.3 Registration

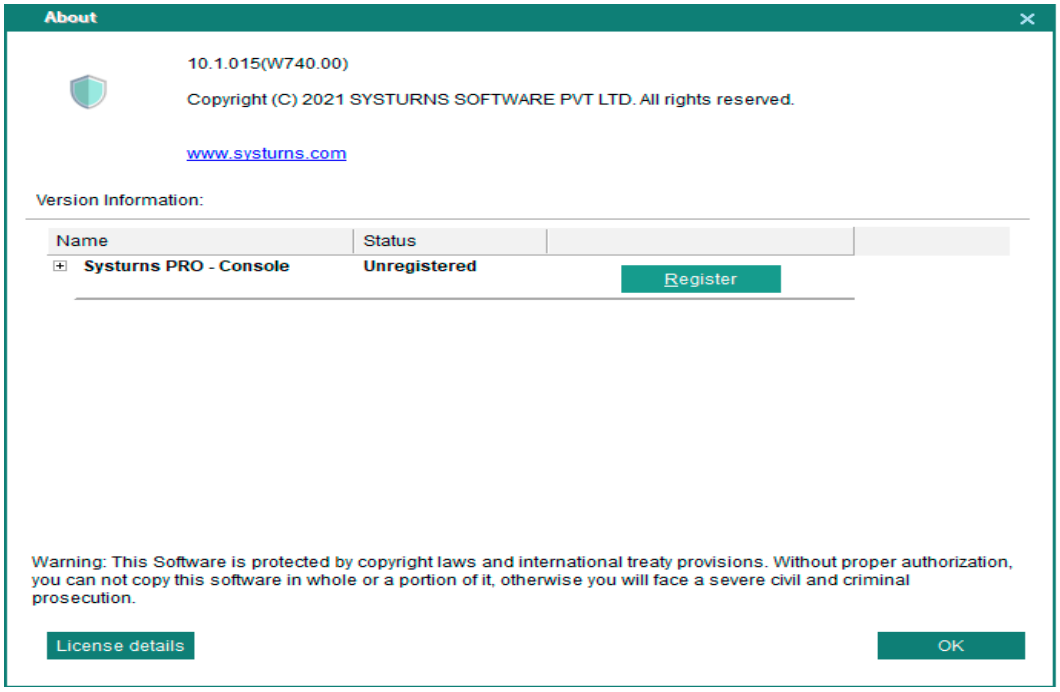
1. Please click “About & license” and see the following picture:



2. Click “register” to enter the serial number, and click register button again.



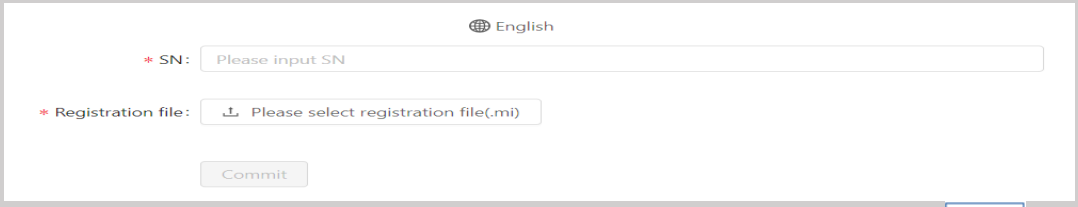
3. The license information will show on the interface.



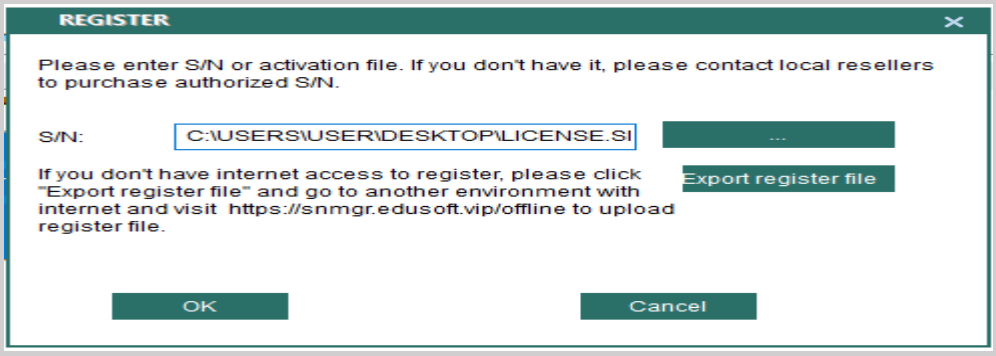
4. Press OK and reboot the computer to make sure this software has been successfully registered. (There is no need to create new recovery point for this step)

Note：

For some special environment that doesn't allow internet access for registration, please click "export register file" and a ".mi" file will be generated.
Please find a device that can connect to internet, go to https://snmgr.edusoft.vip/offline and upload the .mi file and enter serial number.



After clicking submit, the browser will automatically download ".sni file", please click ... and import the .sni file.



Chapter 5 --- User Interface & Function Description

5.1 User Interface Description

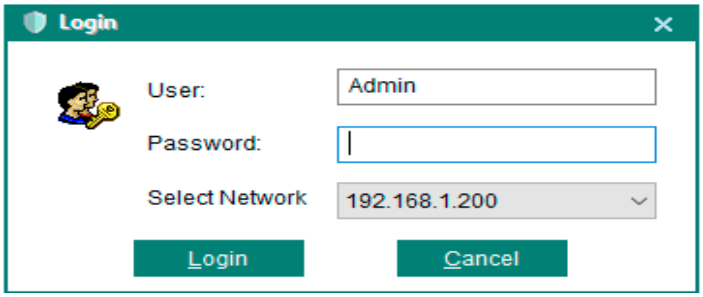
5.1.1 How to Start Systurns Console

There are two ways to start Systurns console:

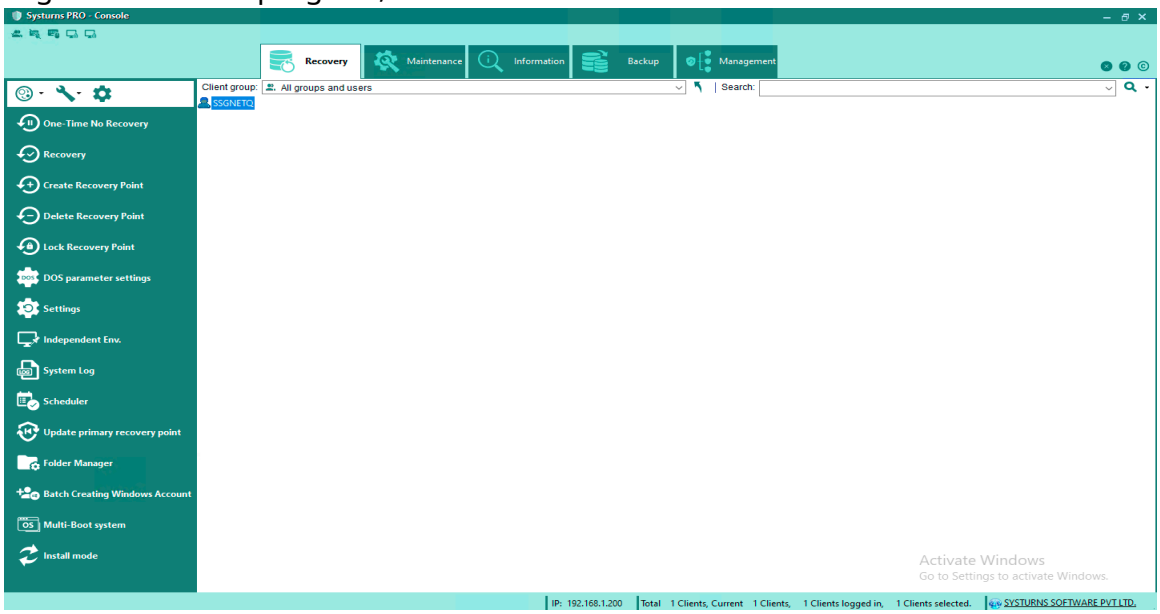
1. The user can click Start → All program → Systurns Console.
2. The user can double click on Systurns Console Icon from the desktop.

5.1.2 Main interface

After starting console program, the log-in interface will display as below:



After entering user name and password (the default password is empty), click Login to enter the program, the main interface is as below:



5.1.3 Remote Client Icon Status:

The following table indicates the connection status of Systurns Remote Client(s) on Systurns Console.

	"Remote Client" on-line and power on
	"Remote Client" off-line And power off
	"Remote Client" request for support
	"Remote Client" Warning for hard disk free space is low

Note: You will not be able to perform any function from Systurns Console to remote client(s) when it is off-line or power off. However, remote client(s) system is still protected by Systurns Client agent, because it resides locally within each system.

You can also check the basic information of Clients by sopping the mouse on the specific Client icon, and you will see computer name, current login name and IP address.

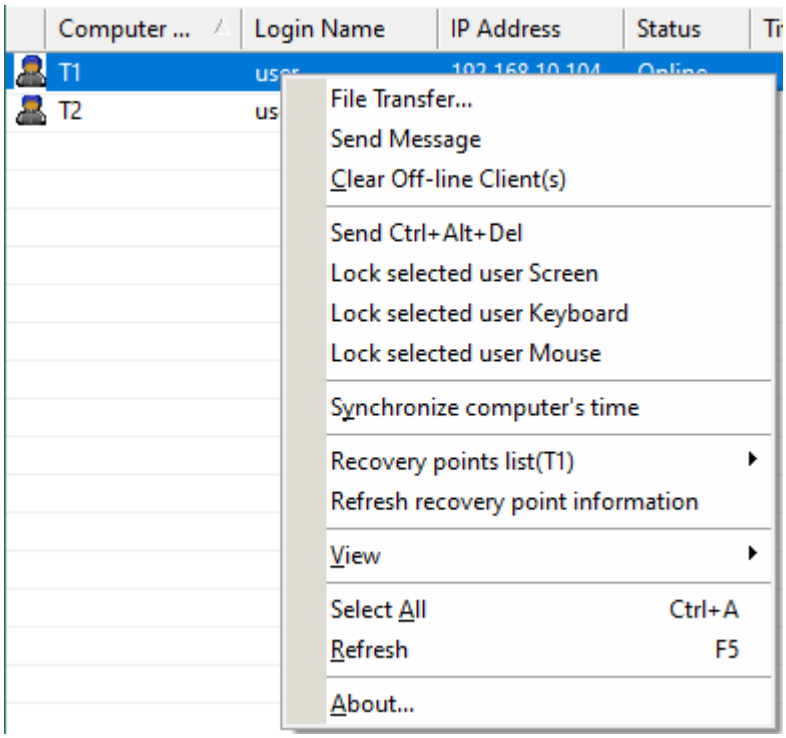
5.1.4 Introducing Right Click Function

Description:

Right click menu provides frequently used functions like File Transfer, Send Message, Lock Remote Clients Keyboard/Mouse/Screen and display Recovery Points List etc.

Operation:

Right click on the selected Client on the main menu, the function menu will appear. (See the picture bellow for reference)



Here are the descriptions of each function in the right click menu:

File Transfer: Console can operate File Transfer to make files transfer between Console and Client.

Send Message: Console can send message to Client.

Clear Off-line Client(s): Clear off-line Client(s) from the list.

Send Ctrl+Atl+Del: Send Ctrl+Atl+Delete command to remote Client.

Remote Logon: Logon remote Client or switch remote Client account.

Lock Selected User Screen: Lock the selected user screen to stop Client from changing the content displayed on the screen.

Lock Selected User Keyboard: Lock selected user keyboard to stop Client(s) from using keyboard.

Lock Selected User Mouse: Lock selected user mouse to stop Client(s) from using mouse.

Synchronize Computer's Time: Synchronize Client(s) computer time with Console.

Recovery Points List (qwe): Display recovery points list of Client(s).

Refresh Recovery Point information: Refresh recovery point information to the latest status.

View: Choose large icon, medium icon, list or detail to see the Client(s) list.

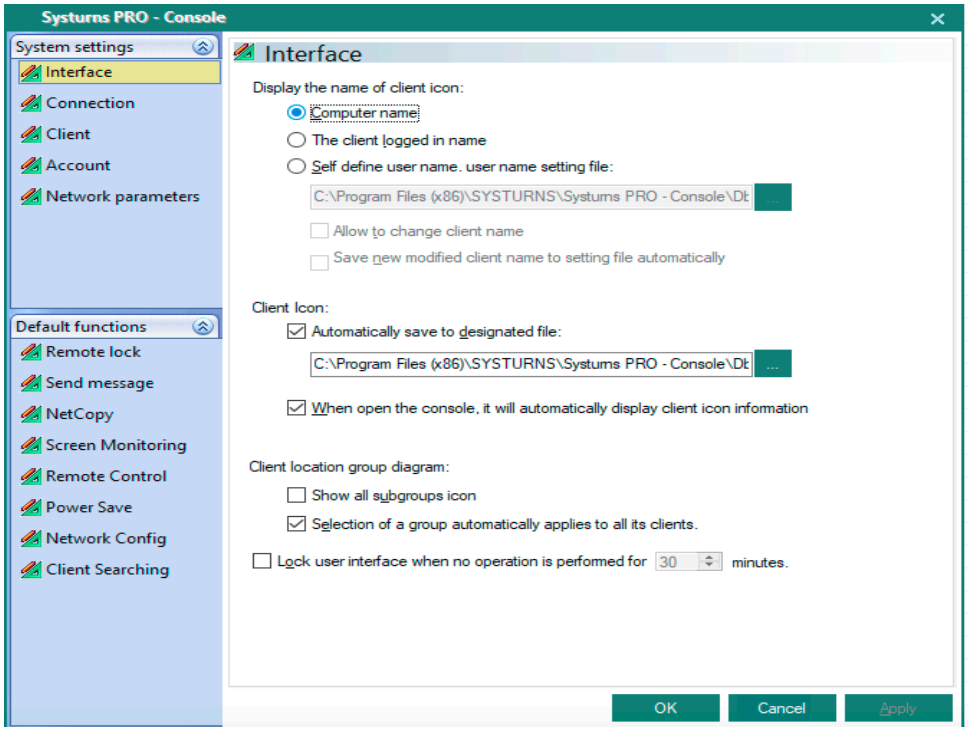
Select All: Select all Client(s) regardless of their login status.

Refresh: Refresh information of selected Client(s).

About: Display Systurns copyright information.

5.1.5 Settings

Click left upper side icon and system basic interface will display, including system setting and function setting, please see detailed description as follows:



(1) Interface setting

Display the name of client icon

- **Computer name:** select this option means display login client by their computer name in the console.

- **The client logged in name:** select this option means display login client by their current login account.

- **Self-define user name:** select this option means all the self-define user names can be saved in appointed file.

Note: only by selecting "Allow to change client name" and "Save new modified client name to setting file automatically" can ensure the operation executed properly.

Client icon

- **Automatically save to designated file:** automatically save the client icon to the designated file in order to easily find the client the next time when they login.

- **When open the console, it will automatically display client icon information:** automatically save the client icon. Console will display all saved client icons, even if they are offline, they will still be displayed in color grey.

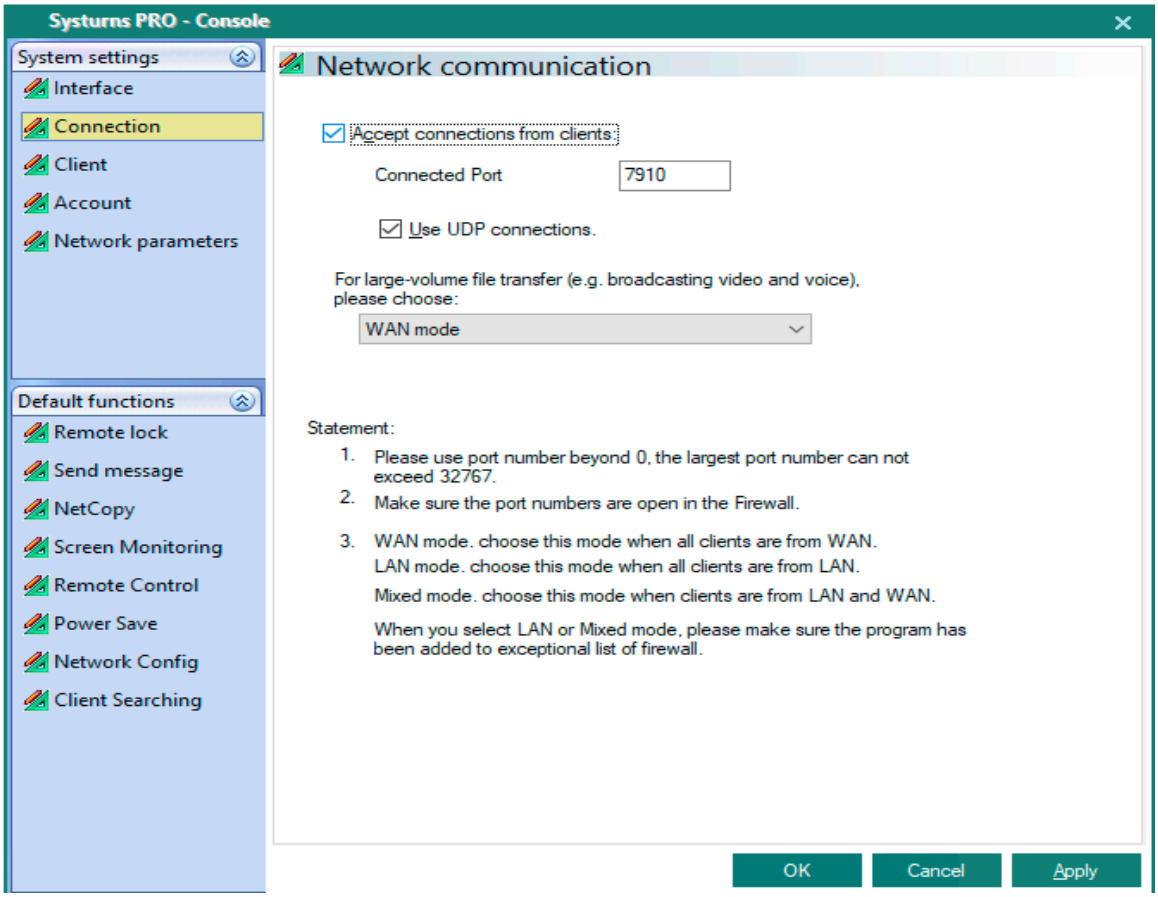
Client location group diagram

- **Show all subgroups icon:** select this option to see all groups from console.

- **Selection of a group automatically applies to all its clients:** after selecting this option, choosing a group will also include all the clients belong to it.

- **Lock user interface when no operation is performed for __minutes:** select this option to lock user interface after___ minutes when no operation is performed.

(2) Connection Menu



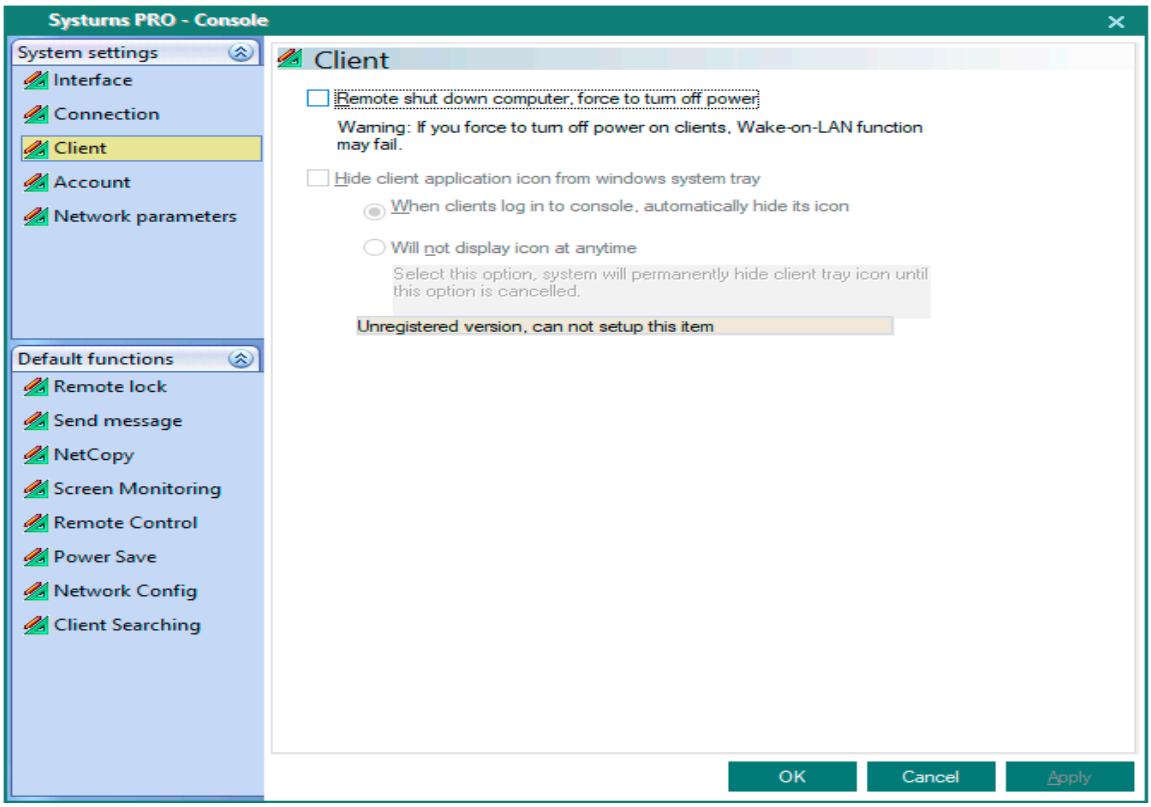
Accept connections from clients

- **Connected Port:** please set a connected port number between 0 to 32767 for client to connect.
- **Use UDP connections:** select this option to improve the quality when executing "Screen Monitoring" and "Remote Control".

Note: For large-volume file transfer (e.g. broadcasting video and voice): select this option when transferring large-volume file.

a. **WAN mode:** take this mode when all clients are from WAN.
b. **LAN mode:** take this option when all clients are from LAN.
c. **Mixed mode:** take this mode when clients are from LAN or WAN.

(3) Client Menu



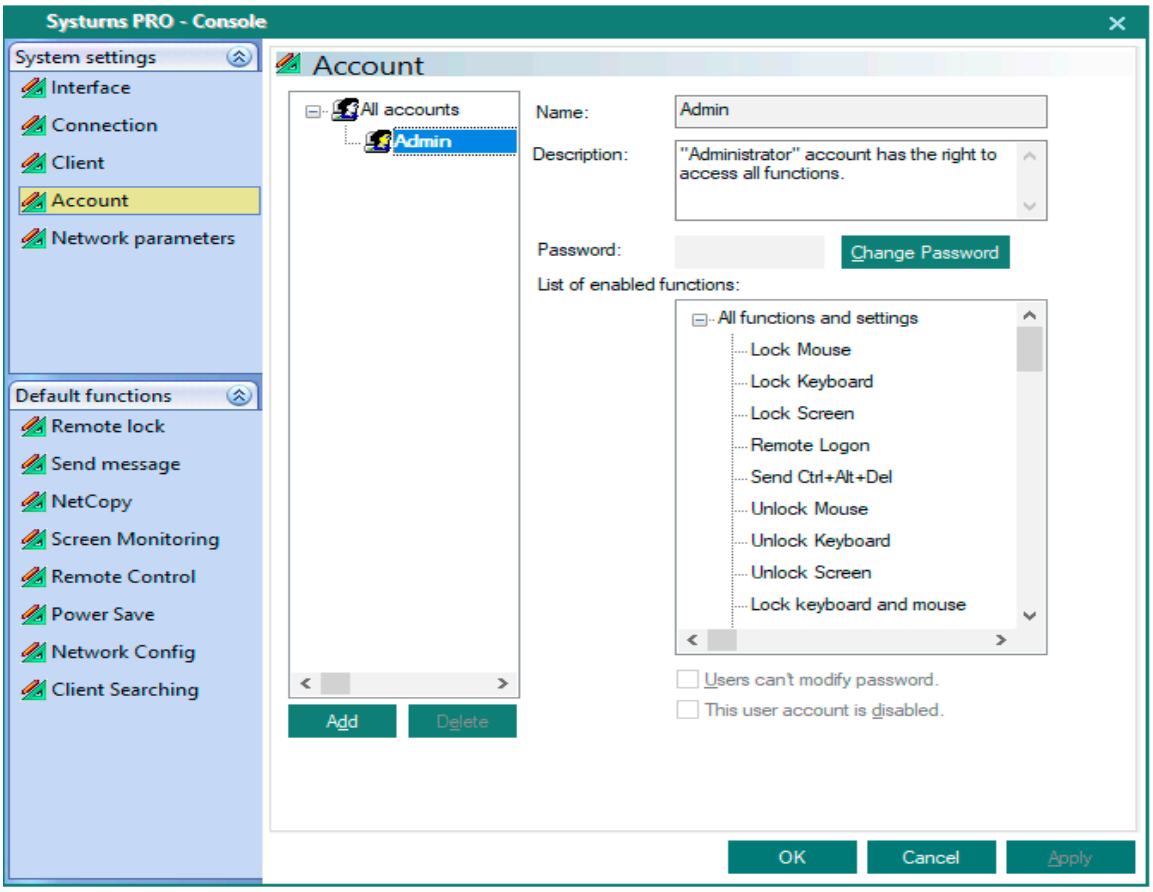
Remote shut down computer, force to turn off power:
when performing remote shut down computer, it will also force to turn off power and will no longer support remote wakeup computer.

Note: To perform remote wakeup, computers require to equip with (a) ATX power Supply. (b) mainboard and network card that support remote wakeup.

Hide client application icon from windows system tray

a. **When clients log in to console, automatically hide its icon:** when connected to console, client application icon from windows system tray will hide automatically.
b. **Will not display icon at anytime:** select this option to hide client application icon from windows system tray until this option is cancelled from the next session.

(4) Account Menu

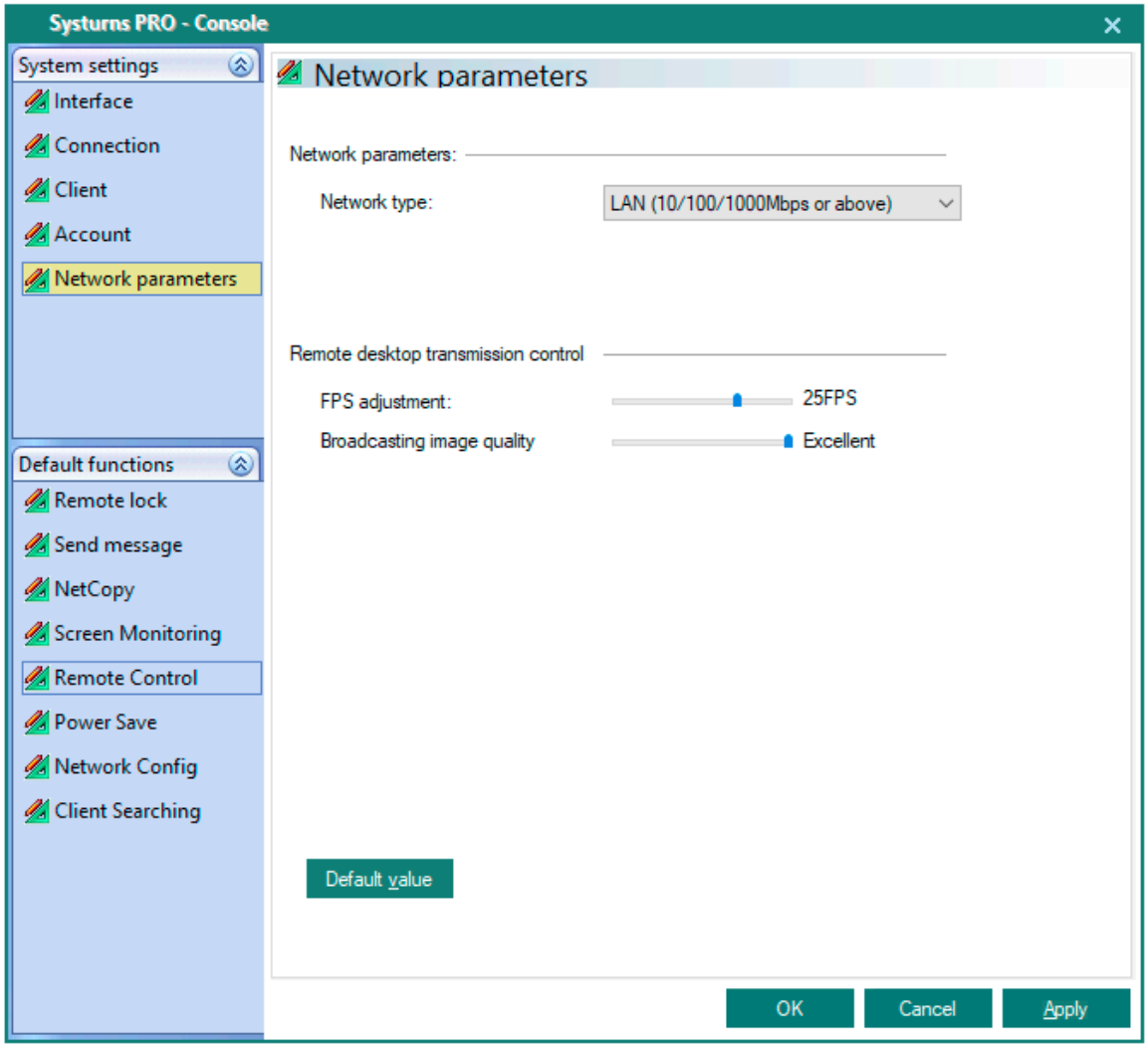


Note: the default account setting "Admin" of console is administrator with rights to access all functions, and only "Admin" can control the authority of other accounts.

For example:

Create a regular administrator account "Allan" and authorize it to use "Remote Control" and "Start & Shut down" functions, in that way, only those two functions can be operated when logging as "Allan".

(5) Network Parameters



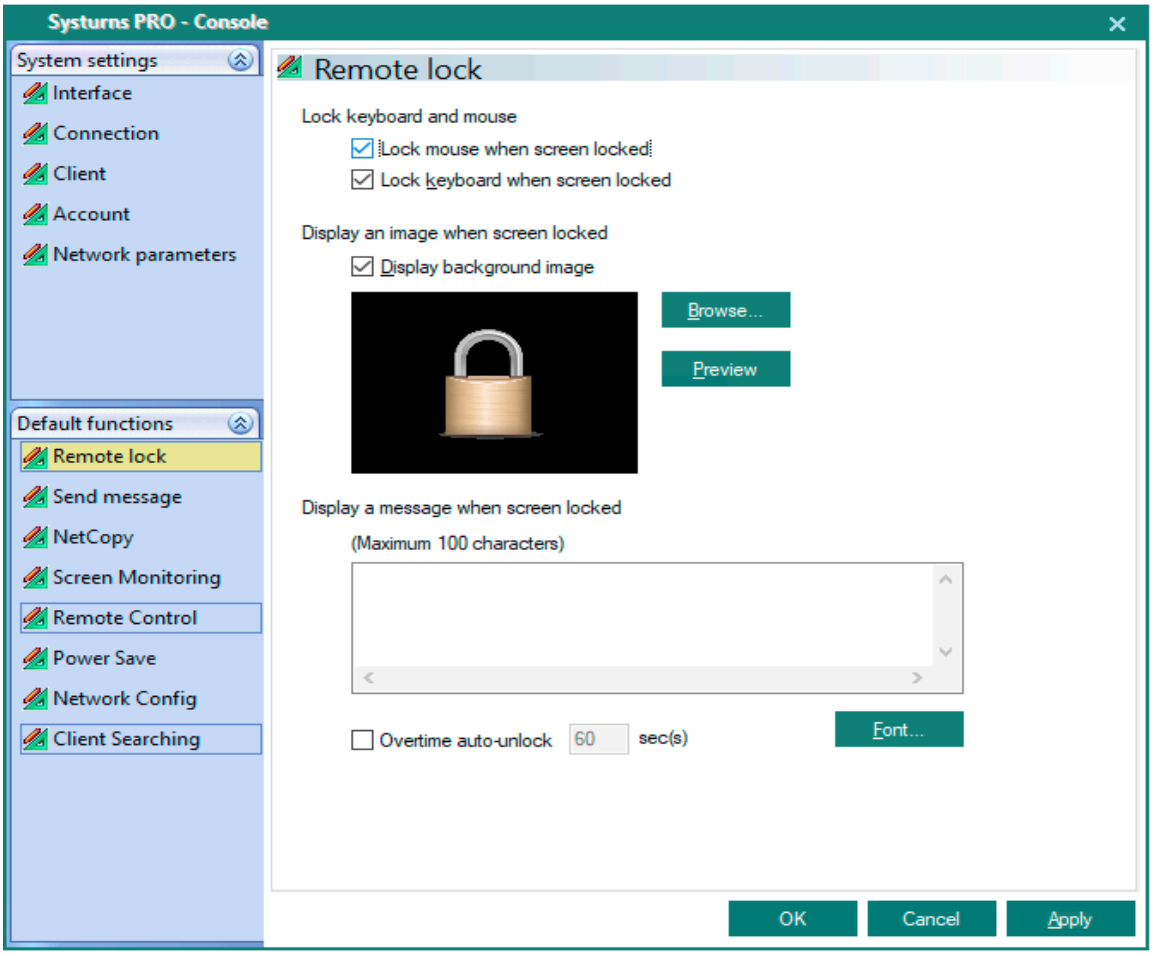
Network parameters

a. **Network type**: the type of network data transmission, the default setting is "LAN (10/100/1000Mbps or above).

b. **Remote desktop transmission control**: adjust parameter of screen monitor and remote control to optimize transmission rate.

c. Default value: return to default setting.

(6) Remote Lock Menu



Lock keyboard and mouse

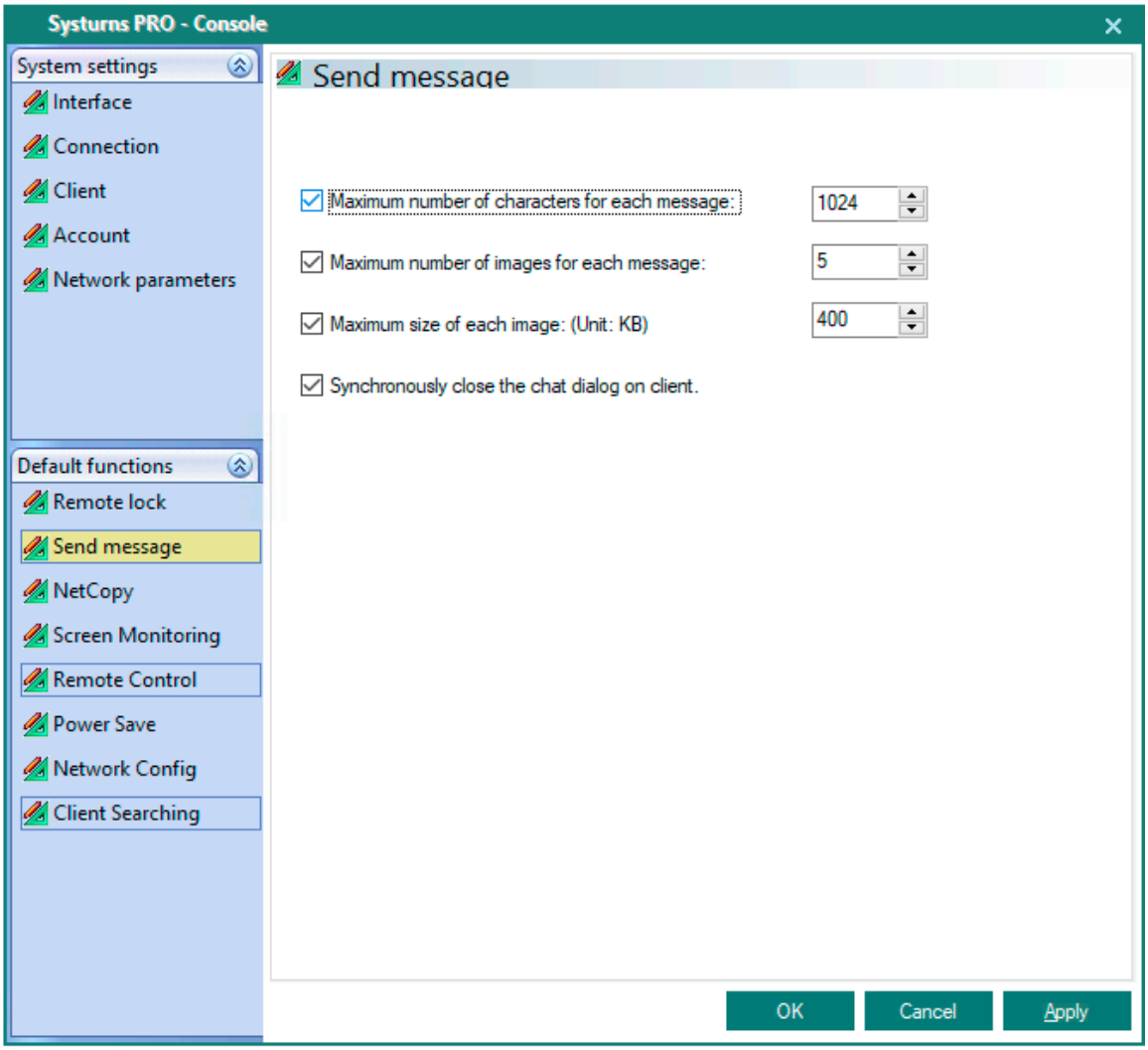
a. **Lock mouse when screen locked:** when client screen is locked, also lock the mouse.
b. **Lock keyboard when screen locked:** when client screen is locked, also lock the keyboard.

Display an image when screen locked

a. **Display background image:** display customized background image when client screen is locked.

Display a message when screen locked: display a message within 100 characters when client screen is locked

(7) Send Message Menu:



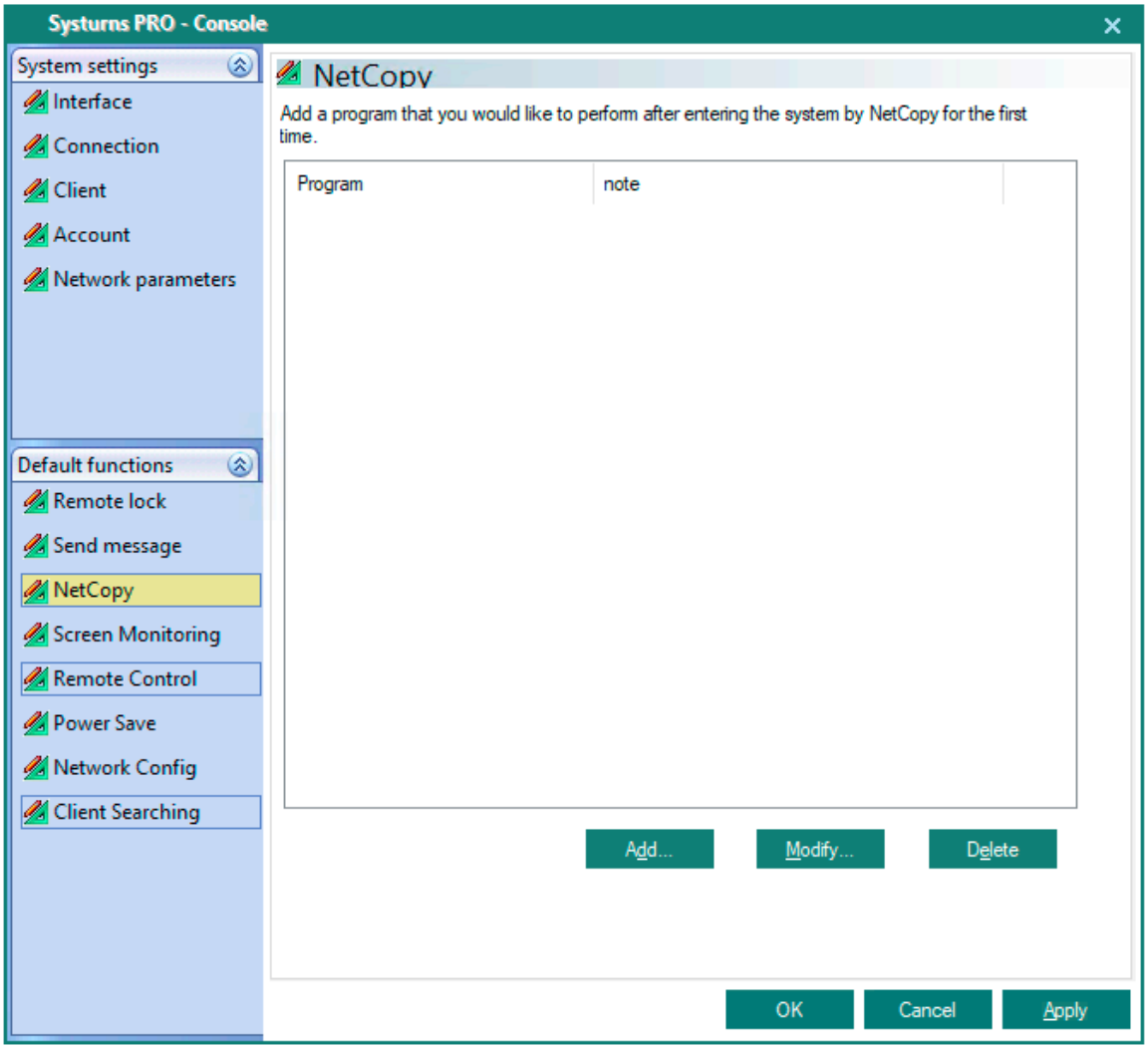
Maximum number of characters for each message: set a maximum number of characters for each message.

Maximum number of images for each message: set a maximum number of images for each message.

Maximum size of each images (Unit: KB): set a maximum size of each image. (Unit: KB)

Synchronously close the chat dialog on client: close the chat dialog from console will synchronously end the chat screen on client.

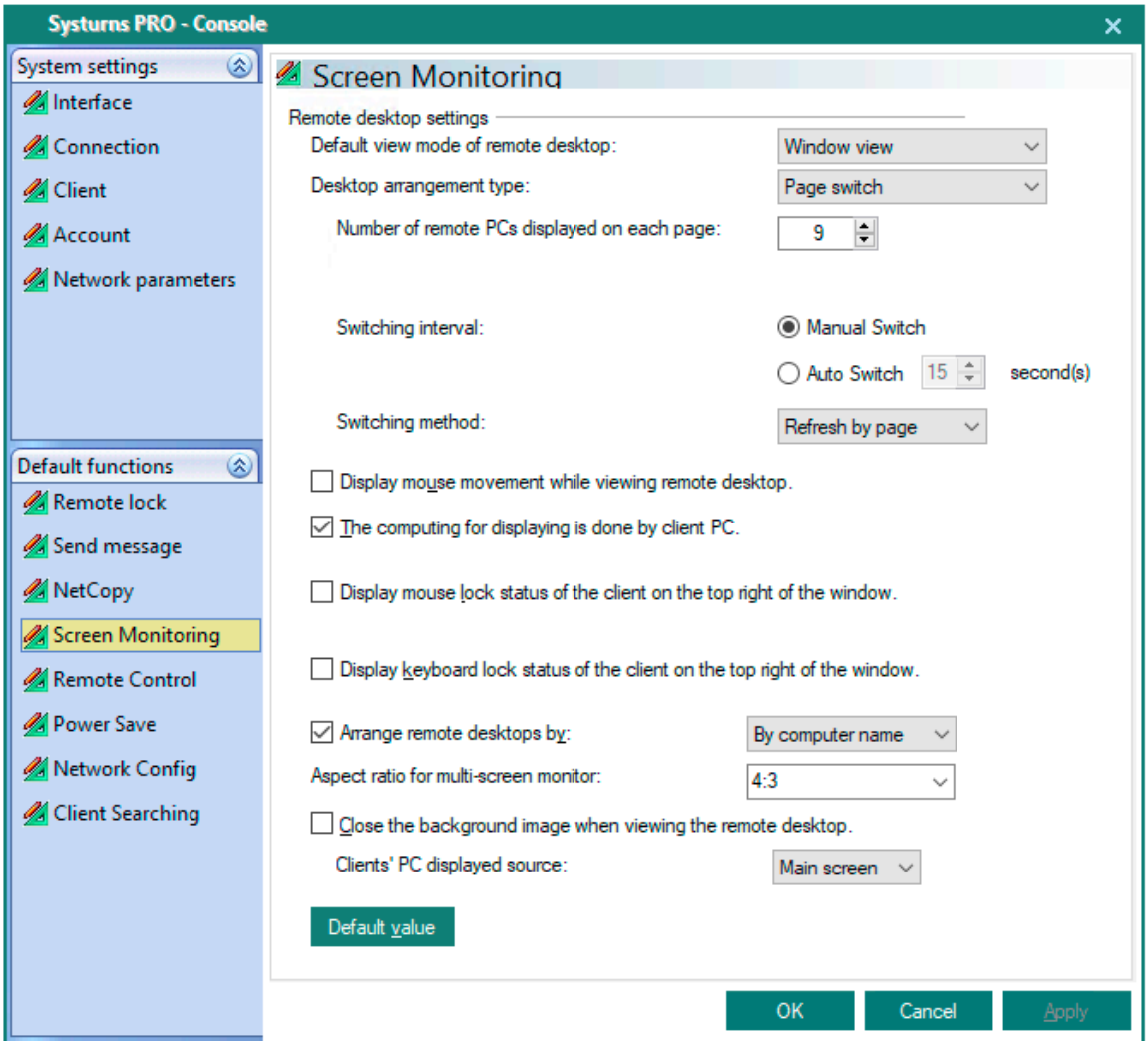
(8) NetCopy Menu



The setting of NetCopy is used to configure which programs will be executed when the receiver accesses the system for the first time after the NetCopy is finished. For example,
Boot Windows system, run Office, etc.

Add: add a program existing on the sender to the program list.
Modify: modify a program on the list.
Delete: delete a program from the list.

(9) Screen Monitoring Menu



Remote desktop settings

Default view mode of remote desktop: choose “Window view” or “Full-screen view” for screen monitoring.

Desktop arrangement type:

a. **Display all:** display all login clients by order.
b. **Page switch:** according to the setting of displaying remote desktops, show them

Page by page.

Note: administrator can set the size of each remote desktop when displaying. (E.g. 320, 640, 1080)

c. **Detail setting:**
Number of remote desktops display: set a number between 1 to 16 for remote desktop monitoring at once, the default setting is 9.

Switching interval:
(1) **Manual Switch**
(2) **Auto Switch**: set a time for each page displaying when auto switch by page.

(3) **Switching method**: set the method of switching, either refresh by page or refresh individually.

For example:
There are 10 remote clients (A~J) to be monitored, number of remote desktops display setting is 2, and auto switch in 5 seconds by page. Therefore, the displaying of remote clients will be: monitoring AB, CD, EF, GH, IJ by page for 5 seconds each.

Display mouse movement while viewing remote desktop: when monitoring remote client, display the movement of mouse.

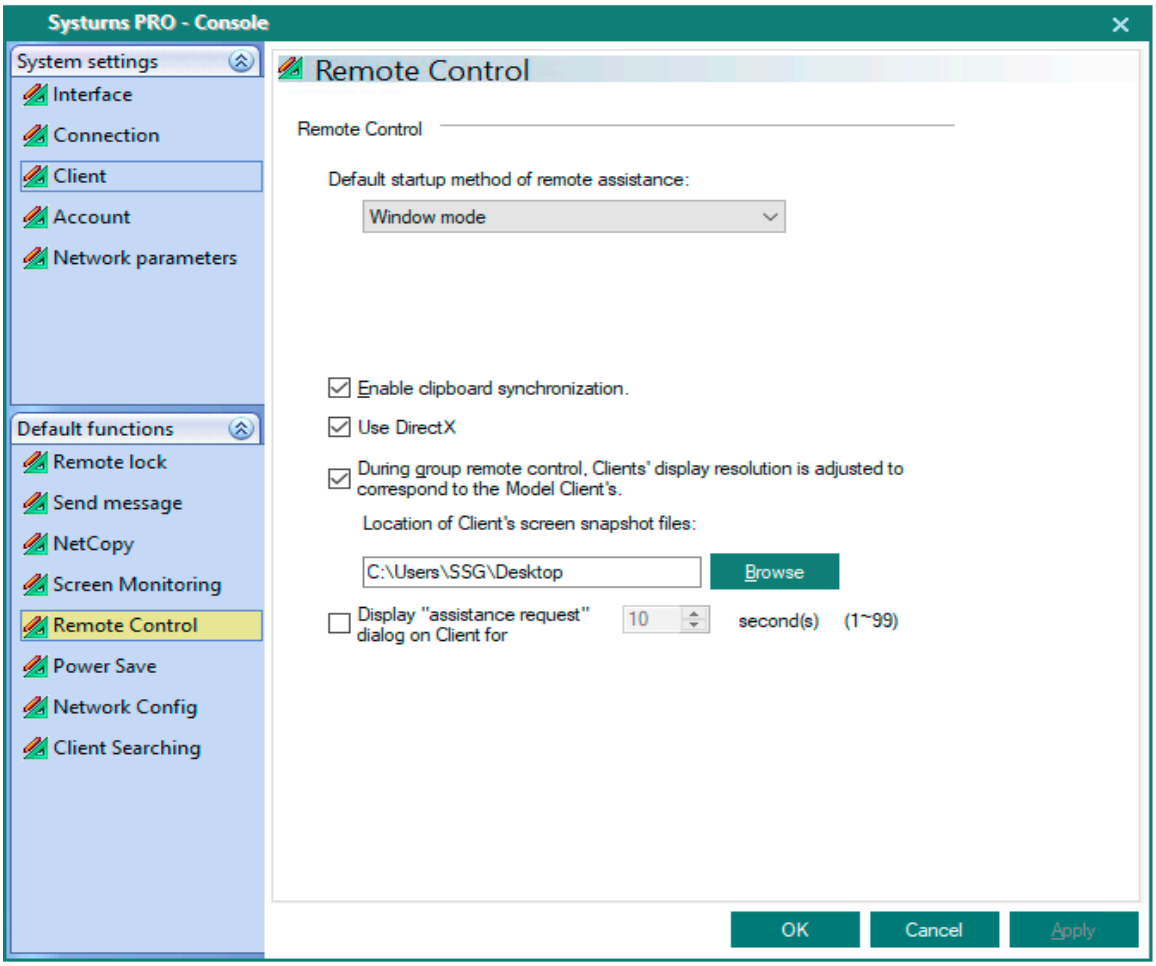
The computing for window zooming while monitoring client desktop is performed on each remote client PC: when monitoring client desktop, the computing for window zooming is performed on each remote client PC.

Display mouse/keyboard lock status of the client on the top right of the window: from the top right of the window, console can see whether the mouse and keyboard are locked in client.

Arrange remote desktop by: console can arrange the order of monitoring remote client by computer name, login name and IP address.

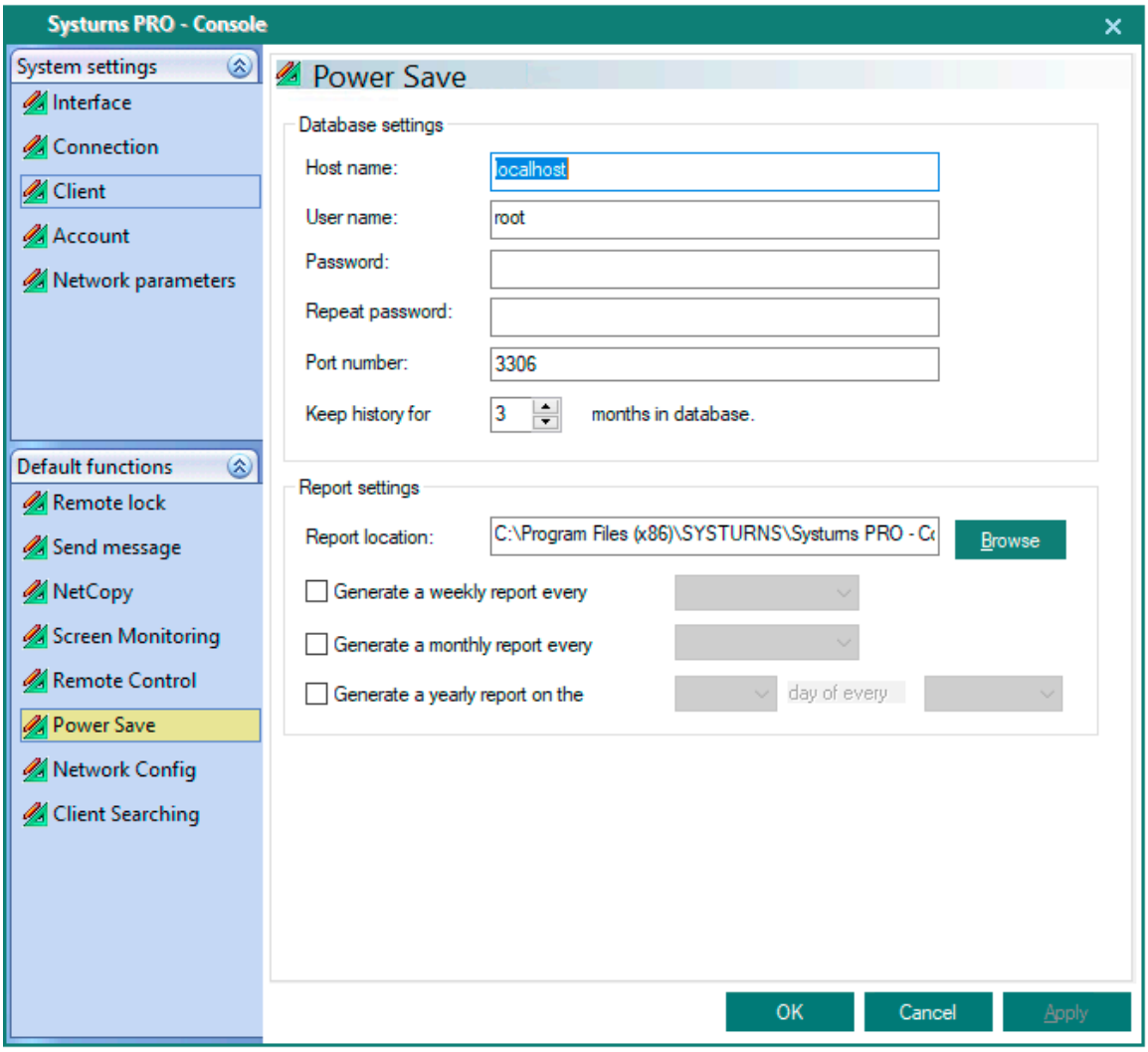
Close the background image when viewing the remote desktop: close the background image of the remote client when monitoring.

(10) Remote Control Menu



- **Default startup method of remote assistance**: choose Window/Full-screen mode for the default startup method of remote assistance.
- **Synchronize the mouse of remote desktop while moving local mouse to remote desktop**: select this option to synchronize the mouse of remote client while moving local mouse to remote control.
- **Choosing Full-screen mode when remote control, automatically optimize the resolution of client to be the same as console**: in Full-screen mode, the resolution of console will be the same as client.
- **Enable clipboard synchronization**: enable clipboard synchronization when performing remote control.
- **During group remote control, Client's display resolution is adjusted to correspond to the Model Client's**: when performing group remote control, client's display resolution is adjusted to be the same as the model client's.
- **Location of Client's screen snapshot files**: choose a default location of client's screen snapshot files.

(11) Power Save Menu



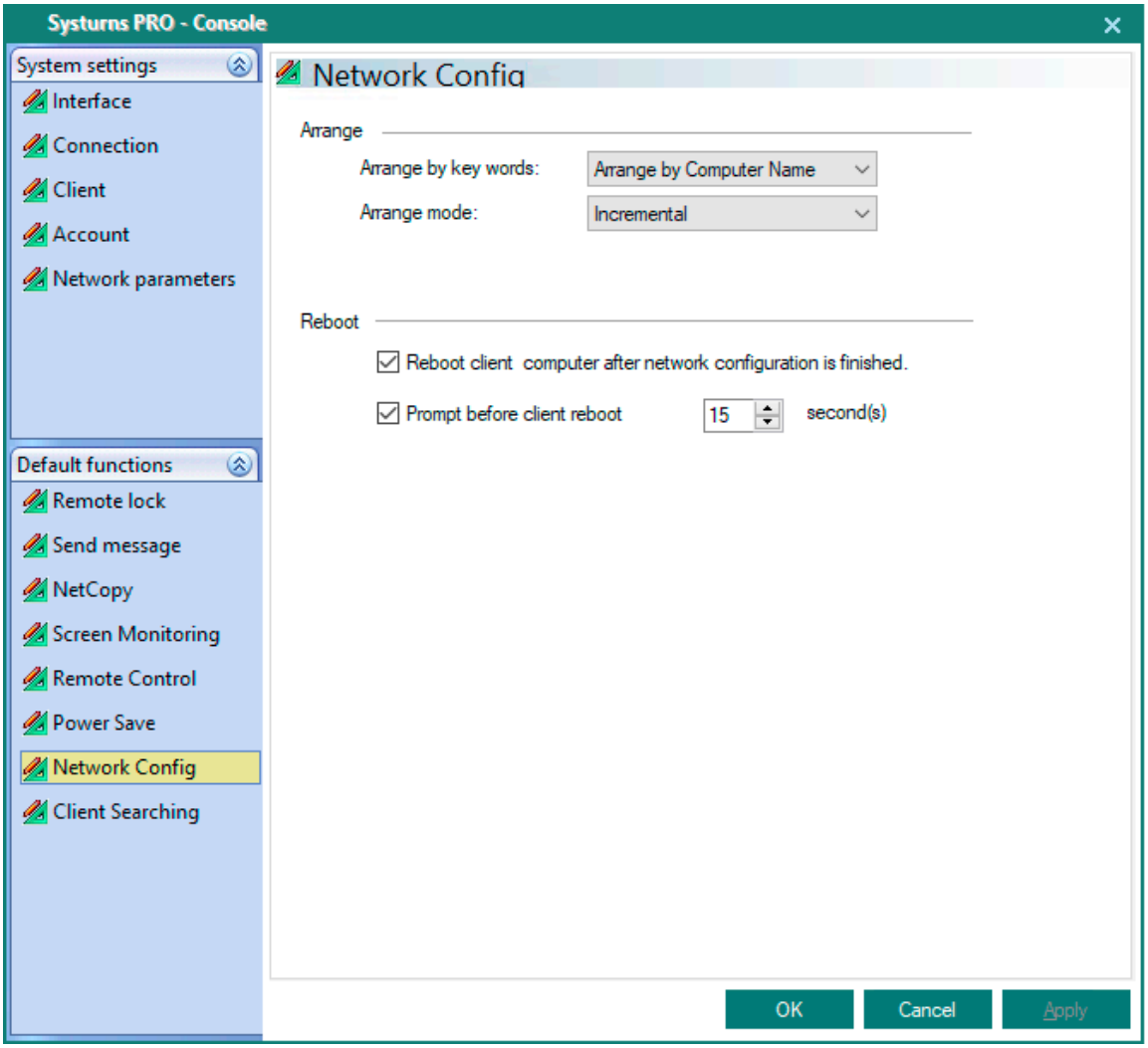
- **Database settings:**

Host name: remain the default setting as "localhost."
User name, Password, Port number: these three items must be the numbers that already existed in database.
Keep history in database: set time for keeping history in database.

- **Report settings:**

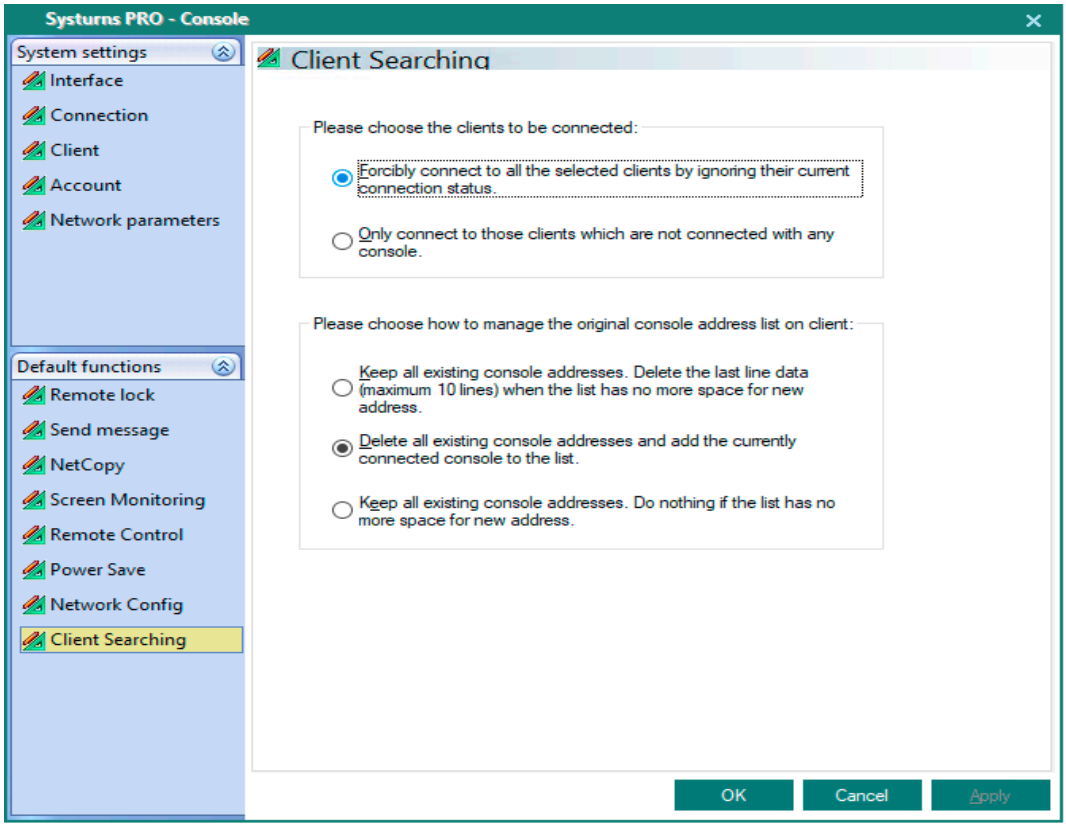
Report location: location for keeping reports. (Appointed path can be set as either Local PC or other PC in Network Neighborhood)
Generate a weekly report: generate a report every week.
Generate a monthly report: generate a report every month.
Generate a yearly report: generate a report every year.

(12) Network Configuration Menu



- Arrange: Set the conditions for the order of remote client icons.
- Reboot: Set the related conditions for rebooting client's desktop.

(13) Client Searching Menu



- **Please choose the clients to be connected**

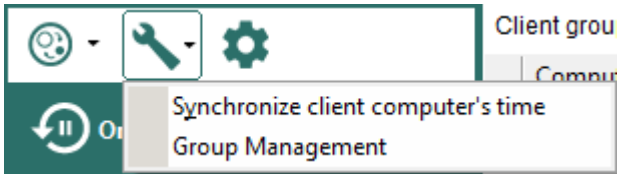
  Forcibly connect to all the selected clients by ignoring their current connection status: all Clients searched in LAN can connect to Console.

  Only connect to those clients which are not connected with any console: only connect to those clients that are not connected with any console in LAN.

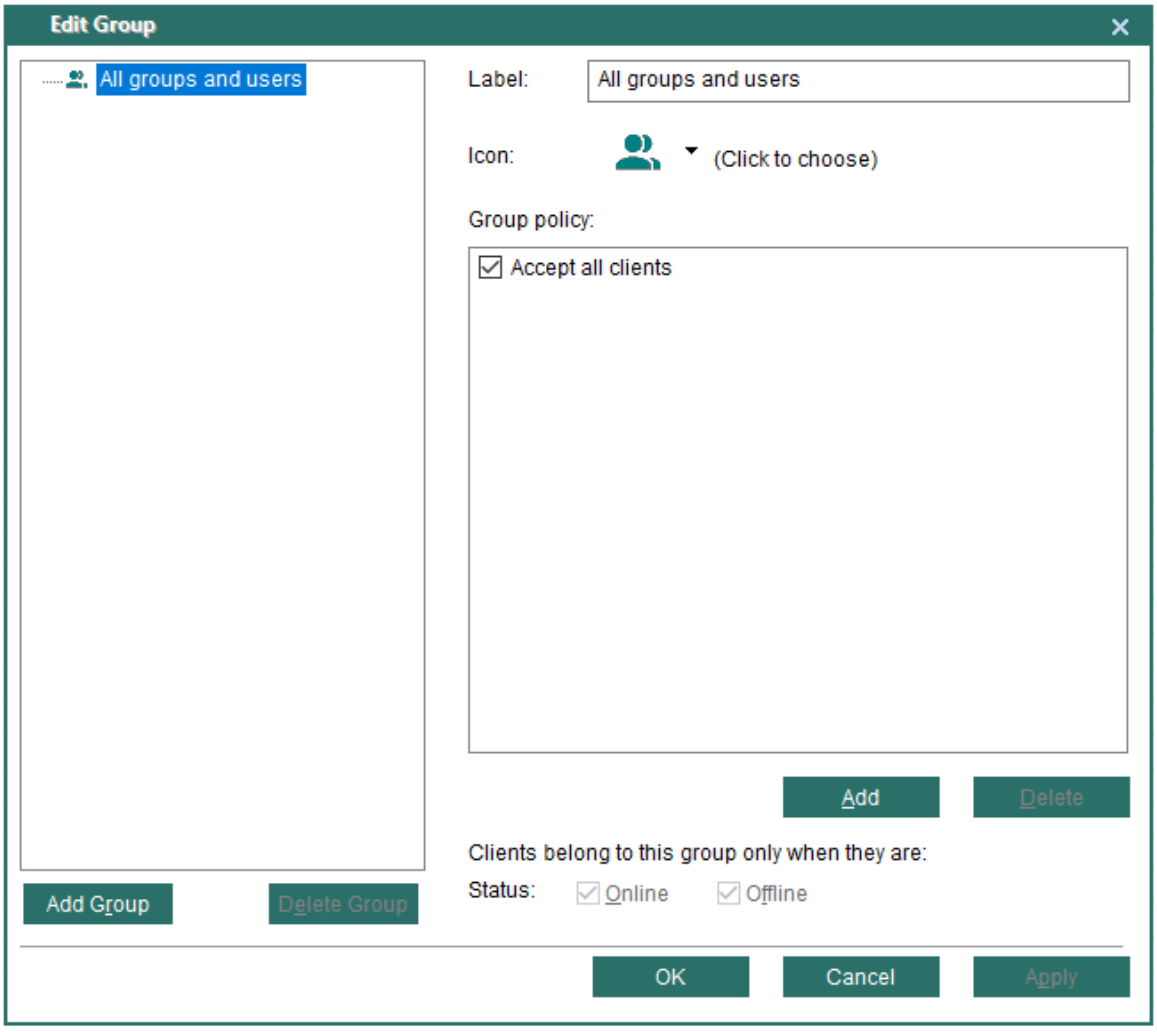
- **Please choose how to manage the original console address list on client**
  Keep all existing console addresses. Delete the last line data (maximum 10 lines) when the list has no more space for new address: When Console connects with the searched Clients, the Console's address will be added into the first line of the address list on Client. When the list is full, the last item on the address list will be deleted.
  Delete all existing console addresses and add the address of the console currently connected to the list: Only keep the address of the Console currently connected.
  Keep all existing console addresses. Do nothing if the list has no more space for new address: When the address list on Client achieves maximum quantity of addresses (10), the new Console's address cannot be added. Thus, Client cannot connect to the new console.

5.1.6 Group Management Shortcut

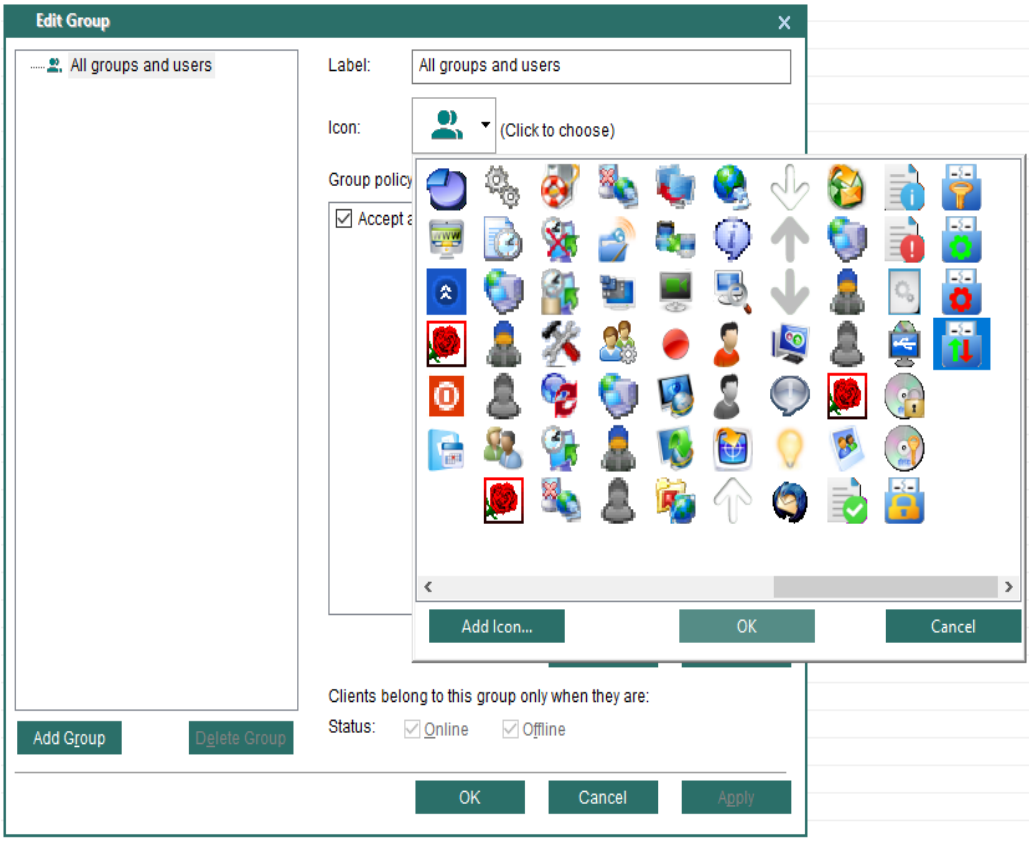
1. Click on “Group Management” shortcut icon from the picture below.



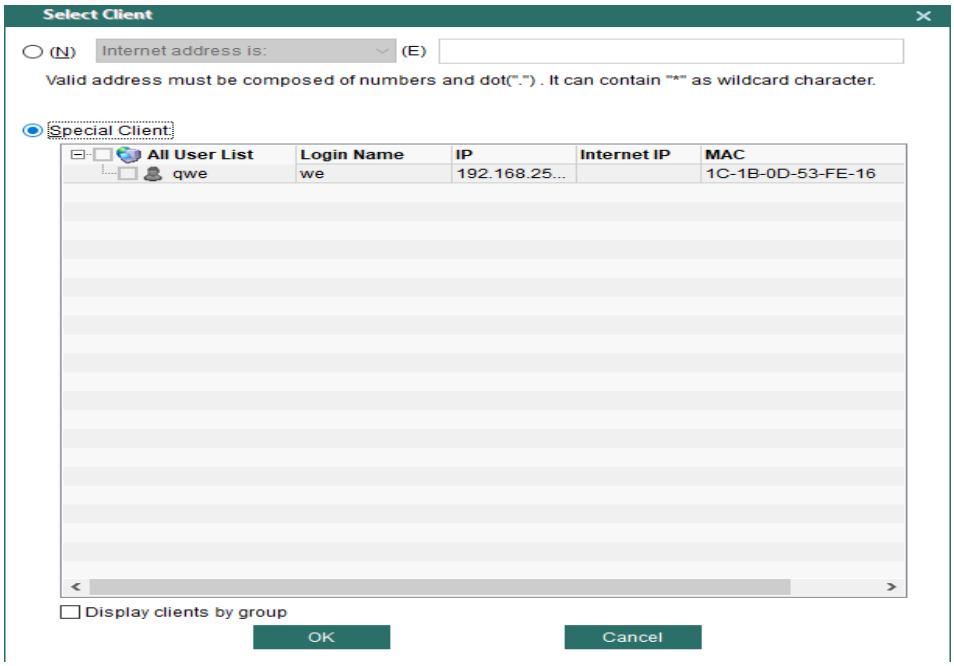
2. “Group Management” menu will appear.



3. Enter group label and choose an icon.



4. Click the **Add** button and see the following picture:



Here we provide two ways to select Client:

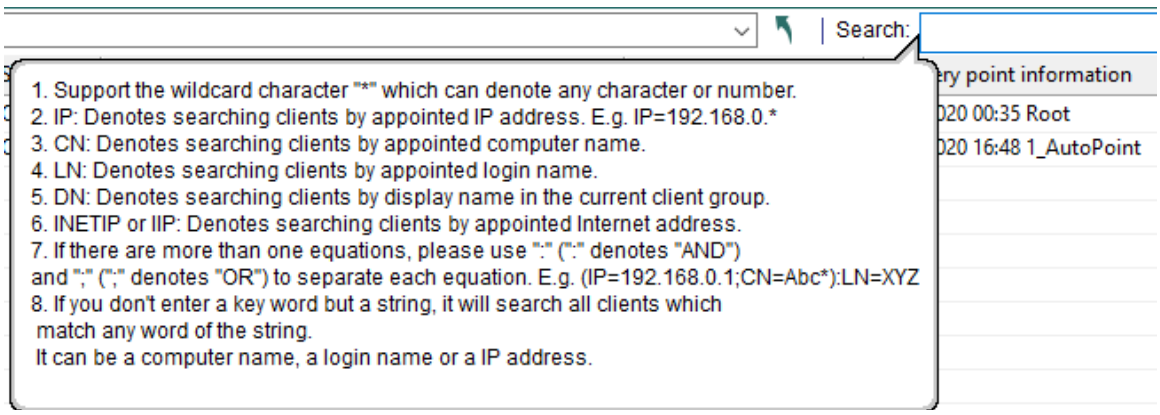
(a) According to computer name, internet address, LAN IP address and current online Windows user.
(b) Directly select the Clients from the Console.

5. Click OK to complete the operation.

5.1.7 Search

Operation: (Please see the picture bellow for reference)

1. Support the wildcard character ‘‘ * ’’ which can denote any character or number.
2. IP: Denotes searching clients by appointed IP address. E.g. IP=192.168.0*
3. CN: Denotes searching clients by appointed computer name.
4. LN: Denotes searching clients by appointed login name.
5. DN: Denotes searching clients by display name in the current client group.
6. INETIP or IIP: Denotes searching clients by appointed internet address.
7. If there are more than one equations, please use ‘‘ : ’’ (“ : ”denotes “ AND ”) and “ ; ” (“ ; ” denotes “ OR ”) to separate each equation.
   E.g. (IP=192.168.0.1;CN=Abc*):LN=XYZ
8. If you don’t enter a key word but a string, it will search all clients which match any word of the string.
   It can be a computer name, a login name or a IP address.



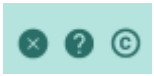
5.1.8 How to Operate Menu Shortcut Tool Bar

Systurns Console Menu Shortcut Tool Bar provides shortcut to the following most frequent use tool. (See the picture bellow for reference)

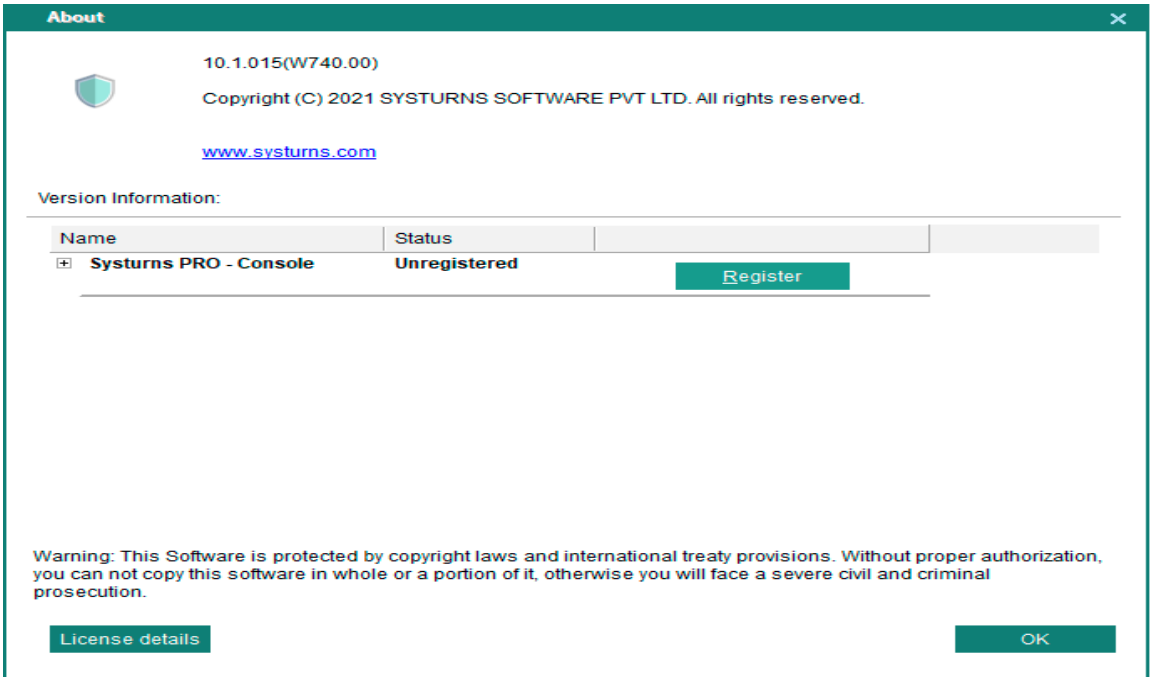
	Group Management Function	Administrator can divide the Clients into several groups to easily manage.
	Lock Remote Clients Keyboard and Mouse	Console lock remote Clients keyboard and mouse.
	Unlock Remote Clients Keyboard and Mouse	Console unlock remote Clients keyboard and mouse
	Lock Remote Clients Desktop Screen	Console lock remote Clients desktop screen.
	Unlock Remote Clients Desktop Screen	Console unlock remote Clients desktop screen.
	Exit	Exit the Systurns Console interface.
	Help	Administrator can open for operation manual.
	About	Information about Console and registration screen.

5.1.9 Registration

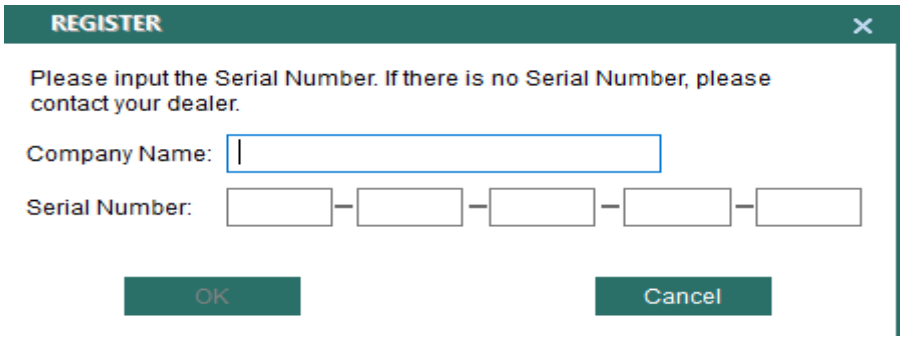
Step 1: Click on the icon to register.



Step 2: After clicking the icon , the following picture will appear.



Step 3: Select ‘‘Add licenses’’ to register and see the following picture:



Step 4: Enter the required information to register.

5.2 Function Menu

This section provides you with detail procedures how to use Systurns PRO Console menu functions in Windows environment.

Systurns PRO Console is a central place where you can remotely manage thousands of remote Clients, enforce group policy for your desktop disaster recovery strategy, and many other functions you will learn how to use them in this chapter.

Systurns PRO Console basically provides five (5) major menus. The following sections provide detail procedures how to use them.

Systurns Console Menus:

- Recovery
- Maintenance
- Information
- Backup
- Product Management

5.2.1 Recovery Menu

This menu provides “Time Machine” like computer system disaster recovery solution for remote client(s). You will be able to achieve a “Centralized Instant Remote Desktop Management” Solution which has been covered in detail in Chapter 1. Therefore, if you can master this menu and its associated features thoroughly, you will be able to design and implement a powerful proactive remote client disaster recovery solution to stop escalating IT support cost, increase computer uptime and many more benefits which you will receive by implementing a comprehensive desktop management solution provided by Systurns Console – Remote Recovery. Under Remote Recovery Menu, it provides sever (11) key functions which will allow you to control, manage remote clients effectively.

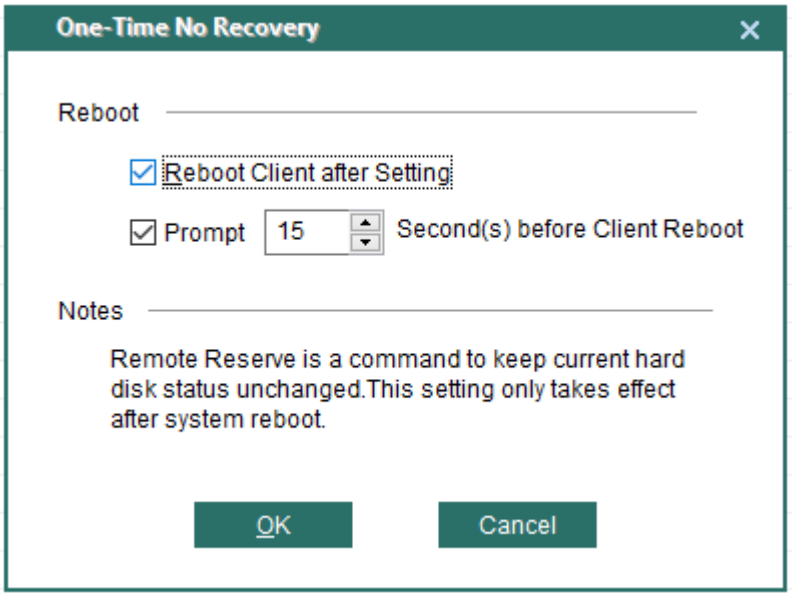
These key functions are:

- One-Time No Recovery
- Recovery
- Create Recovery Point
- Delete Recovery Point
- Lock Recovery Point
- DOS Parameter Settings
- Settings
- Independent Environment
- System log
- Scheduler
- Update Root
- Batch Creating Windows Accounts

5.2.1.1 One-Time No Recovery Submenu

Description: This submenu allows you to keep all remote clients' current computer state (OS settings + applications + Data) one time only when the computer system is under "Auto Recovery" protection mode after computer reboots.
When computer is rebooting at the 2nd time, all current computer state will be restored back to the previously saved state (saved recovery point) unless you have created a save point to keep the setting before you reboot the computer.

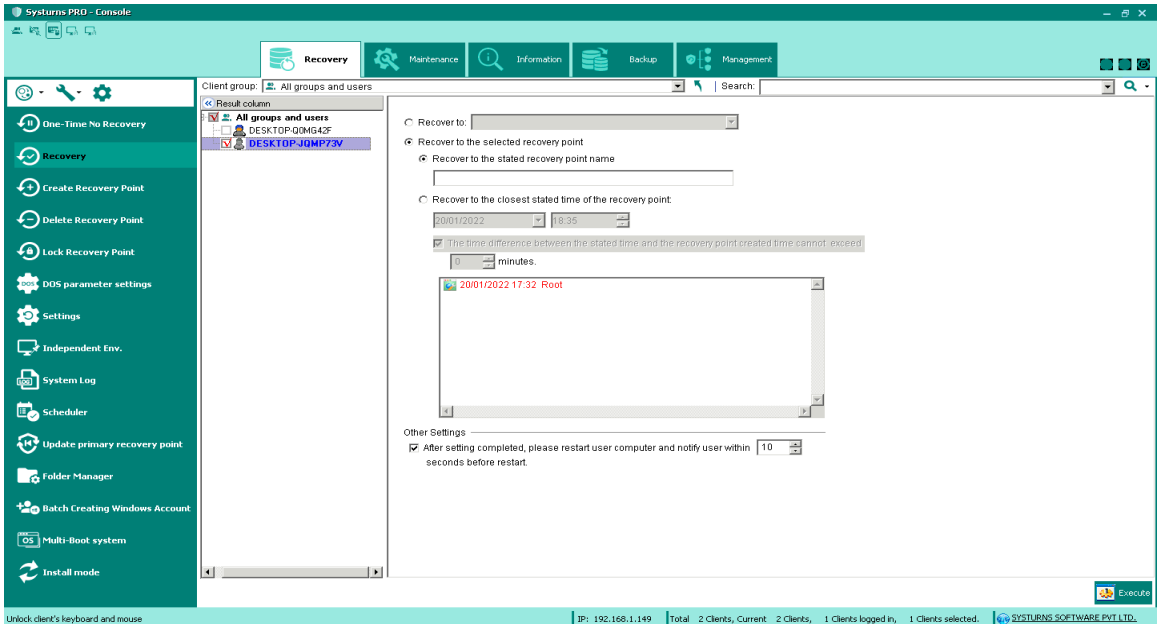
Operation: From the Console, select remote client(s), and then click on "One-Time No recovery" item from left pane, a pop up screen will appear. Review the contents and click **OK** to proceed.



5.2.1.2 Recovery Submenu

Description: This submenu allows you to restore remote client(s) computer system back to any previously created restore points (save points). It functions like “Time Machine”, you can restore remote client computer system to any of these restored points even your Windows OS fails to boot up as long as you did not delete these restore points.

Operation: Select “Recovery” item from left pane and click on it. We will see the detail menu appear on the right pane.
Recovery submenu provides an option for you to decide how you want to perform disaster recovery task for remote client(s). These options will be described in detail below:



Recover to:

This option will allow to you to restore remote client(s) back to (a) Root, (b) Current recovery point, (3) Oldest dynamic recovery point, (4) Latest dynamic recovery point.

Recover to selected recovery point:

This option will allow you to restore remote client(s) back to the state of a selected recovery point. The available recovery points are listed on the right pane.

Recover to the stated recovery point name:

This option will allow you to restore remote client(s) back to the stated name of recovery point. The available recovery points are listed on the right pane.

Recover to the closest stated time of the recovery point:

This option will allow you to restore remote client(s) back to the stated time of recovery point. The available recovery points are listed on the right pane.

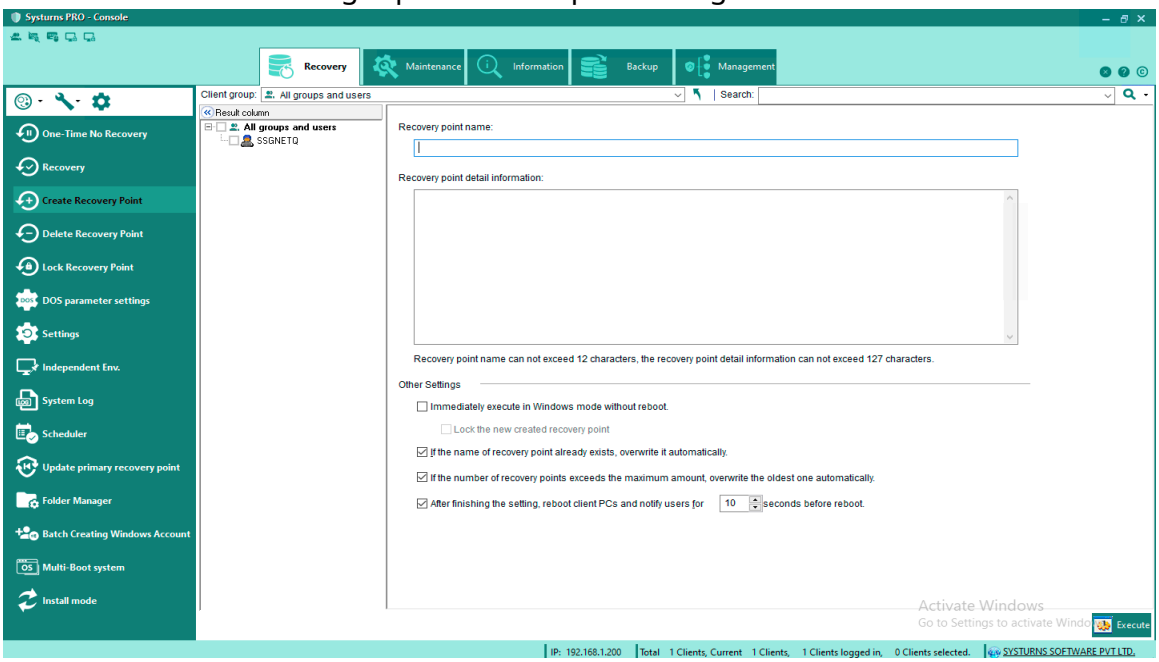
The time difference for performing a recovery and the current moment can not exceed ____ minutes:

Select this option to restore remote client(s) back to the closest stated time, and the time difference cannot exceed ___minutes.

5.2.1.3 Create Recovery Point Submenu

Description: This menu allows you to create a recovery point at remote client(s) based on current remote client(s) hard disk state (OS settings + applications + data)

Operation: From the left pane of "Remote Recovery" submenu select "Create Recovery Point" item. Select remote client(s) you want to create a new recovery point. The "Create Recovery Point" submenu will appear on the right pane, and then enter the information required to create a new recovery point. Please read the information carefully from the right pane before proceeding the action.



Step 1: Enter recovery point name and detail information.

Step 2: Select the following options in Other Settings if you need:

- **Immediately execute in Windows mode without reboot:** save recovery point under Windows mode without reboot.

- **Lock the new created recovery point:** lock the recovery point which is saved under Windows mode to prevent students from accidentally deleting.

- **The recovery point name already exists, then automatically overwrite it:** select this option to automatically overwrite when the recovery point name already exists.

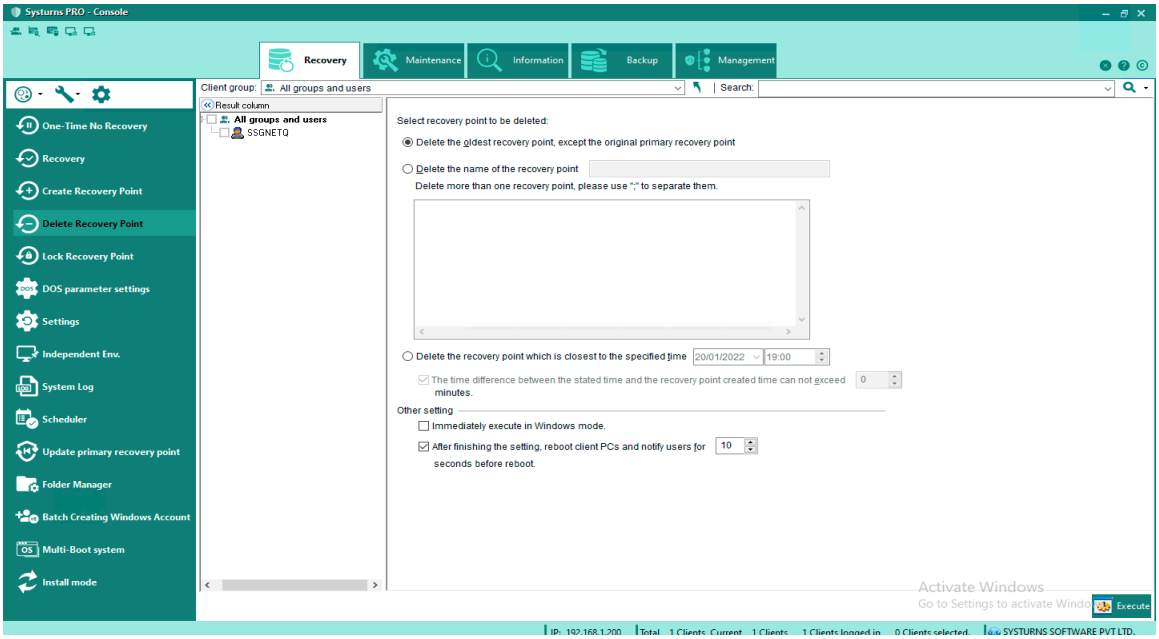
  The number of recovery points exceed the maximum allow, and then automatically overwrite the oldest recovery point: select this option to automatically overwrite the oldest recovery point when the number of recovery points exceed the maximum allow.
  After setting is completed, please restart user computer and notify user within ___ seconds before restart: select this option to notify user within ___ seconds before restart after setting complete.

Step 3: click “execution” to start creating recovery point.

5.2.1.4 Delete Recovery Point Submenu

Description: This submenu allows you to delete any unwanted recovery points and prevent remote client(s) from restoring this deleted recovery point. This is especially helpful when you learned some of the recovery points have been corrupted and contained virus, etc. unwanted information.

Operation: From the left pane of "Remote Recovery" submenu select "Delete Recovery Point" item and then select remote client(s) you want to delete unwanted recovery point. The "Delete Recovery Point" submenu will appear on the right pane, and then select unwanted recovery points from the list for deleting. Please read the information carefully from the right pane before continuing the action.



Delete the oldest recovery point, except the original root: select this option to delete the oldest recovery point but keep the original root.

Delete the name of the recovery point: delete the unwanted recovery point by entered recovery point name, and use ";" to separate if you would like to delete more than one recovery points.

Delete the recovery point which is closest to the specified time: select this option to Delete the recovery point which is closest to the specified time. (Except for the root point)

The time difference for performing a restore and the current moment cannot exceed __ minutes: select this option to delete the recovery point which is closest to the specified time and the time difference for performing restore function and current moment cannot exceed _min.

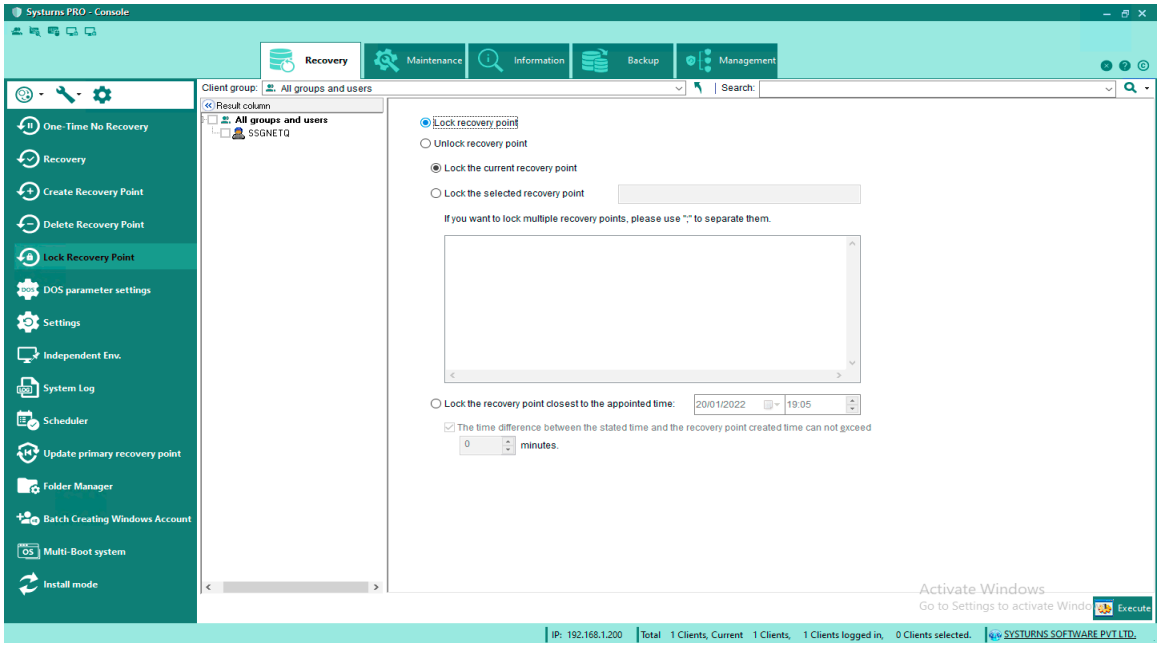
Immediately execute in Windows mode: select this option to delete the recovery point under Windows without rebooting the computer.

After setting completed, please restart user computer and notify user within __seconds before the restart: select this option to notify user in __seconds before restarting the computer when the setting is completed.

Note: You will not be able to delete root and the latest recovery point.

5.2.1.5 Lock Recovery Point

Description: This submenu allows you to lock the recovery point and once the recovery point is locked, it cannot be deleted or overwritten to prevent the recovery point from accidentally removing. Also, you can get back to the original status of the recovery point by unlocking.



- Lock the recovery point

Lock the current recovery point: select this option to lock the current recovery point.

Lock the selected recovery point: select this option to lock the selected recovery point, and use ";" to separate if you want to lock multiple recovery points.

Lock the recovery point closest to the appointed time: select this option to lock the recovery point which is closest to the appointed time. (Except for the root recovery point)

The time difference for performing a restore and the current moment cannot exceed __minutes: select this option to lock the recovery point which is closest to the specified time and the time difference for performing a restore and current moment cannot exceed __minutes.

- Unlock the recovery point

Unlock the current recovery point: select this option to unlock the current recovery point.

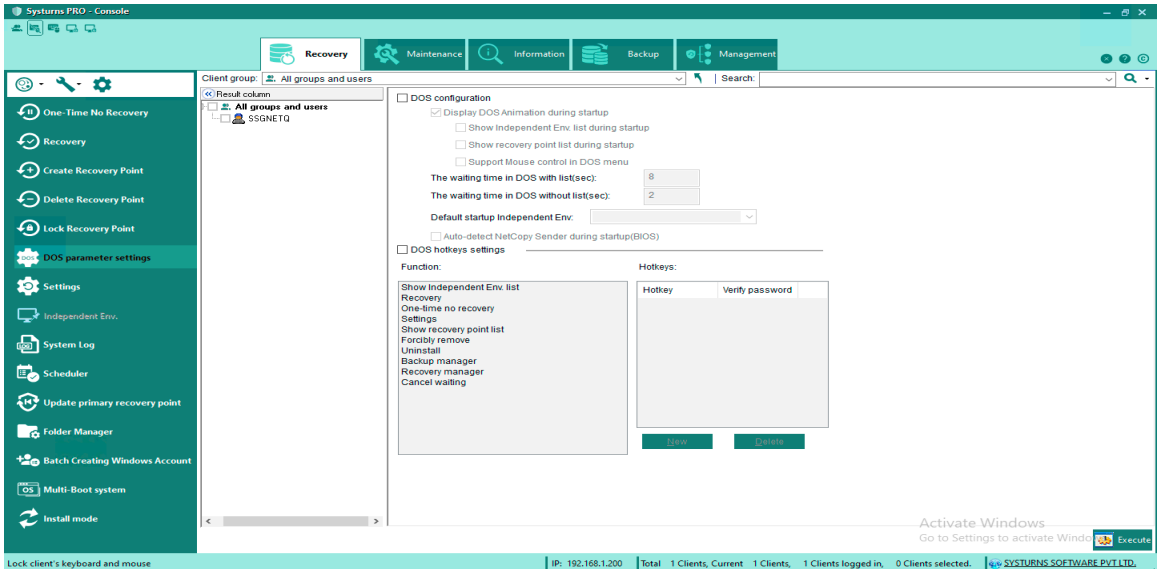
Unlock the selected recovery point: select this option to unlock the selected recovery point, and use ";" to separate if you want to unlock multiple recovery points.

Unlock the recovery point closest to the appointed time: select this option to unlock the recovery point which is closest to the appointed time.

The time difference for performing a restore and the current moment cannot exceed __minutes: select this option to unlock the recovery point which is closest to the specified time and the time difference for performing a restore and current moment cannot exceed __minutes.

5.2.1.6 DOS Parameter Settings

Description: This submenu allows you to perform DOS parameter settings and DOS hotkeys settings of selected client.



DOS configuration

Display DOS Animation during startup: select this option to display DOS Animation.

Show Independent Env. list during startup: select this option to display Independent environment list during startup.

Show recovery point list during startup: select this option to display recovery point list during startup.

Support Mouse control in DOS menu: select this option to support Mouse control in DOS menu.

The waiting time in DOS with list (sec): set a waiting time for DOS with list during startup.

The waiting time in DOS without list (sec): set a waiting time for DOS without list during startup.

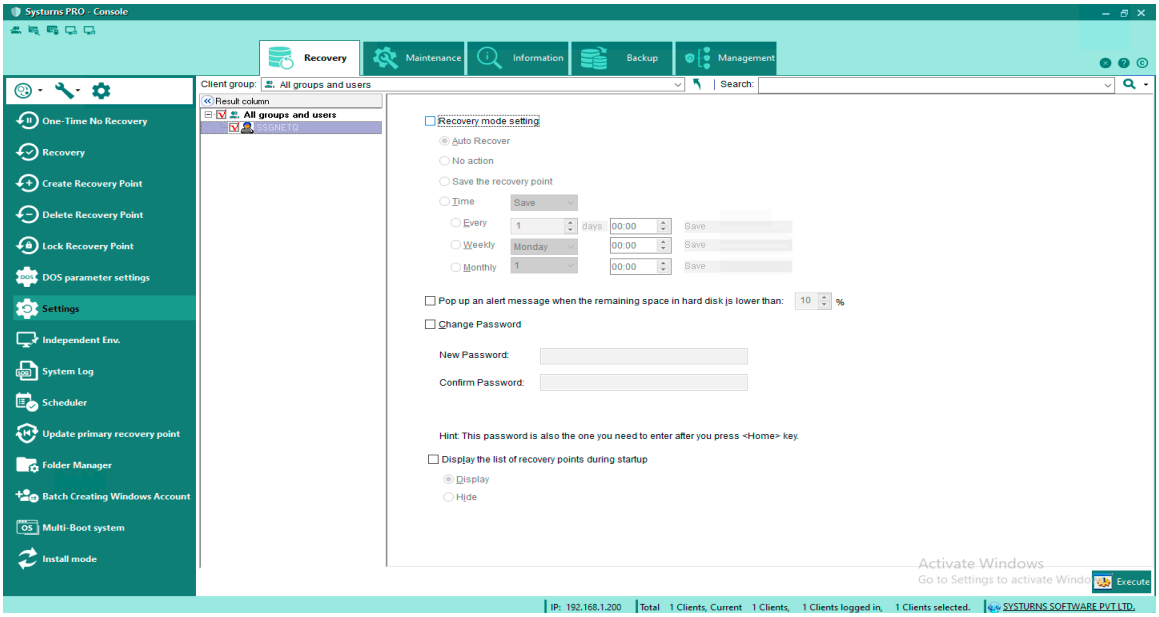
Auto-detect NetCopy Sender during startup (BIOS): select this option to auto-detect NetCopy Sender during startup (BIOS), if there are Sender detected in LAN, enter directly into NetCopy Receiver during startup.

DOS hotkeys settings: set hotkeys for DOS settings.

5.2.1.7 Settings Submenu

Description: This menu allows you to configure remote client(s) settings. From this menu, you will be able to change any remote client(s) protection mode among (a) Auto Recovery, (b) No action, (c) Auto Save according to the specified date and time; modify space alarm settings of the remaining space in protected hard disk area; change remote client(s) Systurns Client Administrator login password.

Operation: From the left pane of "Remote Recovery" submenu select "Settings" item. Select remote client(s) you want to change the settings. The "Settings" submenu will appear on the right pane, and then select item to be changed, and then click "Execute" button to proceed.



Auto Recover: select this option for client to perform auto-recover every time during startup or reboot.

No action: select this option for client to perform auto-reserve every time during startup or reboot.

Auto-Save: select this option for client to automatically save a recovery point every time during startup or reboot.

Set time for Save/Recover: save/recover every __days (between 1-99)/every week/every month.

The space alarm setting of the remaining space in HD protection area__%: when the remaining space in hard disk protection area is under __%, there will be a pop-up window to warn you. If Non-Recovered Folder function is activated, the warning window will also pop-up when the remaining space is under __%.

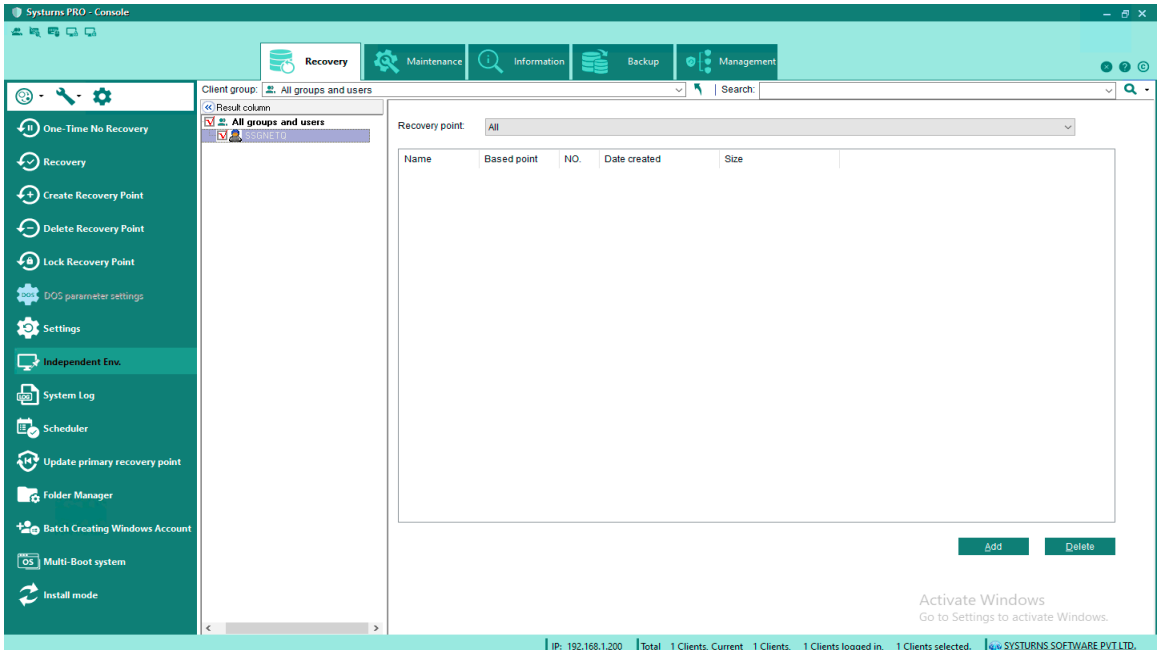
Change password: administrator can change the current Systurns password of client computer from here.

Display/Hide the list of recovery points at boot: select this option to display/hide the list of recovery points at boot.

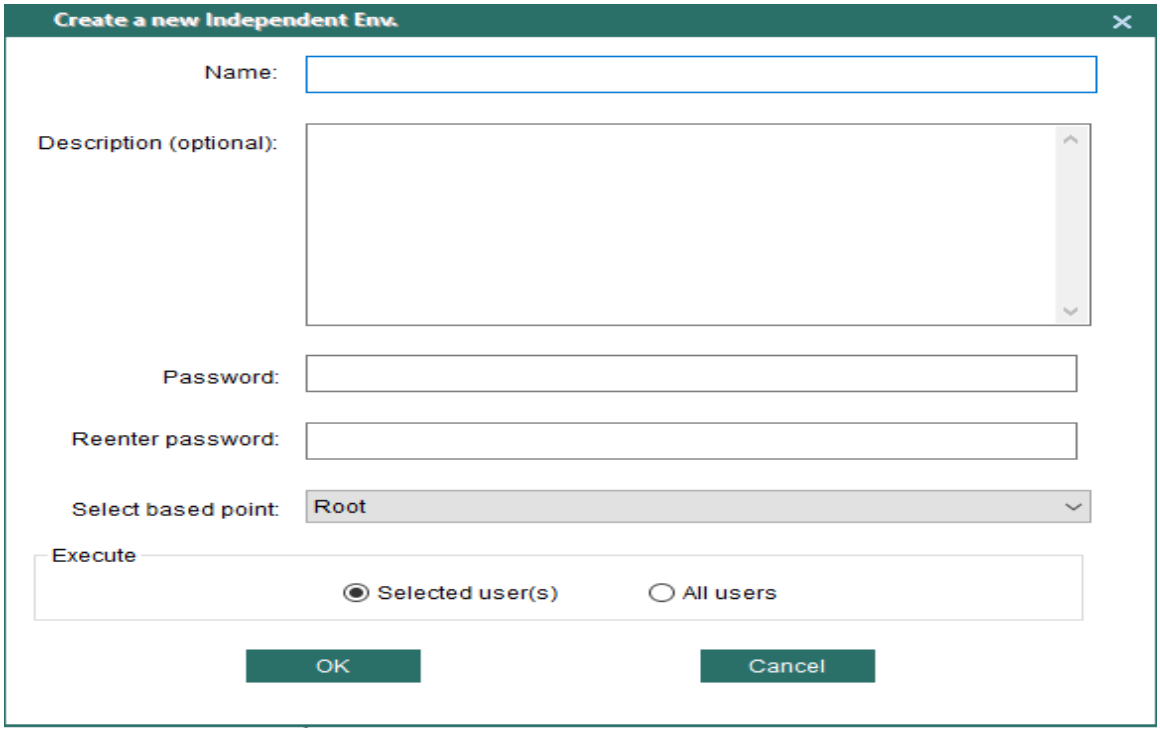
5.2.1.8 Independent environment

Description: This menu allows you to create an independent environment based on a specific recovery point. The data and files kept in this independent environment will not be recovered, so that students can take continuous courses and pick up from where they left off from the previous operation.

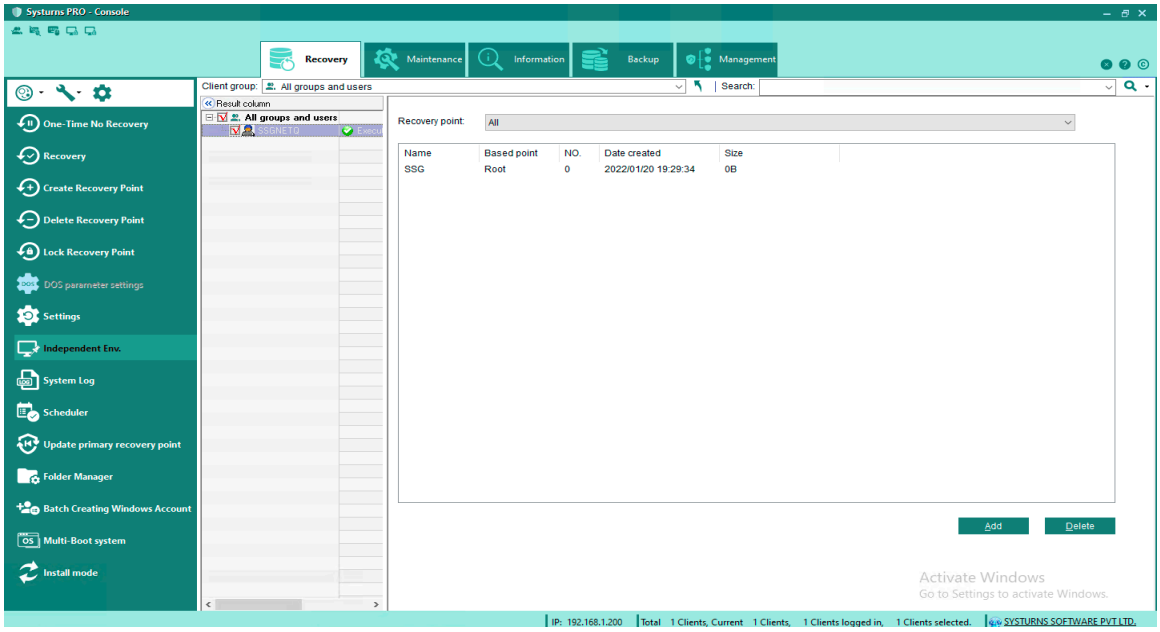
Operation: Click Independent Environment tab to enter the following interface:



Click “add” and see the picture below, enter environment name/description and click “OK”.

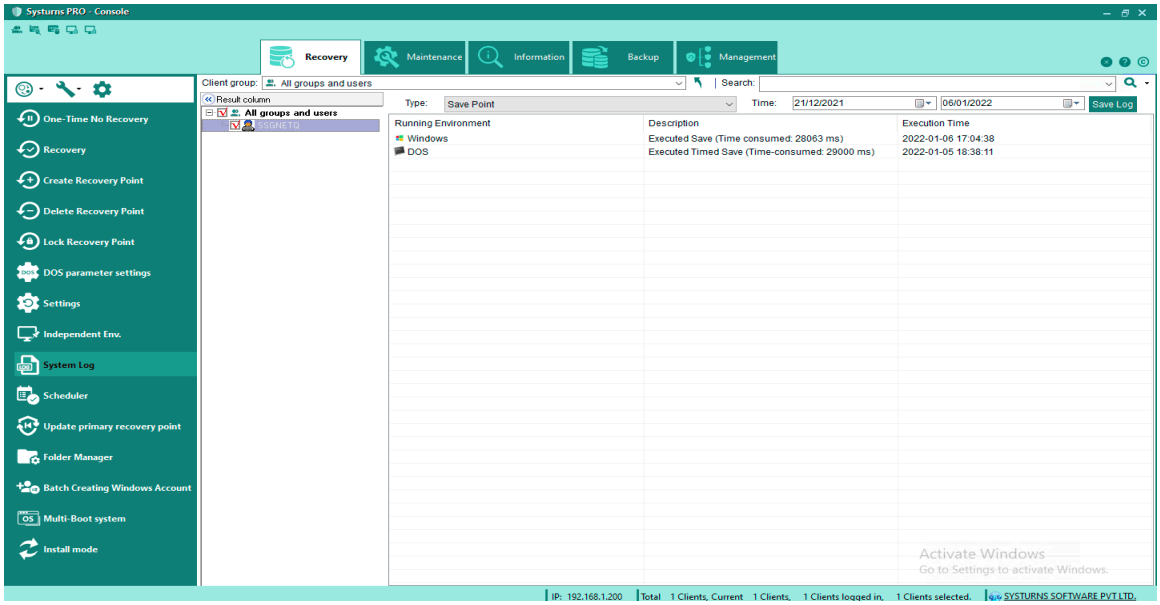


New independent environment “SSG” is created.

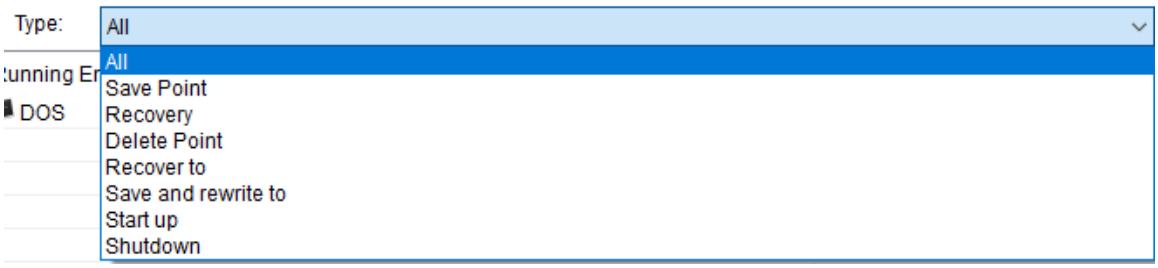


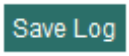
5.2.1.9 System Log

Click “system log” can retrieve client PC recovery log, please see the following picture:



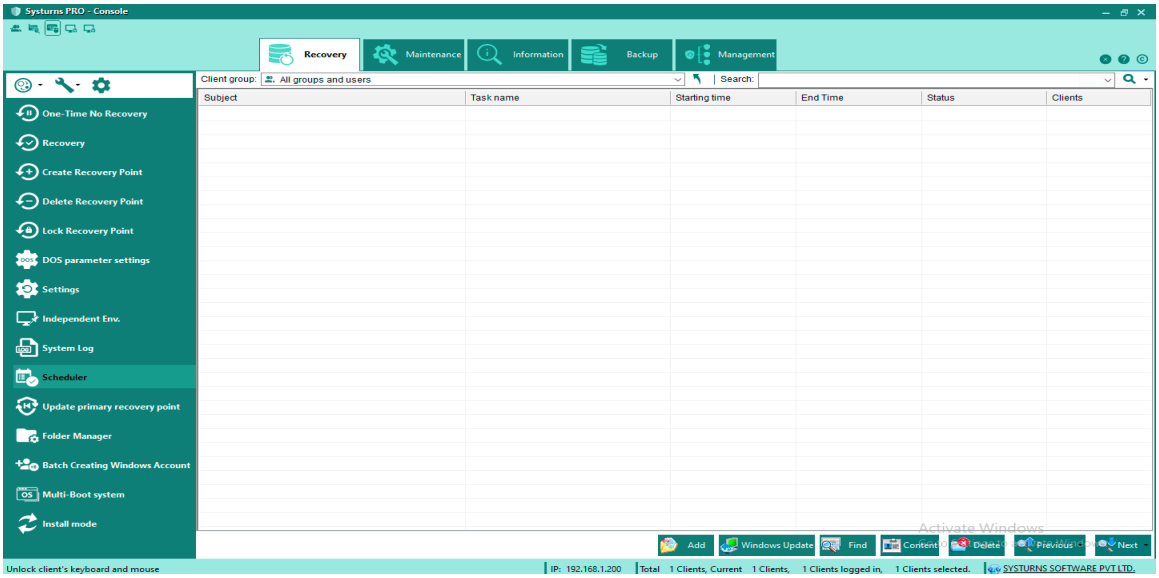
According to the needs, the user can select specific records, please see as follow:

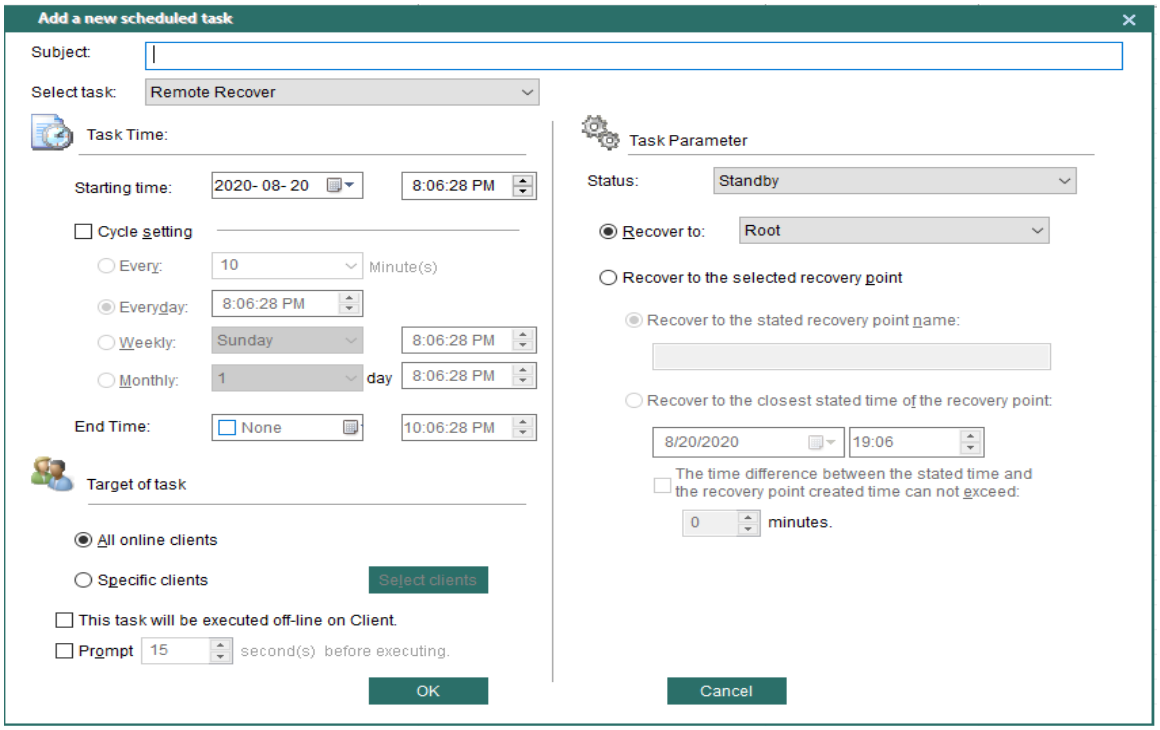


Click “Save log” and the file can be exported 

5.2.1.10 Scheduler Submenu

Description: This menu provides you with an option to schedule an event which will be executed based on specified date and time, such as to restore remote client(s) to a specified recovery point, create a new recovery point, schedule a date and time for Windows update, etc. tasks.



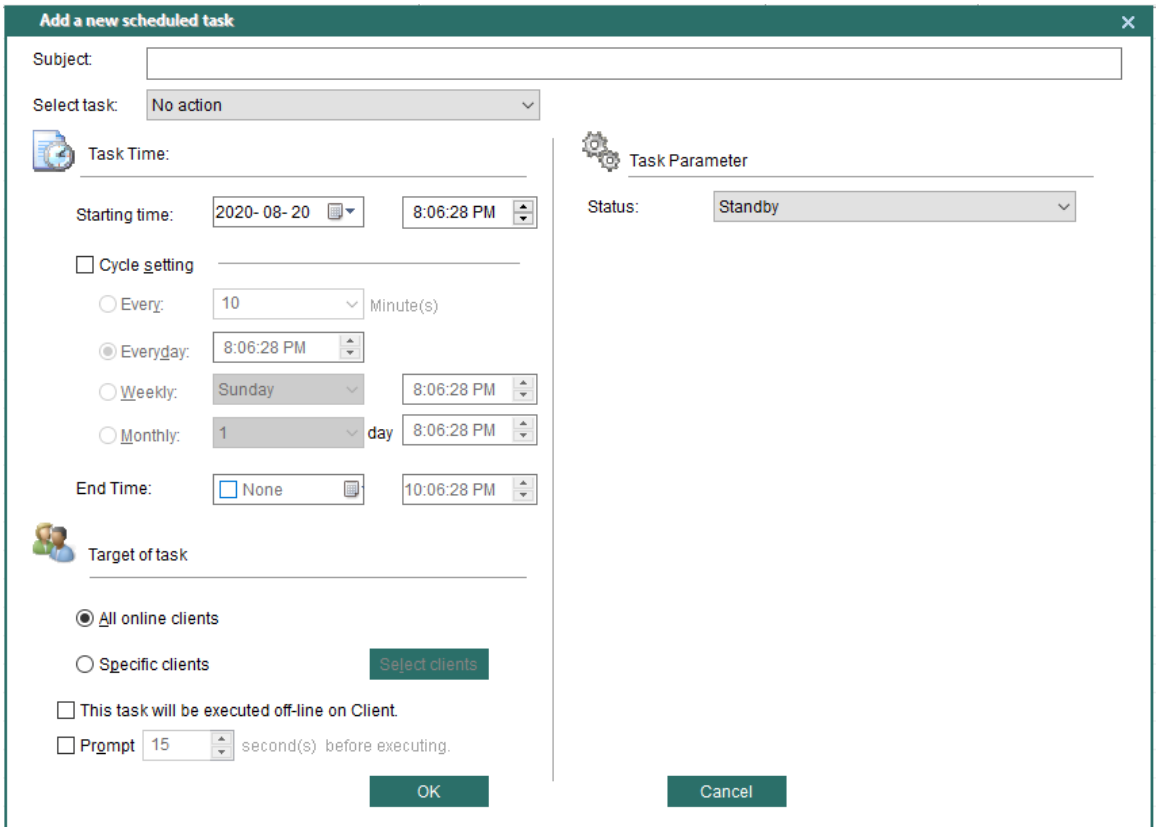


Operation:

Add a new schedule task - Remote Recovery

To add a new schedule task, click “Add” button, an “add a new scheduled task” menu will pop up, choose Remote Recovery for new schedule task.

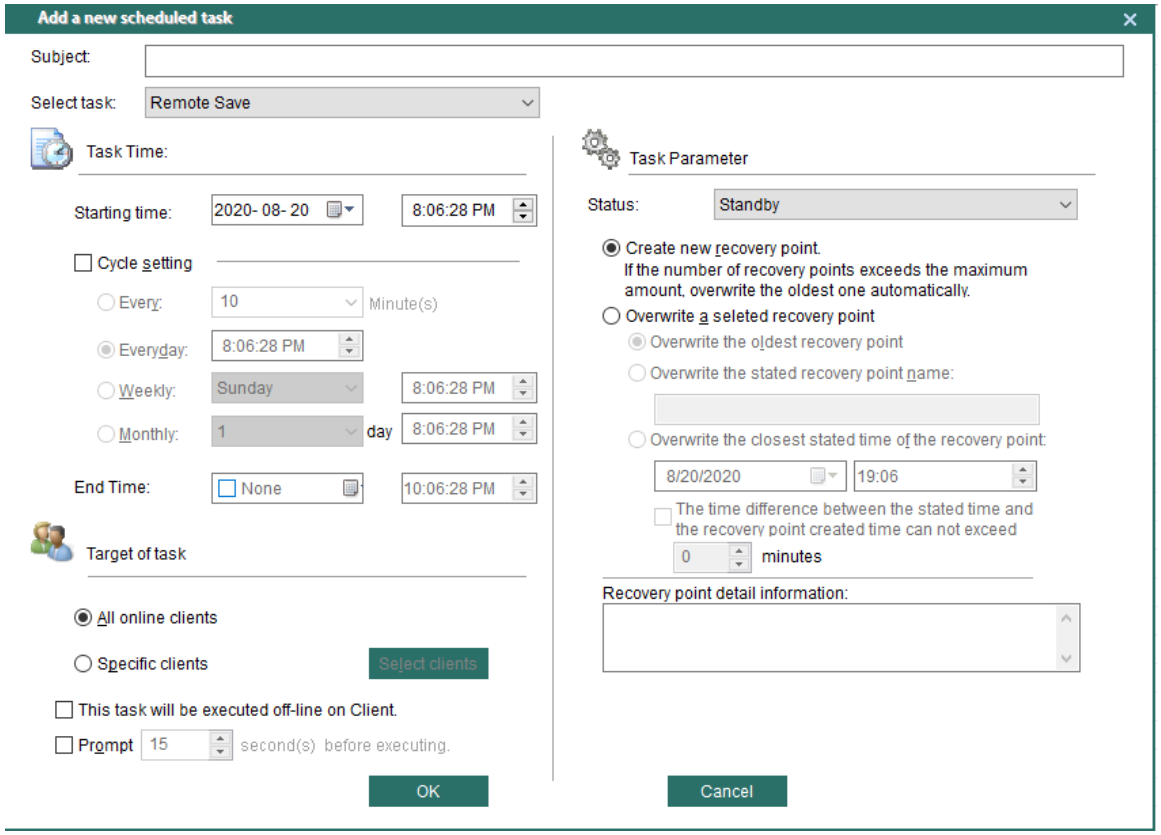
1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Recover.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Select the recovery point or enter the name of the recovery point to perform remote recovery.
6. Choose the target of performing remote recovery, whether to all online clients or to specific clients.
7. Choose whether this task will be executed off-line on client.
8. Click OK to create a new schedule task.



Add a new schedule task - Remote Reserve

To add a new schedule task, click “Add” button, an “add a new scheduled task” menu will pop up, choose Remote Reserve for new schedule task.

1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Reserve.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Choose the target of performing Remote Reserve, whether to all online clients or to specific clients.
6. Choose whether this task will be executed off-line on client.
7. Click OK to create a new schedule task.



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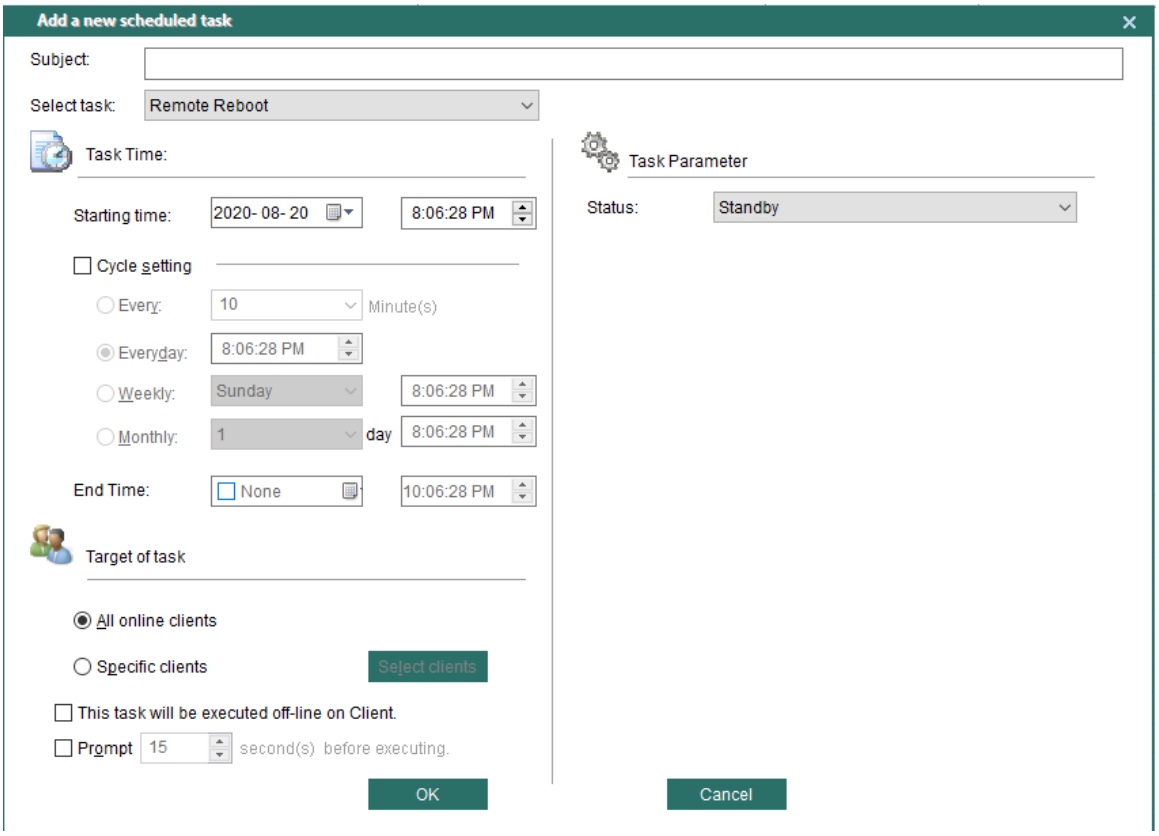
Add a new schedule task - Remote Save

To add a new schedule task, click “Add” button, an “add a new scheduled task” menu will pop up, choose Remote Save for new schedule task.

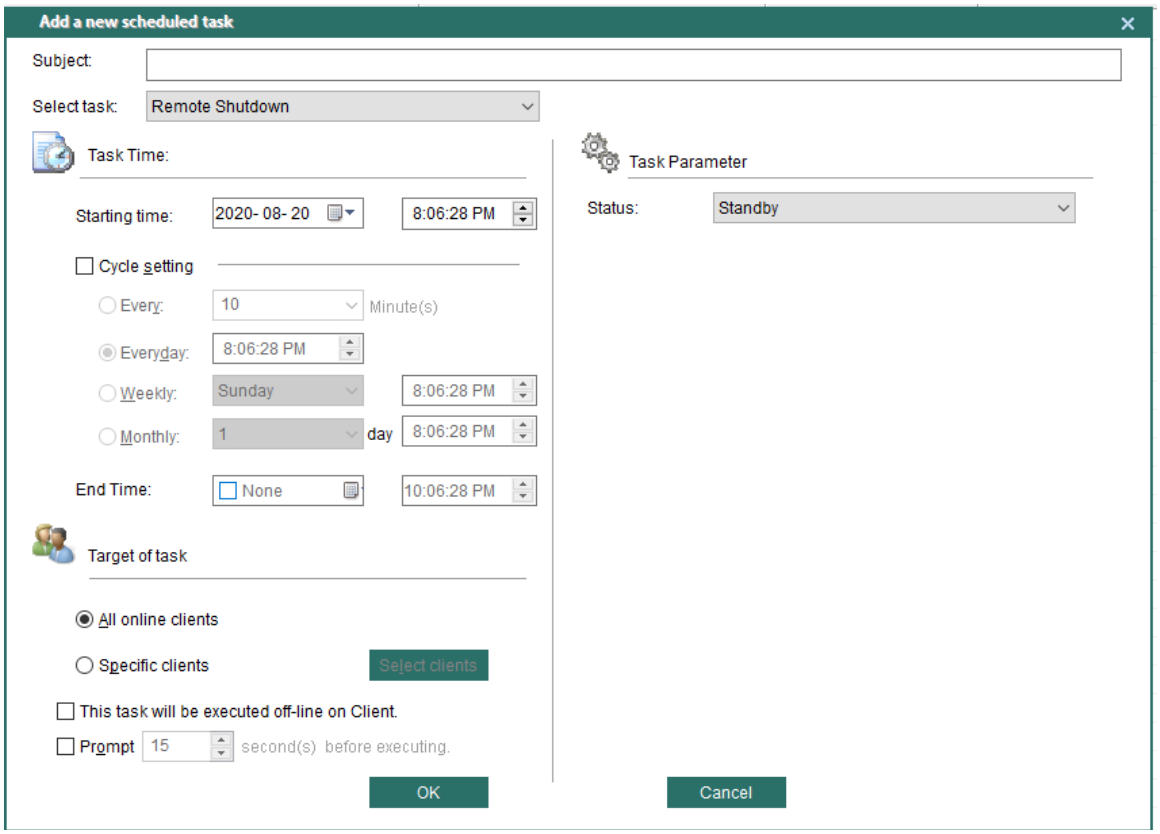
1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Save.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Choose a method to save a new recovery point.
6. Choose the target of performing Remote Save, whether to all online clients or to specific clients.
7. Choose whether this task will be executed off-line on client.
8. Click OK to create a new schedule task.



Add a new schedule task - Remote Reboot

To add a new schedule task, click “Add” button, an “add a new scheduled task” menu will pop up, choose Remote Reboot for new schedule task.

1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Reboot.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Choose the target of performing Remote Reboot, whether to all online clients or to specific clients.
6. Choose whether this task will be executed off-line on client.
7. Click OK to create a new schedule task.



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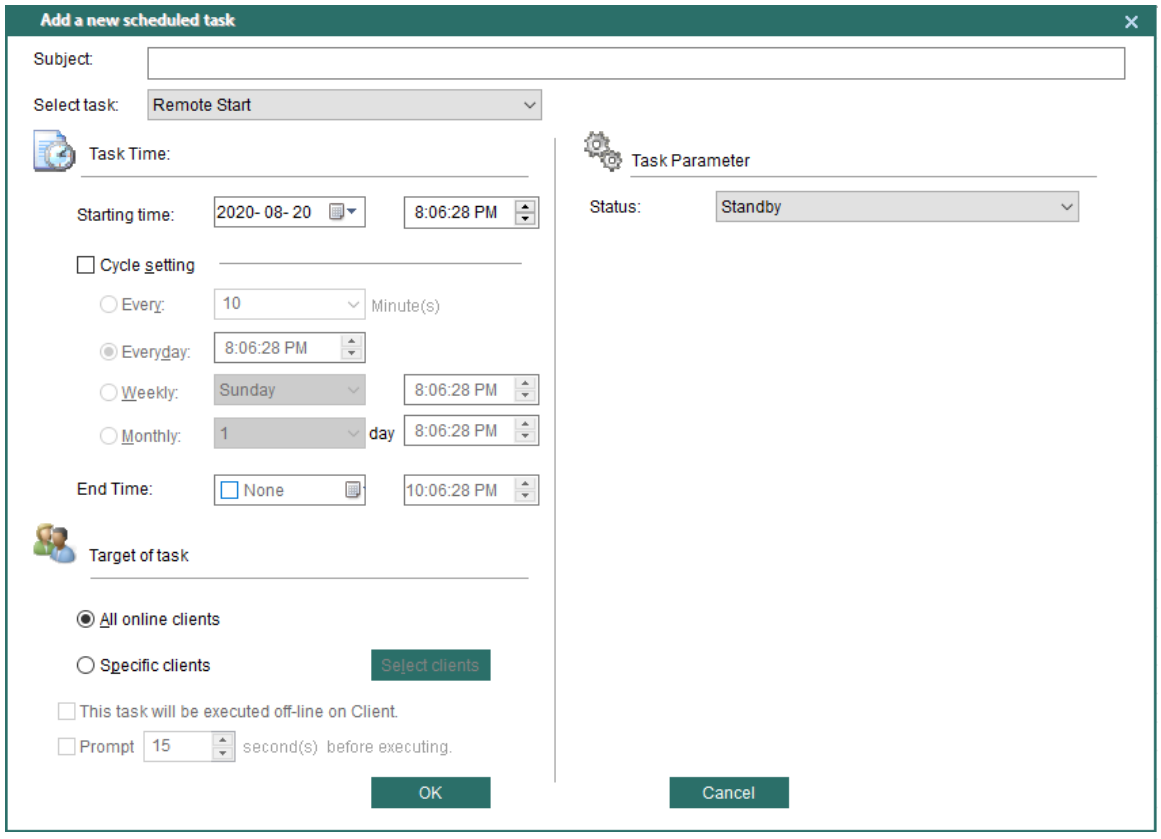
Add a new schedule task - Remote Shutdown

To add a new schedule task, click “Add” button, an “add a new scheduled task” menu will pop up, choose Remote Shutdown for new schedule task.

1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Shutdown.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Choose the target of performing Remote Shutdown, whether to all online clients or to specific clients.
6. Choose whether this task will be executed off-line on client.
7. Click OK to create a new schedule task.

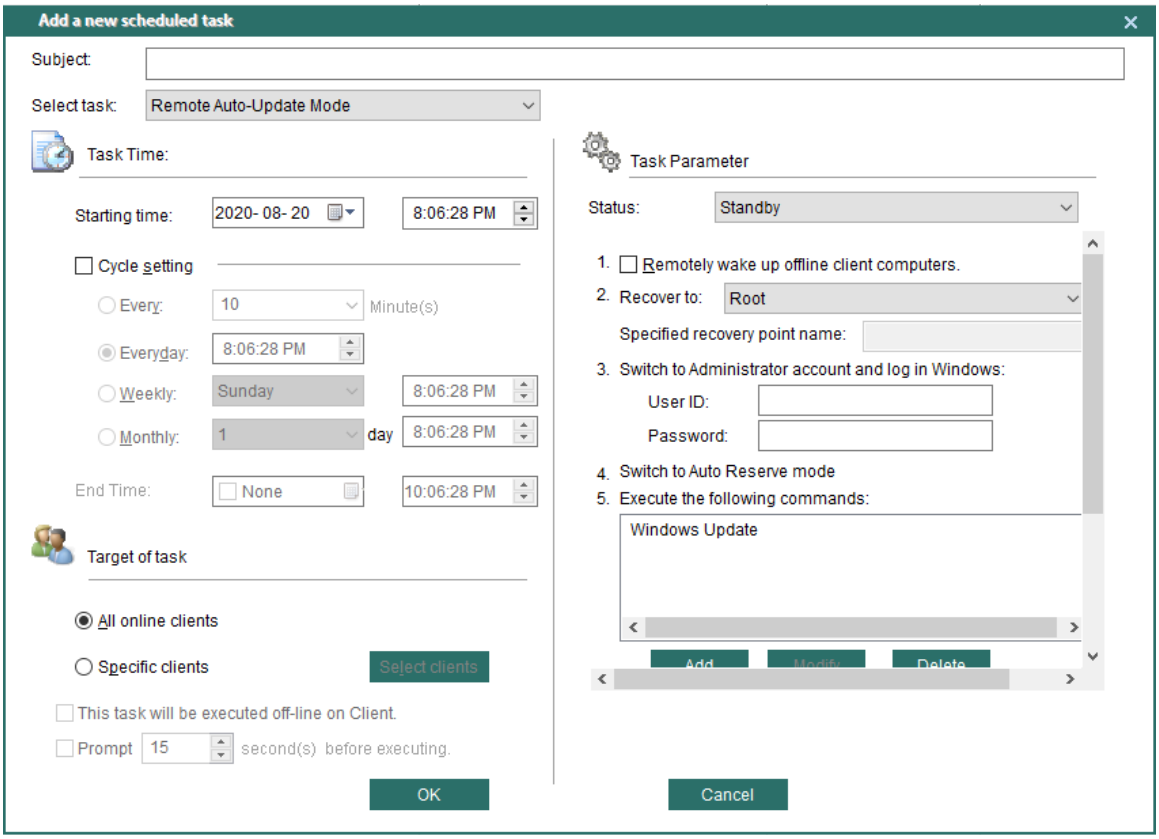


Add a new schedule task - Remote Start

To add a new schedule task, click “Add” button,

1. Enter the subject of the new schedule task.
2. From “Select task”, select Remote Start.
3. Set a begin time in “Task Time.”
4. Select **Standby/Pause/Complete** status from “Task Parameter.”
5. Choose the target of performing Remote Start, whether to all online clients or to specific clients.
6. Click OK to create a new schedule task.

Note: Remote Start requires the Client had logged in to Console once, and from Console can see the icon of the Client. Only the Client in the same LAN can perform this function.



Add a new schedule task - Remote Windows Update

Windows Update a feature provided by the Microsoft website and used to update Windows operating system and the relevant hardware developed based on Windows. Windows Update can solve the known problems and avoid the known security threats for the system.

Downloading the updates through the Windows built-in update feature is very slow. If you set up a WSUS server an internal Update server, the computers in LAN can directly download updates from this server. This will greatly shorten the time for download and enhance the security. WSUS (Windows Server Update Services) is a product launched by Microsoft to replace SUS (Software Update Service).

① Download and install update files and service packs for Microsoft products including Windows, Office, Exchange, SQL, etc. through WSUS.
② Support more languages.
③ Provide more powerful management for Clients. Allocate different Clients for different user groups, and apply different download rules to different groups.

When installing Client Program, the installer will automatically configure the computer as a WSUS Client. It is not necessary to approach each computer to manually do this configuration. Besides, the administrator can schedule each Client PC to automatically and regularly connect to the WSUS server to download and install Windows Update through Console.

✧ Descriptions of Windows Update Task

1. Execution sequence: Execute the task from Step 1 to 7 in order.
2. Task descriptions:
   ① Remotely wake up offline Client
   If the Client PC is in shutdown condition, you need to check this item. Client computers will run the following operations only when it's powered on.
   ② Recover to the specified recovery point
   This step is to recover the system to the state of a dynamic recovery point. The administrator selects the specified recovery point and then proceeds to the next step.
   ③ Switch to Administrator account and log in Windows
   Due to the operation of recovering to the state of a certain recovery point, Client PC will restart. In this case, you need the user name and password authorized by the administrator to log in Windows.
   Note: If you log in Windows with a non-admin user account, Windows Update will not start.

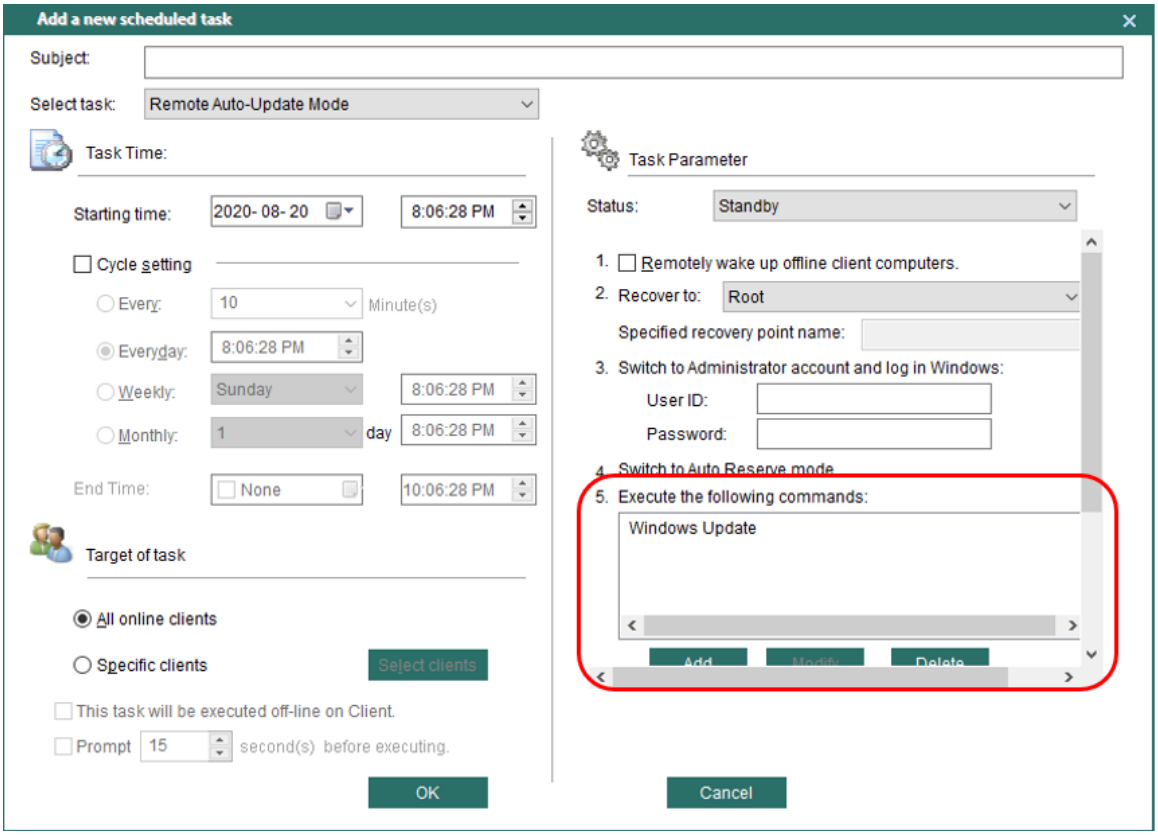
④ Switch to No action mode
When Windows Update is running, the system may need to automatically restart a few times after installing a certain update. In order to keep the new state from recovery, at this moment the program will switch the protection mode to No action.

⑤ Execute the following commands
For Windows Update task, Windows Update is surely the command to execute by default. In addition to Windows Update, you can add other commands for execution during the process. (To know how to add commands, please refer to the following section of Add Windows Update remote command). Tasks listed in the box will be executed in the sequence from top to bottom.

⑥ Switch to original recovery point and then:
At this step you can choose to Save as root, save as a new point or Replace a specific point according to the actual needs.

⑦ Shut down computer
After all the above operations are done, if Client PC won't be in operation shortly, you can check this option to shut down Client PC after Windows Update is finished.

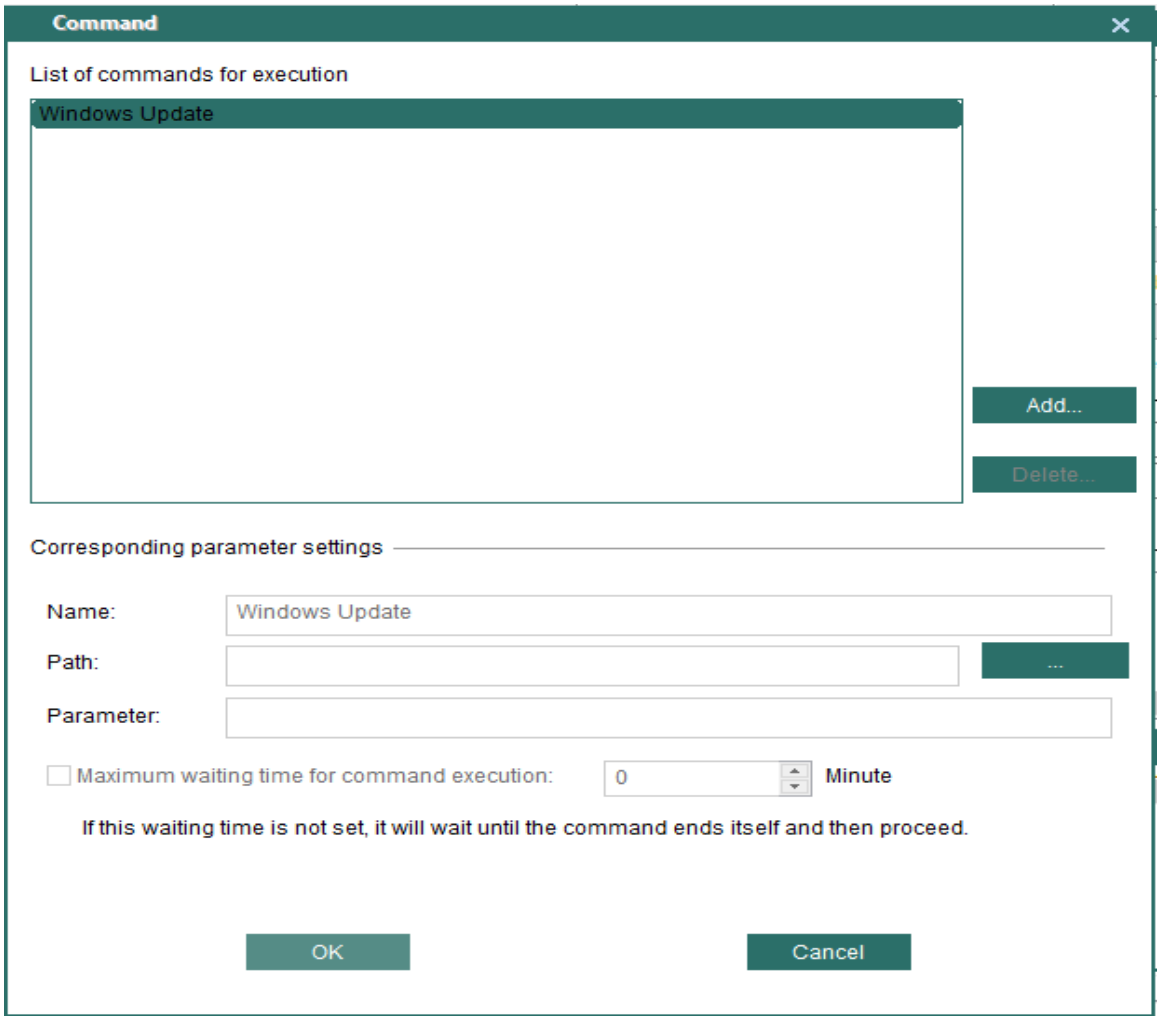
✧ Add Windows Update remote command



The red box field in the above image lists all the commands that will be executed during Windows Update operation.

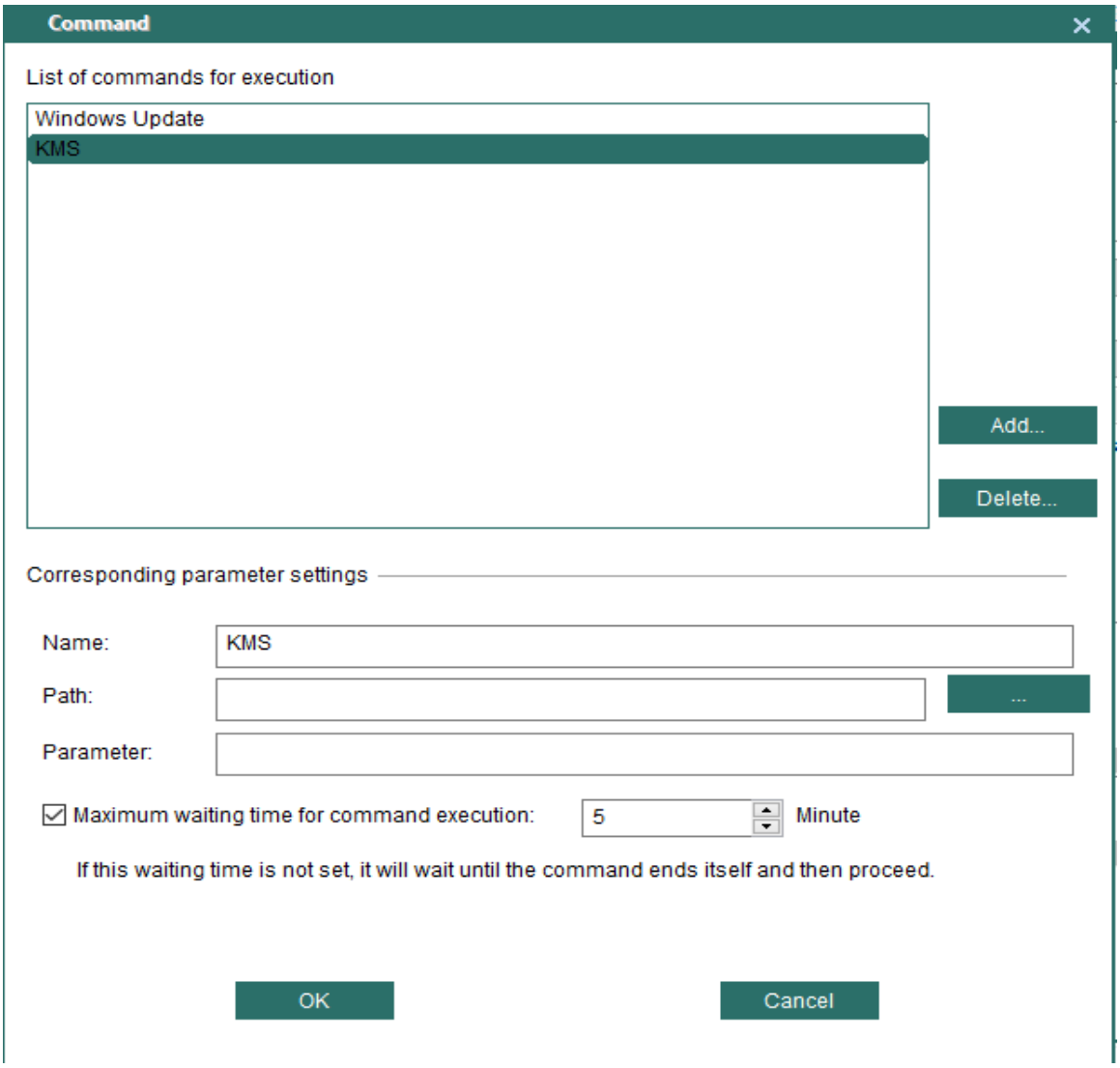
Please do as follows:

① Click **Add** button under the **Execute the following commands** box. The following interface appears:

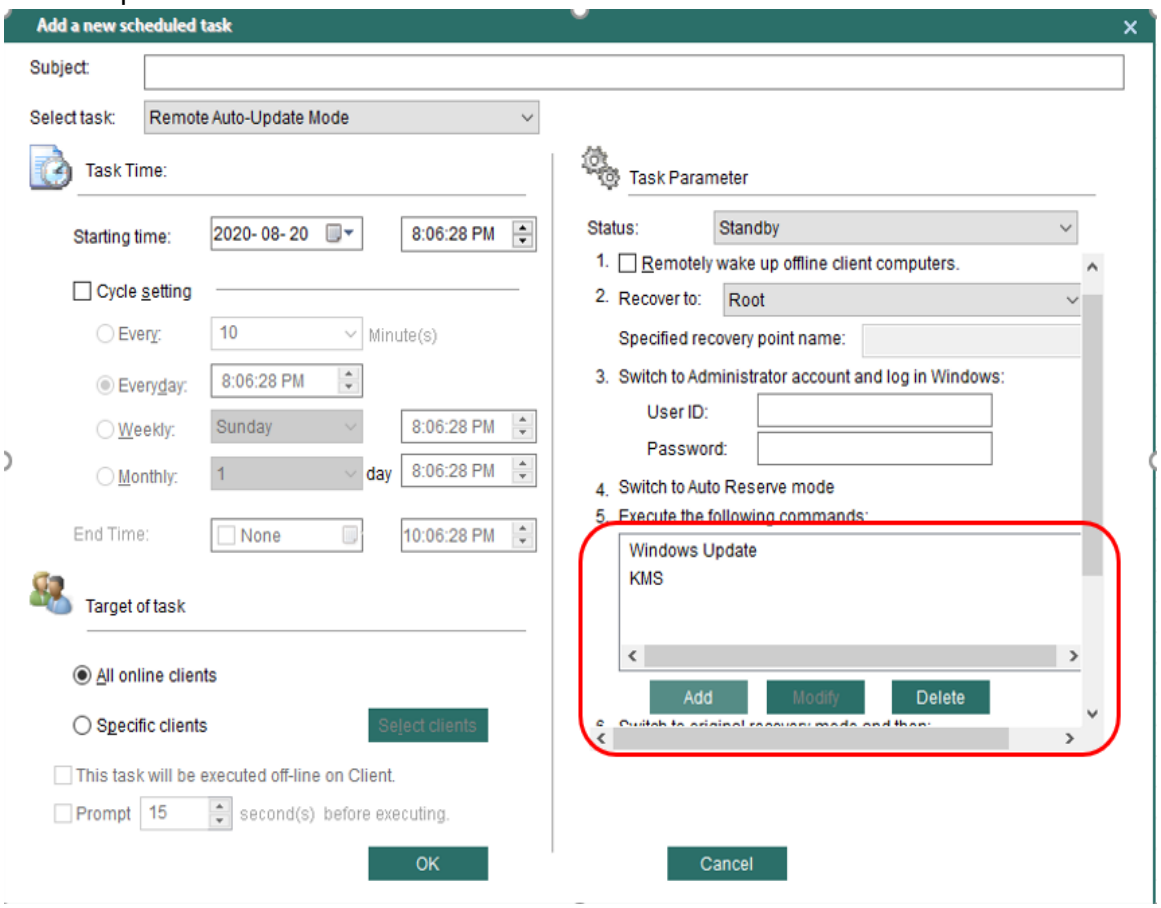


"List of commands for execution" is a place for user to create custom task, and they can add or delete the task from here, the list is equivalent to the task database of Windows Update. After finishing the setting of custom task, you can add the task into the list of Windows Update from here to easily execute the operation, the operation procedure as follow:

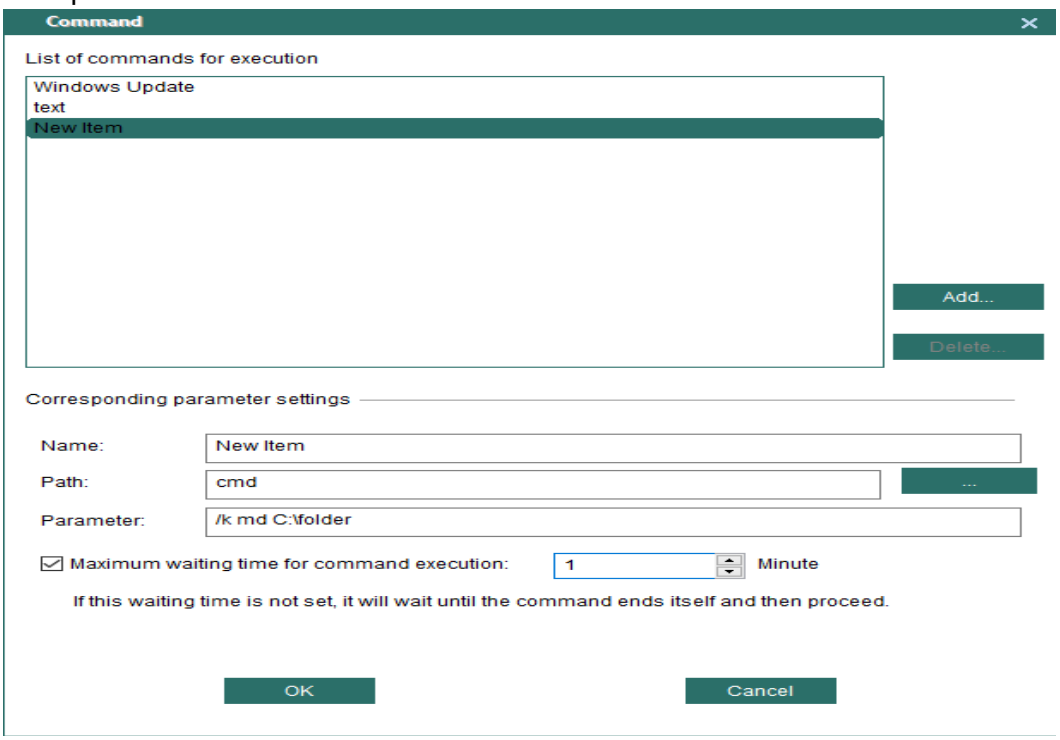
i. Choose a task from List of commands for execution box:



ii. After clicking **OK**, the chosen one will be added in the list of Windows Update.

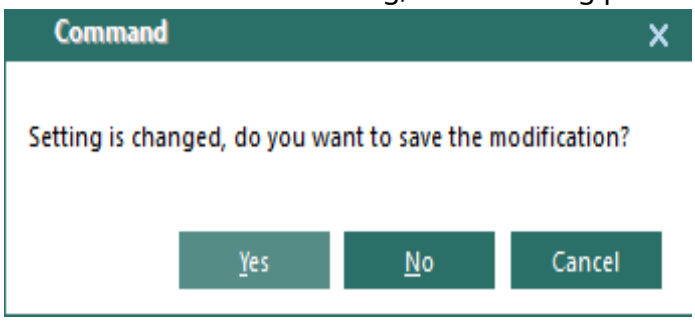


iii. Click **Add** to create a new task into the list of commands for execution, see the picture below for reference:

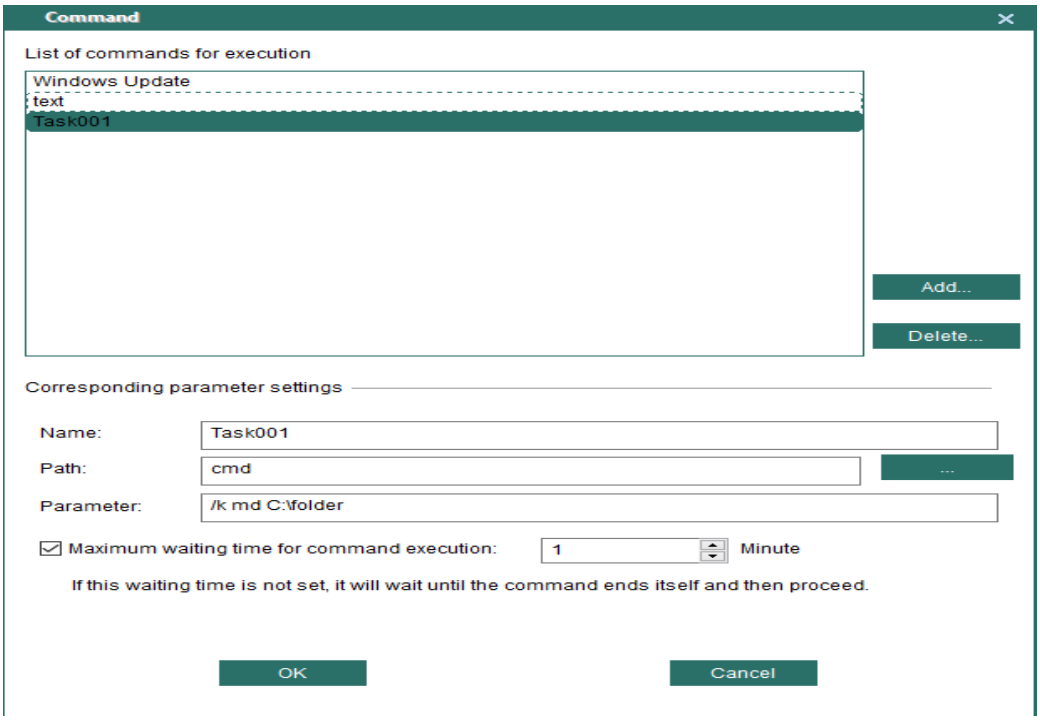


Name: name of the task.
Path: the path where the program belongs to in Client.
Parameter: set the parameter of the program, if none, this option could be empty.
Maximum waiting time for command execution: execute the next task when reaching the time you set.

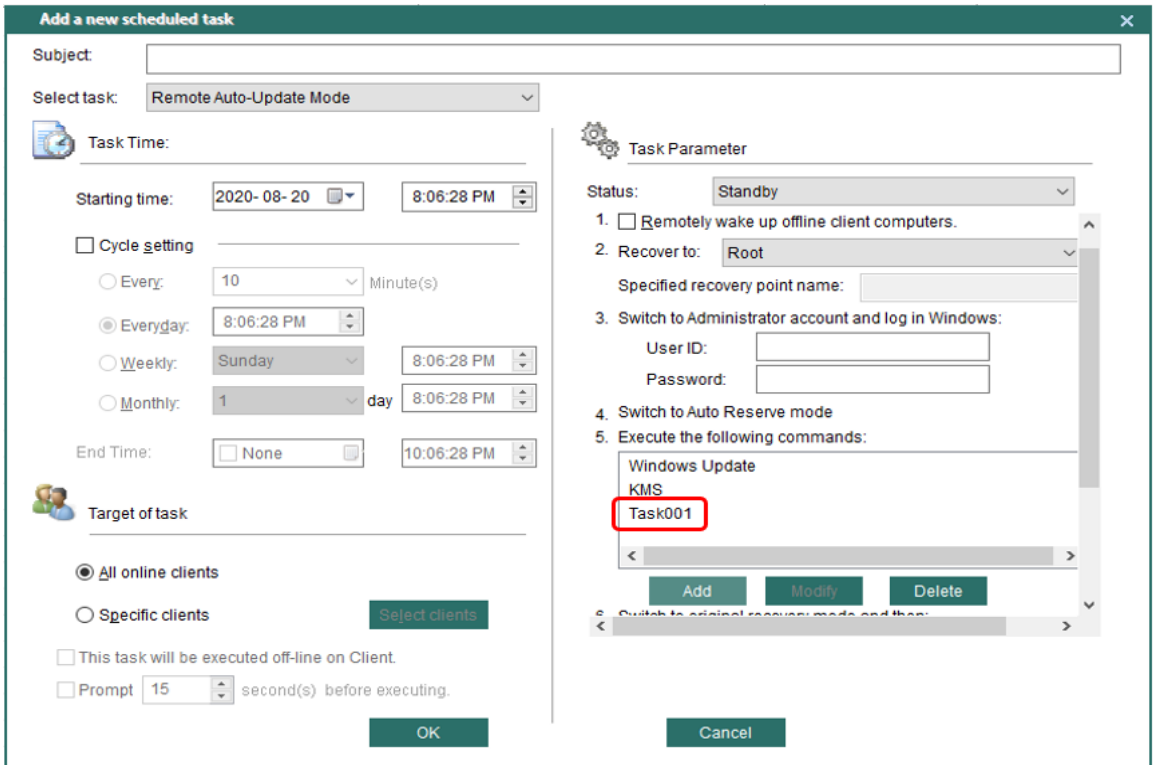
② Click **OK** to finish the task setting, the following picture will appear:



③ Click **Yes** and see “Task001” added into Windows Update for execution. See the picture for reference:



Note: After console execute Windows Update on Client, the Client PC will reboot for performing “Task001.” Simply delete Windows Update in order to execute “Task001” individually. (See the picture below for reference)



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Note: Executing Windows Update on Clients in file-level protection mode:

✧ Windows Update Task Parameter Descriptions:

① Remotely wake up offline client computers
If Client computers are in shutdown status, please select this item. The following operations will be performed only when Client computers are turned on.

② Switch to specified recovery point
The client computers in the file-level recovery protection mode will be recovered to the initial state.

③ Switch to Administrator account and log in Windows
Due to the operation of switching to the specified recovery point, Client computers will restart. At this time you need the user name and password with the administrator authority to log in Windows.
Note: If the user account you use to log in Windows has no administrator authority, Windows Update function can not perform.

④ Switch to No action mode
When Windows Update is in process, the system may automatically restart a few times because of installing a particular update file. In order to keep data from system recovery, the program will switch the system's recovery mode to No action.

⑤ Execute the following commands
Windows Update is the task executed by system default. Besides Windows Update, you can execute other tasks (To know how to add tasks, please refer to the following introduction of Add Windows Update remote task). Tasks in the list box will be executed according to the sequence from top to bottom.

⑥ Switch to original recovery point and then:
Here you can select "Save as root", "Save as a new point" or "Replace a specific point" according to the actual needs.

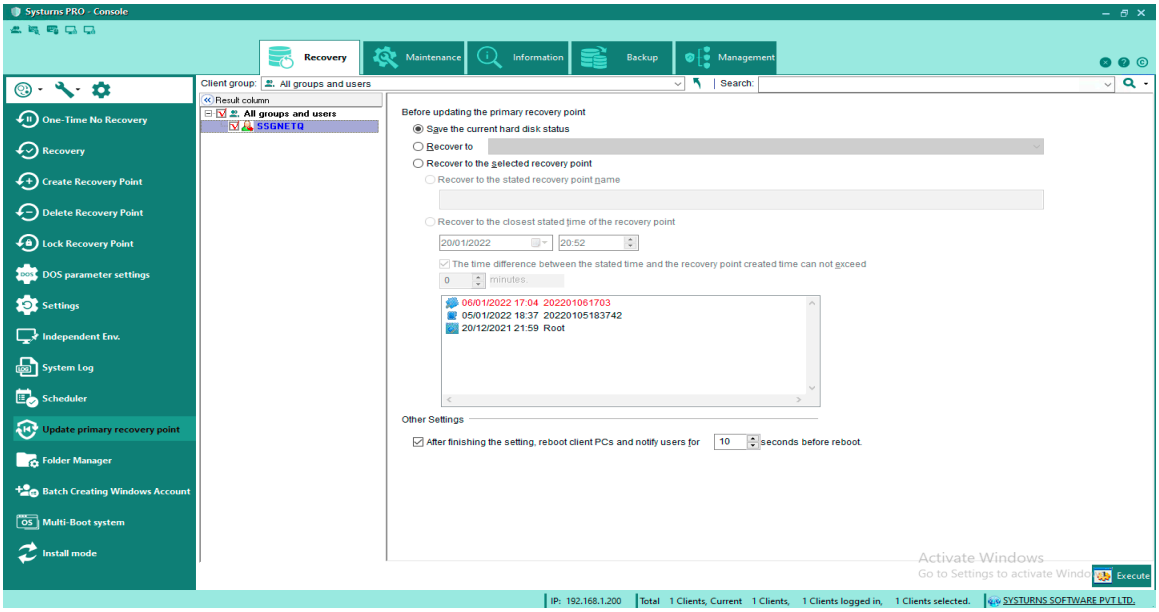
⑦ Shut down computer
You can select this option to shut down Client computers when the above process is completely finished.

Other operation information is as the expression of sector-level protection mode.

5.2.1.11 Remote Update Root Submenu

Description: This submenu offers an opportunity to update root point to achieve a more effective way to perform disaster recovery task for remote client(s).

Operation: From the left pane of Remote Recovery Menu, select “Remote Update Root” item, and also select remote client(s), “Remote Update Root” menu will appear on the right pane.
You will be able to update the “Root” for selected remote client(s) based on remote client(s) current hard disk state (OS settings + applications + data) or update the “Root” for selected remote client(s) based on selected recovery point hard disk state.



Save the current hard disk status: save the current hard disk status before updating the Root.

Recover to:

Root: recover Client PC to root point.
Current recovery point: recover Client PC to current recovery point.
Oldest dynamic recovery point: recover Client PC to oldest recovery point.
Latest recovery point: recover Client PC to latest recovery point.

Recover to the stated recovery point name: recover to the stated recovery point name and use it as a new root.

Recover to the closest stated time of the recovery point: recover to the closest stated time of the recovery point and use it as a new root.

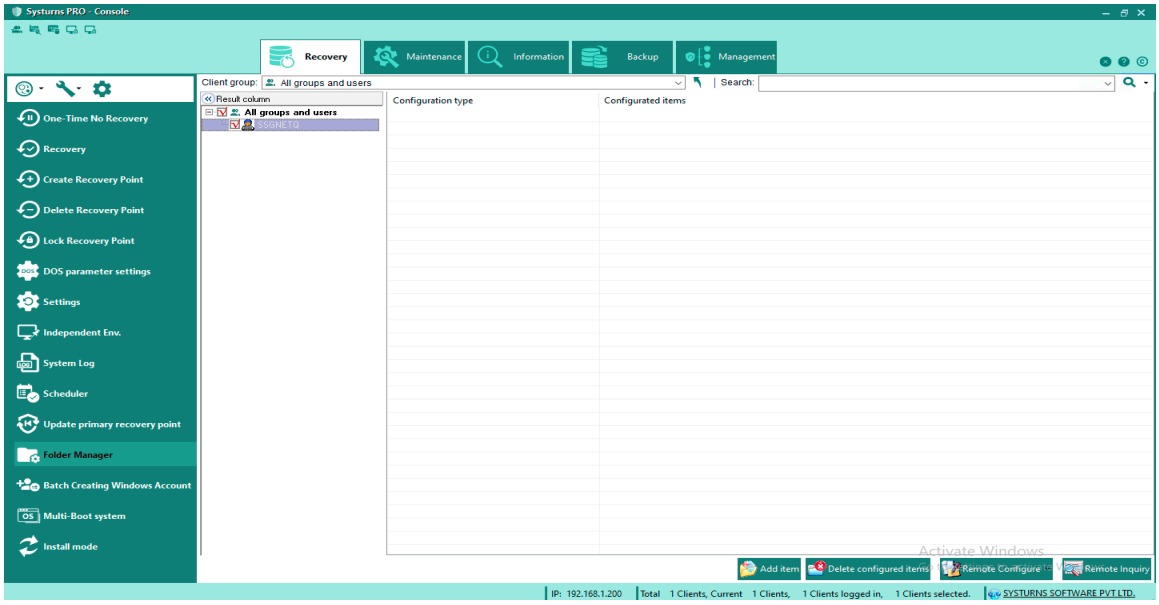
Warning: If you choose using current remote client(s) hard disk state as a reference to update Root, and then all recovery points created will be deleted and there will no recovery point available for disaster recovery function except the newly created Root.

Warning: If you have decided to take an action of updating remote client(s) root based on any remote client(s) recovery point hard disk state, all earlier created recovery points will be deleted from the recovery list. The remote client(s) recovery point hard disk state selected as a reference for updating a new root will be the root and all other remote client(s) recovery points created after the reference recovery point will remain “As is” and available for the disaster recovery purposes.

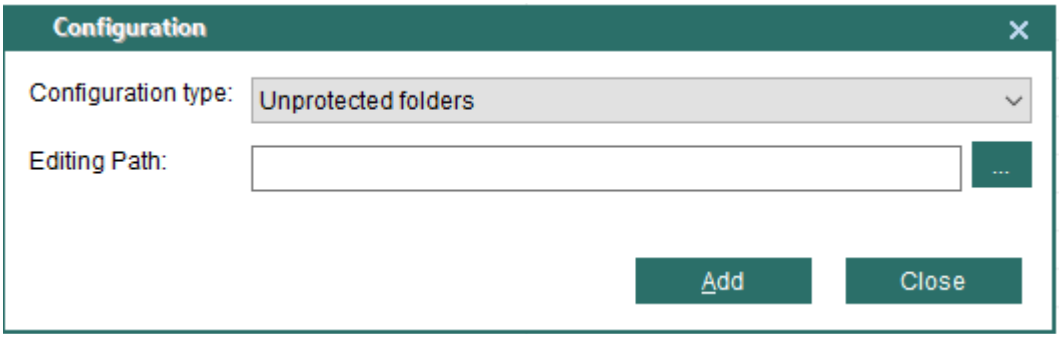
5.2.1.12 Folder Manager Submenu

Description: This menu provides IT administrator a way to create a special folder which will allow any data or files to be stored in this folder space. It will be in “Non-Recovered Folder”. When remote client(s) is under “Auto Recovery” protection mode, all the data stored in this folder will be saved.

Operation: Step 1: From left pane of “Information Menu”, select “Folder Manager” submenu. Select remote client(s) from the list and the protected folder will be created, and then select **Add Configuration Items** button to create a data protection folder, a new pop up menu will appear.



Step 2: Fill out the required information and click **Add** button to continue.



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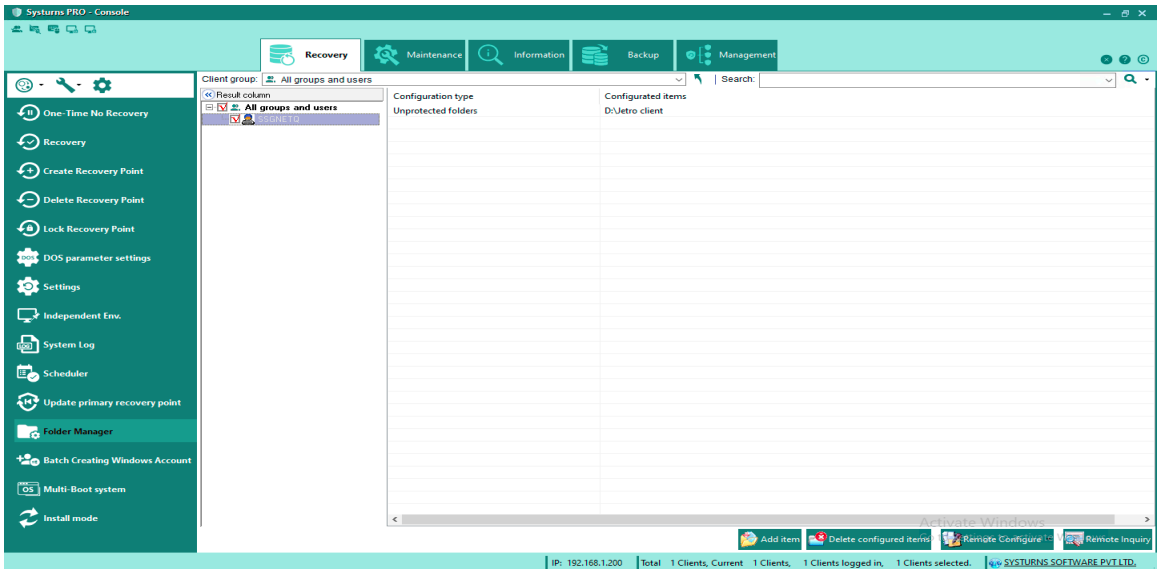
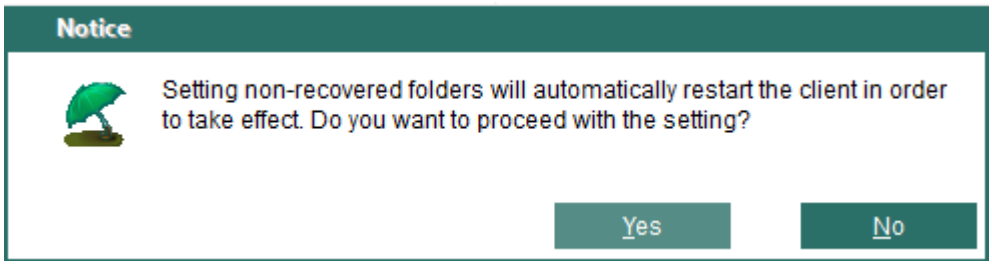
Step 3: The detail list of Non-Recovered Folders will appear, and then click on **Remote Configure** button to finish. There will be a notification.



Step 4: Click **Yes** to proceed.



Notes:

(1) If “SetupFSR = Yes” is configured for the installation of Systurns Console, the Folder Manager function will not be enabled.

(2) If “ UseUnprotectedFolder = Yes” and “SetupFSR = Yes” are configured, the Folder Manager function will not be enabled, either.

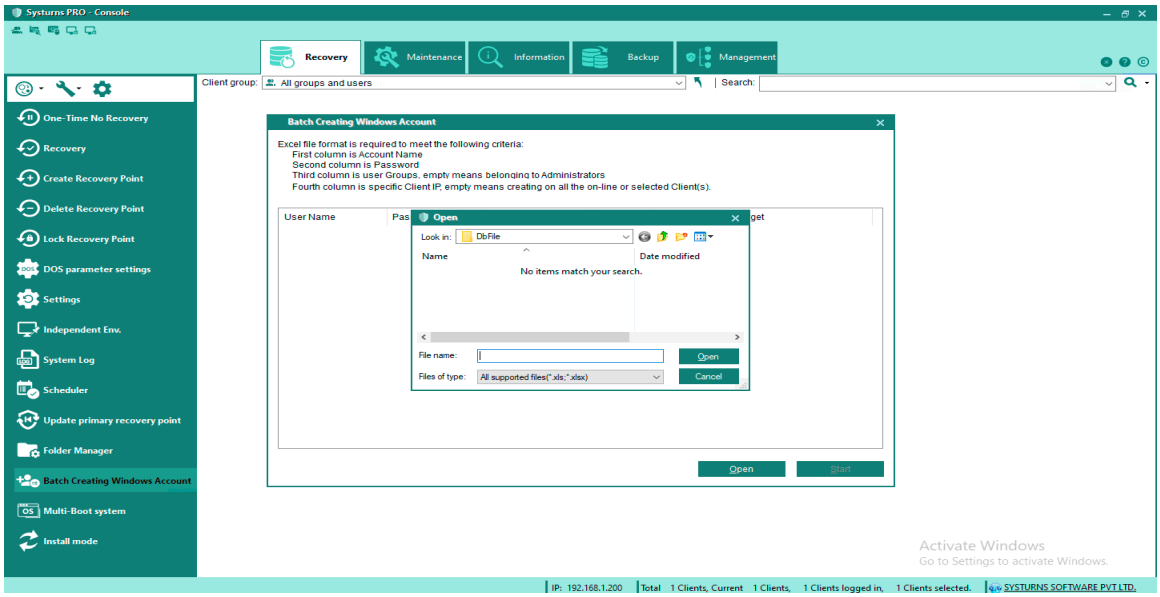
(3) When no Setup.cfg file is included in the setup files, the installer of Console Program will enable this Folder Manager function by default.

5.2.1.13 Batch Creating Windows Account Submenu

Description: This submenu offers a function for batch creating Windows account to achieve a more effective way when creating Windows account for all or selected remote client(s).

Operation: From the left pane of Remote Recovery Menu, select “Batch Creating Windows Account” item.

① Select Batch Creating Windows Account from the left pane of Remote Recovery Menu.



② Create an Excel file that match the following requirements:

First column is account name

Second column is password

Third column is user group, empty means belonging to Administrators

Forth column is specific client IP, empty means creating on all the on-line or selected client(s)

③Click **Open** to import the Excel file.

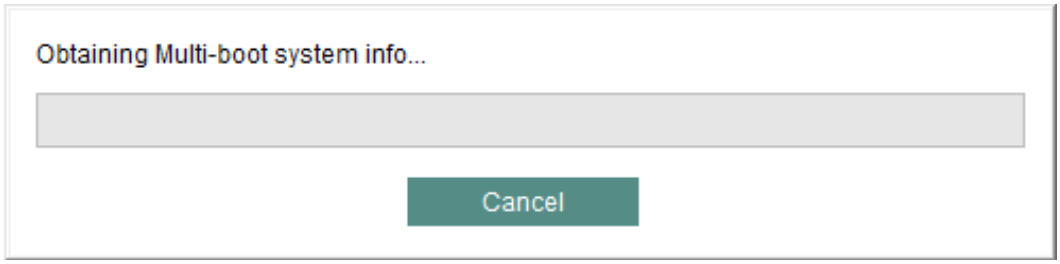
④Click **Start** to begin. Remote client will reboot the computer and save the recovery points during reboot, you will need an account and a password to login Windows.

5.2.1.14 Multi-boot System Setting

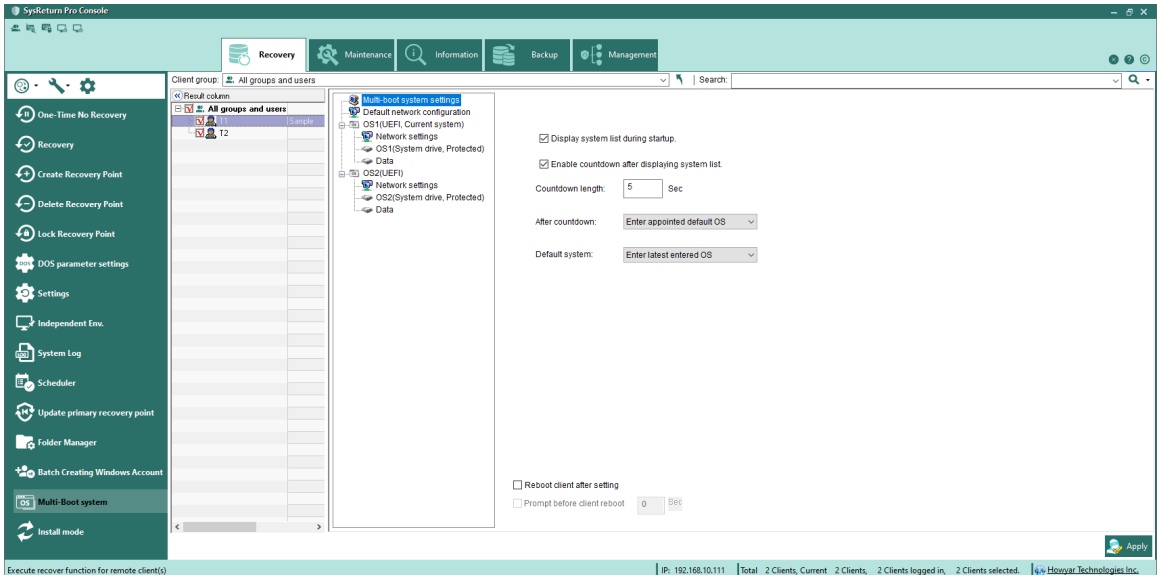
Description: This function allows console to manage clients for multi OS setting, individual OS network setting and remote enter designated OS.

Operation:

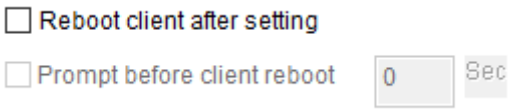
1. Select the client and console will retrieve multi OS information of client PC



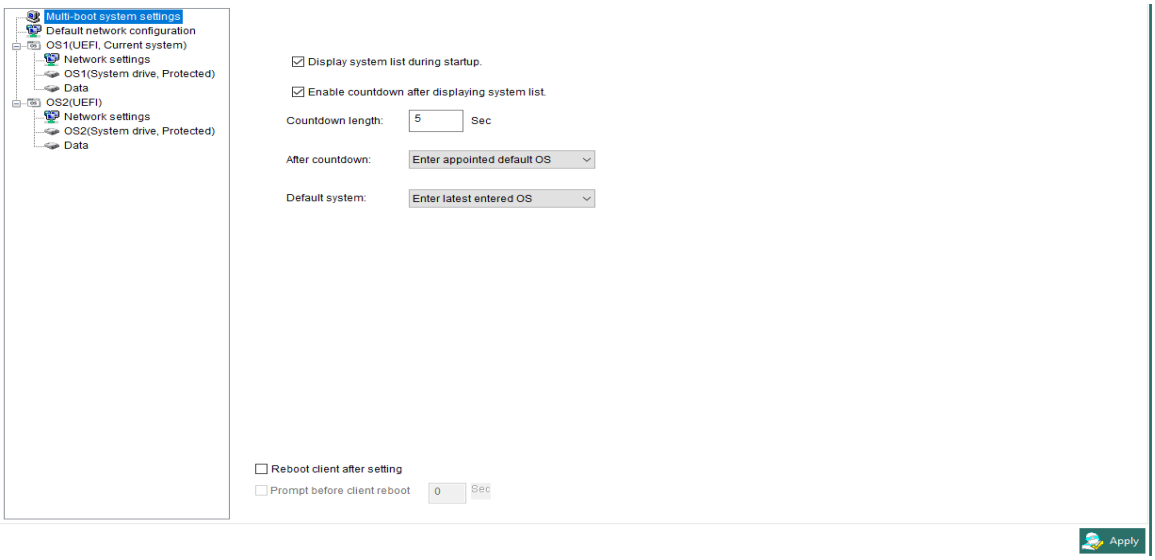
2. After retrieving information, the users can change the setting in the list.



3. After setting, the user can choose whether to reboot immediately



- Multi-boot System Setting



- Display system list during startup: PC will display multi OS list when booting after clicking this option

- Enable countdown after displaying system list: Activate count-down timer during multi OS list display

- Countdown length: The time duration of count-down bar

- After countdown: If the user doesn't choose any specific OS, it will then follow the setting below:

a. Enter appointed default OS

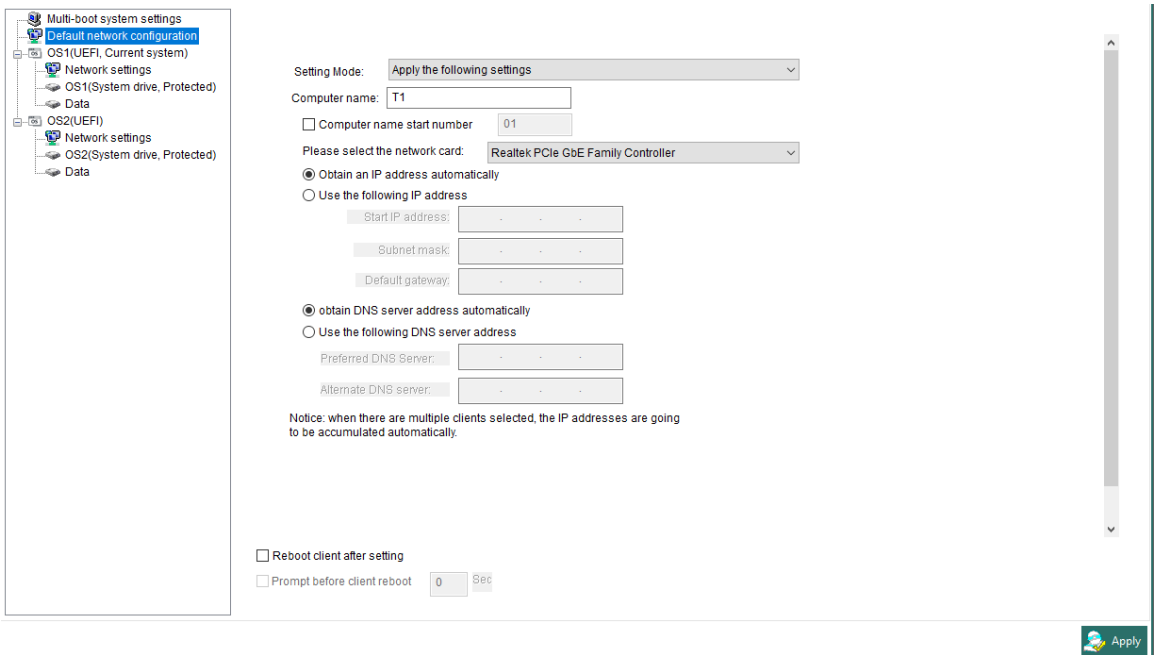
b. Power off: When count-down is over, PC will power off automatically. (Some motherboards are not compatible with this function.)

- Default system:

a. Enter latest entered OS: After count-down, it will automatically enter the previous booting OS. (The previous OS will display as on the interface.)

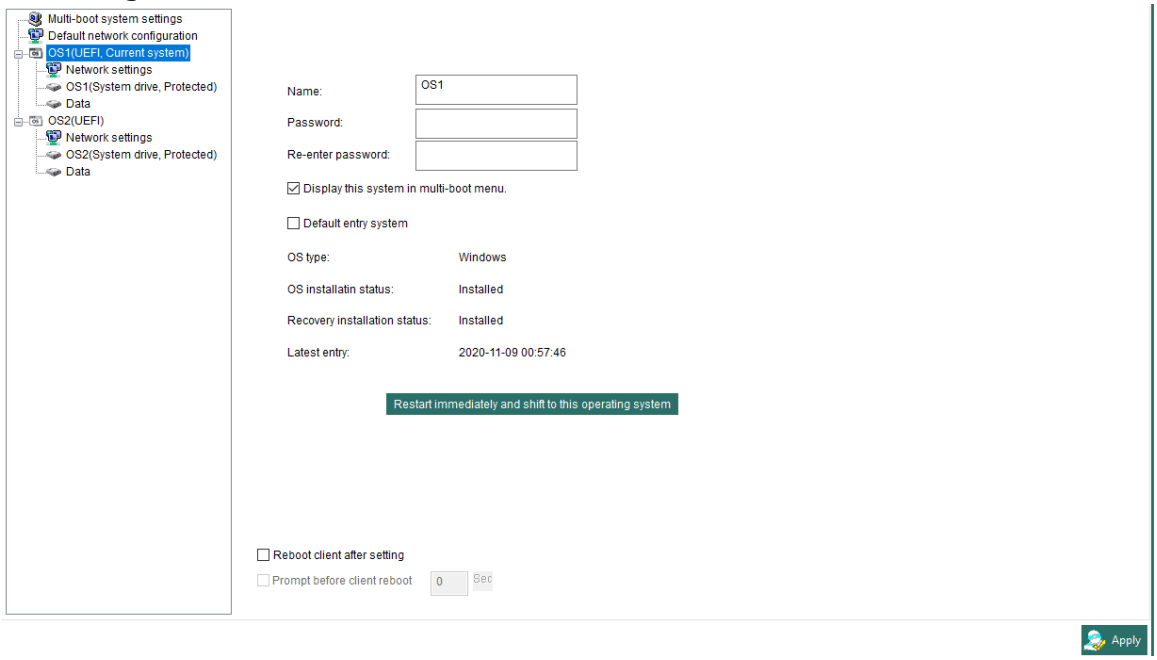
b. Enter pointed OS: After count-down, it will enter the pointed OS.

- Global network configuration:



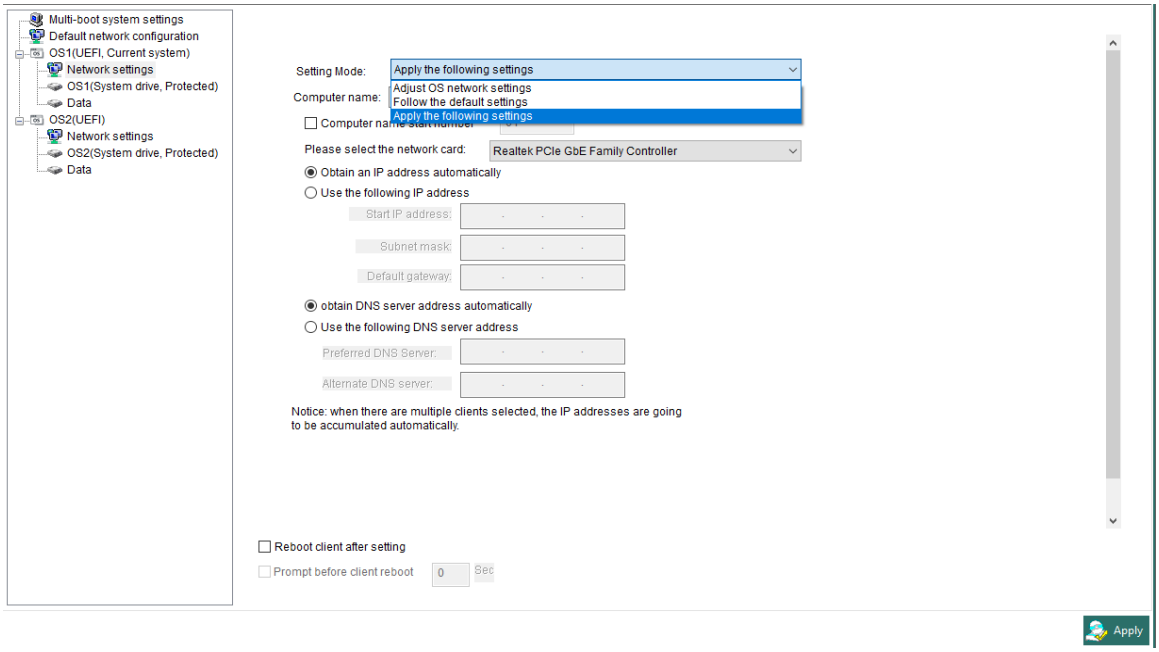
- Setting mode: Don't set the network through this program or set the network with following settings.
  If clicking yes for setting, the user can change following items and apply them to appointed PC (System needs to set as following global network)

- OS setting:



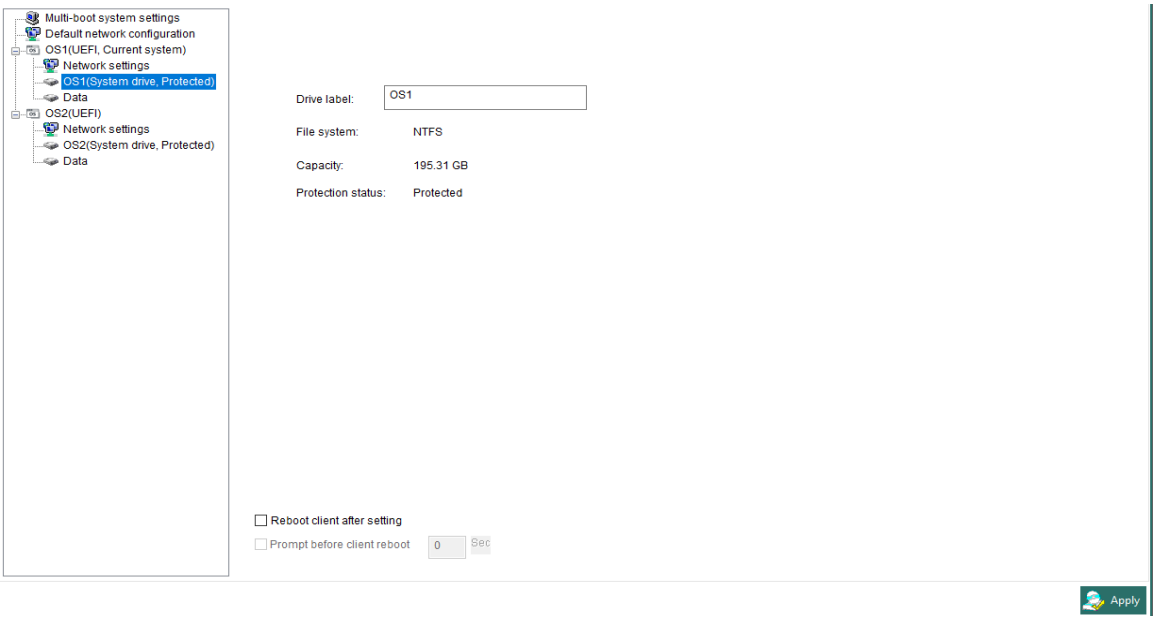
The user can change log-on name and password through this setting on display list and choose whether to display this OS or set it as default OS during start-up

- Independent OS network setting:



The description is the same with global network setting, but users can change according to their needs.

- Drive label:



Change the display name of protected HDD partition of client PC.

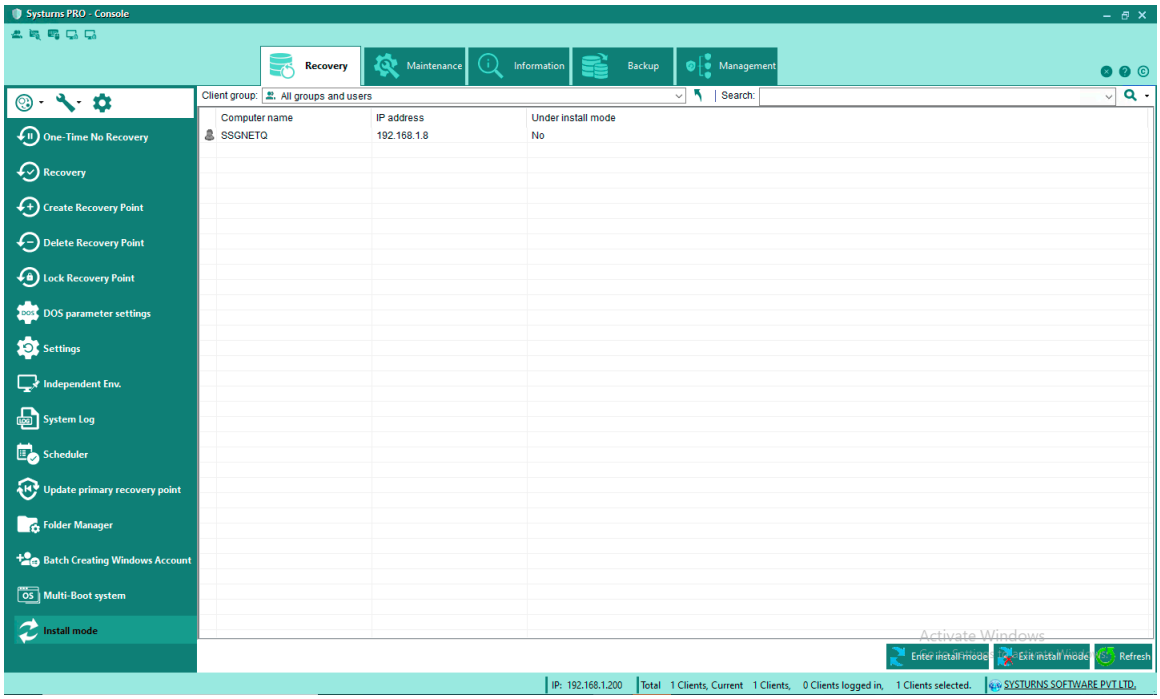
5.2.1.15 Install mode

Description:

This function allows IT man to give a command for all the Client PCs to enter Install mode. After entering install mode, the PC will not be protected by Systurns until exiting install mode. During install mode, IT man can do maintenance works like install software, perform Windows Feature Update, etc.

Note: It's suggested that before entering install mode, please recover your PC to a clean status first.

Operation: Select "Install mode" under the main interface, and see the following picture:



1. Enter install mode: The selected Clients will enter install mode. (The default setting will apply your operation to all online Clients if you do not select any of them)
   Warning: After the operation under install mode, the status will be saved and all the other recovery points will be deleted.

2. Exit install mode: The selected Clients will exit install mode and save the current status as a new root point. (The default setting will apply your operation to all online Clients if you do not select any of them)

5.2.2 Maintenance Menu

This menu provides IT administrator a set of technical tools which will allow administrator to manage, troubleshoot any remote client(s) with ease. Each of these tools will be described in detail including its key functions:

Maintenance Menu provides the following functions:

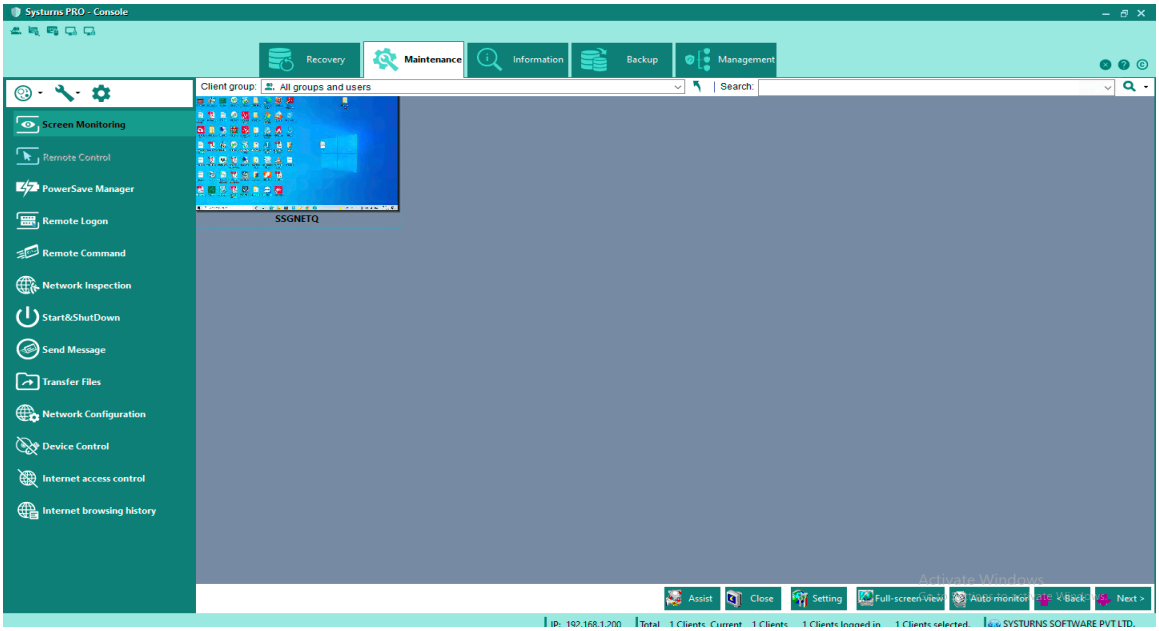
- Screen Monitoring
- Remote Control
- Power Save Manager
- Remote Logon
- Remote Command
- Network Inspection
- Start & Shutdown
- Send Message
- Transfer Files
- Network Configuration
- Device Control

5.2.2.1 Screen Monitoring & Remote Control

Description: This menu offers administrator a tool to monitor remote client(s) live (in real time mode) provided remote client(s) is powered on and connected to Systurns Console. This is called "Remote Client(s) is in On-line Mode".

Operation: From Maintenance Menu left pane, select "Remote Monitoring" item and select remote client group you want to perform remote monitoring function. You can use "Assist", "Settings" and "Full Screen", etc. submenu to adjust your remote monitoring function.

Note: You can use "Setting" menu from the bottom of this menu to modify the remote monitoring settings. (See the detail description in **Remote Control Settings** below.)



Explanation of the buttons in Remote Monitoring tool bar:

(1) Assist

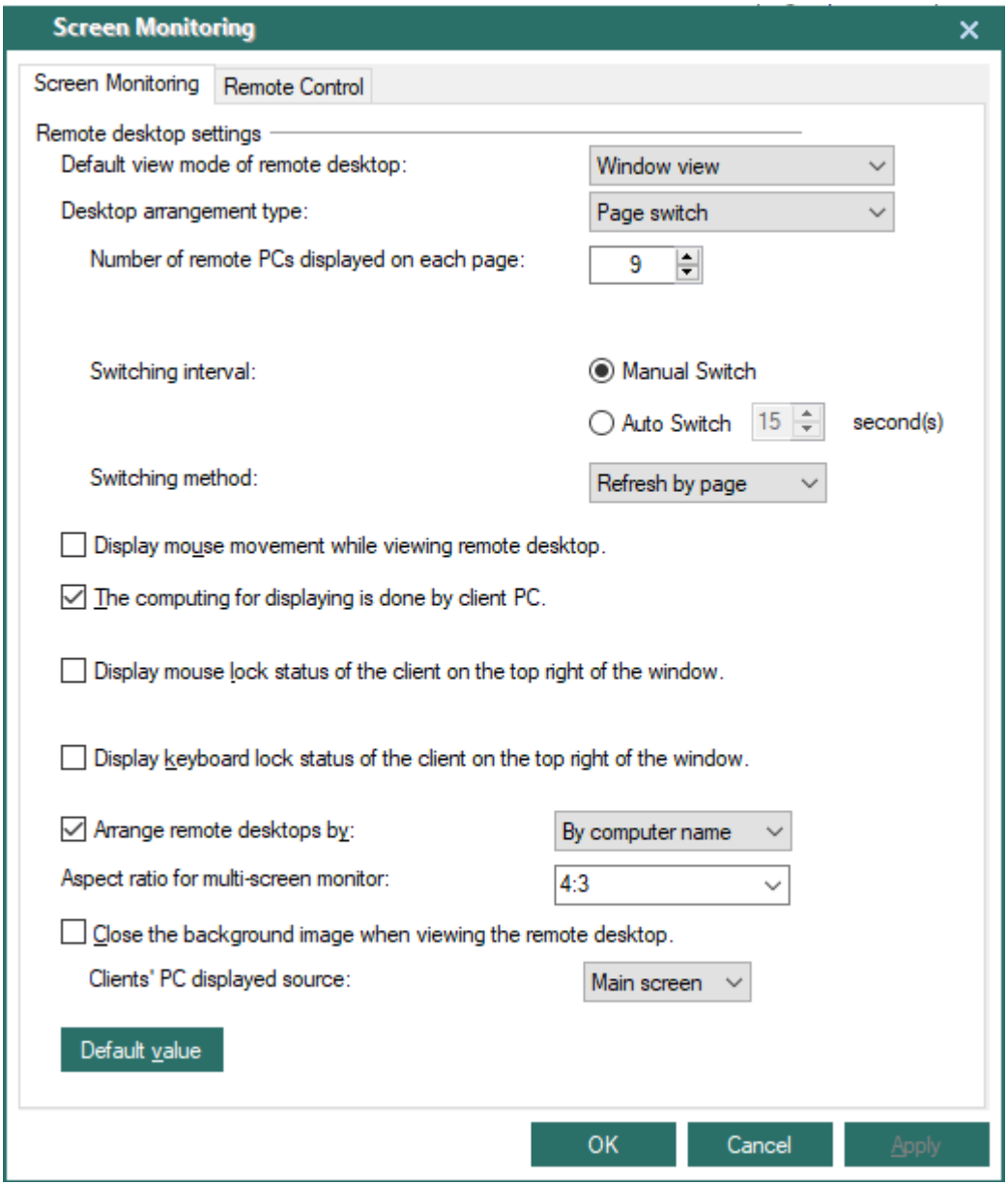
Choose a remote client and click "**Assist**" to perform remote control, see the following picture for reference:

(2) Close

Close the remote monitoring picture of remote client.

(3) Setting

Click on "**Setting**" button to modify the setting of Screen Monitoring and Remote Control.



Screen Monitoring Setting

- **Default view mode of remote desktop:** choose "Window view" or "Full-screen view" for screen monitoring.

- **Desktop arrangement type:**

a. **Display all:** display all login clients by order.

b. **Page switch:** according to the setting of displaying remote desktops to show page by page.

Note: administrator can set the size of each remote desktop when displaying. (e.g. 320, 640, 1080 etc.)

c. **Detail setting:**
Number of remote desktops display: set a number between 1 to 16 for remote desktop monitoring, the default setting is 9.

Switching interval:
(1) **Manual Switch**
(2) **Auto Switch**: set a time for each page displaying when auto switch by page.
(3) **Switching method**: set the method of switching, either refresh by page or refresh individually.

For example:
There are 10 remote clients (A~J) to be monitored, number of remote desktops display setting is 2, and auto switch in 5 seconds by page. Therefore, the displaying of remote clients will be: monitoring AB, CD, EF, GH, IJ by page for 5 seconds each.

Display mouse movement while viewing remote desktop: when monitoring remote client, display the movement of mouse.

The computing for window zooming while monitoring client desktop is performed on each remote client PC: when monitoring client desktop, the computing for window zooming is performed on each remote client PC.

Display mouse/keyboard lock status of the client on the top right of the window: from the top right of the window, console can see whether the mouse and keyboard are locked in client. (See the picture below for reference)

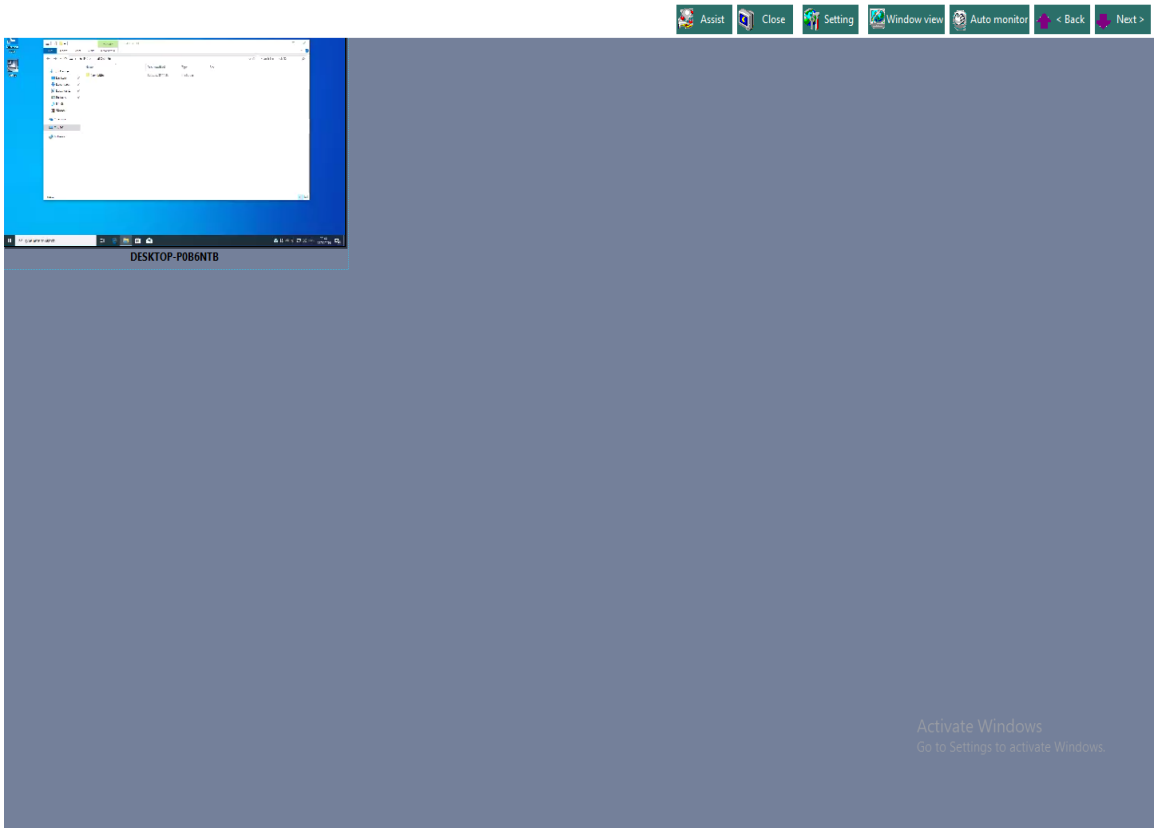
Arrange remote desktop by: console can arrange the order of monitoring remote client by computer name, login name and IP address.

Close the background image when viewing the remote desktop: close the background image of the remote client when monitoring.

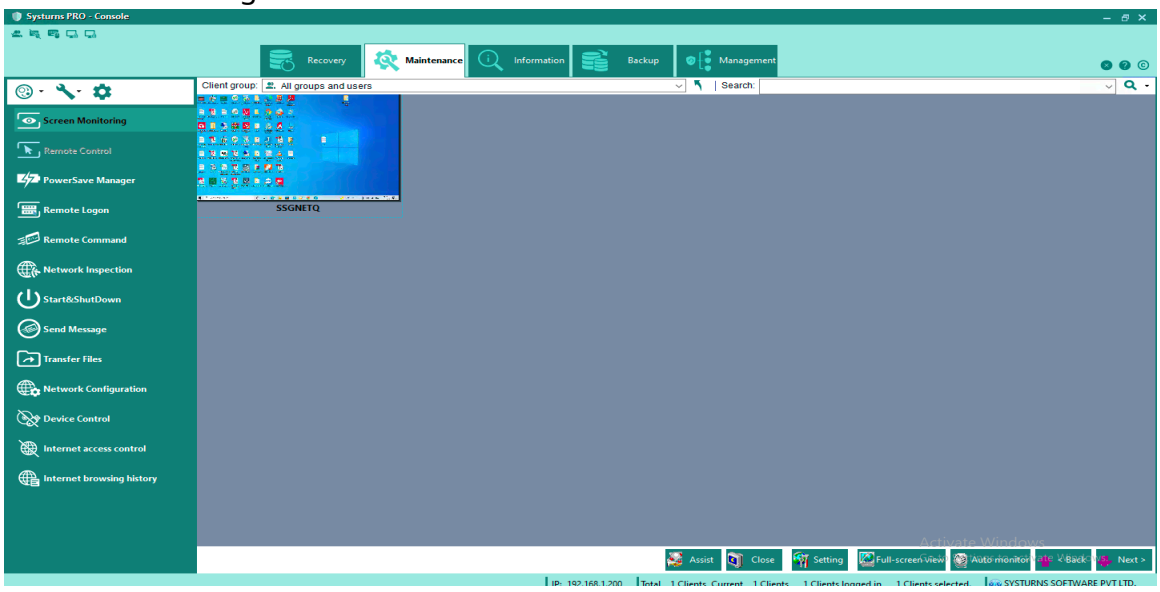
Default value: click this button to make all the value to default setting.

(4) Full-screen mode

Choose between Full-screen mode and Window mode to monitor remote client.



Screen Monitoring – Full-screen mode



Screen Monitoring – Window mode

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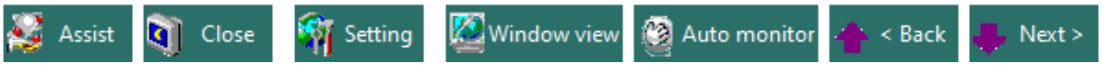
Hint: If you are in a remote monitoring full screen mode and want switch back to windows mode, you can move the mouse to the top of the screen and a pop-up tool bar will appear. Click on “Windows Mode”, the remote monitoring full screen view will return to windows mode.



Full-screen mode with tool bar

(5) Auto monitor: click on this button to monitor all of the clients automatically.

(6) Back: go back to the previous page.

(7) Next: move to the next page.

Limitation to perform Screen Monitoring

Compatibility

1. When performing Screen Monitoring or Remote Control, if remote client has already installed the Display Driver, execute Image Hardware Accelerator on Client to operate successfully.
2. Console cannot see remote client via Screen Monitoring when they display the screen by using Video acceleration technology like DirectX, Windows Media Video (wmv), and Real (rm/rmvb) etc.

Warning

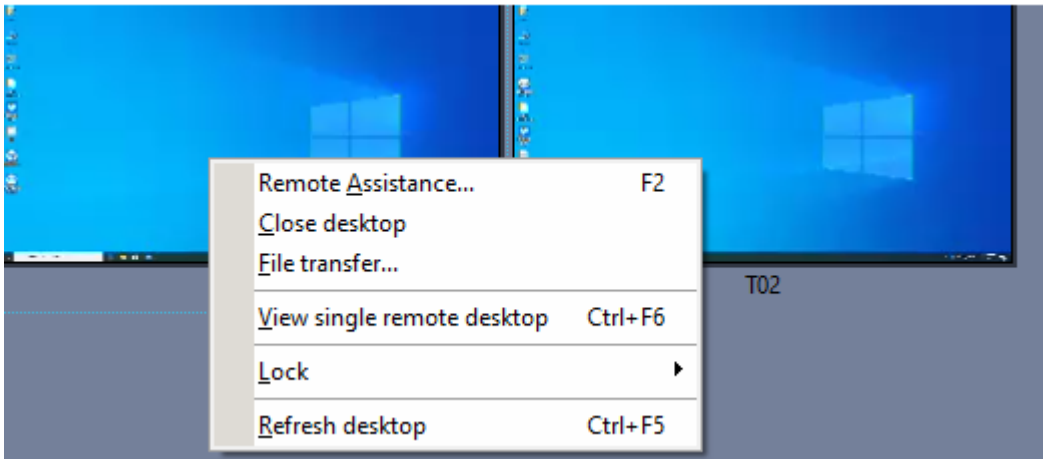
1. Before operating Remote Control, if the remote client uses the resolution which console cannot support, the selection of switching the resolution to be the same as client when remote monitoring should be unchecked to prevent important data from damaging permanently.
2. When using “File transfer” function from Screen Monitoring, there is a 10MB transmission limit for client to transfer files to console, and no transmission limit when sending files from console. The system will display a information box to warn you if the size of the file is over 10MB. When sending multiple files, you can ignore the current file and keep transferring the remains.
3. From client, file transfer doesn’t support transferring the whole catalog to console, but single file can be delivered.
4. File transfer won’t be able to deliver files with system attribute to prevent important files from deleting.

FAQ

① When unexpected exit occurs on client, you have to reboot the computer to perform successfully with Screen Monitoring function.

② When performing Screen Monitoring, if the client uses fast user switching from the operating system and switch the current user to the other one, then Screen Monitoring will not operate properly until switch back to the original user.

Introducing "Right Click" function



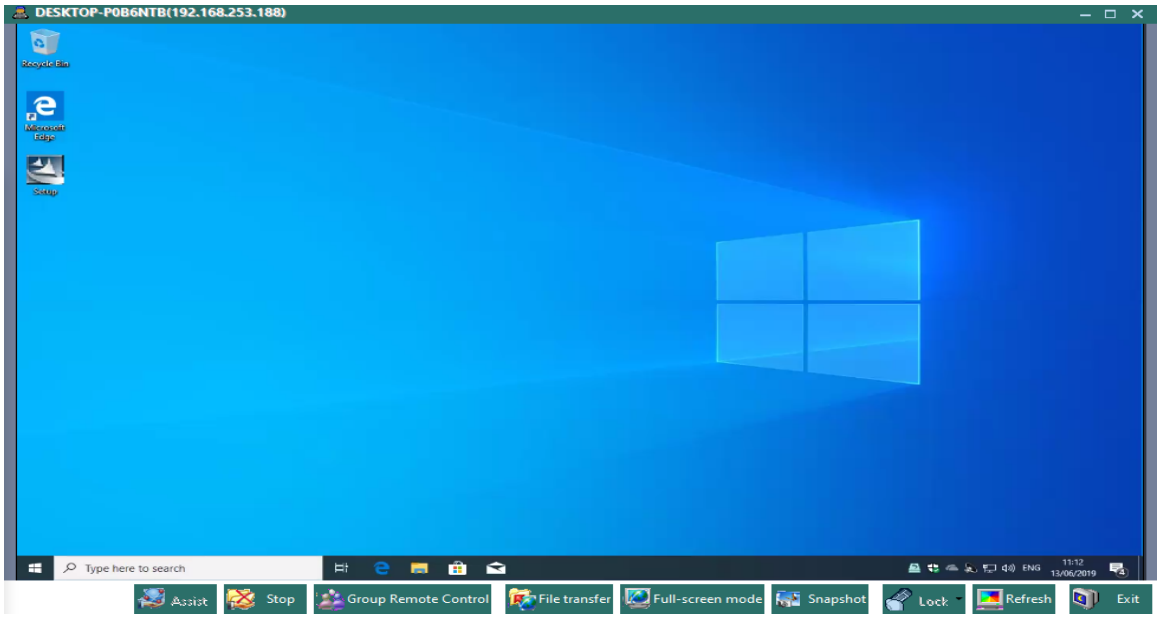
Operation: right click on the remote client desktop.

Remote assistance: select this option to perform remote assistance on remote client.
Close desktop: close the remote monitoring picture of remote client.
File transfer: console can transfer files between client and console.
View single remote desktop: open a window to view single remote desktop.
Lock: lock the mouse and keyboard of remote client.
Refresh desktop: refresh to see the latest desktop status of remote client.

5.2.2.2 Remote Control

Description: This menu provides IT administrator a tool to take over remote client(s) physically and administrator can execute and run the remote client(s) without leaving his seat.
This is one of the very useful tools for IT administrator to troubleshoot remote client(s) technical issues and this tool can be used by remote desktop help staff providing instant support and resolve any technical issue facing end user.

Operation: From "Maintenance Menu" left pane click on "Remote Control" submenu and select any remote client you want to perform remote control function, selected remote client desktop will appear on the right pane from the screen.
There are a few key features worthy of mentioning, (a) send "ctrl+alt+del" function to remote client, (b) create instant snapshot of remote client desktop images, (c) full screen mode.

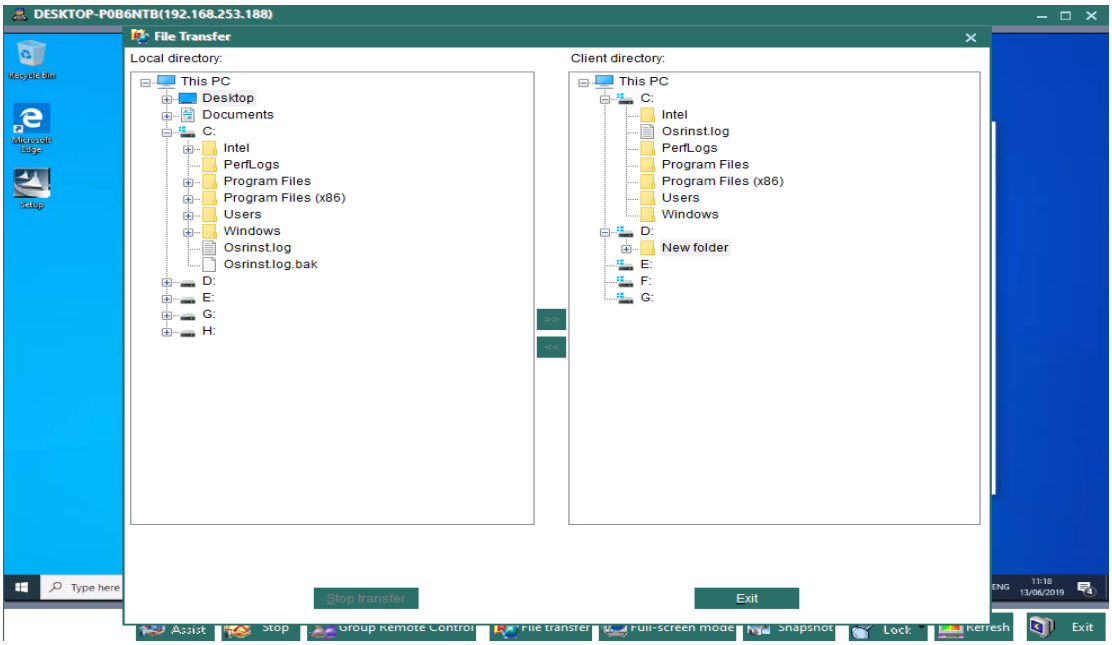


Remote Control Submenu

Hint: If you are in a remote control full screen mode and want switch back to windows mode, you can move the mouse to the top of the screen and a pop up tool bar will appear. Click on "Windows Mode", the remote control full screen view will return back to windows mode.

Explanation of the buttons in Remote Control tool bar

Assist: select this button to take over remote client and perform remote control.
Stop: select this option to stop assisting remote client.
Group Remote Control: when choosing multiple clients, use one of them as a sample machine and synchronize the actions of mouse and keyboard with the rest of clients to achieve group remote control. This function requires the same resolution and the arrangement of program icons in the selected computer.
File transfer: files can be transferred between Console and Client. (See the picture below for reference)
For example: select a file from Local directory and choose a path for Client to receive the file then click“ ”to begin. (You can only transfer single file from Client to Console)



Full-screen/Window mode: display remote client by Full-screen/Window mode.

Snapshot: take a snapshot and save it into the appointed folder. For the location of keeping snapshot, please see Remote Monitoring Setting Menu for reference.

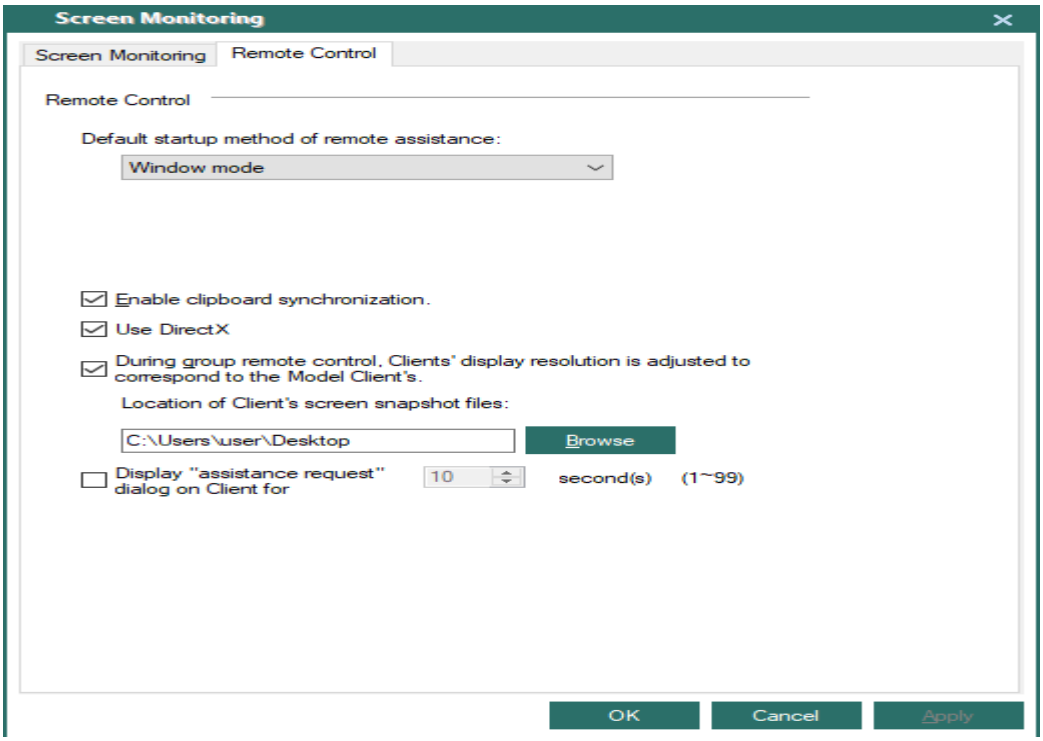
Lock: lock the mouse and keyboard of client from console.

Send Ctrl+Alt+Del: click on this button to execute Ctrl+Alt+Del on client.

Refresh: refresh the latest desktop status of client.

Remote Control Setting

Use “Setting” menu from the bottom of Screen Monitoring Menu to modify the remote monitoring settings.



Default startup method of remote assistance: choose Window mode or Full-screen mode for default startup method of remote assistance.

Synchronize the mouse of remote desktop while moving local mouse to remote desktop: synchronize the movement of the mouse between remote desktop and console.

Enable clipboard synchronization: select this option to enable clipboard synchronization.

During group remote control, Clients’ display resolution is adjusted to correspond to the Model Client’s: Clients’ display resolution will be adjusted to correspond to the Model Client’s during group remote control.

Location of Clients’ screen snapshot files: set a default location for Clients’ screen snapshot files.

Display assistance request dialog on Client, waiting for __seconds: set a time for displaying assistance request dialog on Client.

Note: You can only remote control one remote client at the time. You can not control multiple remote clients at the same time.

5.2.2.3 Power Save Manager Submenu

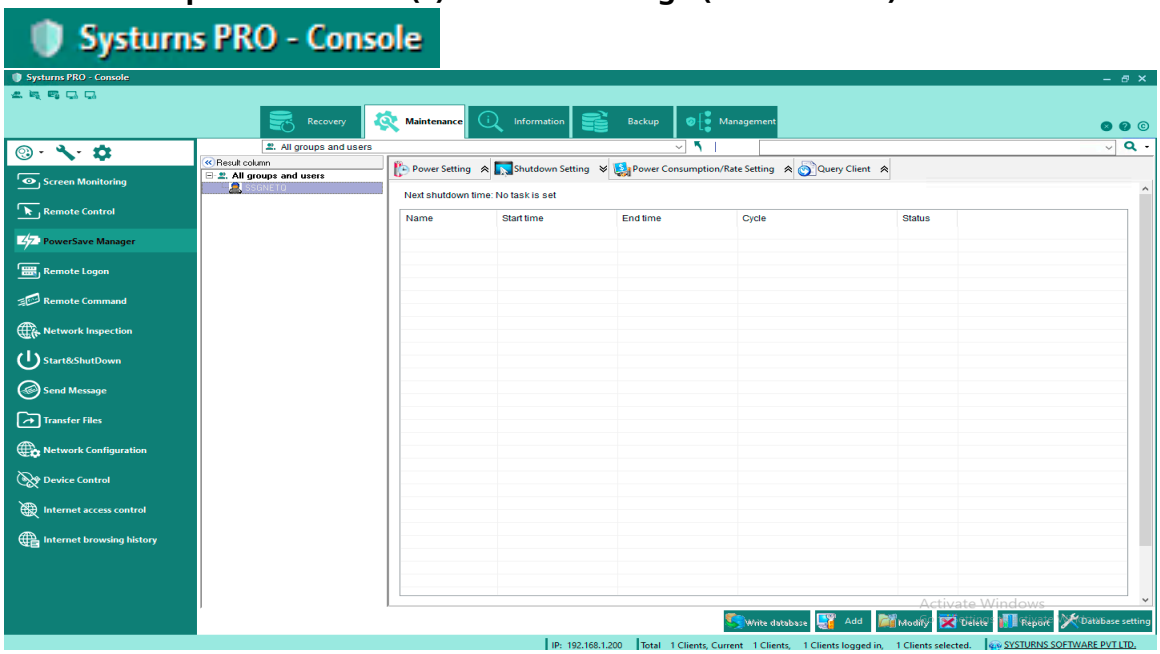
Description: This submenu provides a tool for IT administrator to enforce energy policy and apply it to typical group of remote clients. This is a part of Systurns "Green Technology" initiative. Through "Power Save Manager" submenu, IT administrator can control remote client(s) computer energy consumption by "Software Control" and "Hard Control" option. This strategy will be described as follows:

Operation: From "Maintenance" menu, select "Power Save Manager" item, Power Save Manager Submenu detail view will appear.
There are four (4) key functions provide major operation for administrator to execute energy policy setup for remote client(s).

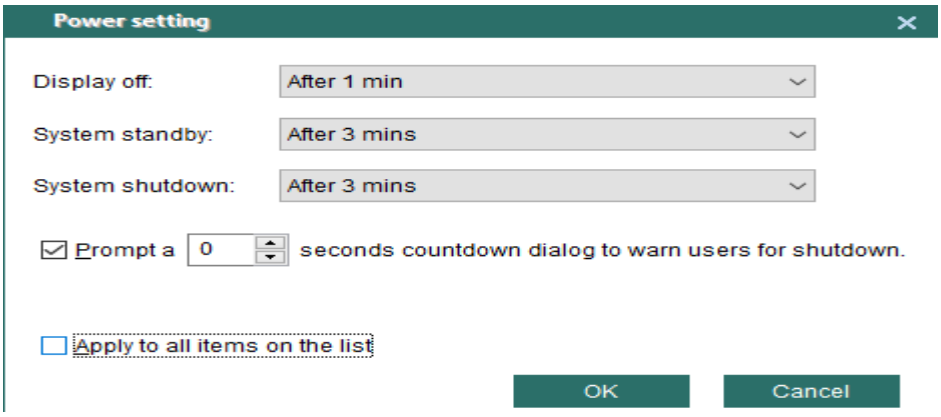
They are:

- Power Setting
- Shutdown Setting
- Power Consumption/Rate Setting
- Query Client

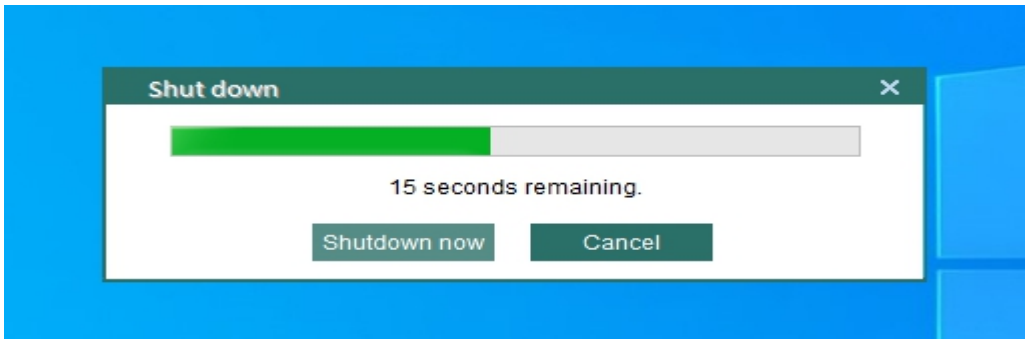
How to set up remote client(s) "Power Setting" (Soft Control):



Step 1: Select remote client(s) group for the power setting to apply.
Step 2: Select a group or a remote client and click on "Setting", a Power Setting menu will appear.



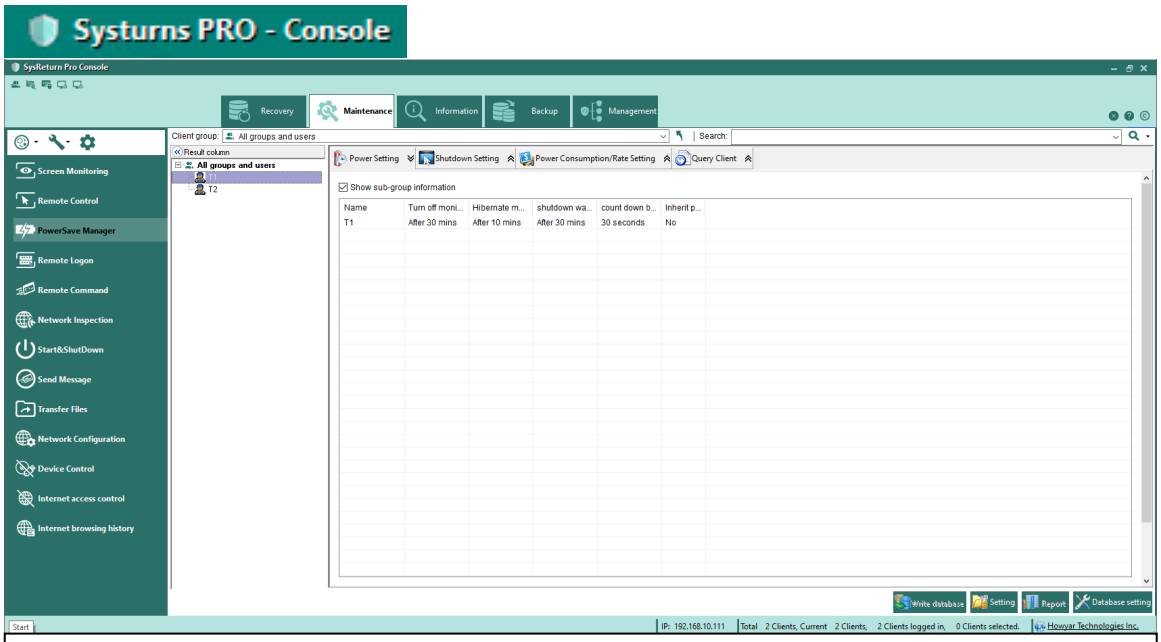
Display Off: If there is no action operated on client, set a time for it to turn off display.
System standby: If there is no action operated on client, set a time for it to enter Standby mode.
System shutdown: If there is no action operated on client, set a time for it to shut down the computer.
Prompt a __ seconds countdown dialog to warn users for shutdown: Display a pop-up message to warn users for shutdown in __ seconds, the maximum waiting time is 300 seconds, and the setting can also be applied to remote shutdown in Schedule Submenu. And when see the countdown dialog in client PC, administrator can cancel the operation from console. (See the picture below for reference)



Apply to all items on the list: Select this option to apply the setting to all the clients on the list.

Step 3: After the setting and then click **OK** to proceed. The final power setting configuration will be listed in the table.

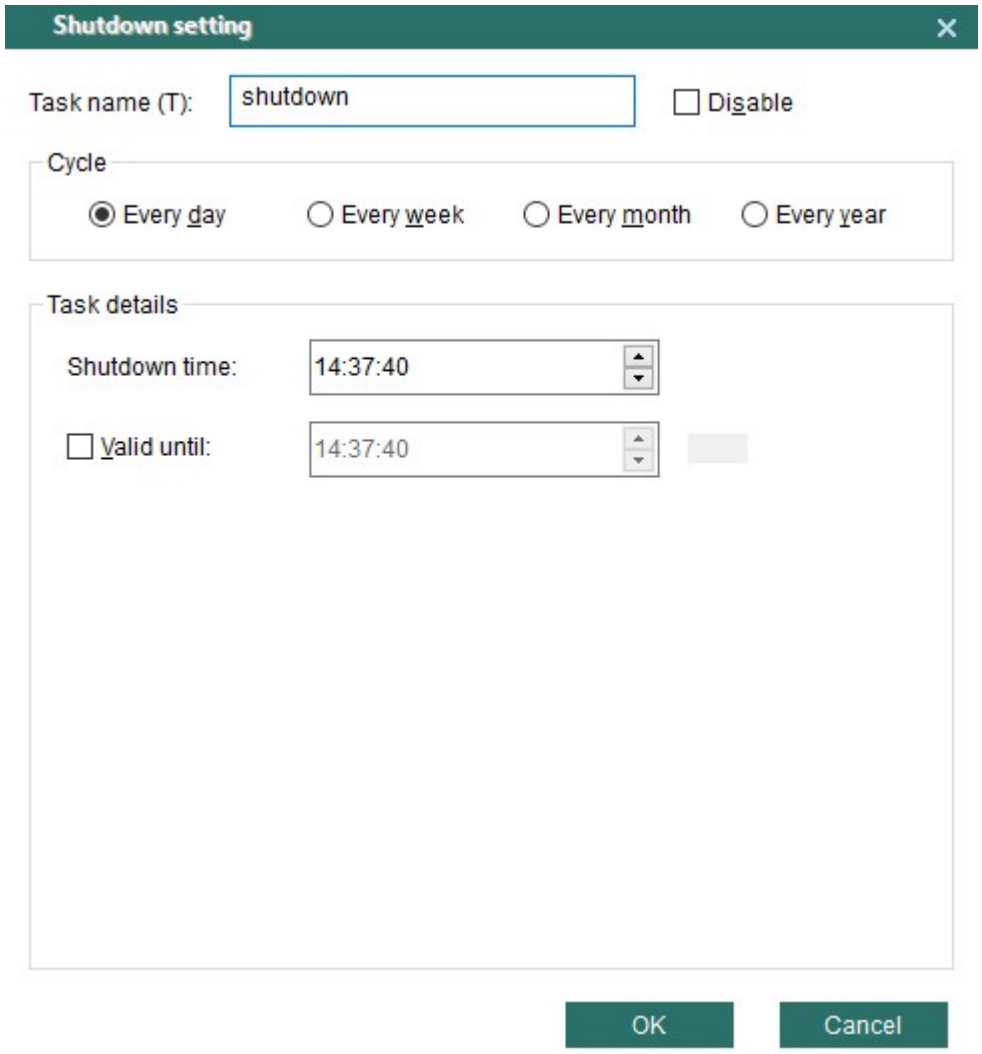
Note: Make sure you click on "**Write Database**" button to make the setting take effect.



Note: Power setting configured from above-described method is called “Soft Control”; any user will be able to power on computer without any special authorization process which differs from “Hard Control” to power on computer does require a special authorization.

How to set up remote client(s) “Shutdown Setting” (Hard Control):

Step 1: From “Power Save Manager” submenu, select “Shutdown setting” tab from the menu and click on “Setting” button, a “Shutdown Setting” menu will appear.

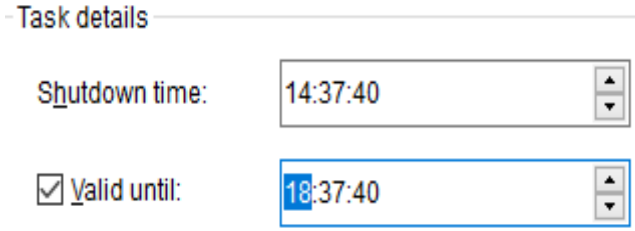


Step 2: From above menu, you can set the power management policy for all remote client(s) based on (1) Daily, (2) Weekly, (3) Monthly, (4) Annual basis. After you configure the setting and then click **OK** to proceed.

Examples:

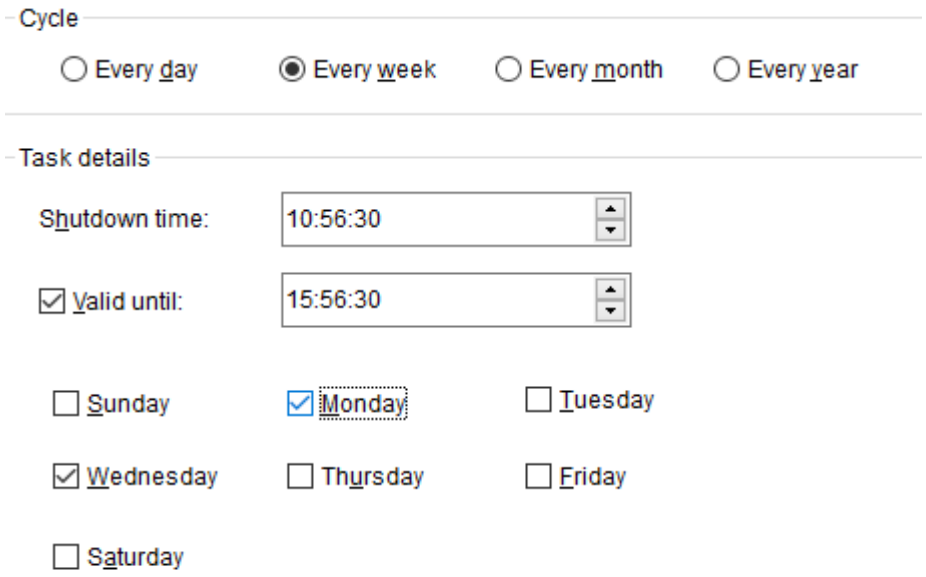
(1) **Daily**

For example: set a daily shutdown task from 14:37:40 to 18:37:40.



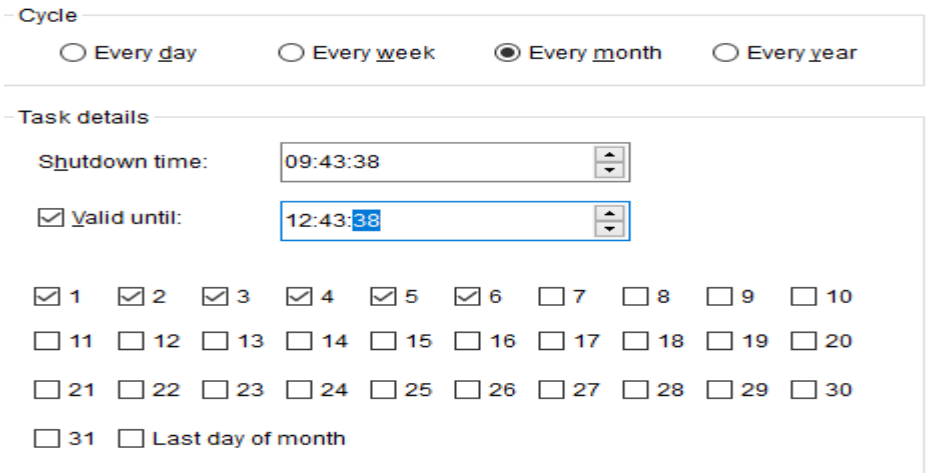
(2) **Weekly**

For example: set a weekly shutdown task from 10:56:30 to 15:56:30 every Monday and Wednesday.



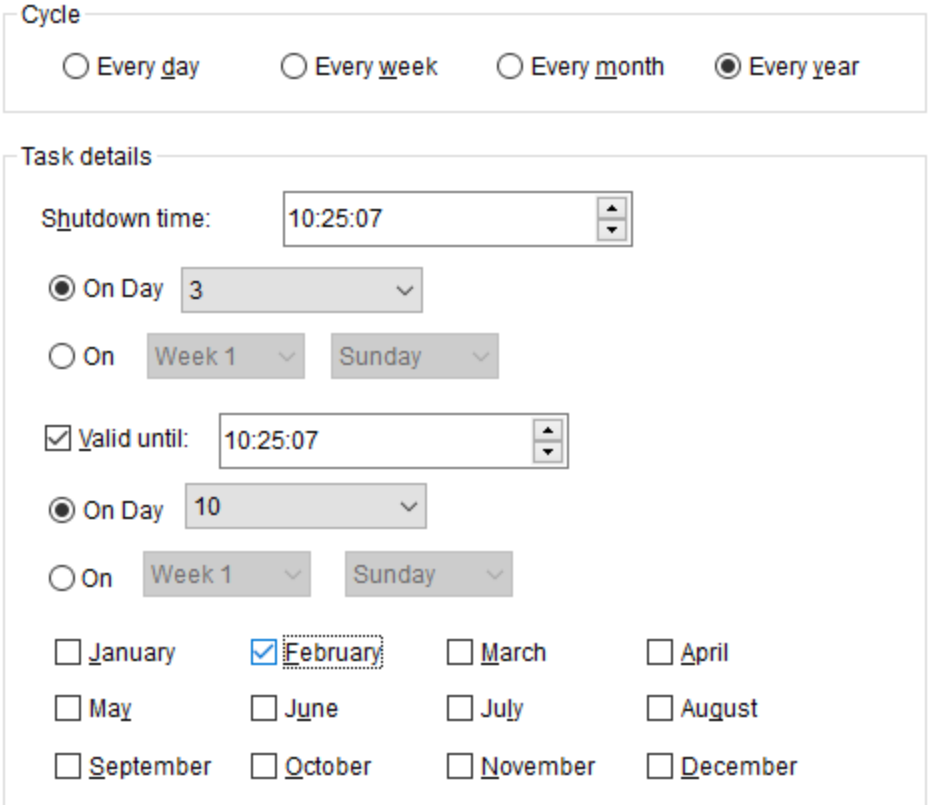
(3) **Monthly**

For example: set a monthly shutdown task from 9:43:38 to 12:43:38 on 1st to 6th every month.

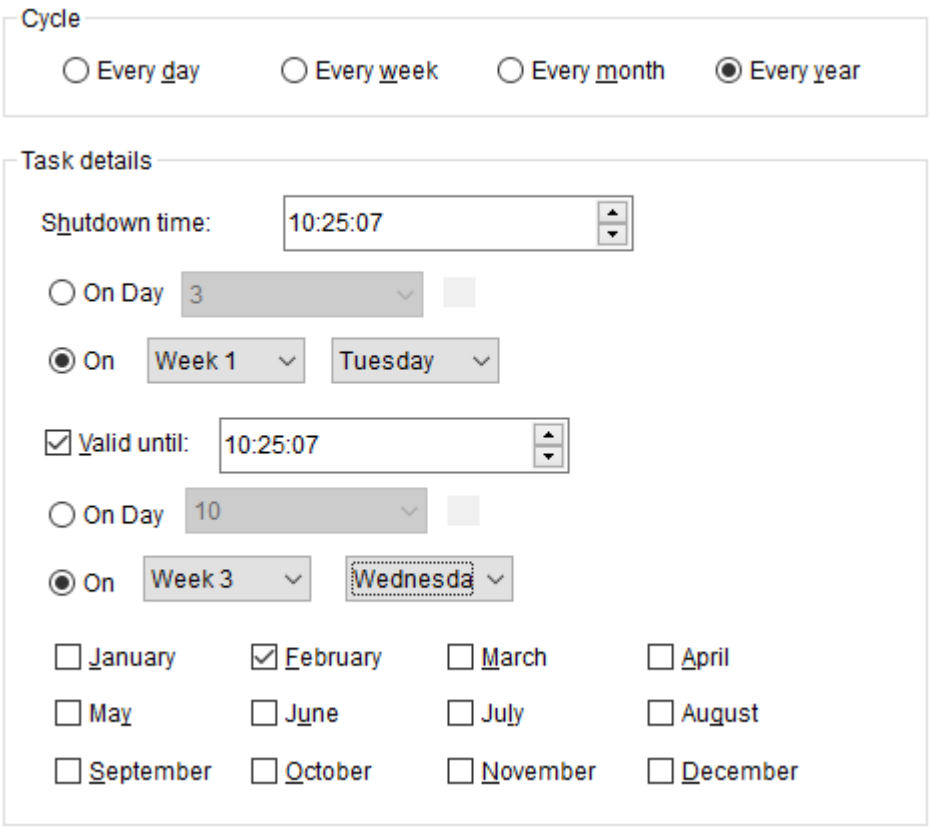


(4) **Annual**

For example: set a yearly shutdown task from 3th, February 10:25:07 to 10th, February 10:25:07 every year.



For example2: set a yearly shutdown task from Tuesday of the first week to Wednesday of the third week every year in March.



Step 3: After you have completed the shutdown setting configuration, please make sure that you have click on "**Write Database**" button to make the effect take place.

Note: Power setting configured from above described method is called "Hard Control"; any user will not be able to power on computer unless with a special authorization to allow the computer to power on. From above example: Remote Client(s) group – **"All Groups and Clients"** has been scheduled to power down at the beginning 8:00pm until 6:00am. Therefore, no computer users in this group can power on computer between 8:00pm ~ 6:00am daily unless the computer user in this group has special assigned password to do so.

Delete Shutdown Settings

Operation:

1. Choose a client or a group then select one or multiple setting tasks, and click "**Delete**" to delete the setting. (You can choose multiple items by pressing Ctrl and dragging the items you want with the mouse simultaneously.)

2. Click **"Write Database"** to overwrite the setting.

Modify Shutdown Settings

Operation:

1. Choose a client or a group then select one or multiple tasks, and click "**Modify**" to modify the setting.

2. Click **"Write Database"** to overwrite the setting.

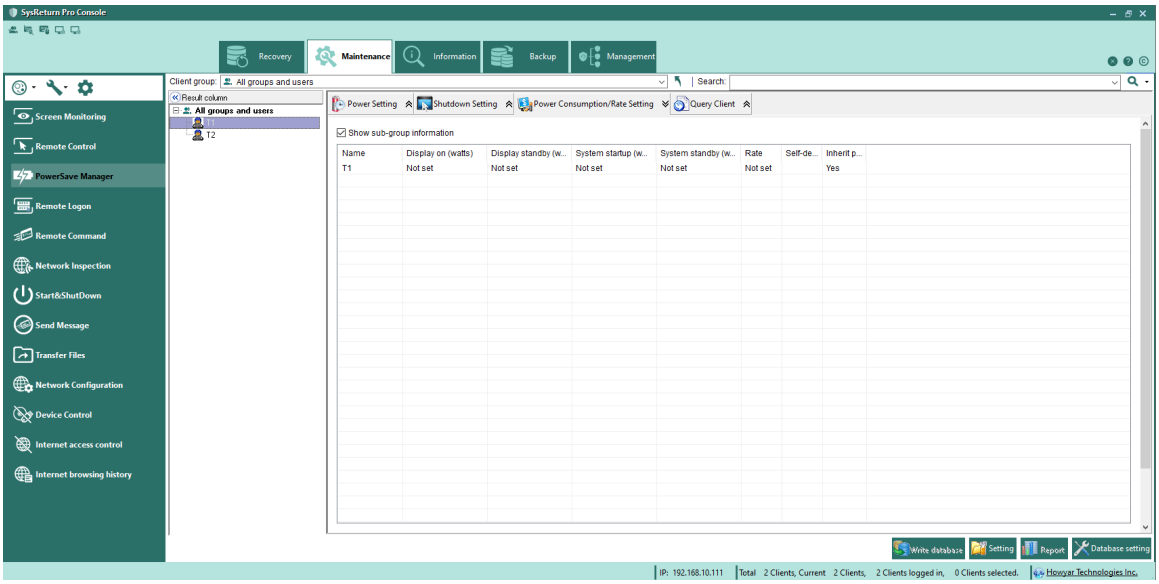
Power Consumption/Rate Setting

Description:

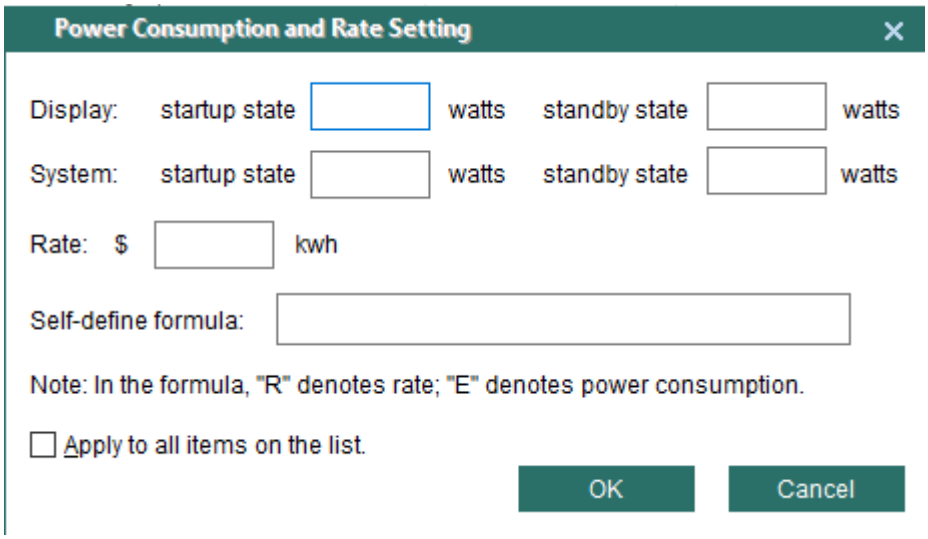
According to the Remote Clients' PCs, adjust the power consumption and rate setting for display and system under startup mode or standby mode.

Operation:

1.From "PowerSave Manager" submenu, select "**Power Consumption/Rate setting**" tab from the menu.



2.Choose an item and click “Setting”, the following picture will appear:



3.Enter the power consumption and rate for display and system when in startup or standby mode.

*The default calculation formula is: E*R
“E” denotes power consumption; “E” denotes rate.

[(The rate of display in startup state – The rate of display in standby state) x Total standby time of display]
+ [(The rate of system in startup state - The rate of system in standby state) x Total standby time of system]
+ (The rate of system in startup state x Total shutdown time of system)

Apply to all items on the list: select this option to apply the setting to all items on the list.

4. Click "**Write Database**" to save the setting.

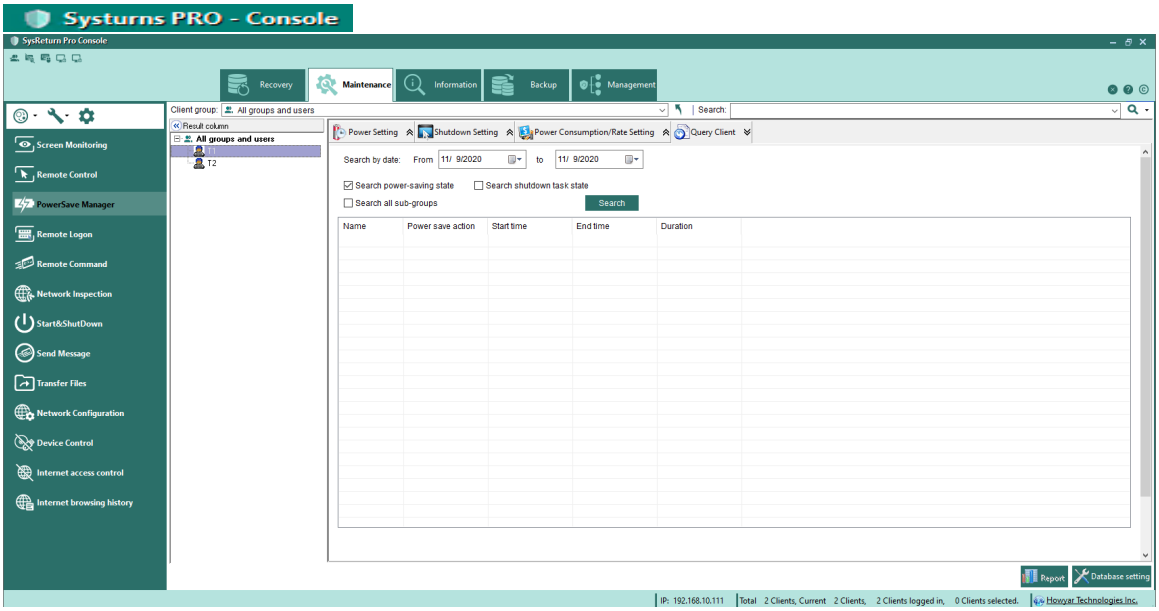
Query Client

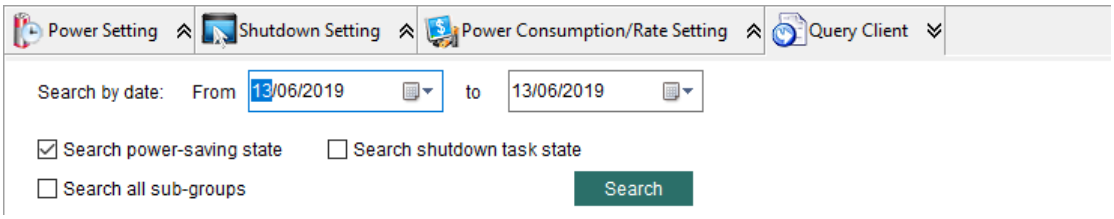
Description:

Administrator can check one of the remote client's PC or all the remote clients' PCs in the same group and see how many times and duration have they performed power consumption and rate setting in a period of time.

Operation:

1.From "PowerSave Manager" submenu, select "**Query Client**" tab from the menu.





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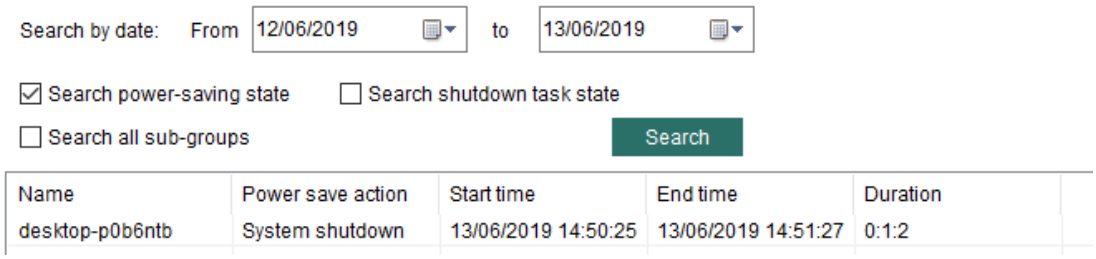
2. Select "**Search power-saving state**" or "**Search shutdown task state**" then choose a date, and click "**Search**" to check the detailed records.

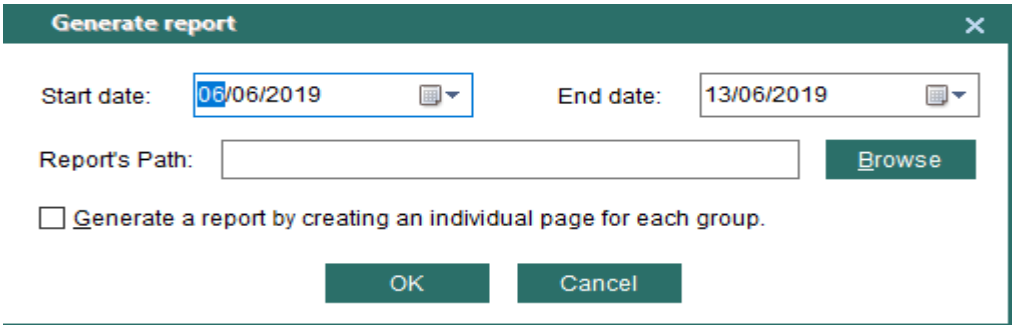


Search power-saving state: select this option to search the actions in power setting.
Search shutdown task state: select this option to search the actions in shutdown setting.
Search all sub-groups: select this option to search all sub-groups in current chosen group.

Generate report

Description: Calculate the power-saving and rate of the clients during a period in the same group, including shutdown and standby time etc. and generate a report in Excel file.

Operation: 1. From "PowerSave Manager" submenu, select a group and click "**Generate**" to get a report.



2. Enter a start and end date then click "**Browse**" to choose the location for keeping reports. Also, decide whether you want to generate a report by creating an individual page for each page. After that, click "**OK**" to generate report and automatically open the file when completed.

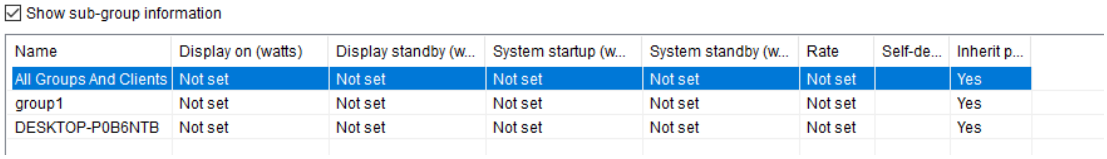
Group Inheritance

Rule for group inheritance:

a) The default setting of sub-groups is according to main group, you can see that from "Inherit property", the default setting is Yes. (See the picture below for reference)

b) You can modify the setting of sub-group individually. There will be "No" under Inherit property after you finish modifying. And the setting of sub-group won't affect main group.

c) The setting of client computers in each group is decided by the main group they belong to. If a client is added to multiple groups, the setting will remain the same as the group first joined.

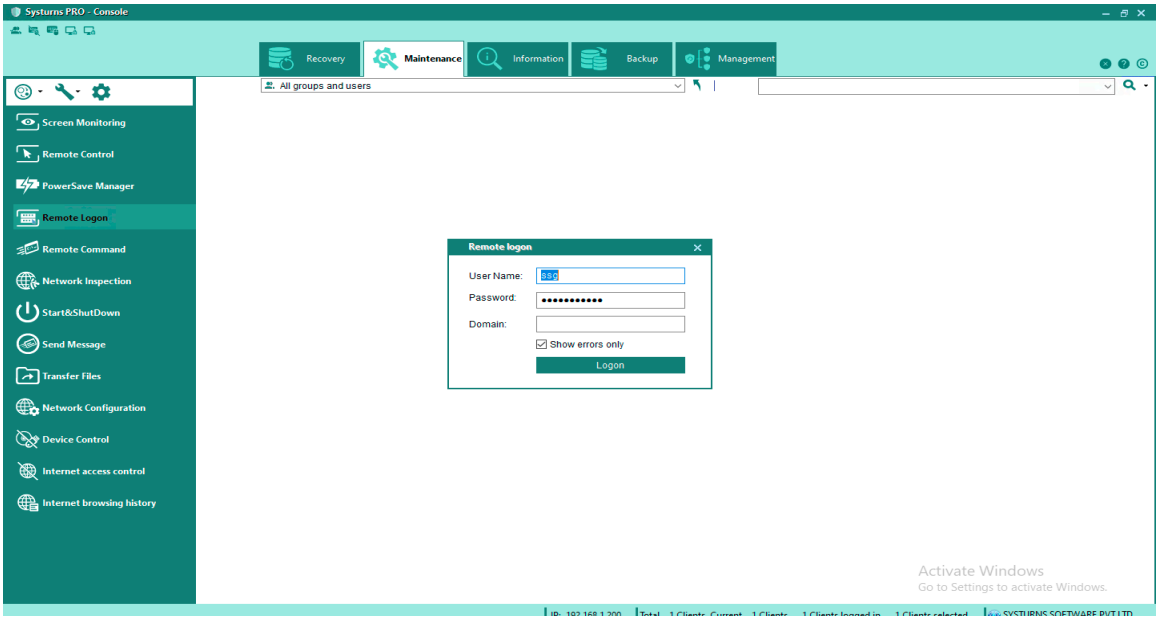


5.2.2.4 Remote Logon Submenu

Description: This menu provides IT administrator a tool to logon a group of remote client(s) with either local administrator account or domain administrator account in order to perform certain tasks which the usual user accounts will not allow or permit, such as install software under restricted Microsoft Active Directory environment.

Operation: From the left pane of Maintenance Menu click on “Remote Logon” item.

Step 1: Click on “Remote logon” item from the left pane from maintenance menu.



Step 2: Select one or multiple remote clients then enter User Name, Password and Domain to logon to appointed account, and click “Logon.”

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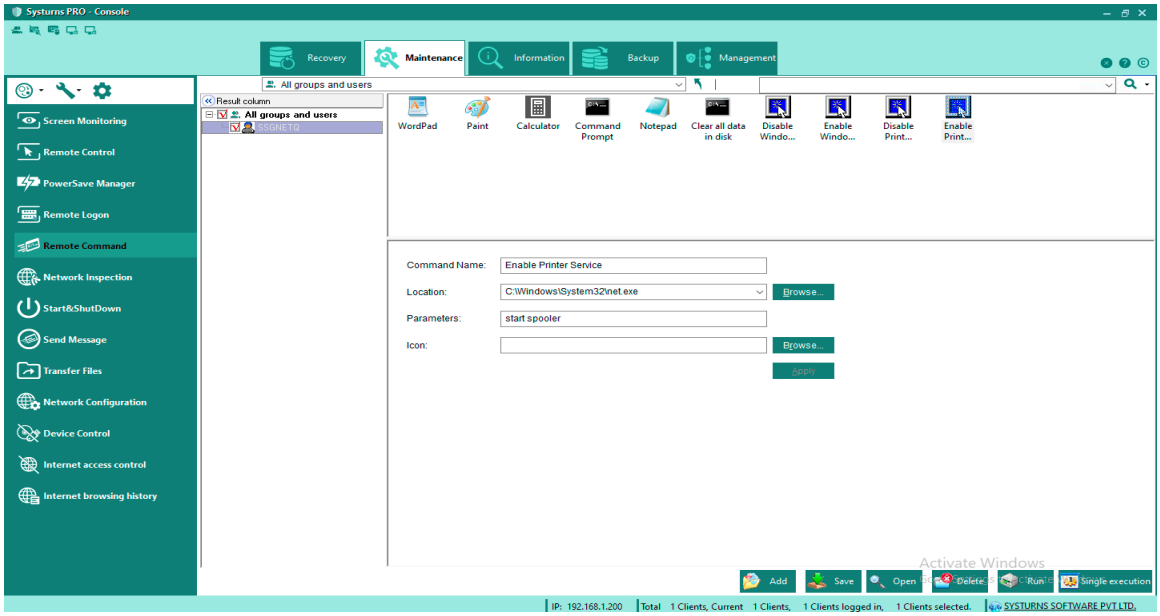
5.2.2.5 Remote Command Submenu

Description: This menu offers IT administrator a very good tool to run any application at remote client(s) by a single click on the icon from program list displayed in “Remote Command” submenu program list.

The combination of “Remote Command” and “Transfer Files” submenu offers IT administrator a tool to install software to selected remote client(s)

Operation: In order to execute any default program offered by “Remote Command” is very simple. First, you will select remote client(s) from the list and then select the program icon from the list and click “Run” to execute the program.



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(1) Add

Operation:

Step 1: From “Remote Command” submenu, click on “Add” button from the right pane, a new program icon will appear. We are using Adobe Reader 9.0 as an example here.

Step 2: At the command name field, type “Adobe”, and at the program location field, type in “Program Files” where Adobe program is located.

Step 3: At the “Parameters” field, type in the absolute program path of Adobe Reader 9.0 program: c:\program files\adobe\reader\acroRd32.exe

Step 4: After completing the configuration and setting, and then click “Save” button, the newly added program will appear on the list.

For example, the operation of open “Untitled.txt” file as following:

A. Click “Add” and see a new program icon to create a new command.
B. At the command name field, type “Untitled”, and at the program location field, type in “notepad.exe.”
C. At the “Parameters” field, type in the absolute program path of “Untitled.txt.”
D. After completing the configuration and setting, and then click “Save” and “Run” button, the newly added program will be activated on client.

(2) Save

Operation: Click “Save” to keep the current settings to default file “default.ini.”

(3) Open

Operation: Click “Open” to open a list of files that have already existed, and then choose the one you would like to configure. After that, click “OK” to confirm.

(4) Delete

Operation: Choose a command icon which you would like to remove, and then click “Delete” to complete.

(5) Run

Operation: Choose one or multiple clients that need to perform remote command, and select a program to execute. After that, click “Run” or double click on the program icon to execute.

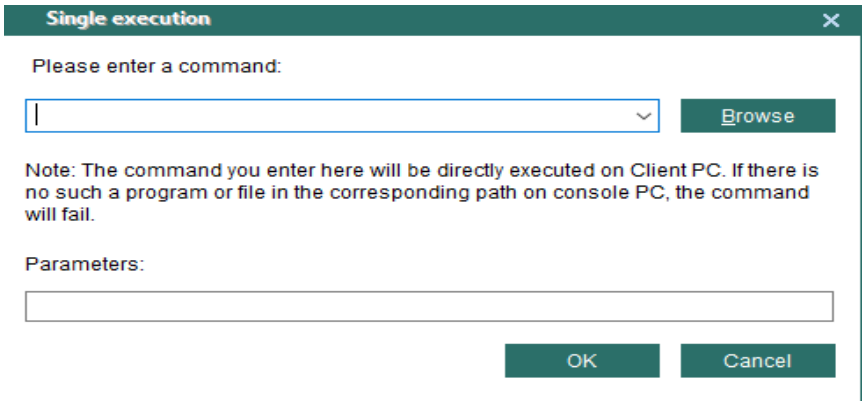
Note:

Program location includes the following commonly used paths:

- <WINDIR>：Run the appointed program under Windows folder on clients.
- <SYSDIR>：Run the appointed program under system folder on clients.
- <Program Files>：Run the appointed program under program folder on clients.
- <DOWNLOAD>：Run the appointed program under “DOWNLOAD FILES” on clients from console.
- <Temp>：Run the appointed application under temporary folder on clients.

(6) Single execution

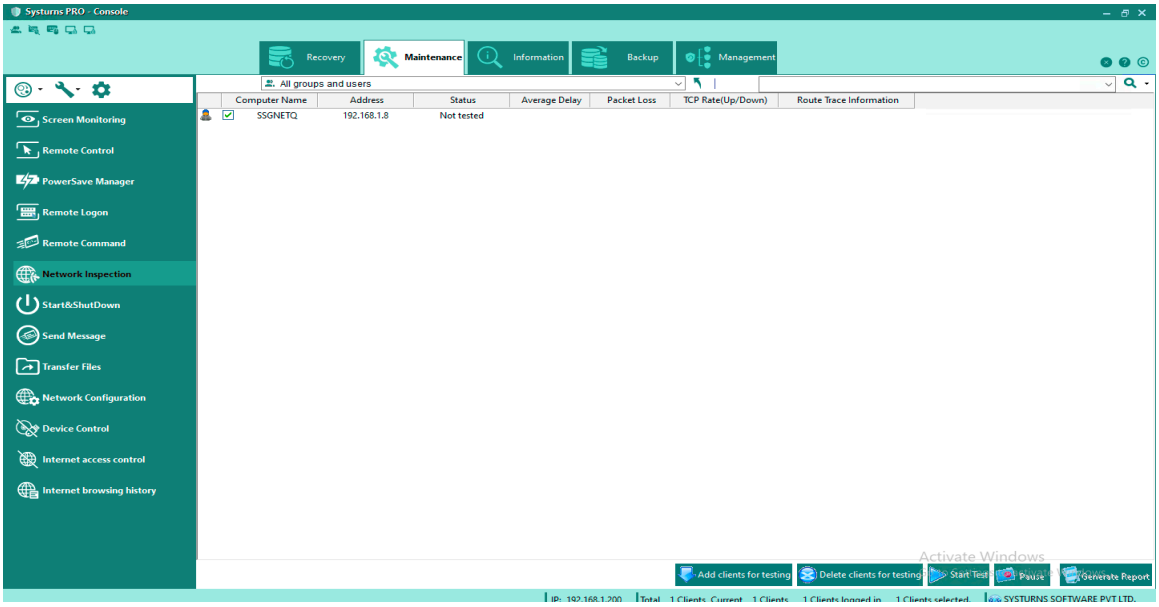
Operation: Perform remote command on clients without adding a new command program icon, see the following picture for reference:

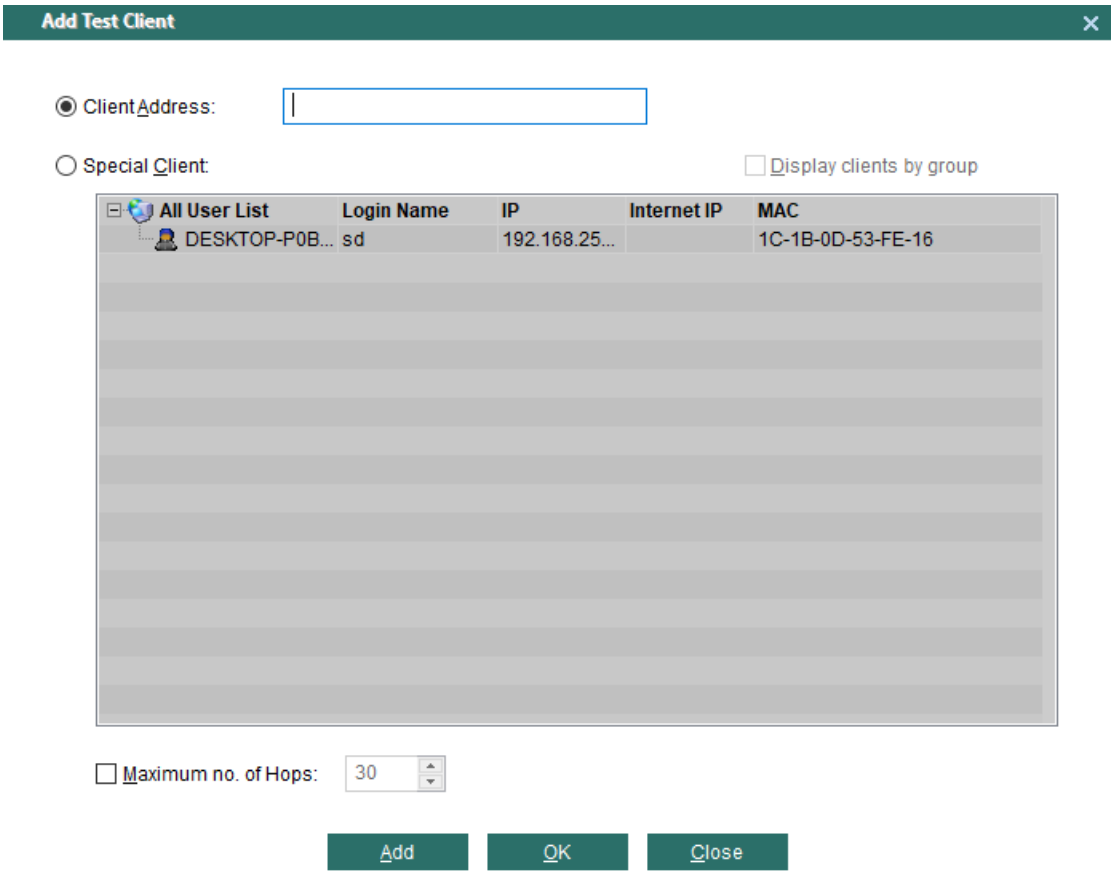


5.2.2.6 Network Inspection Submenu

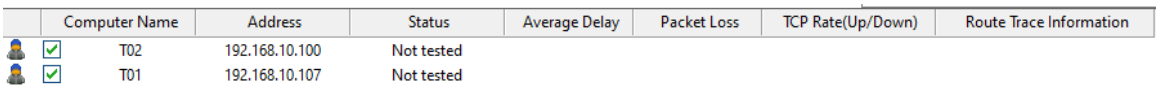
Description: This submenu offers a tool for IT administrator to filed test any remote client(s) network connection to the Systurns Console which will identify any remote client(s) has problem to communicate with Console and troubleshoot the problem.

Operation: From left pane of Maintenance Menu, select “Network Inspection” item., network Inspection submenu will appear, and then click on “Add Clients for Testing” button to select remote client(s) to be tested. An “Add Test Client” menu will appear. Select remote client(s) to be tested by clicking “Add” and click OK to continue. You can click “Start Test” for testing and the result will be listed.



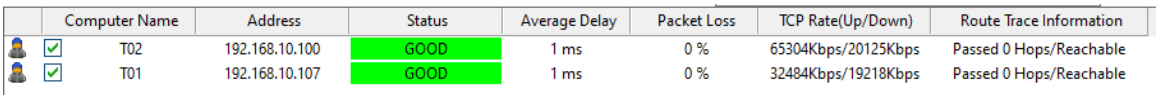


Select remote client(s) to be tested by clicking “Add” and click OK to continue.



Computer Name	Address	Status	Average Delay	Packet Loss	TCP Rate(Up/Down)	Route Trace Information
T02	192.168.10.100	Not tested				
T01	192.168.10.107	Not tested				

Choose a computer you would like to test and click “Start Test.” The testing result will be listed.



Computer Name	Address	Status	Average Delay	Packet Loss	TCP Rate(Up/Down)	Route Trace Information
T02	192.168.10.100	GOOD	1 ms	0 %	65304Kbps/20125Kbps	Passed 0 Hops/Reachable
T01	192.168.10.107	GOOD	1 ms	0 %	32484Kbps/19218Kbps	Passed 0 Hops/Reachable

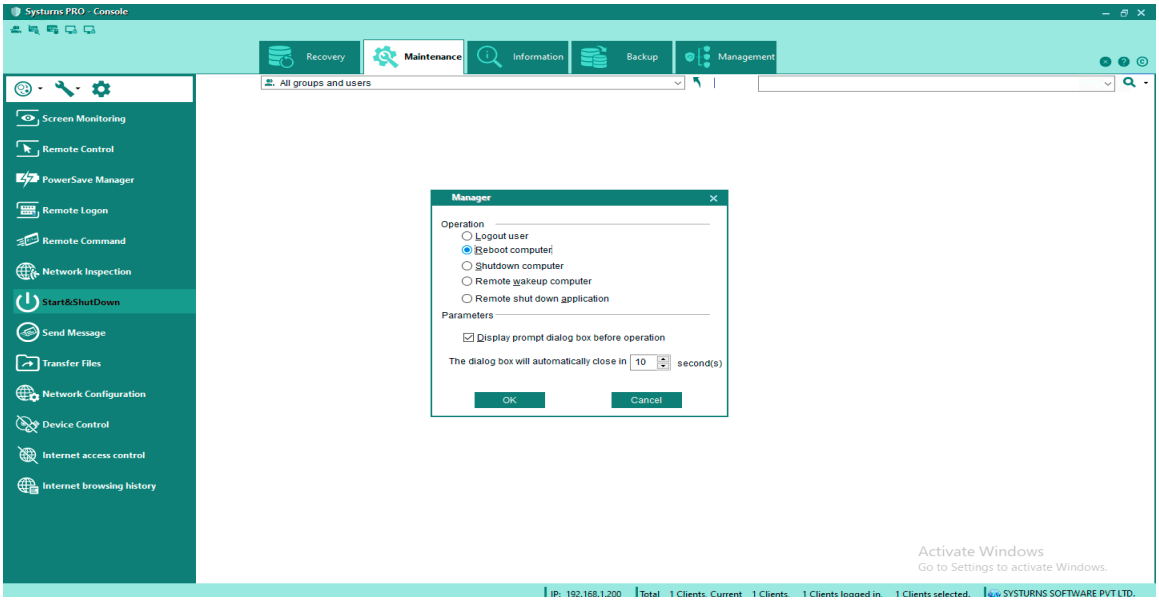
You can have a report by clicking “Generate Report.”

5.2.2.7 Start & Shutdown Submenu

Description: This menu offers IT administrator a tool to start or shut down any remote client(s) and a group of remote clients. It also offers remote WOL capability.

Operation: From Maintenance Menu, on the left pane, select “Start & Shutdown” submenu. A “Start & Shutdown” manager menu will appear. You can use this menu to perform start or shutdown remote client(s).

Step1: Choose one or multiple clients. (Choose none to operate on all Clients on the list)
Step2: Select an operation to perform.
Step3: Select “Display prompt dialog box before operation” if you want, and enter a time for it.
Step4: Click OK to operate.



Note:

- Conditions for operating Remote Wakeup Computer successfully: ❶ Network card needs to support “WOL”. For example, the most commonly seen 8029/8139 can both support this function. ❷ Mainboard needs to support Remote Wakeup function, PII or up will do. ❸ When perform this option, remote client(s) needs to comply with ATX power. ❹ Uncheck the option of “Remote shut down computer, force to turn off power” in Client setting menu.

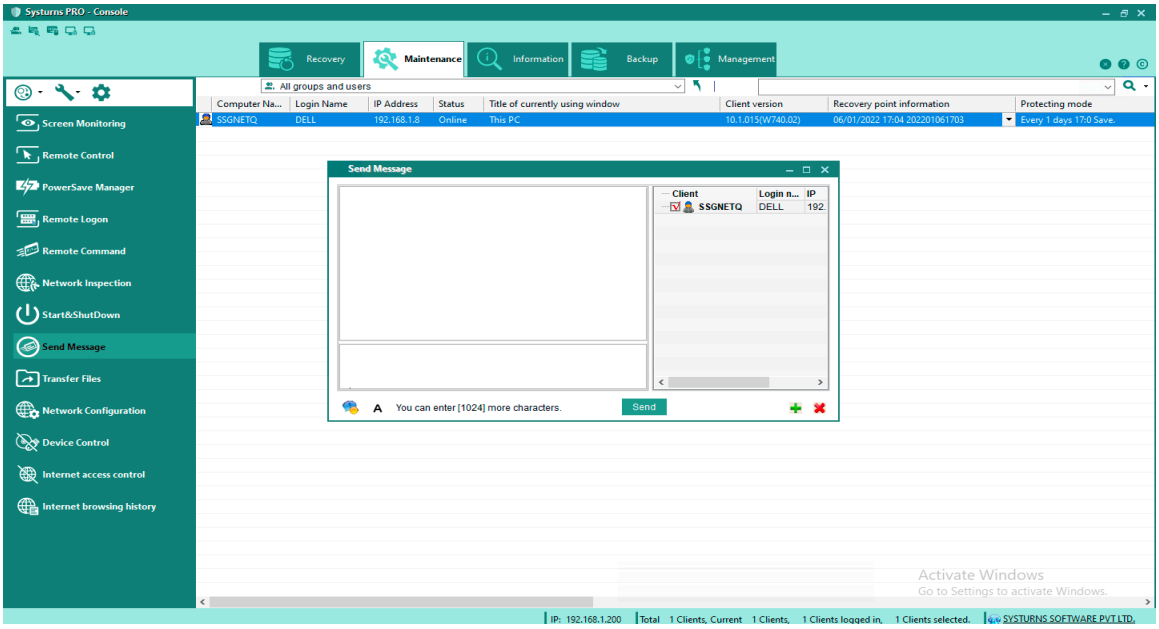
- Remote Wakeup Computer can only be performed on clients in the same LAN as console and have already logged in to console before and the icons displayed in grey.

5.2.2.8 Send message Submenu

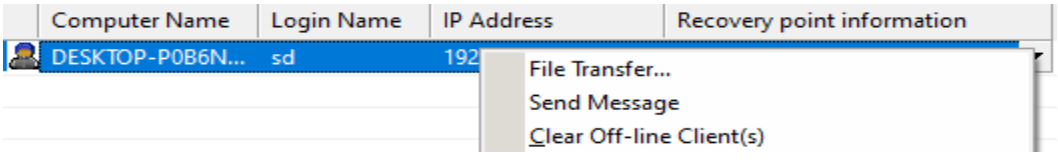
Description: This menu provides additional communication system for your organization. Sent message will appear on end user desktop and also provide instant reply option. This communication system differs from e-mail communication is sent message will be viewed by the recipient without open e-mail application and will be able to read the message immediately.

Operation: Click on “Send Message” item on the left pane of Maintenance Menu., a pop-up menu will appear and ready to send message, by clicking on the “Add” button, a new “Add Group and Client” menu will appear. This operation can also be done by right click menu.

Select remote client(s) and click Send Message on the left pane of Maintenance Menu, the following picture will appear, and you will be able to send message to remote client(s).



Right click on the remote client and select Send Message can also operate this function, see the picture below for reference.



Note: Only images in BMP file format can be sent to client from console.

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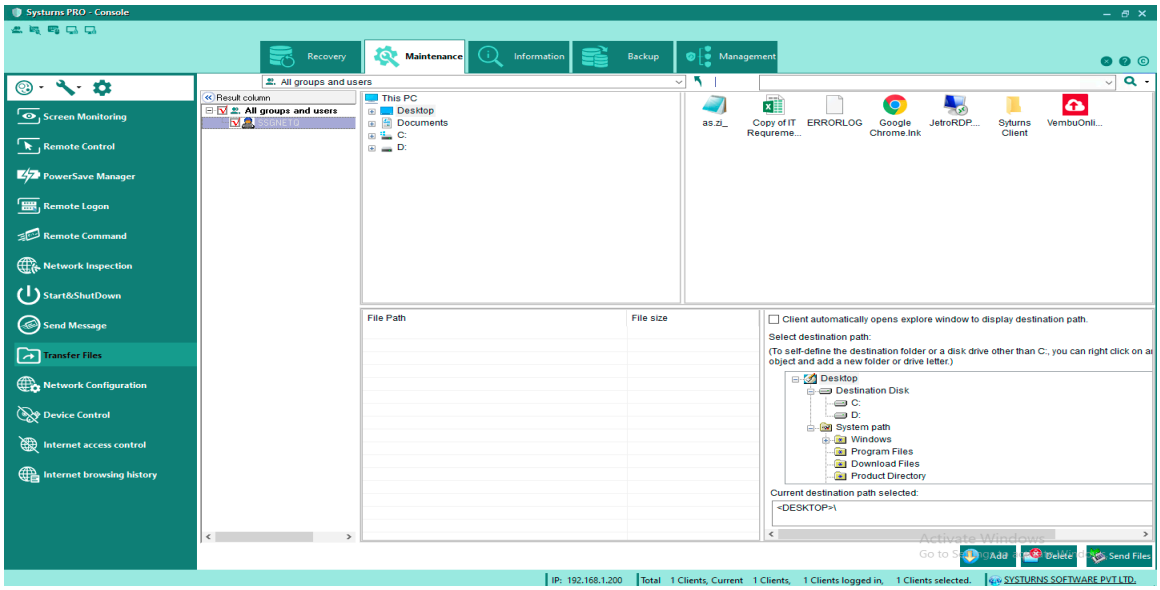
5.2.2.9 Transfer Files Submenu

Description: This menu provides IT administrator a tool to send any data folders or files to any or group of remote client(s). The combination of “Transfer Files” and “Remote Command” submenu offers IT administrator a tool to remotely distribute software and run applications after it has been installed. Console can send files to any or a group of clients, and if one of the clients doesn’t have enough capacity to receive the file, there will be a pop-up screen on console to confirm with the administrator whether proceed the operation with other clients. The maximum number of adding files and folders is 256 in total.

Operation: Click on “Transfer Files” item on the left pane of Maintenance Menu, select “Add” button to select the data files or folders to be transferred. After confirming the setting and targeted remote client(s), the file path of the selected file will display in the red square, and then click on “Send Files” for the task. If you would like to delete the files that are about to be transferred, please choose the files you would like to remove and click on **Delete**.



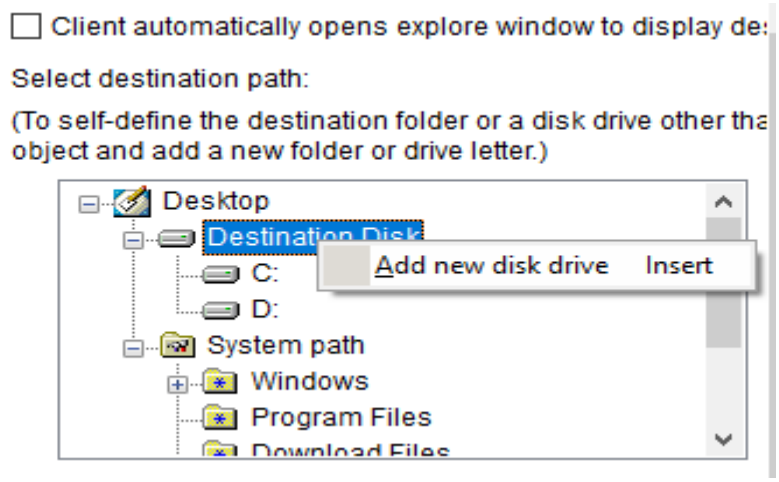
a. File path: You can choose from system folder or create a new folder to be the destination path for receiver.

(1) System folder

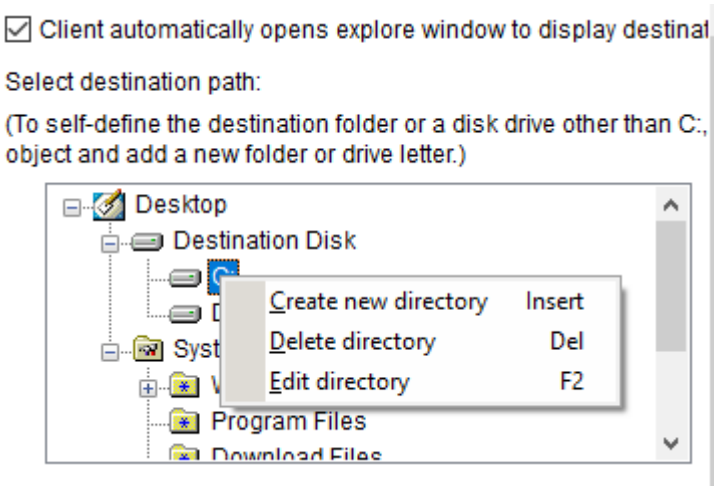
Directly choose system folder as the destination path for receiver.

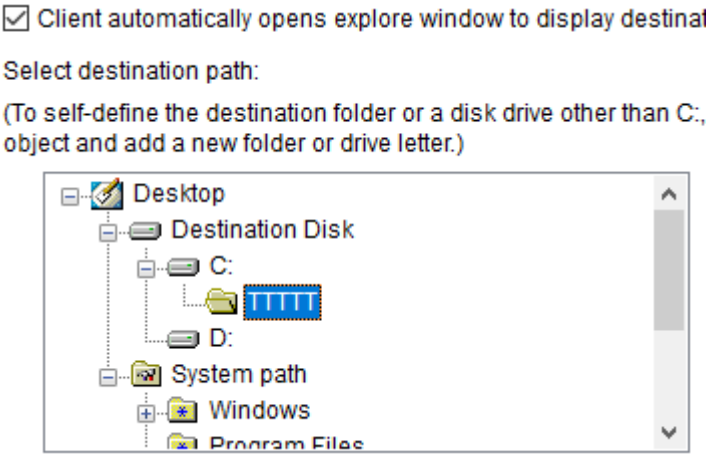
(2) Create a new folder

a. Right click on the destination disk and add new disk drive named C, D, E etc. (See the picture below for reference)

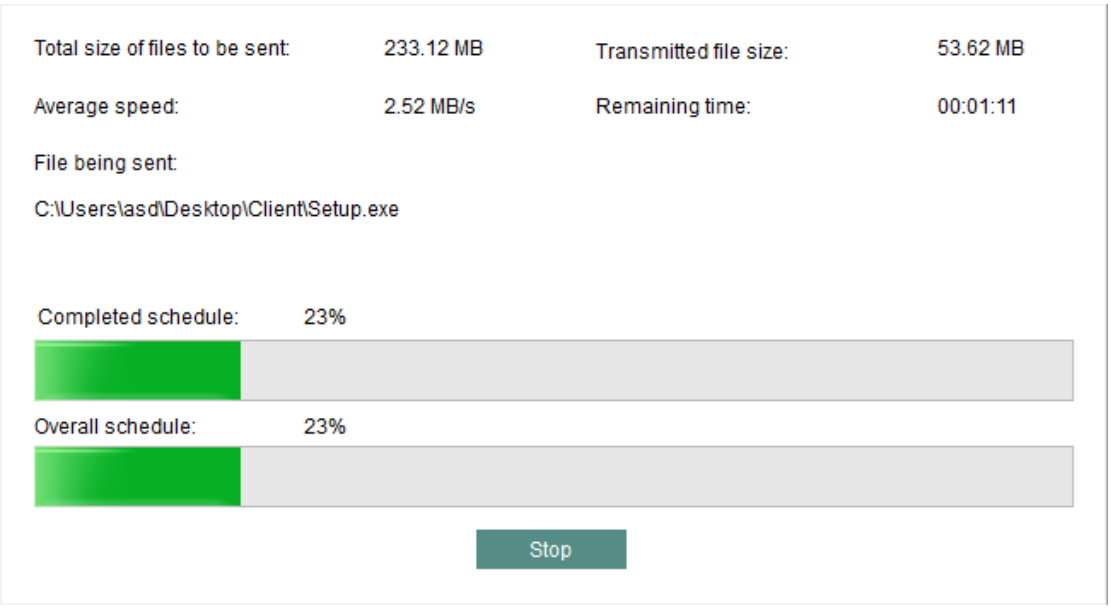


b. Right click on the new created hard disk, choose “Create new directory” in right click menu and a new folder will be added. We name it “**TTTTT**” here for example. (See the pictures below for reference)





Click on “Send Files” to complete the operation.

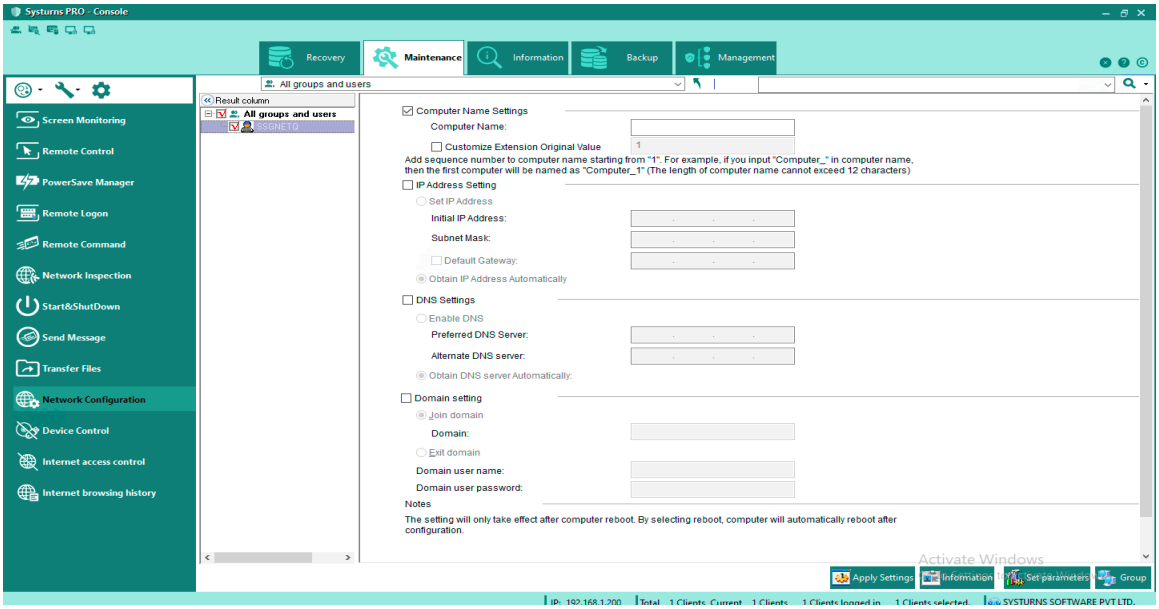


Note: Choosing “Client automatically opens explore Window to display destination folder” will display the transferred content automatically after the operation finished.

5.2.2.10 Network Configuration Submenu

Description: This menu provides IT administrator a tool to configure remote client(s), (1) Computer names, (2) Network IP Address, (3) remote Client(s) DNS setting

Operation: Click on "Network Configuration" item on the left pane of Maintenance Menu. Select "Information" button to check the current remote client(s) network settings. You can also click "Set Parameter" button to set the parameters to configure remote client(s) network settings. After you have entered the information to the field from the network configuration submenu and then click "Apply Setting" button to finish the configuration.



(1) Computer Name Settings

Single computer name: set the computer name for a single selected client.

Multiple computer name: click "All Groups And Clients" or select multiple clients from the left and set computer name for them.

Customize Expansion Original Value: System will automatically expand the number From the value you entered, the default value is 1. (Expansion original value can only be numbers)

For example, entered “3” in Customize Expansion Original Value and set the Computer
Name as “Computer”. In that way, the first computer name will be “Computer3”, the
second one will be “Computer4”, and so on. (The length of computer name should not
exceed 12 characters)

Note: If you set the computer name only for a single computer, then the Customize
Expansion Original Value cannot be applied.

(2) IP Address Setting

Set the Initial IP Address, Subnet Mask, and default gateway of remote client(s). You can
also select “Obtain IP Address Automatically” to get the IP Address during computer
startup. (Require DHCP server on the internet)

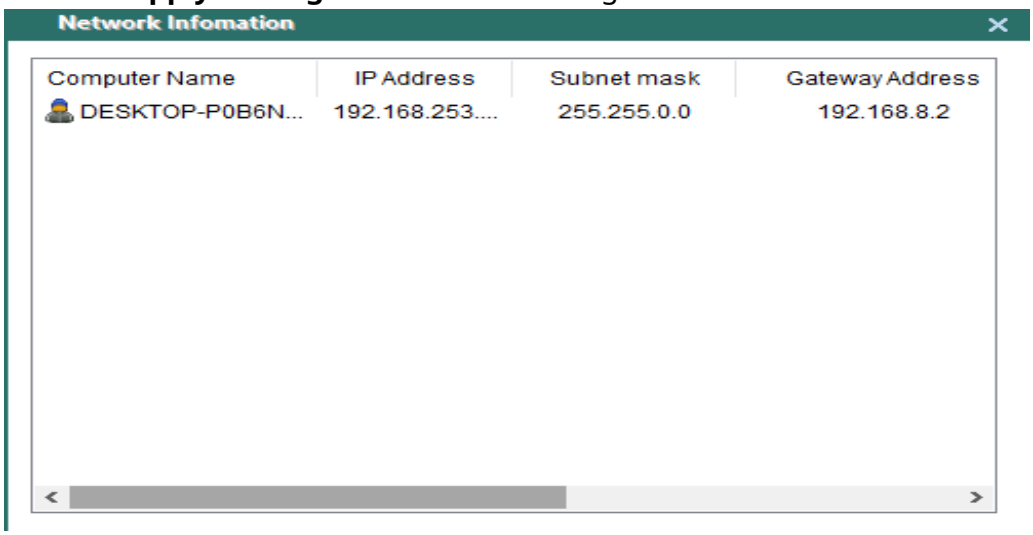
(3) DNS Settings

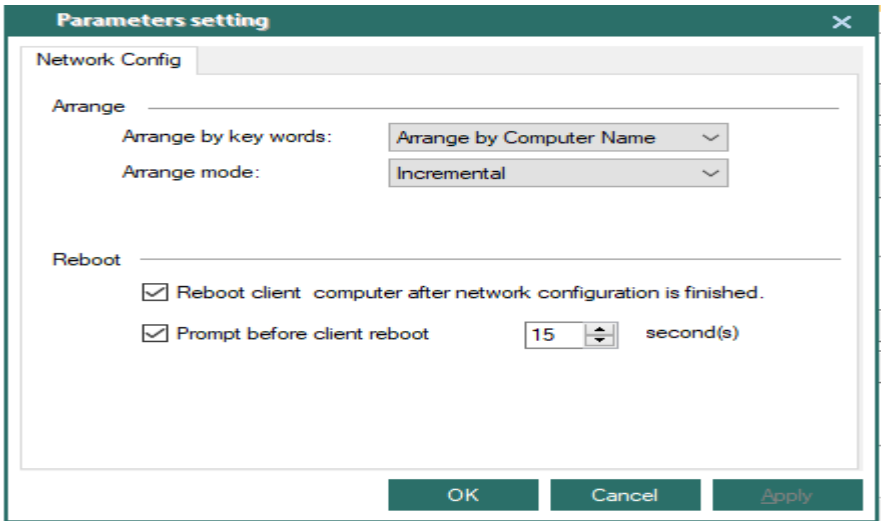
If you would like to enable DNS server, then enter the DNS address you prefer.

(4) Domain Setting

You can perform “Join domain” or “Exit domain” on online client(s) from here.

Click on “**Apply Settings**” to finish the configuration.





Description of "Group" button in tool bar below (See the picture above for reference):

① When modifying Computer Name, IP Address for a group of clients, you can use this function to arrange the sequence as you wish.

② After clicking on "Group" button, you will see a screen from the right side, and you can: (a) according to the computer sequence you want, go to client PC and execute the steps from support function. (b) from client PC, press "ScollLock" button on the keyboard to arrange the order according to the sequence of executing support function on the client. The name of computer and IP address will comply with the sequence you arranged after the setting.

Note:

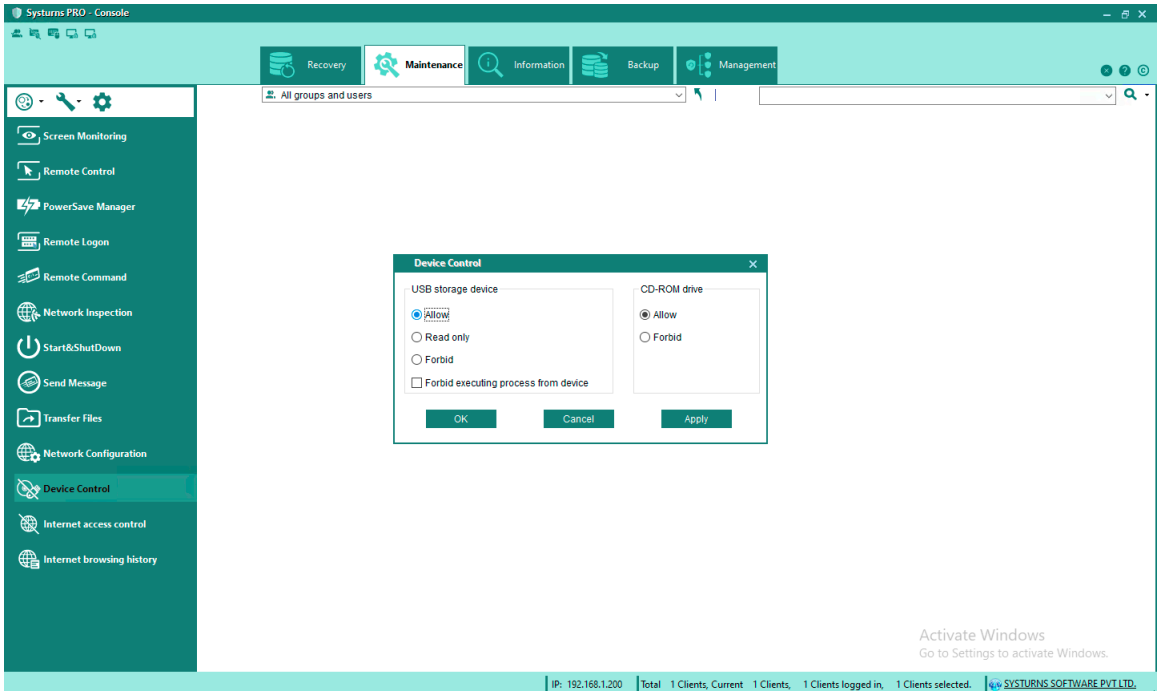
1. After finishing Network Configuration setting, reboot remote clients' PCs to let the effect take place.
2. If the remote client is copied through our NetCopy, and you would like to modify the IP Address and other related settings on client, please modify it on client first (For example, modify IP Address of network card). When reboot the computer, it will recover to the original IP setting. If you would like to modify it permanently, you have to do it from console or Network Configuration on client.

5.2.2.11 Device Control Menu

Description: This menu provides IT administrator a tool to control USB storage device and CD-ROM drive on client(s) by using “Allow”, “Read only”, “Forbid” to limit the USB access; “Allow” and “Forbid” to limit CD-ROM access.

Operation: Click on “Device Control” item on the left pane of Maintenance Menu, and choose an option to control USB storage device and CD-ROM drive on client(s).

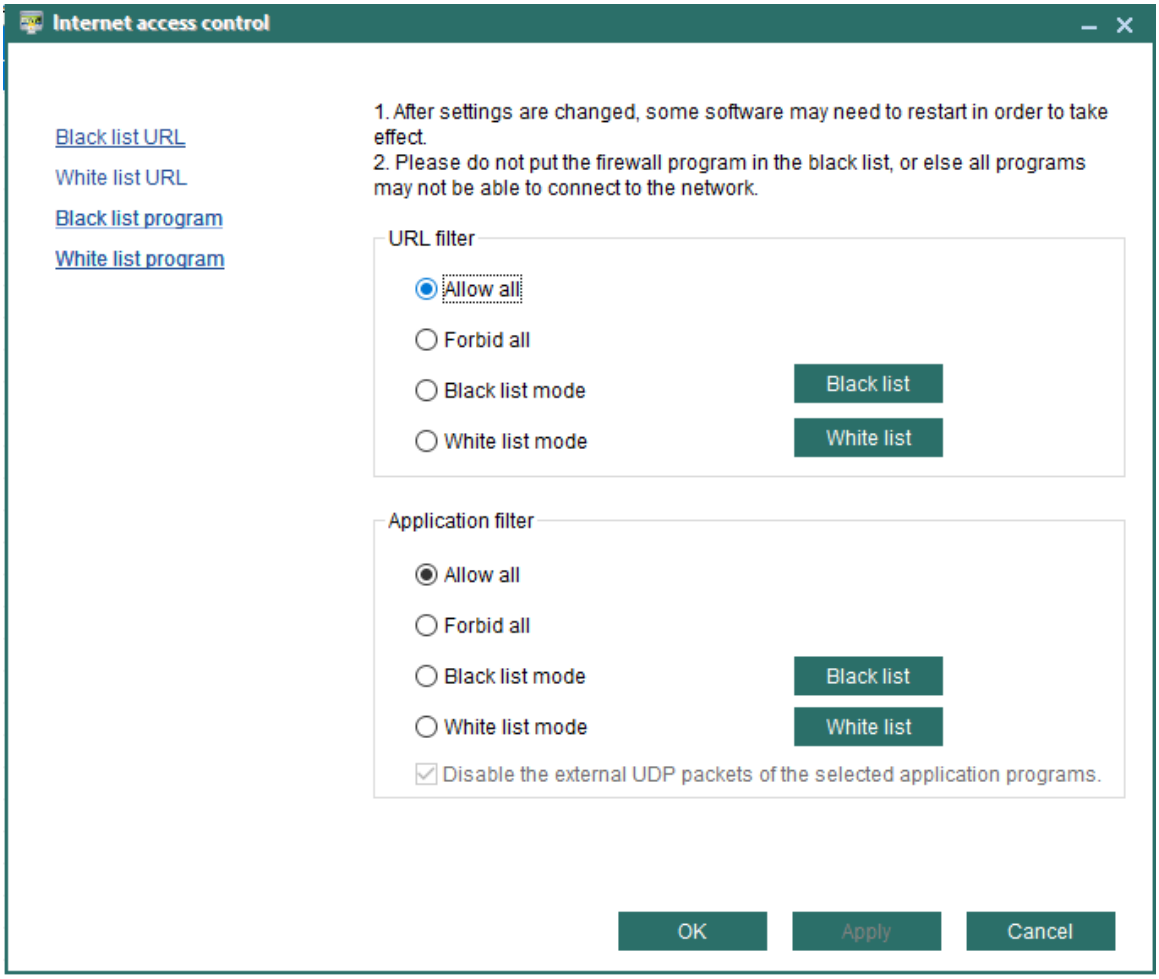
Allow: allow remote client(s) to use the device.
Read only: the device can only be read and no execution will be performed.
Forbid: remote client(s) cannot use the device.
Forbid executing process from device: this option can only be checked under **Allow** or **Read only** mode, and the client(s) won’t be able to execute process from device.



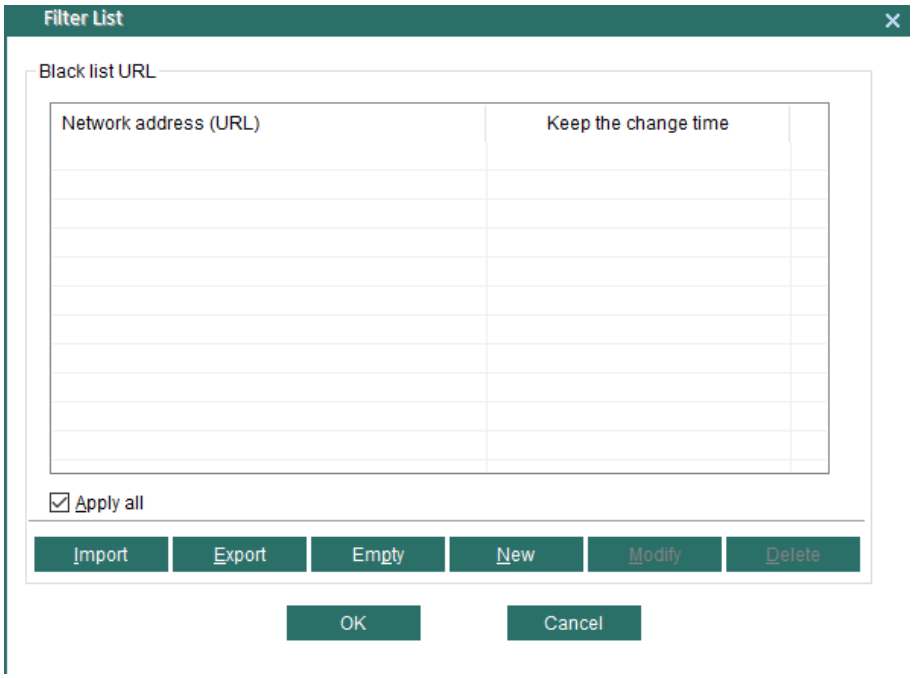
5.2.2.12 Internet Access Control

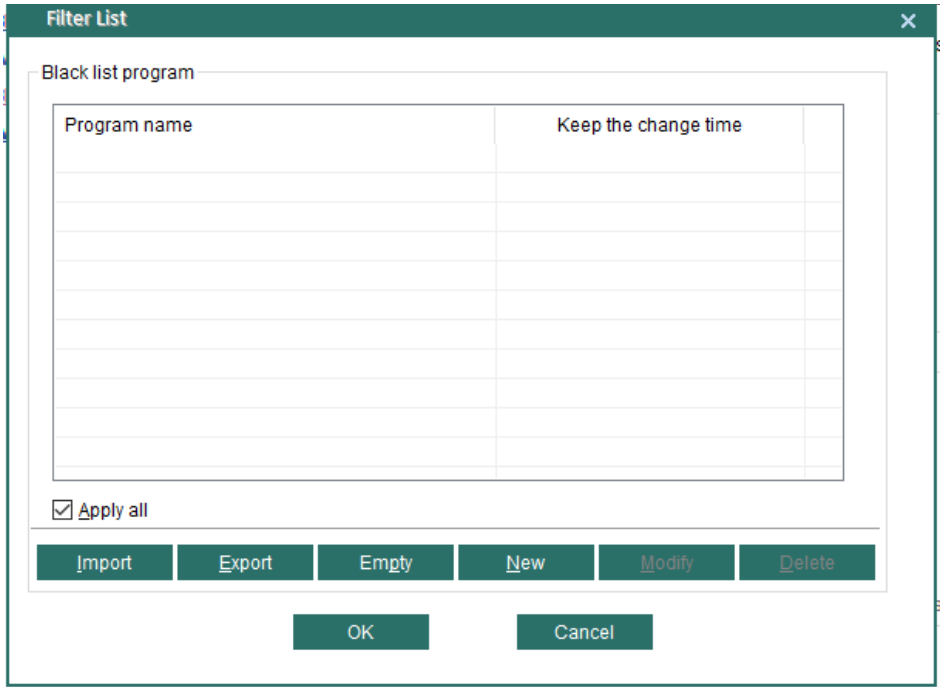
Description: Console can control clients' internet websites and application access behavior.

Operation: This function can be divided into two parts: **website filter** and **application filter**. Users can apply "Allow all", "All forbid", "Black list" and "White list" these four functions.



Please edit the list from “Black list” and “White list” button. (Please refer to the pictures
below)

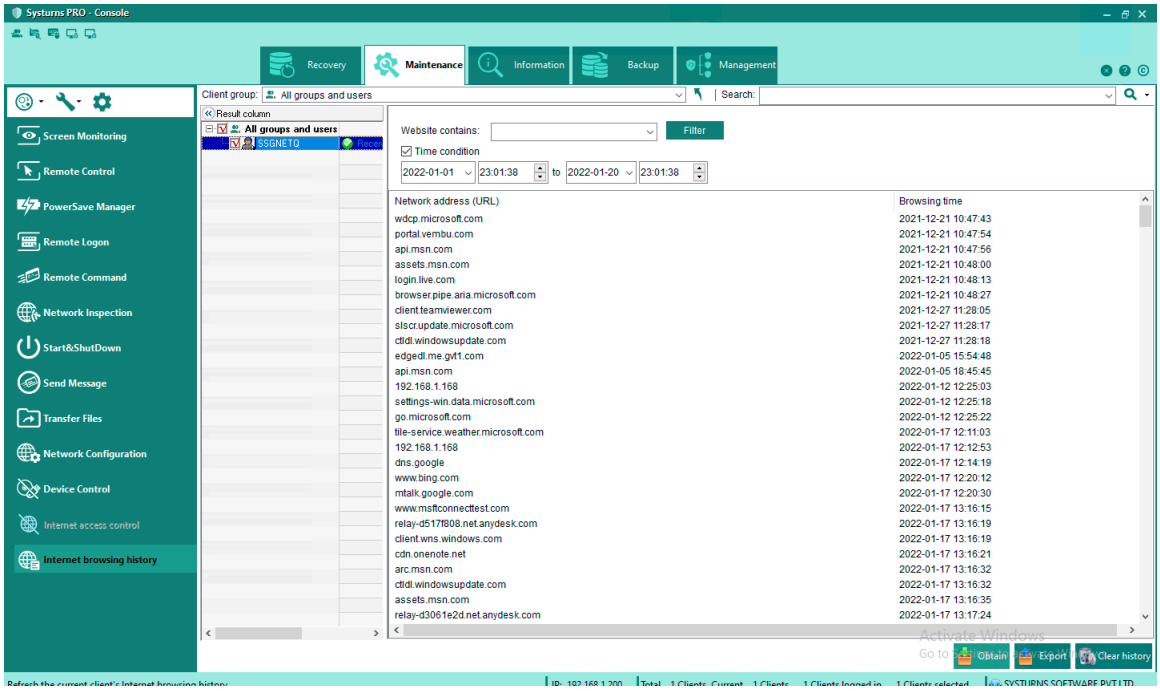




5.2.2.13 Internet browsing history

Description: You are allowed to check Clients' internet browsing history through this function.

Operation: Please click "Internet browsing history" on the left pane of Maintenance Menu, and you can see the internet browsing history of each Client.



5.2.3 Information Menu

This menu provides IT administrator a set of tools to gather information from any group of remote client(s) in order to provide asset management information for a regulation compliance, also gather any remote client information for analysis and troubleshoot, furthermore it will allow IT administrator to create data folder inside non-recovered space for a special handling of disaster recovery strategy.

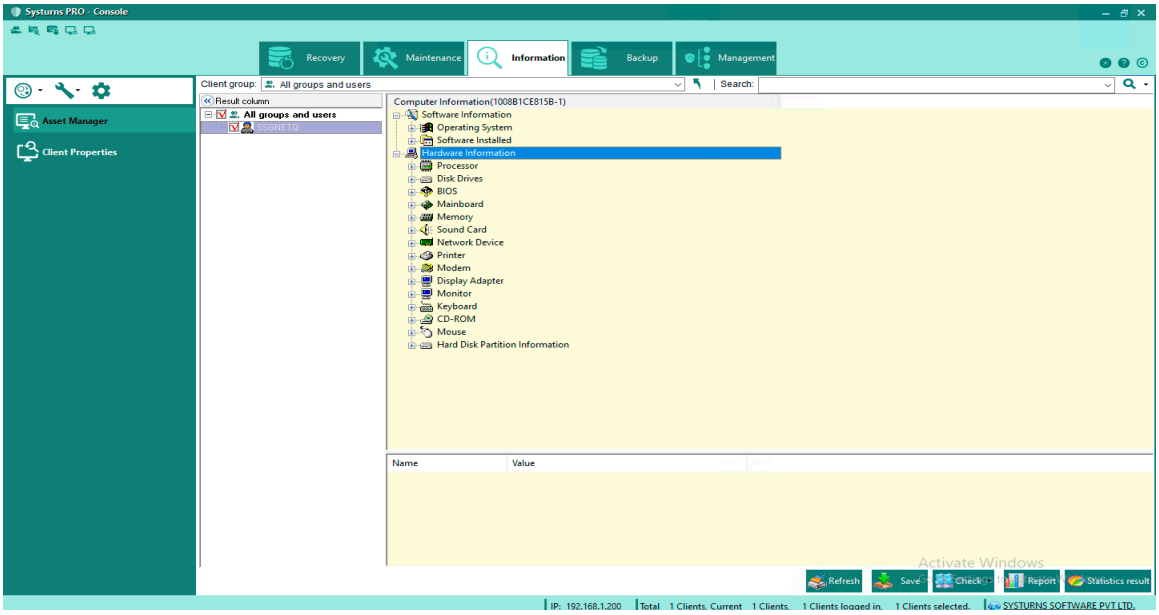
There are two (3) key functions in this menu which will be described in detail as follows:

- Asset Manager
- Client Properties

5.2.3.1 Asset Manager Submenu

Description: This menu provides IT administrator a tool for collecting remote client(s) information and generating a report for asset management and regulation compliance.

Operation: From left pane of “Information Menu”, select “Asset Manager” submenu, the detail menu will appear on the right pane.
Click on any remote client to collect “Software” and “Hardware” information. When this information received, there will be a “+” sign associated with software and hardware item listed. You can expand the “+” sign to review the detail.



Note:	There are additional functions provided in this menu which you will be able to save the current data or create a report based on the current data collected. The detail procedure will be provided as follows:

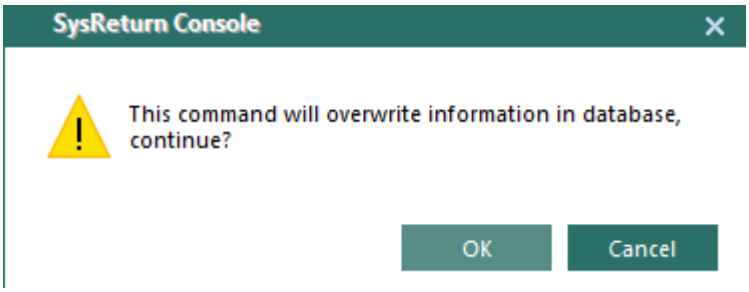
Refresh

This feature is to be used for refreshing remote client's software and hardware information.

Save

This feature is for saving remote clients software and hardware information data to the data base.

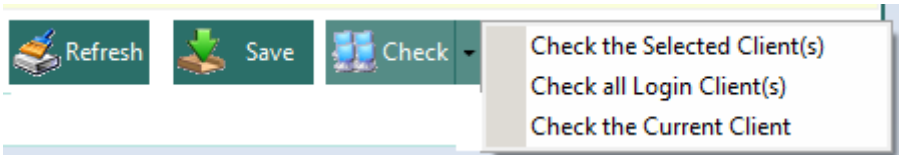
Operation: Click on "Save" button, the following pop up screen will appear, (see the image below) and then click OK to save the data.



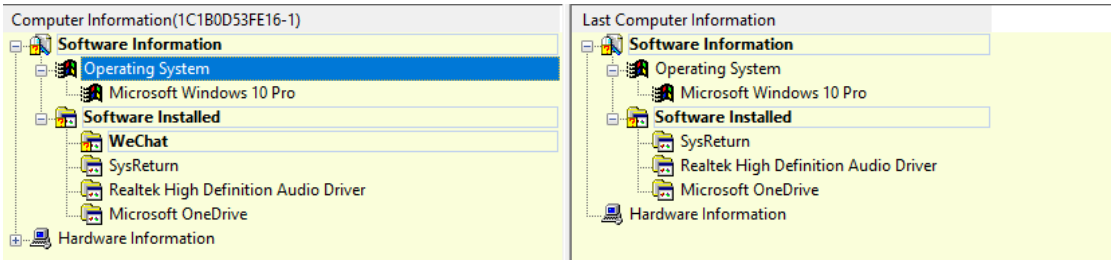
Check

This feature is to be used to check current remote clients' software and hardware status. If there is any change made, the console will receive the notification of such change.

Step 1: Under Asset Manager menu, click on pull-down list of Check button and see the following picture:



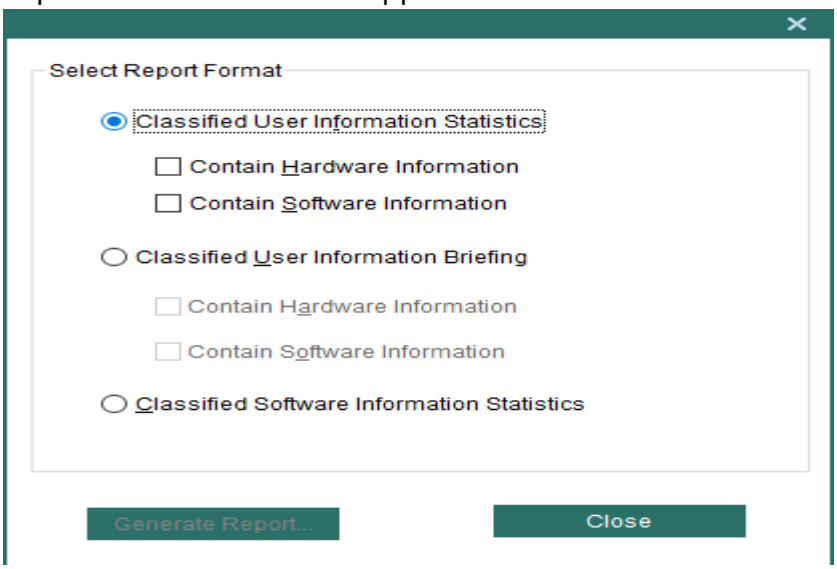
Step 2: Choose from Check the Selected Client(s), Check all Login Client(s), and Check the Current Client, and see the following picture:



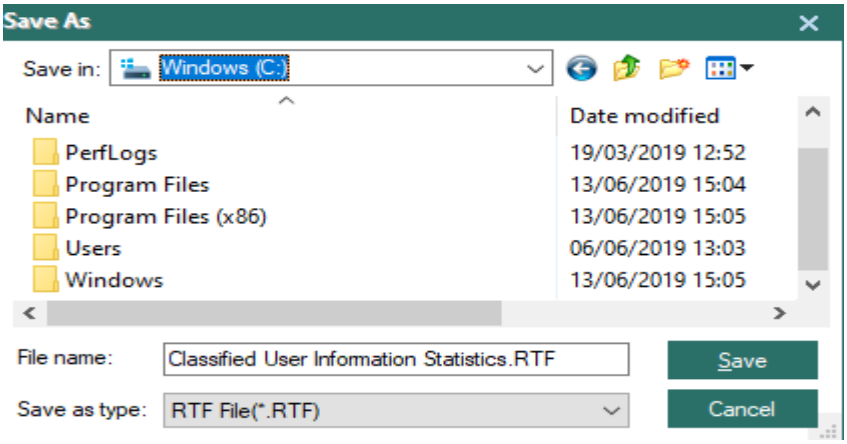
Step 3: If the current computer information is different from the last time, there will be a "?" displayed in front of the icon.

Generate a Report:

Step 1: From "Asset Manager" submenu, click "Report" button a "Select Report Format" menu will appear.



Step 2: Select a report format and click "Generate Report". Then the following pop-up dialog will appear:



Step 3: Specify a path and a file format and click "Save" button to finish.

Note: There are three (3) formats available for the report:
(1) .RTF File (Word File)
(2) .XLS File (Excel File)
(3) .XLS File (Excel File for DB)

5.2.3.2 Client Property Submenu

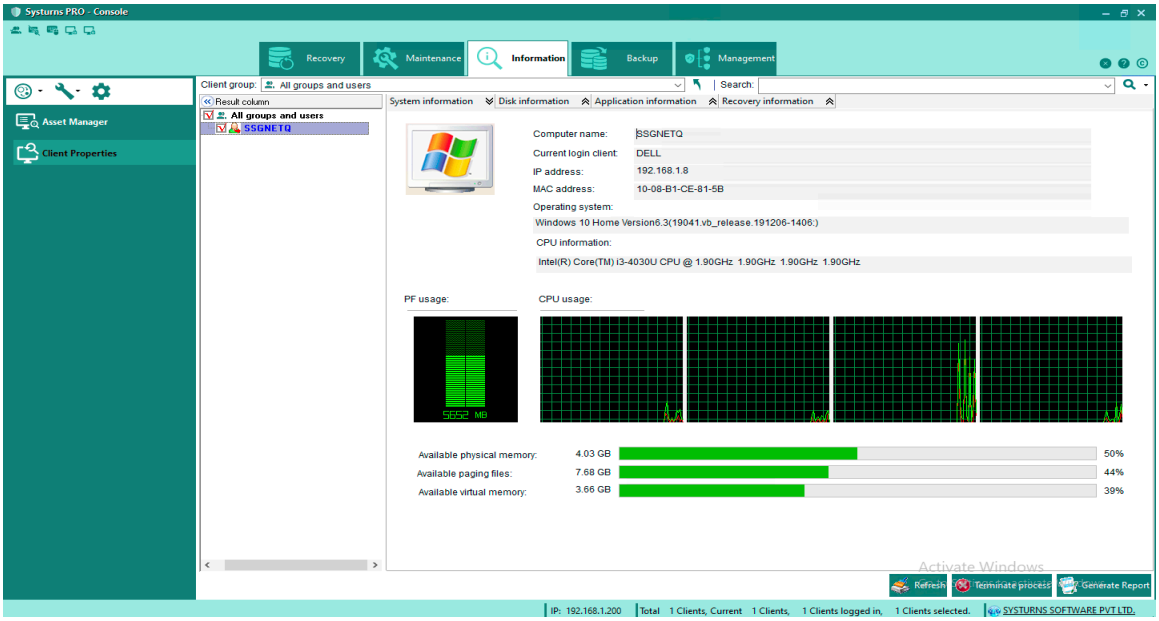
Description: This menu provides you with a tool to collect individual remote client information with the following items:

- System Information
- Disk Information
- Process progress Information
- Recovery Information

Operation: Click on each information tab from “Client Properties” submenu, the detail information will appear on the screen.

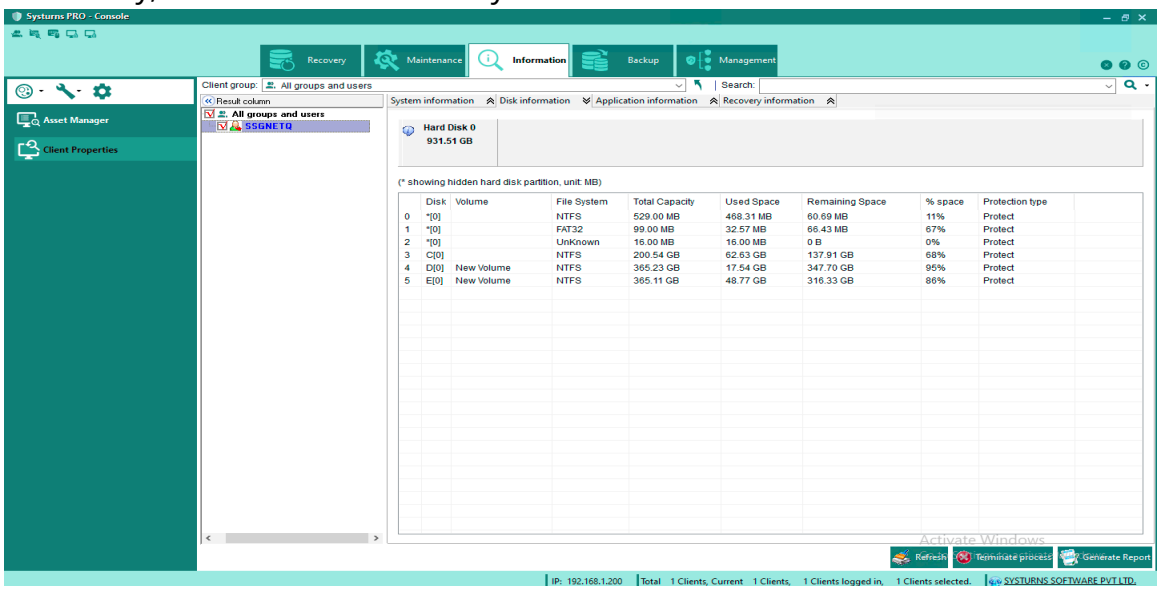
Client Property submenu provides four (4) important remote client(s) information:

- System Information
- Disk Information: display the name of each hard disk drive, file system, total storage, used and remaining space and protecting mode. Process Progress Information: display the processing progress.
- Recovery Information: display the recovery and non-recovery space information of remote client(s).

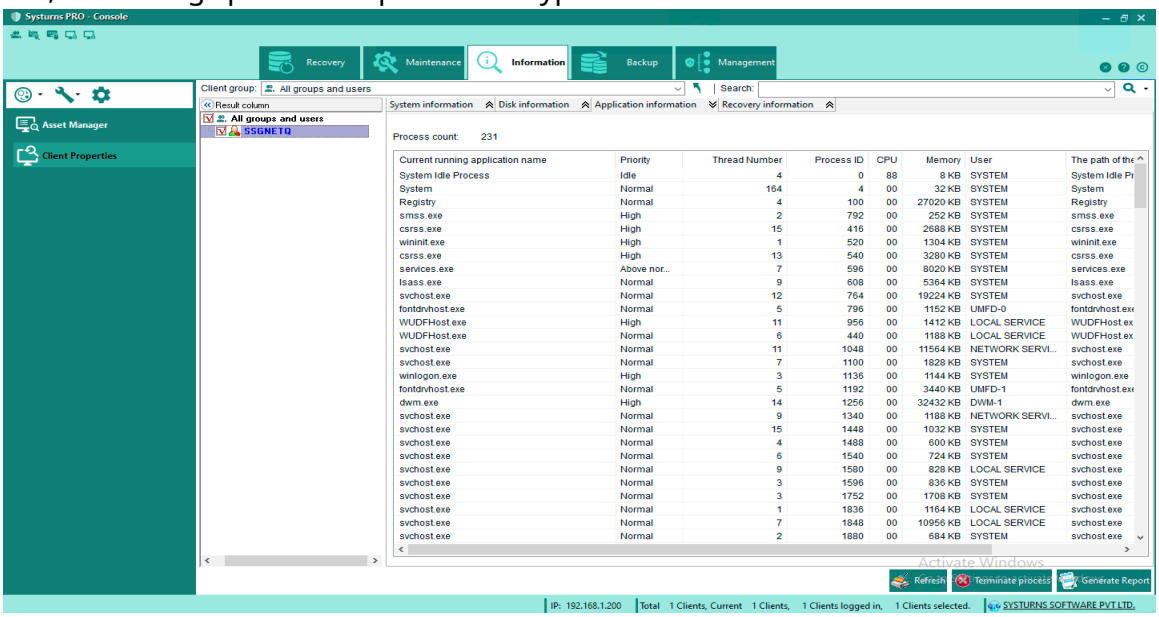


System Information: display the computer name, current login client, IP address, MAC address, operating system and CPU information of the selected remote client PC.

Usage Information: display page file usage, CPU usage, available physical memory, available virtual memory.

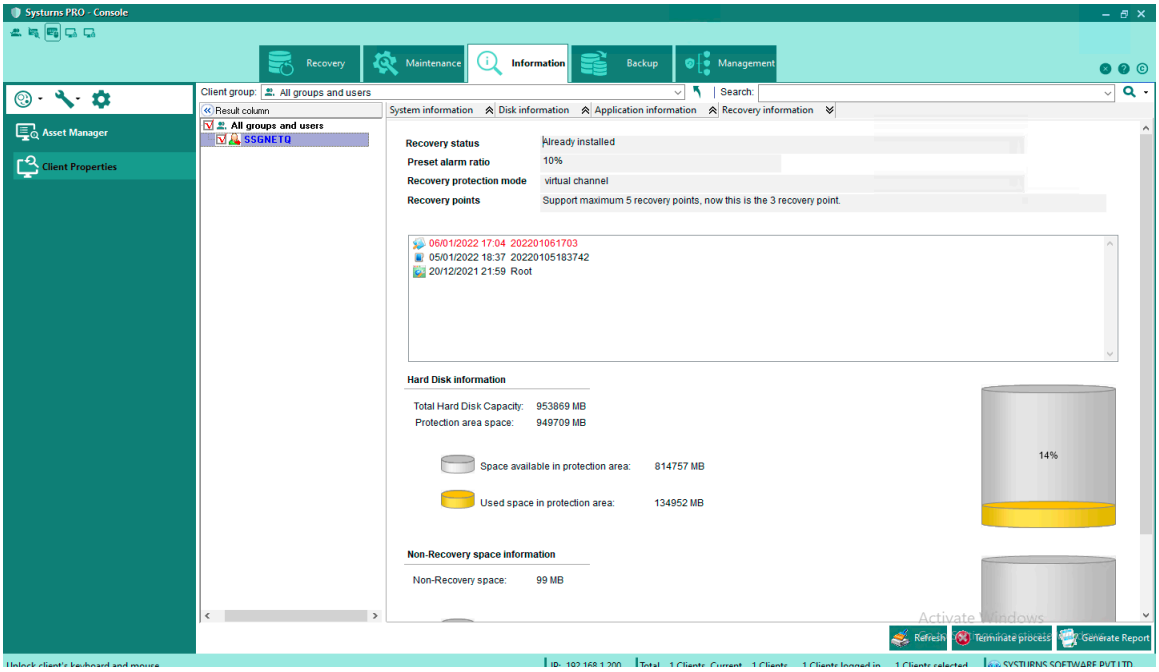


Disk Information: display the name of hard disk, file system, total capacity, used space, remaining spaced and protection type of each hard disk drive.



Process Progress Information: display the information of ongoing process.

Note: You can right click on the procedure you would like to suspend and choose “Terminate process” to stop the process.



Recovery information: display the system recovery information and non-recovery space information of the current remote client.

5.2.4 Backup Menu

5.2.4.1 NetCopy

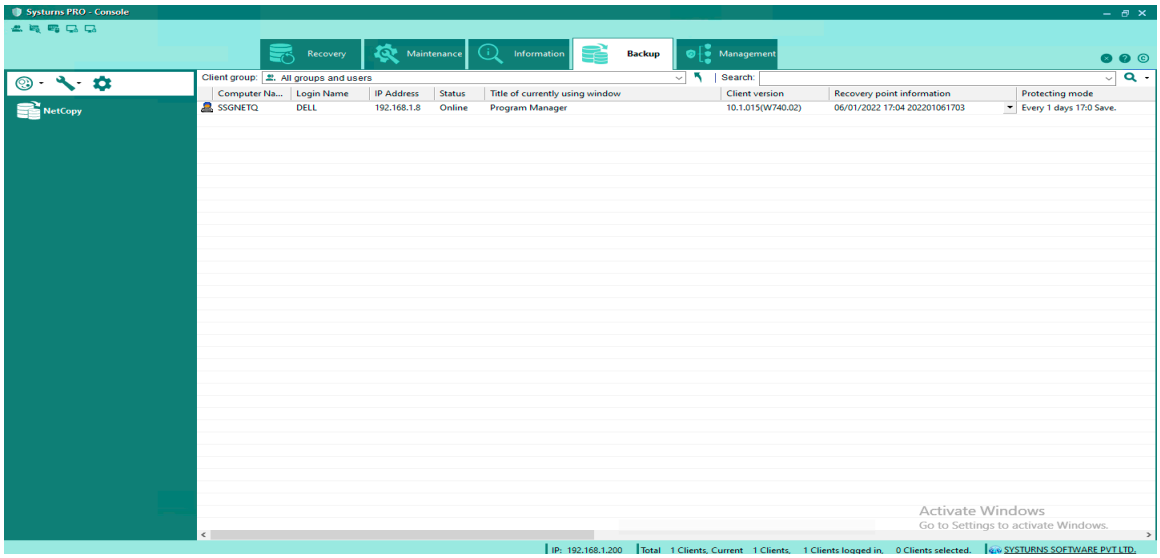
NetCopy is a type of networked copy method which updates data in remote computers with minimum amount of data. When the receiver has included partial data of the sender, it will copy only the remaining data to speed up the network copy.

- **Notes for executing NetCopy:**
  ① The sender computer must have Systurns Client Program installed.
  ② Choose whether to install Systurns Client Program on the receiver computer: Even when the Client Program is not installed, the receiver computer can still boot up by USB disk, PXE or bootable disc to become a receiver computer.
  ③ The receiver computer should have the same hardware configurations (e.g. VGA card, motherboard and NIC card) as the receiver computer. Otherwise, the receiver computer may have a problem such as blue screen or finding no hardware drivers after the NetCopy is finished. If the receiver and sender have slight differences in hardware configurations (e.g. hard disk size, mouse, keyboard, display, etc.), Windows will automatically identify the new hardware after the receiver loads the system for the first time. Then it will automatically save as a dynamic recovery point.

- **Descriptions of NetCopy:**
  ①The terms “sender” and “receiver” are for NetCopy only: one is the sender for data transmission, and another is the receiver for data transmission. The “sender” and “receiver” of NetCopy are both included in the Systurns Client Program.
  ②If the sender computer installed with Systurns Client Program has the same root as other receiver computers do, executing NetCopy by choosing “Copy protected data” will copy only the incremental data from the sender to receivers. If any receiver’s root has a different state from the sender’s, executing NetCopy, even choosing “Copy protected data”, will automatically copy starting from the data of the root to all receivers. In this case, the feature of incremental copy will not work.

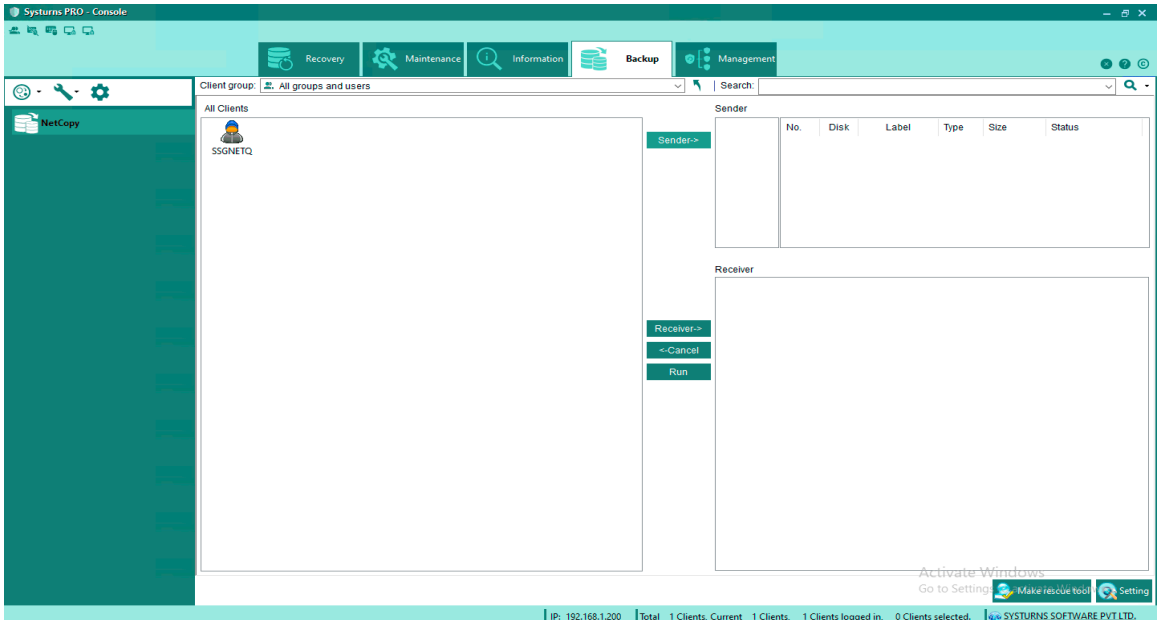
Here is the instruction of NetCopy:

Step 1: Click **Backup** tab. The **NetCopy** button will appear, and all online Clients will be listed as below:

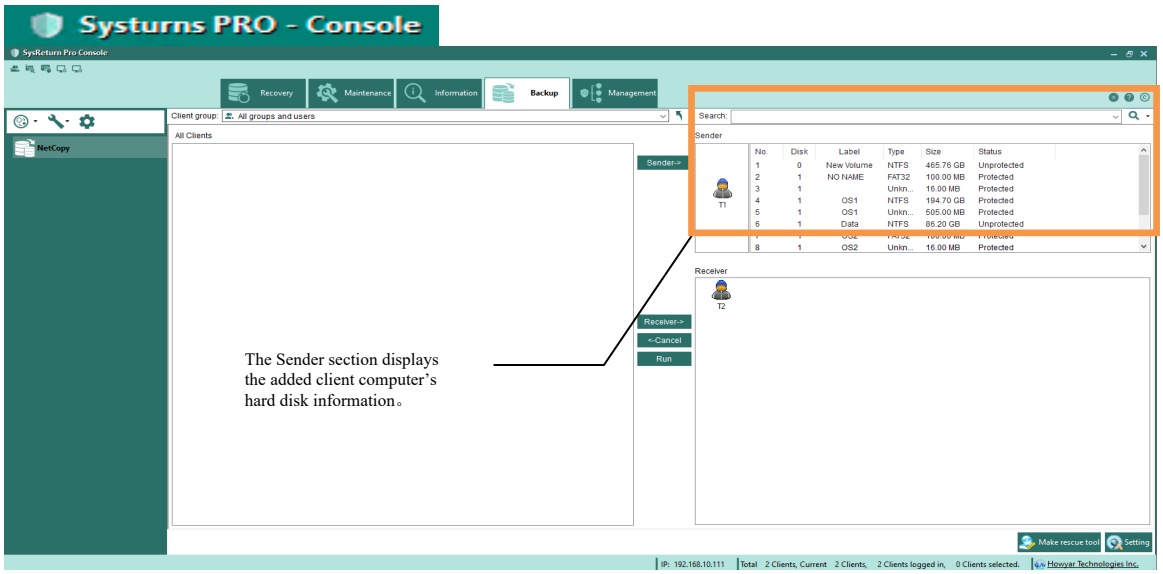


Note: The right-side client list displays the properties of all current online clients. You can select the receiver and sender for NetCopy by refering to clients'recovery point information.

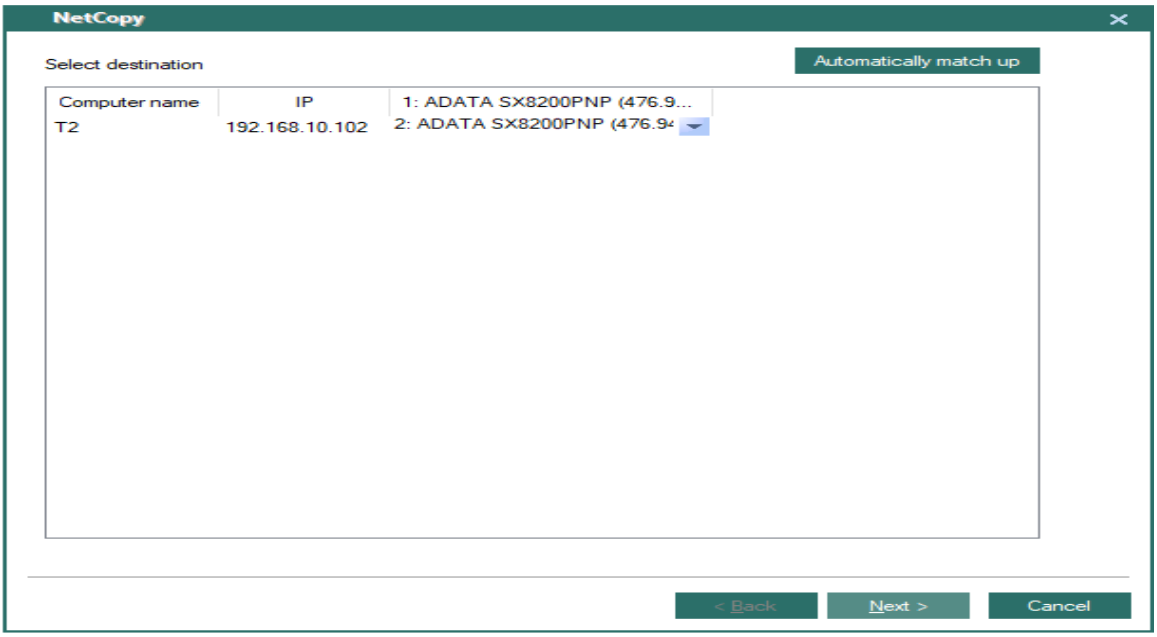
Step 2: Click **NetCopy** button to enter the setting interface of NetCopy. All online clients are displayed on the left side of the interface. The right side shows the sender and the receivers you've selected for NetCopy:



Step 3: Select a client as the sender of NetCopy and click the **Sender** button to add this client into the Sender section. This client's hard disk status will be displayed. You can also add multiple clients into the Receiver section with the same method:



Step 4: After you've finished adding the sender and all receivers, click **Run** button to proceed and see the following picture:
Please choose which harddisk to receive copied data, the system will automatically select the harddisk for you. You can also click "Automatically match up" or select it manually.



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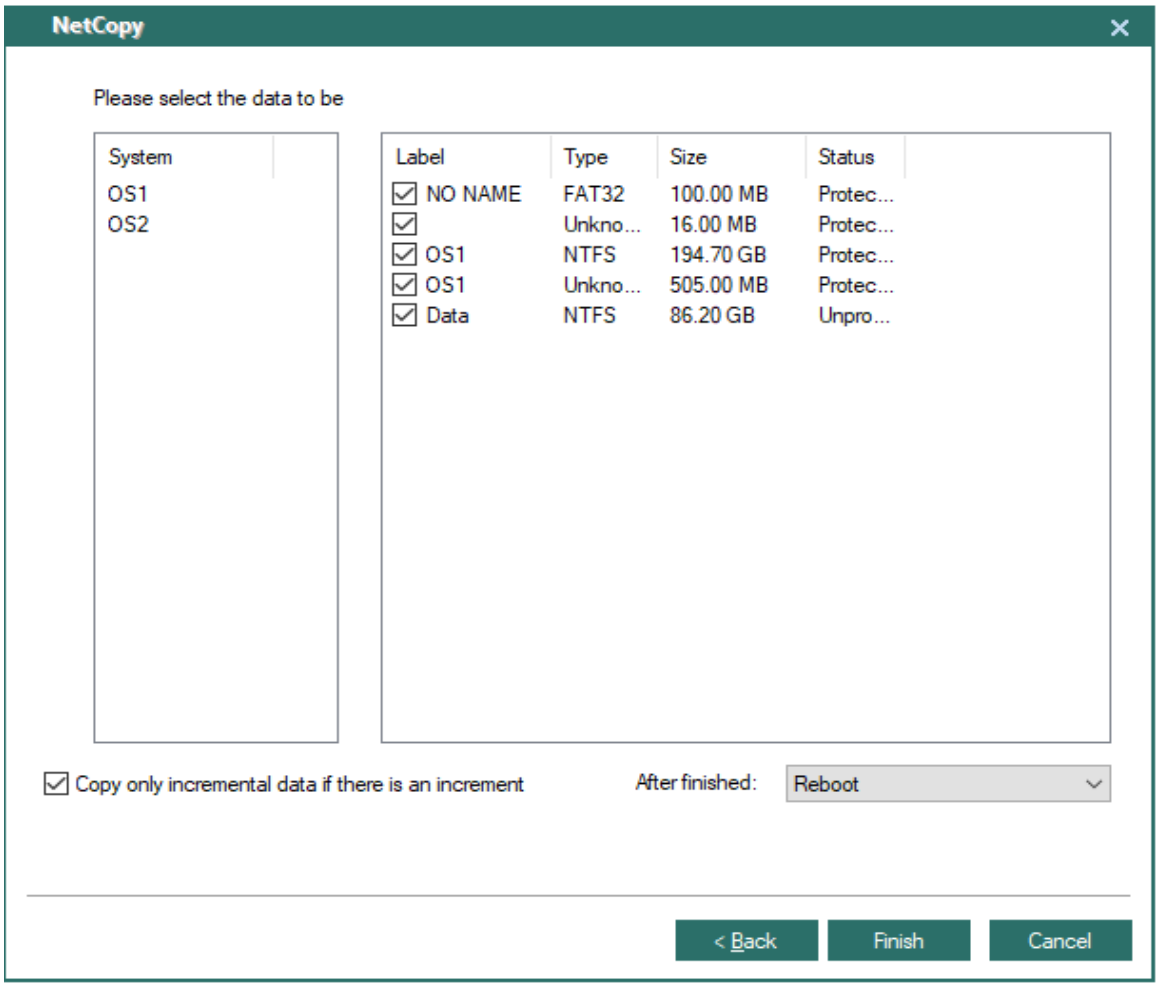
Select the partition from Sender PC for NetCopy, and also choose an operation after finishing.



Notes:

[Copy protected data]

- If the sender's root point is under the same state as the receivers', selecting "Copy only incremental data if there is an increment" option can execute differential NetCopy.
- If the receiver's root point is under a different state from the sender's, the sender will send all the recovery data to the receiver computers and replace their hard disk data.

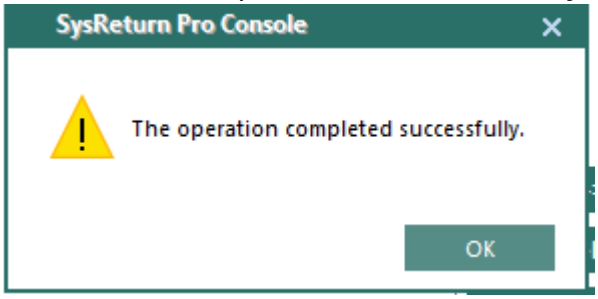
[Copy partition data]

Partition data: Send the specified partition data from the sender to the hard disk of the receiver.

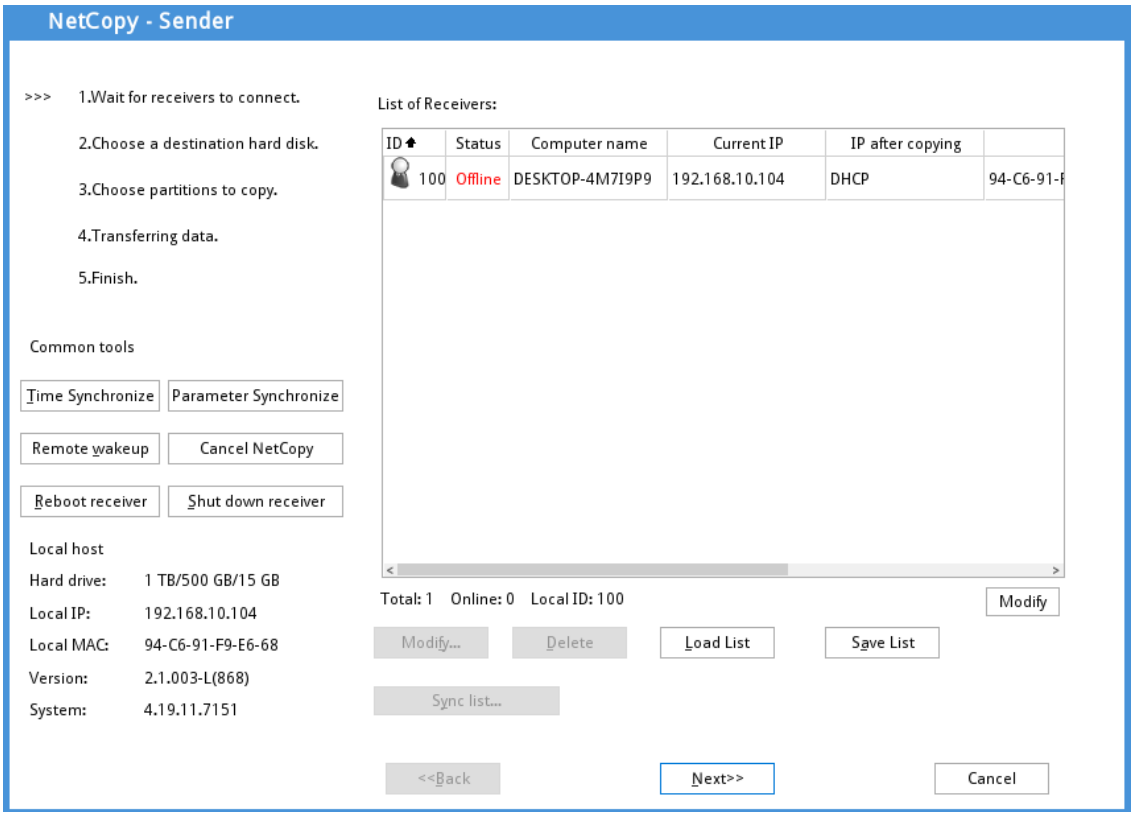
- Copy only incremental data if there is an increment: Selecting this option will only send valid data in protected area to receivers' PCs. If you don't select this option, NetCopy will send data in all partitions.
- Automatically start NetCopy: The operation of NetCopy will be automatically executed according to the default setting. If this option is not selected, you must manually start the copy operation on the receiver when NetCopy is ready to begin. (For detailed instruction, please refer to section of NetCopy of the Systurns Client Manual.)
- After finished:
  Shut down: After NetCopy is finished, sender and the receiver will both shut down.
  Restart: After NetCopy is finished, sender and receiver will both reboot.

  Note: NetCopy supports NTFS, FAT32/16/12 file systems. For all the other types of file system, NetCopy doesn't support copying only valid data. If the file system of the partition selected for NetCopy is other than NTFS and FAT32/16/12, the program will automatically copy all data in this partition.

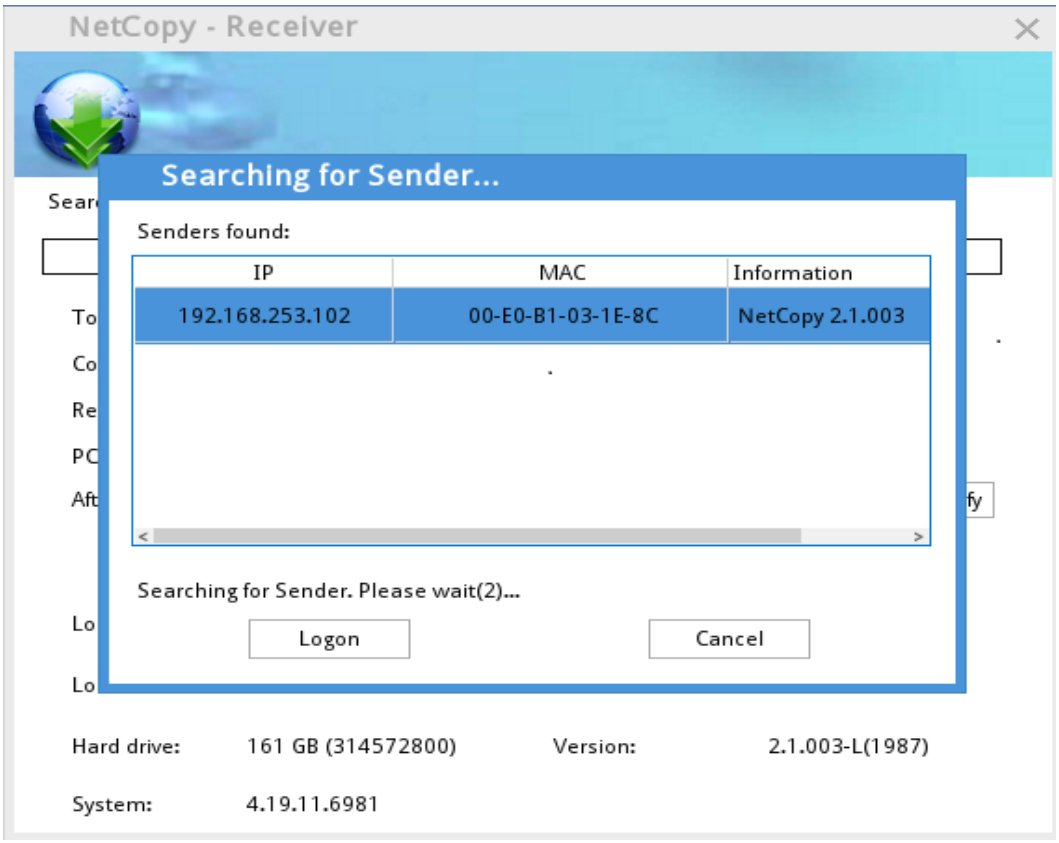
Step 5: When you finish the setting for NetCopy, click **OK**. Client PCs start to process NetCopy; at the same time Console Program will pop up a dialog box to show the operation has successfully done.



Step 6: Please check the sender running NetCopy. The sender will start to accept the connection from all the receivers in the network in the following 120 seconds:

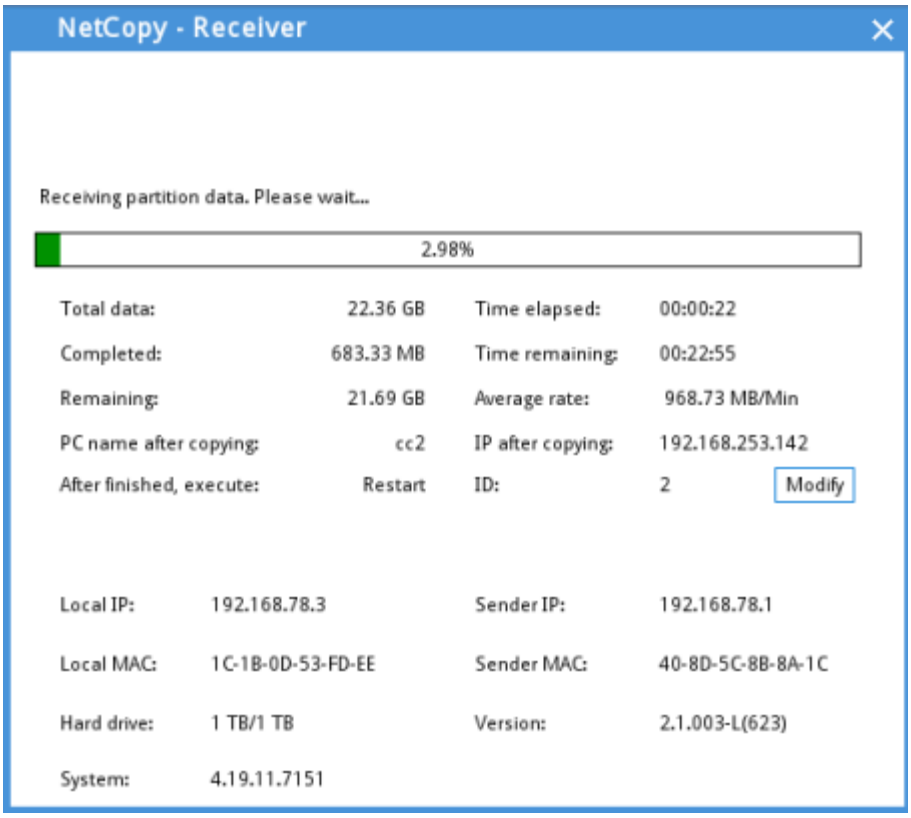


Step 7: Meanwhile, the receivers begin to search and log in the sender:

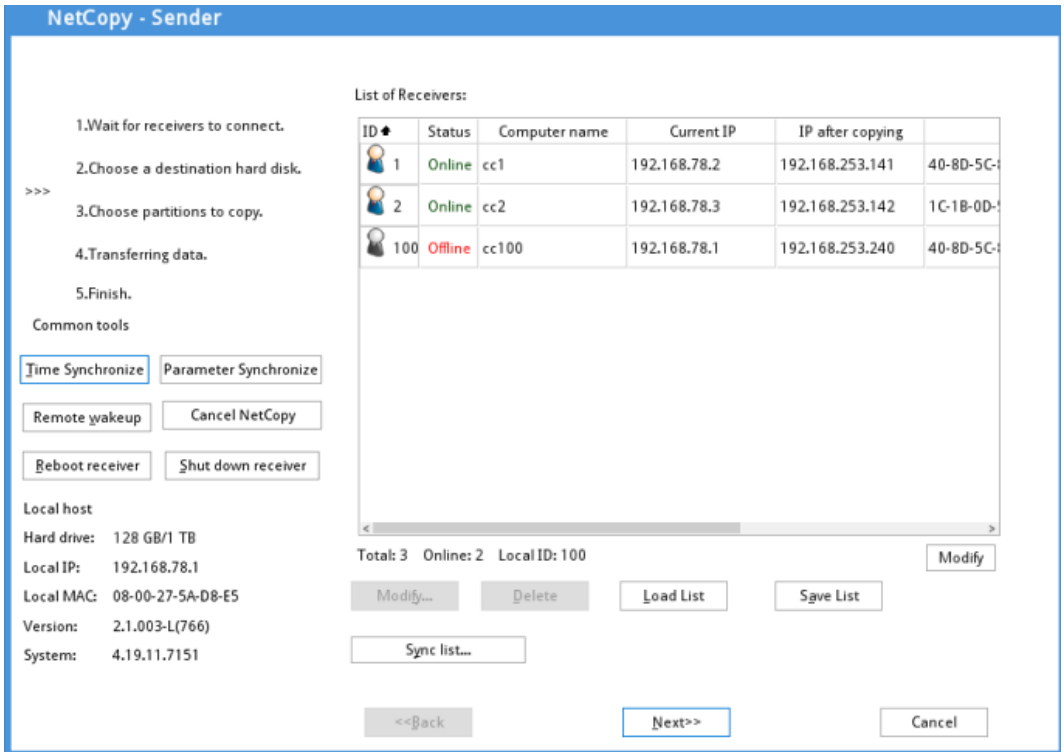


Note: Receivers will find all the sender computers in the network. When multiple senders are detected, receivers will log in the first sender by default if no particular sender is specified.

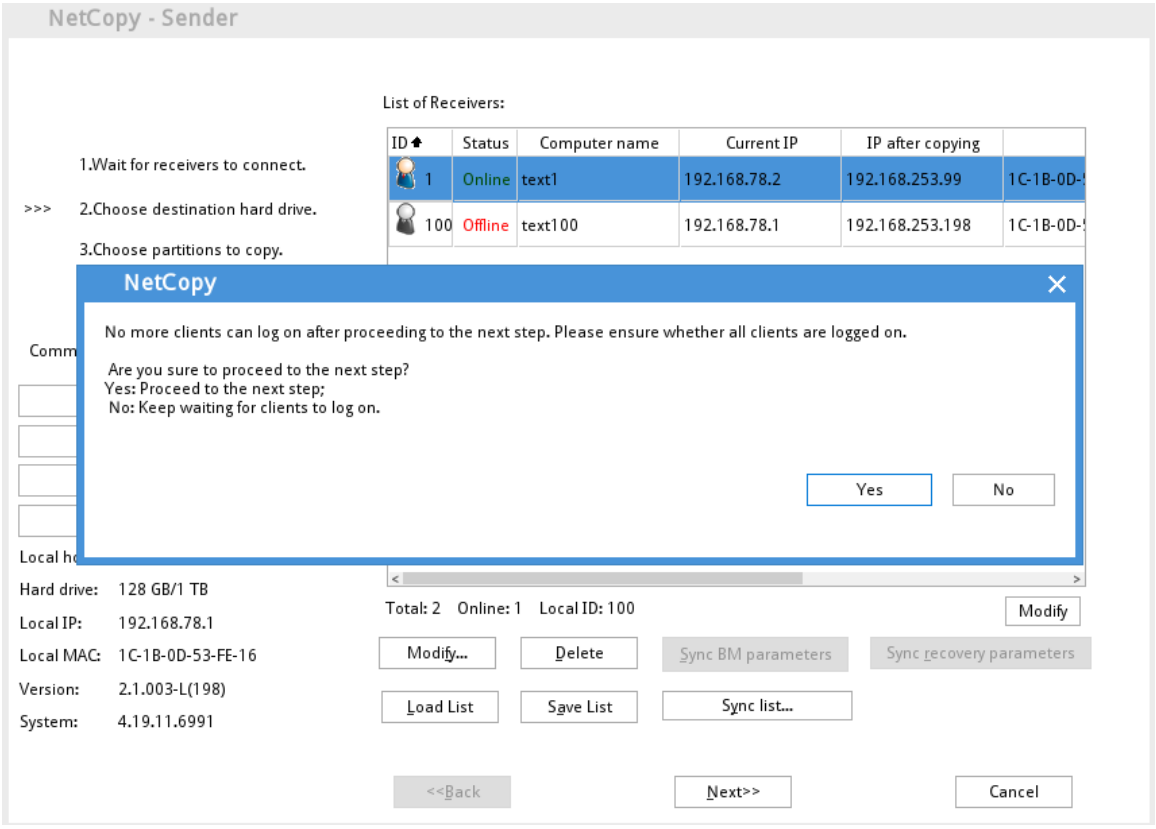
Step 8: After selecting a sender, receivers will automatically log in that sender and get ready to start receiving data:



Step 9: Sender will proceed to the next step as the below figure after the 120-second countdown is over:

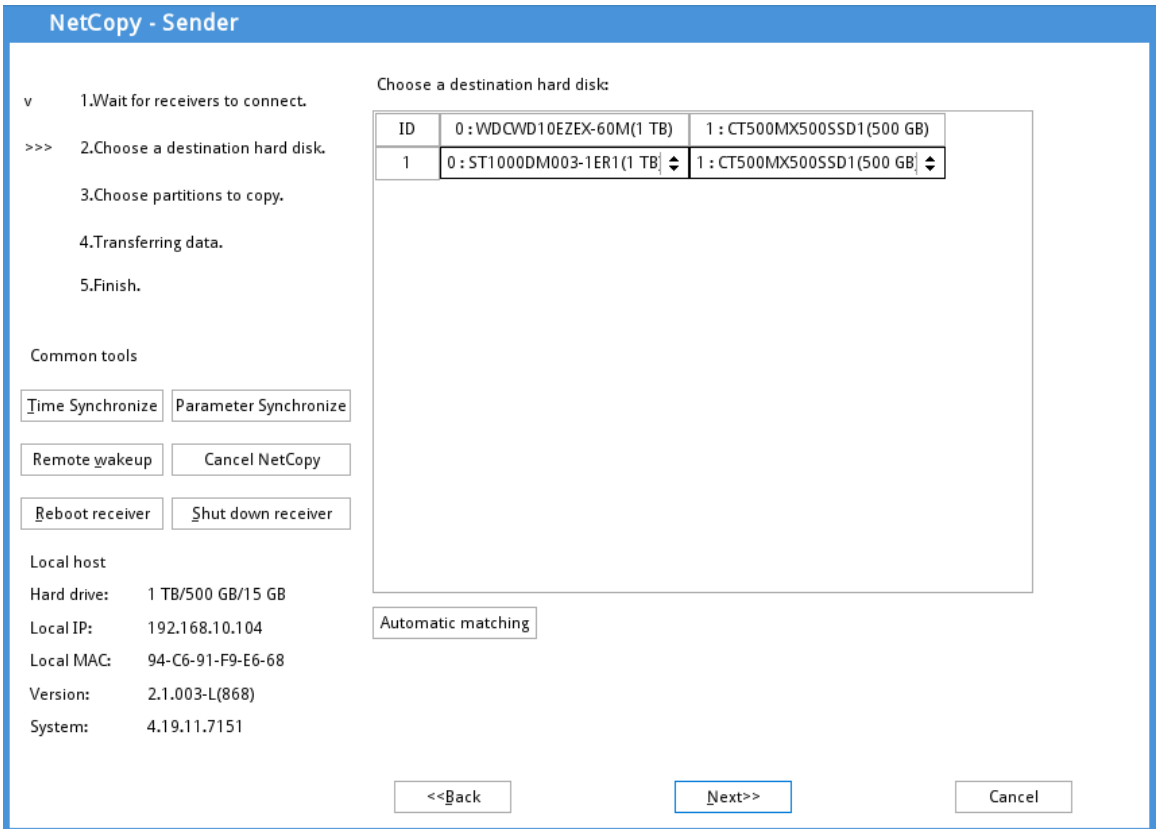


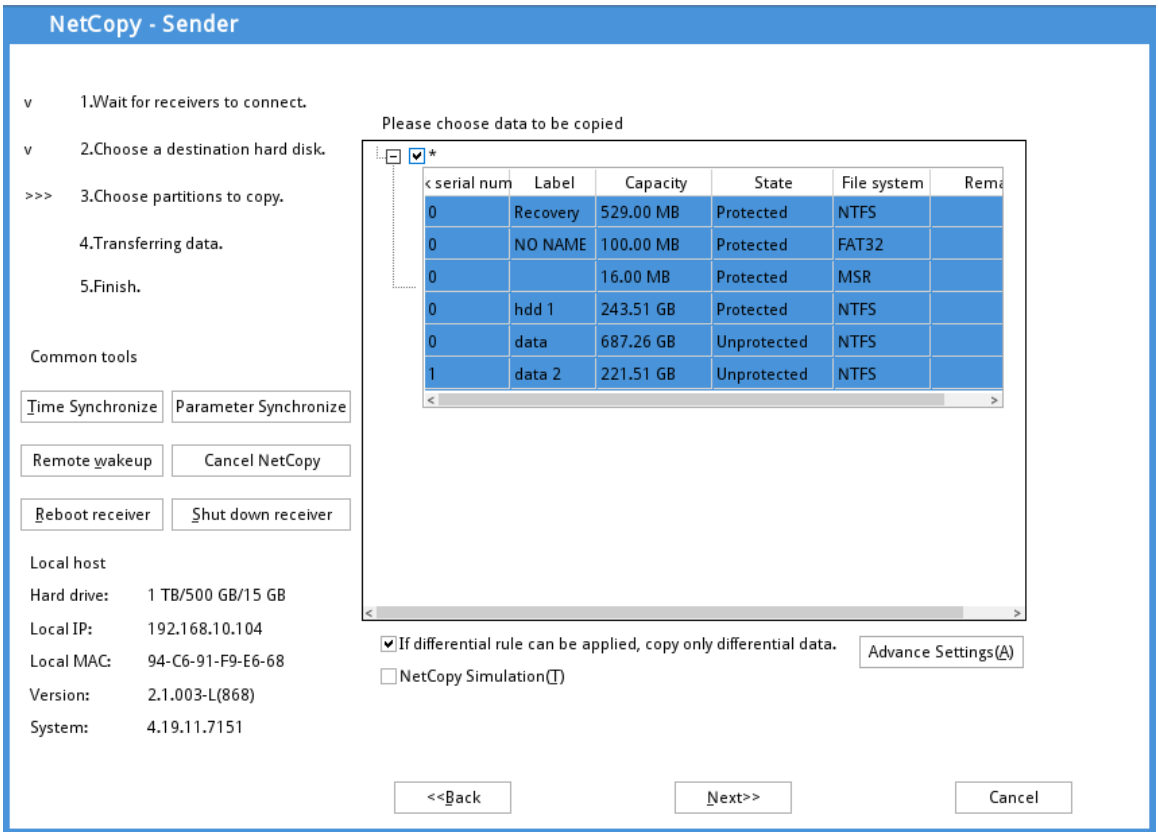
Step 10: At this time there is a 15-second countdown to wait for receivers to connect with the sender. The following dialog box appears to confirm whether to proceed to the next step. Click **Yes** to proceed:



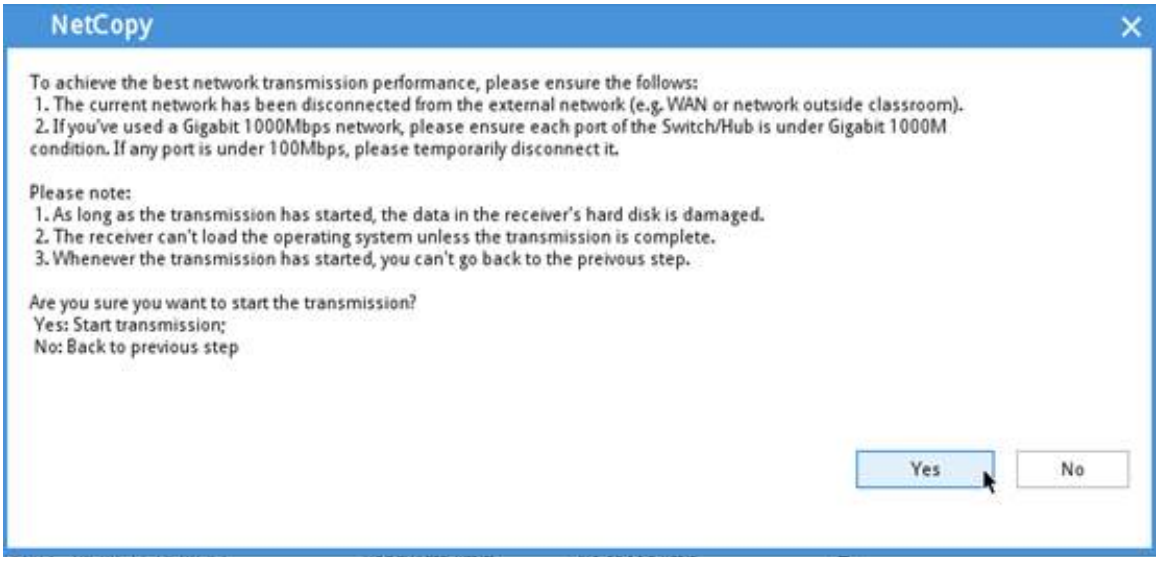
Note: Please make sure all the receivers have logged on the sender before choosing the data for copy. Those receivers that are not logged on will not be allowed to connect to the sender again after NetCopy begins.

Step 11: After accessing to the interface of choosing partitions for copy, the system will automatically select the type of data for copy according to your default setting on the console:

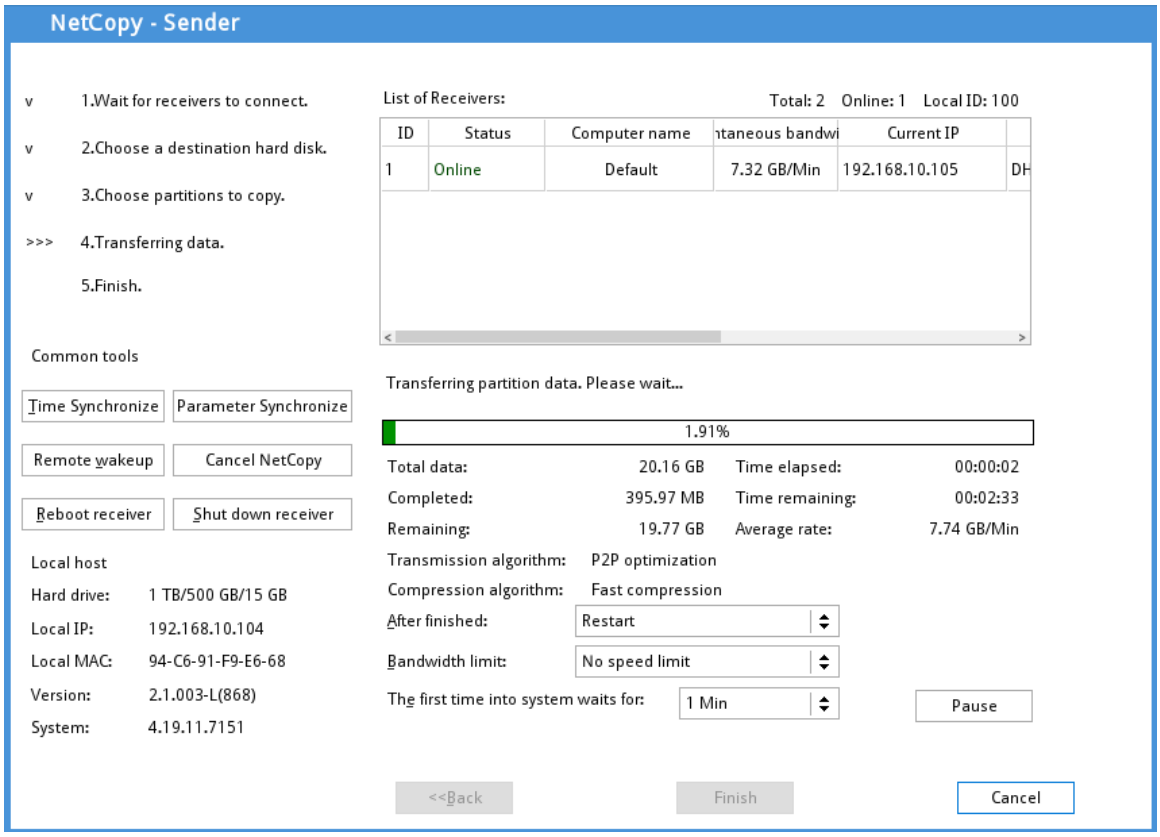




Step 12: When the warning countdown of 15 seconds is up, the program proceeds to the next step. Click **Yes** to start the transmission:



Step 13: NetCopy begins. Please wait patiently for the completion of NetCopy. Please do not execute any other operation during the process.

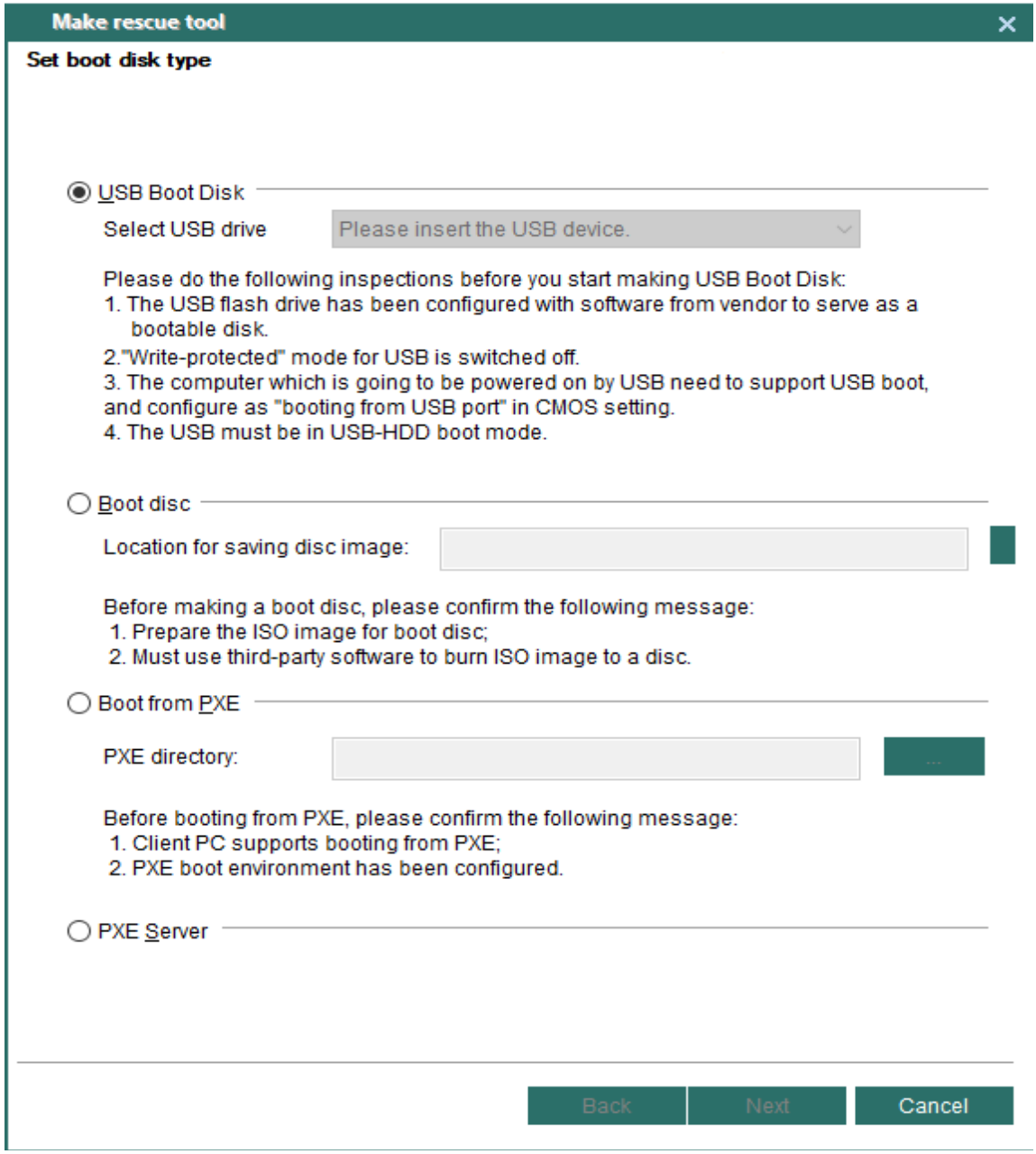


5.2.4.2 Boot disk

The methods to boot client computers and bring them to the “Backup Manager” interface include:

USB Boot Disk, Boot Disc, Boot from PXE and PXE Server.

- **Make boot disk for NetCopy**

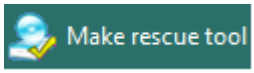


1. USB Boot Disk

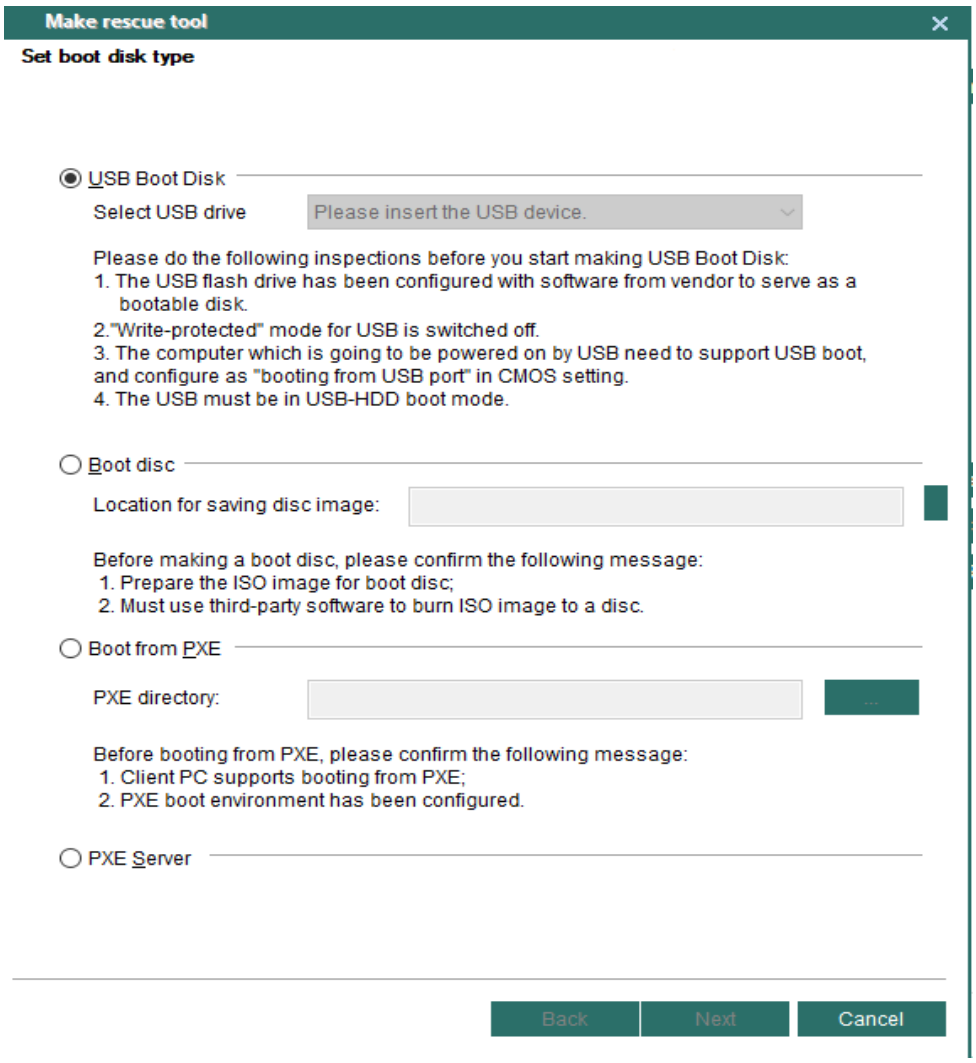
USB Boot Disk can be used to boot client computers and bring them to enter NetCopy interface in order to run NetCopy, local backup, local recovery and hard disk copy, etc.

Note: This Boot Disk can be used on all the computers which support USB boot. There is no need to make multiple boot disks for different computer models.

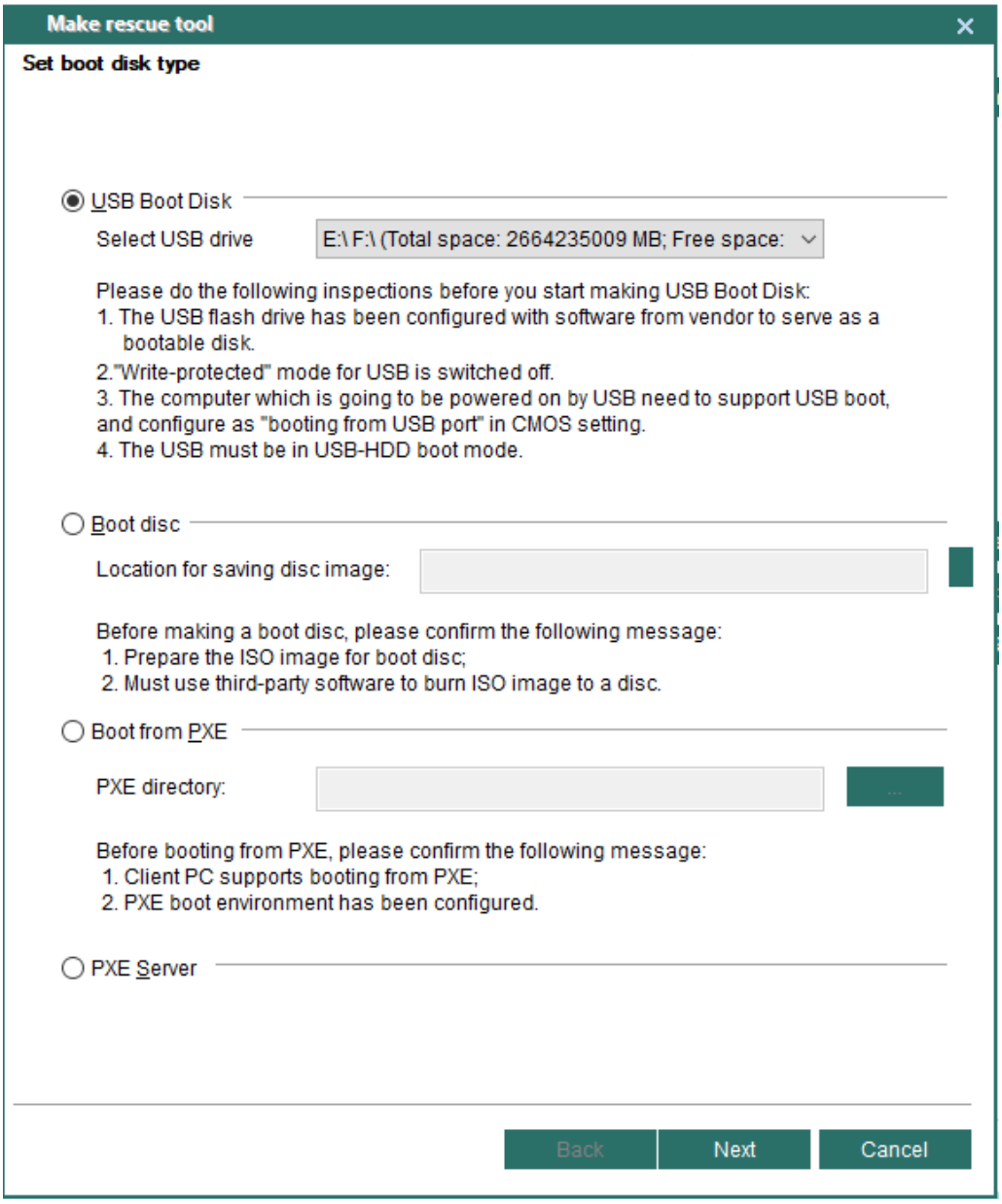
Step 1: Plug in the USB Boot Disk.

Step 2: Please click 

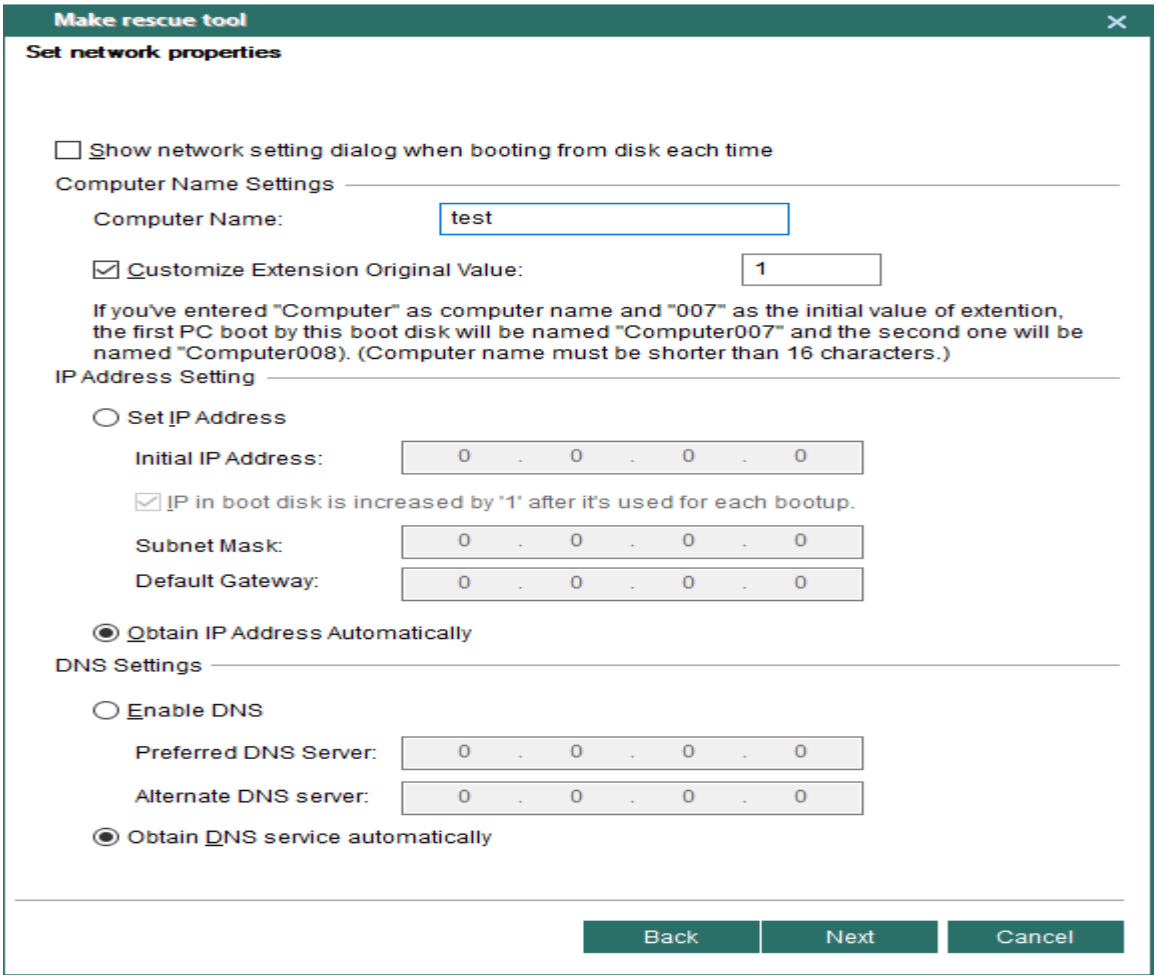
button on the main interface of NetCopy. Then the following interface will appear:



Step 3: The program will automatically identify the USB device plugged in, and add it to the list of “Select USB drive”. Please manually select the USB drive you’ve plugged in:



Step 4: Click **Next** button and the "Set Network properties" interface appears. You can set the computer name, IP, gateway, DNS and other information of the computers that will boot from the USB boot disk:



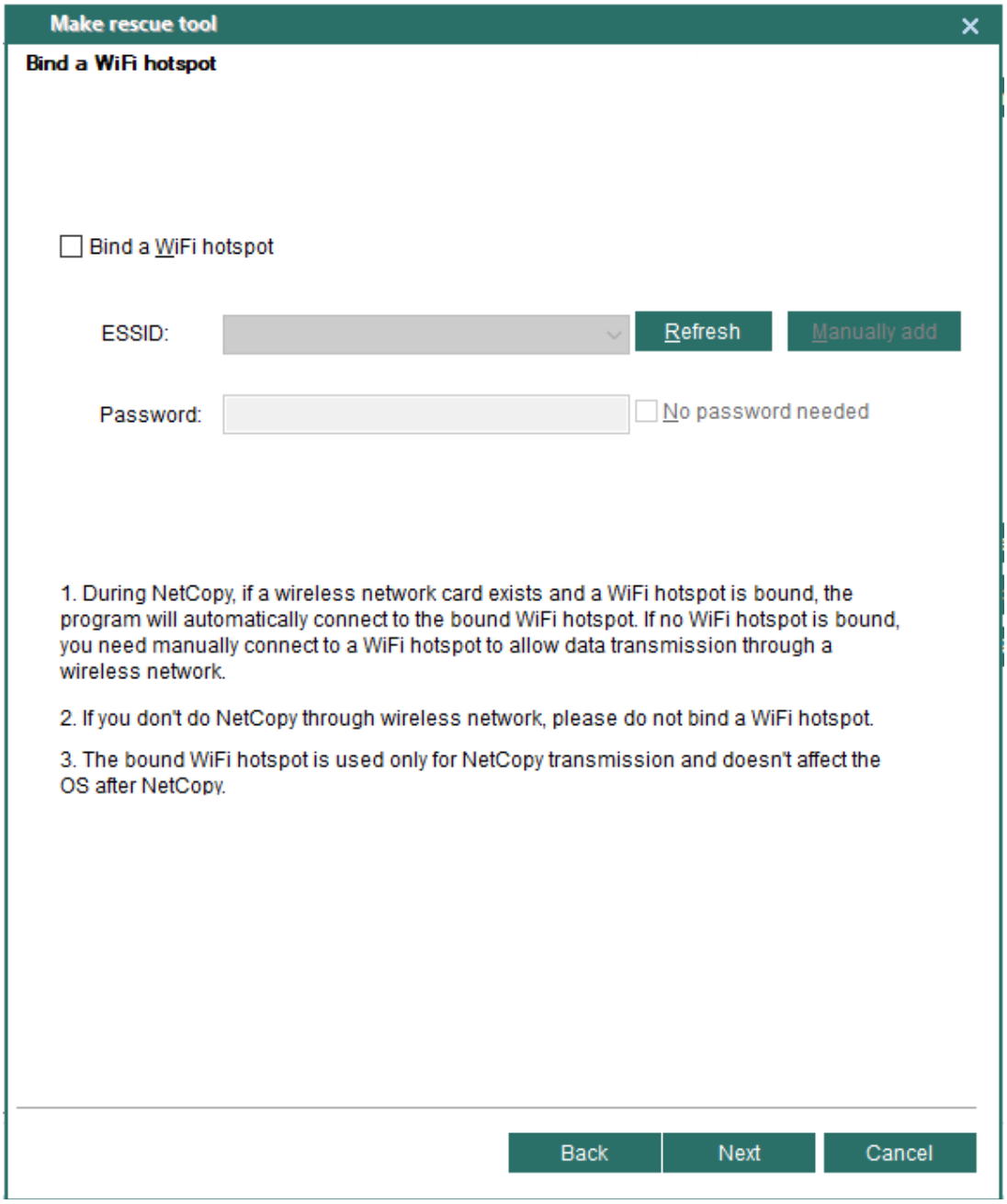
Notes:

1. Show network setting dialog when booting from disk each time: The network setting dialog allows users to set the network by booting computers from disk each time.

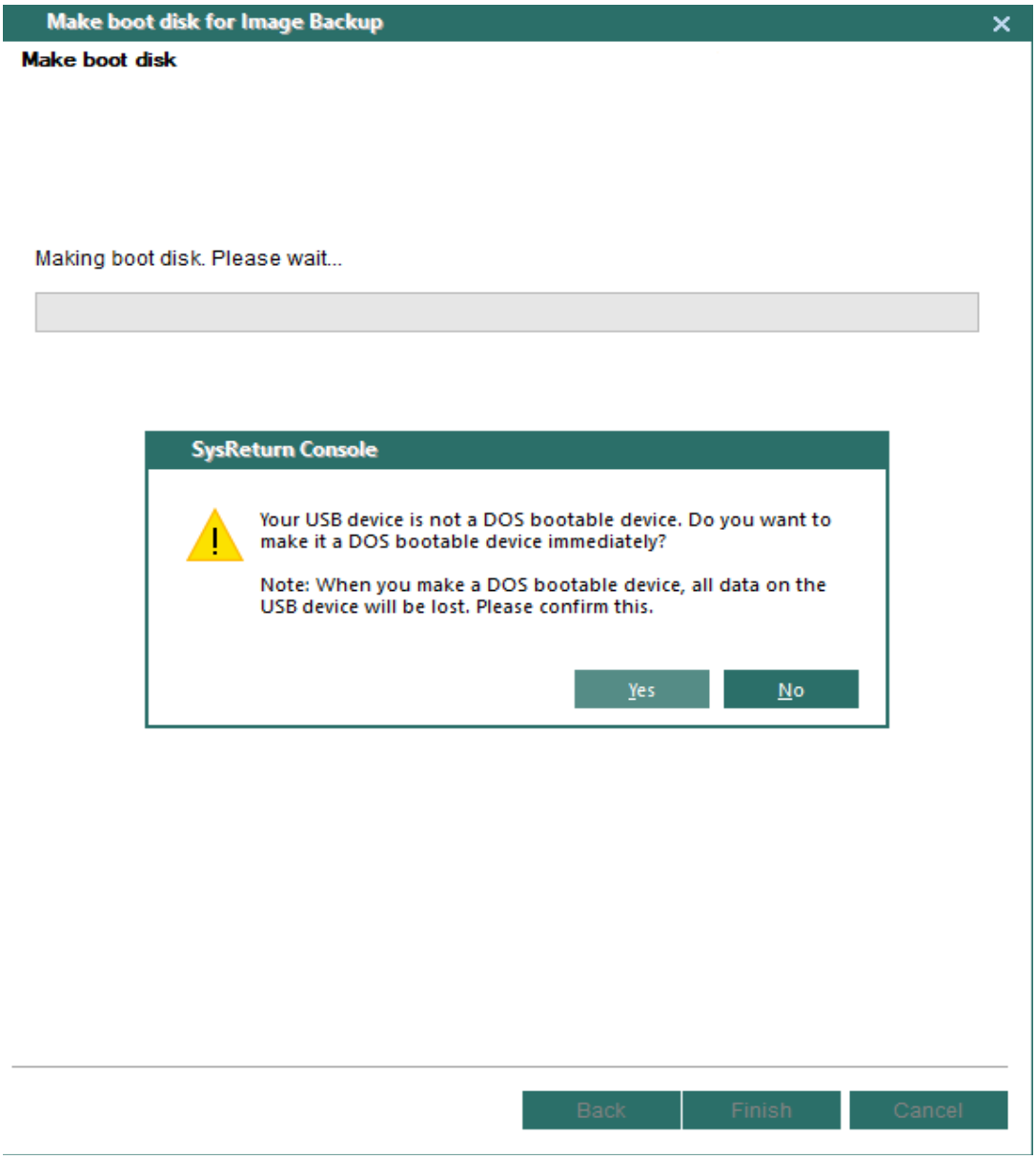
2. The IP in boot disk is increased by "1"after it's used for each bootup: The IP address stored in the boot disk will be automatically accumulated when the boot disk succeeds in booting a computer. This can prevent IP addresses conflict between different clients when the boot disk is used to boot clients repeatedly.

3. Customize Extension Original Value: This is the initial extension value of computer name. It will be automatically accumulated after the boot disk succeeds in booting a computer. This can prevent computer name conflict when the boot disk is used to boot clients repeatedly

Step 5: Click on **Next** to bind a WiFi hotspot to startup disk. After finishing this step, the procedure will connect to the bound WiFi automatically. If you skip this step, it won't connect to WiFi automatically after entering NetCopy.



Step 6: Click **Next** button and a pop-up screen will appear to see if you want to make a DOS bootable device. The procedure will carry on without showing this hint if you have already make USB boot disk as DOS bootable device. See the following picture for reference:



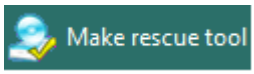
Step 7: Click **Yes** button to start making a boot disk:

Step 8: Making USB boot disk is complete. Please click **Finish** button to end the operation.

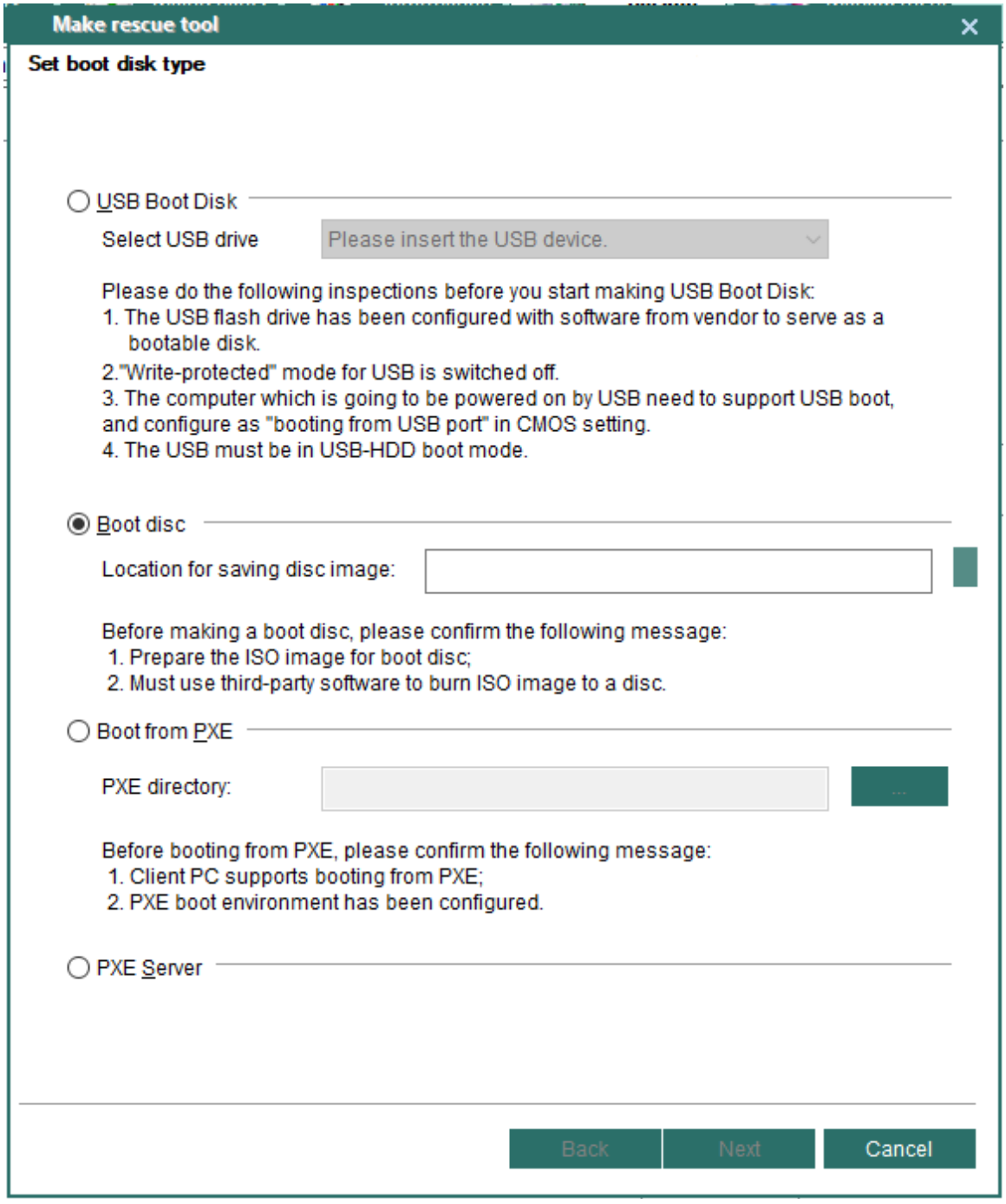
2. Boot Disc

Boot Disc image is a standard ISO file which can be used to burn a boot disc by using a disc burning program. This boot disc is similar to USB device and can be used to boot client computers in order to run NetCopy, local backup, local recovery, hard disk copy, etc.

Note: This boot image can be used for all the computers that support boot from disc. There is no need to make multiple boot discs for different computer models.

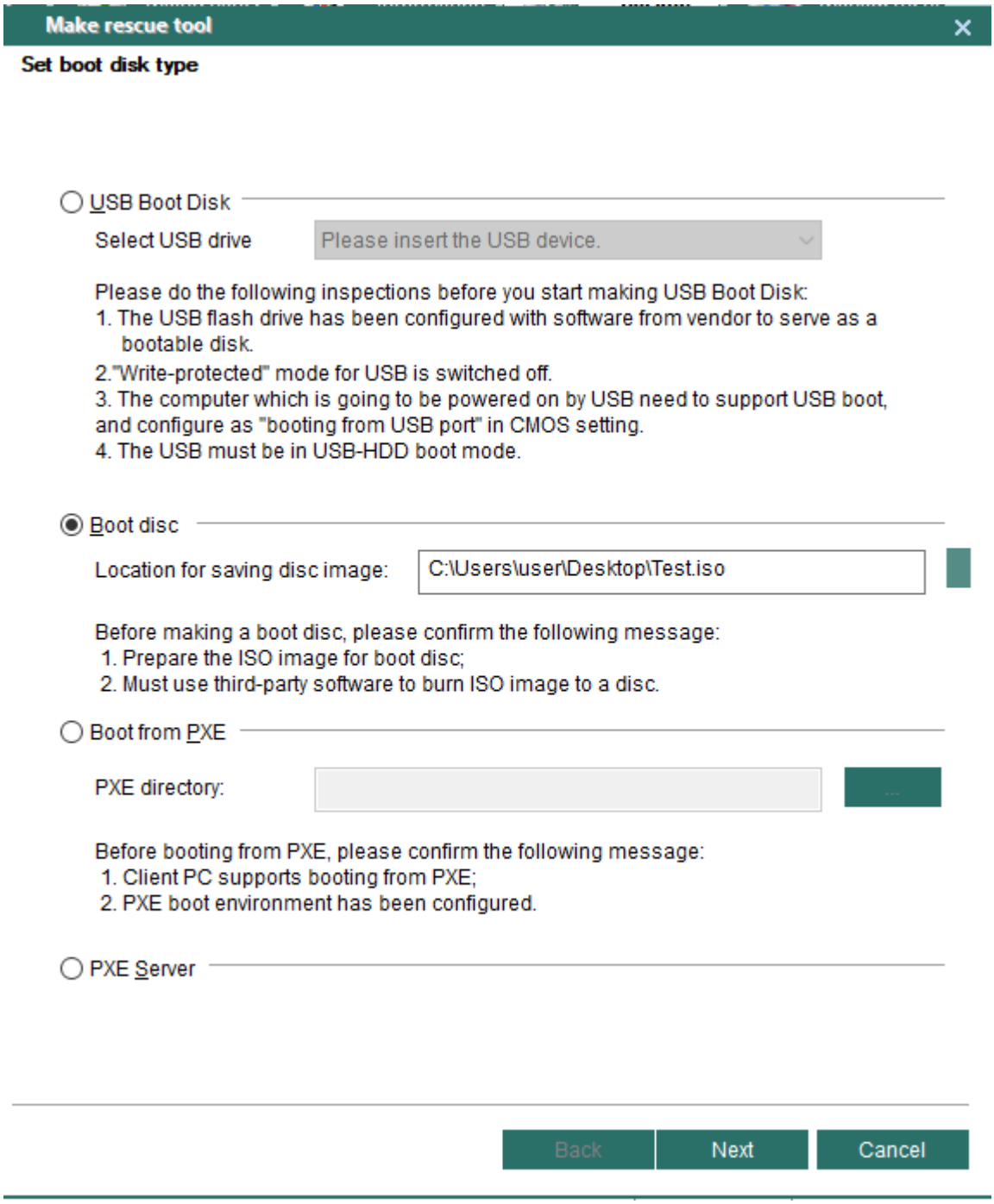
Step 1: Please click 

button on the main interface of NetCopy. Then the following interface will appear:

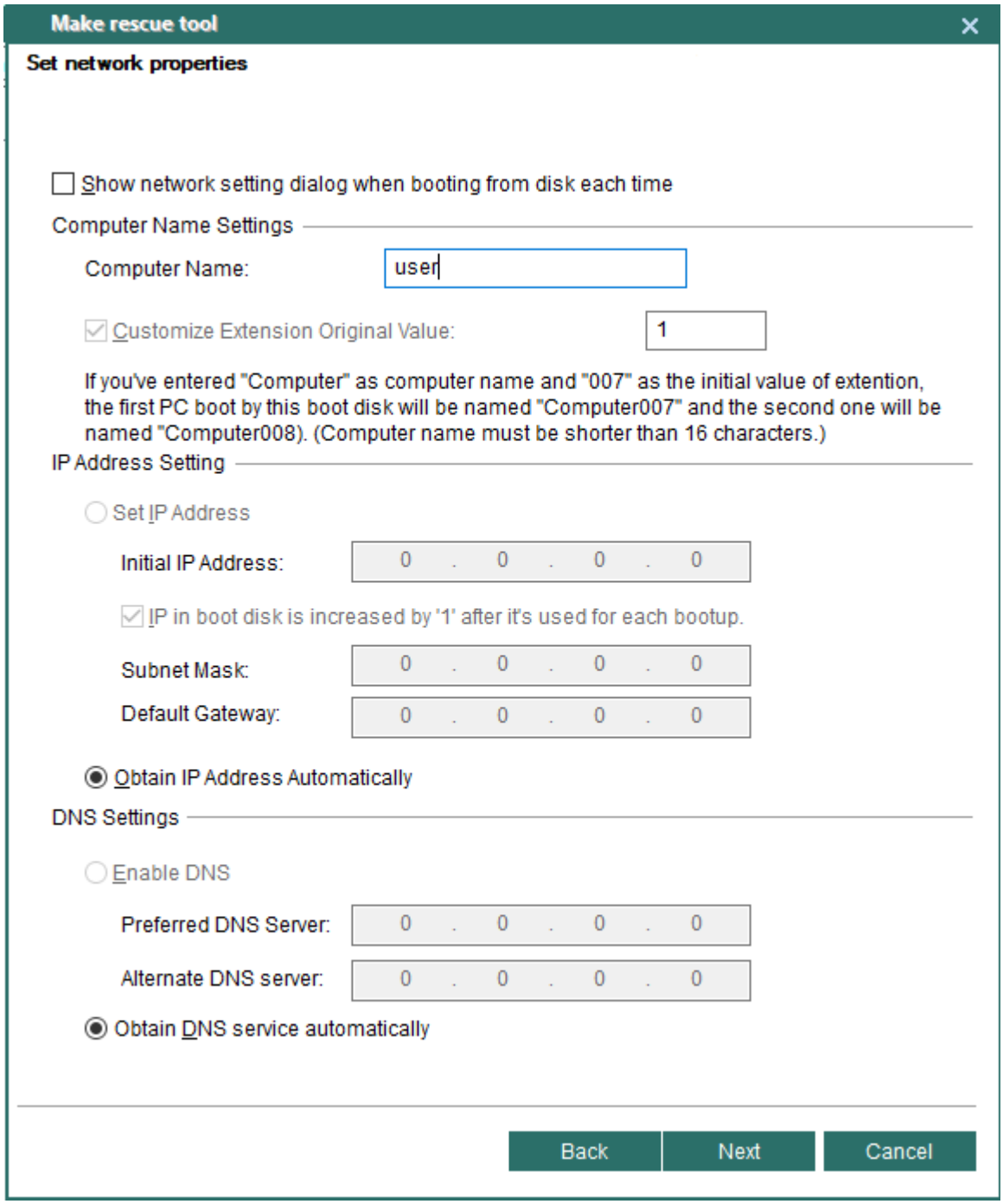


Step 2: Please manually select “Boot Disc” item and directly input or select the disc image directory through

button



Step 3: Click **Next** button and the "Set Network properties" interface appears. You can set the computer name, IP, gateway, DNS and other information of the computers that will boot from this boot disc:



Notes:

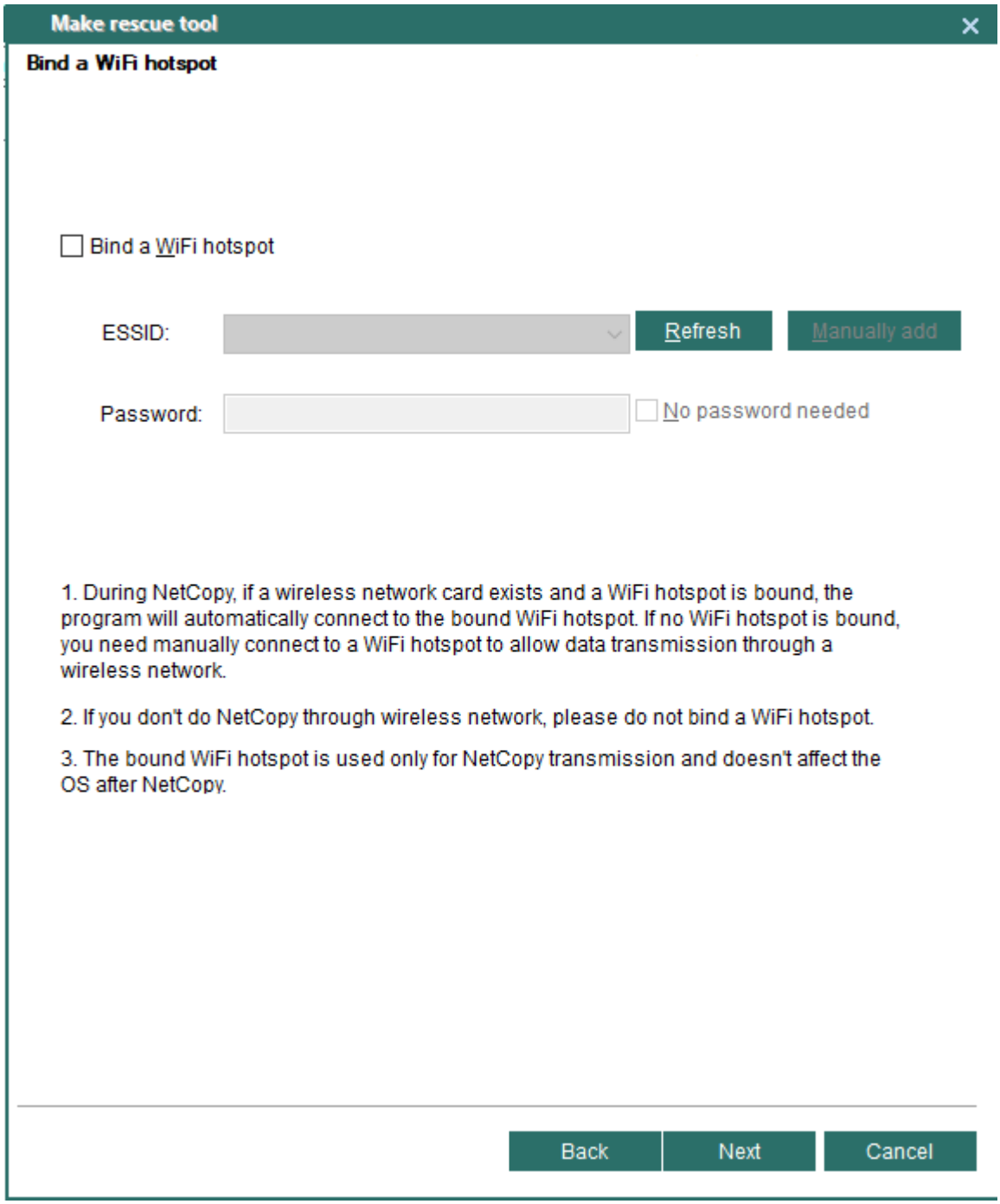
1. Show network setting dialog when booting from disk each time: The network setting dialog allows users to set the network by booting computers from disk each time.

2. The IP in boot disk is increased by “1”after it’s used for each bootup: The IP address stored in the boot disk will be automatically accumulated when the boot disk

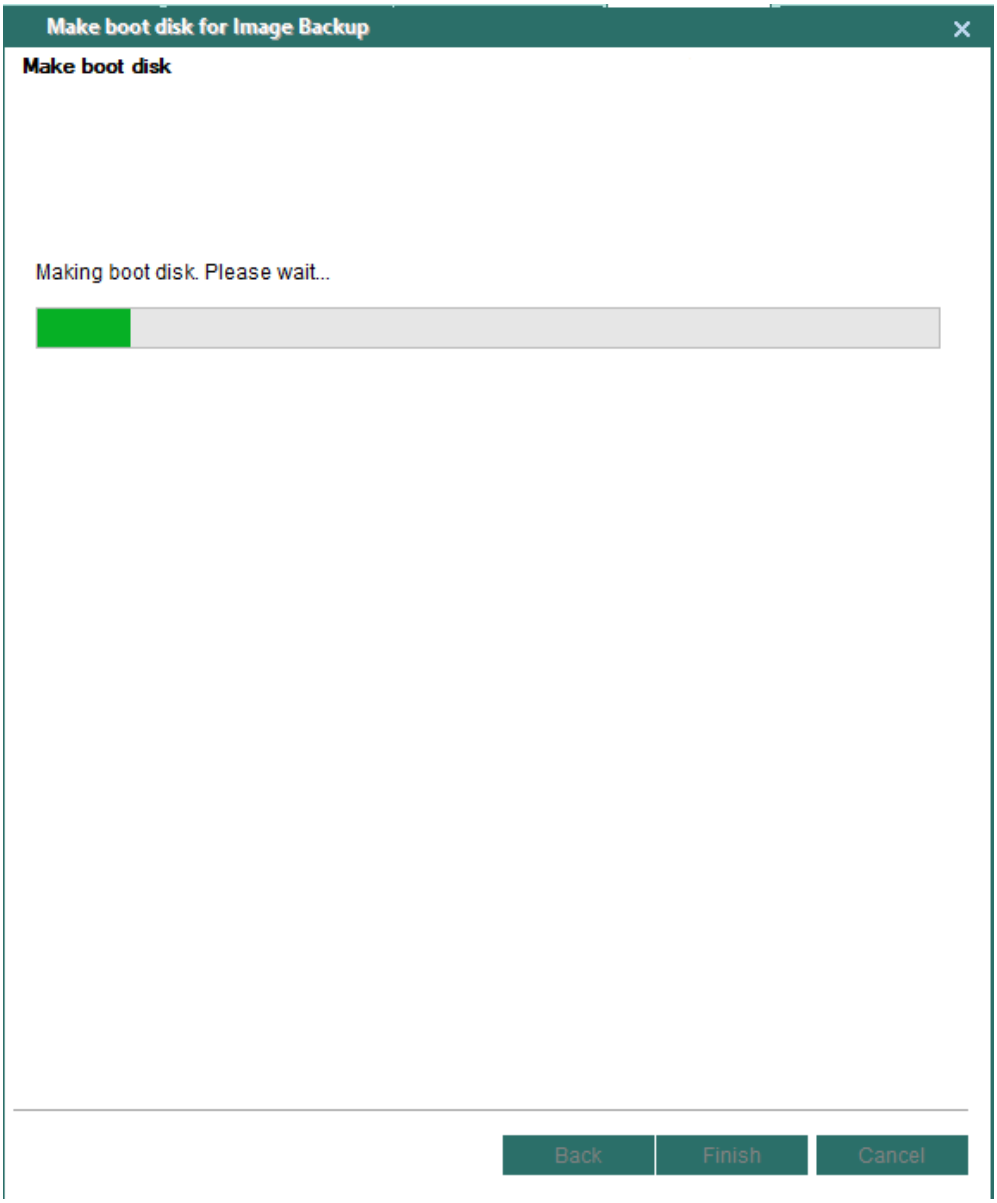
succeeds in booting a computer. This can prevent IP addresses conflict between different clients when the boot disk is used to boot clients repeatedly.

3. Customize Extension Original Value: This is the initial extension value of computer name. It will be automatically accumulated after the boot disk succeeds in booting a computer. This can prevent computer name conflict when the boot disk is used to boot clients repeatedly.

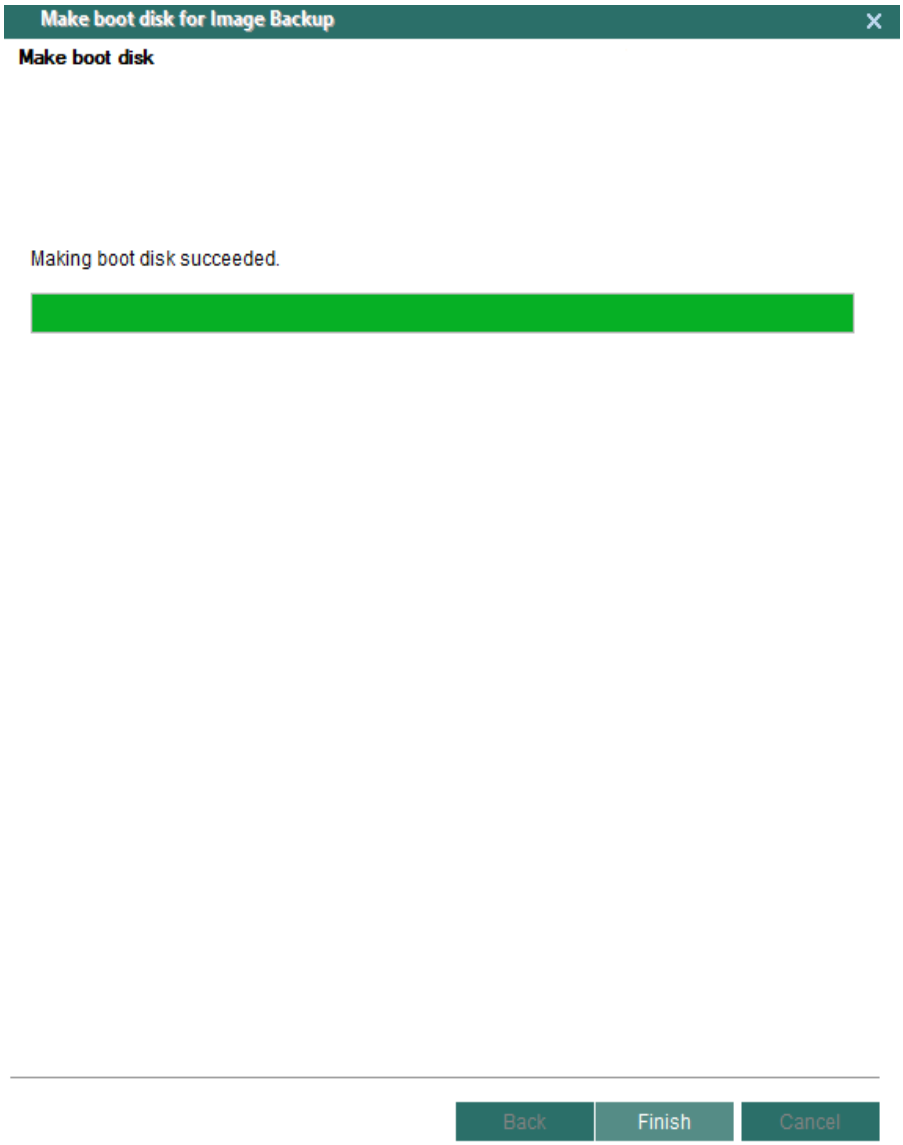
Step4: Click on **Next** to bind a WiFi hotspot to startup disk. After finishing this step, the procedure will connect to the bound WiFi automatically. If you skip this step, it won't connect to WiFi automatically after entering NetCopy.



Step 5: Click **Next** button to start making a boot disk:

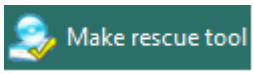

Make boot disk for Image Backup
Make boot disk
Making boot disk. Please wait...
Back
Finish
Cancel

Step 6: Making USB boot disk is complete. Please click **Finish** button to end the operation.

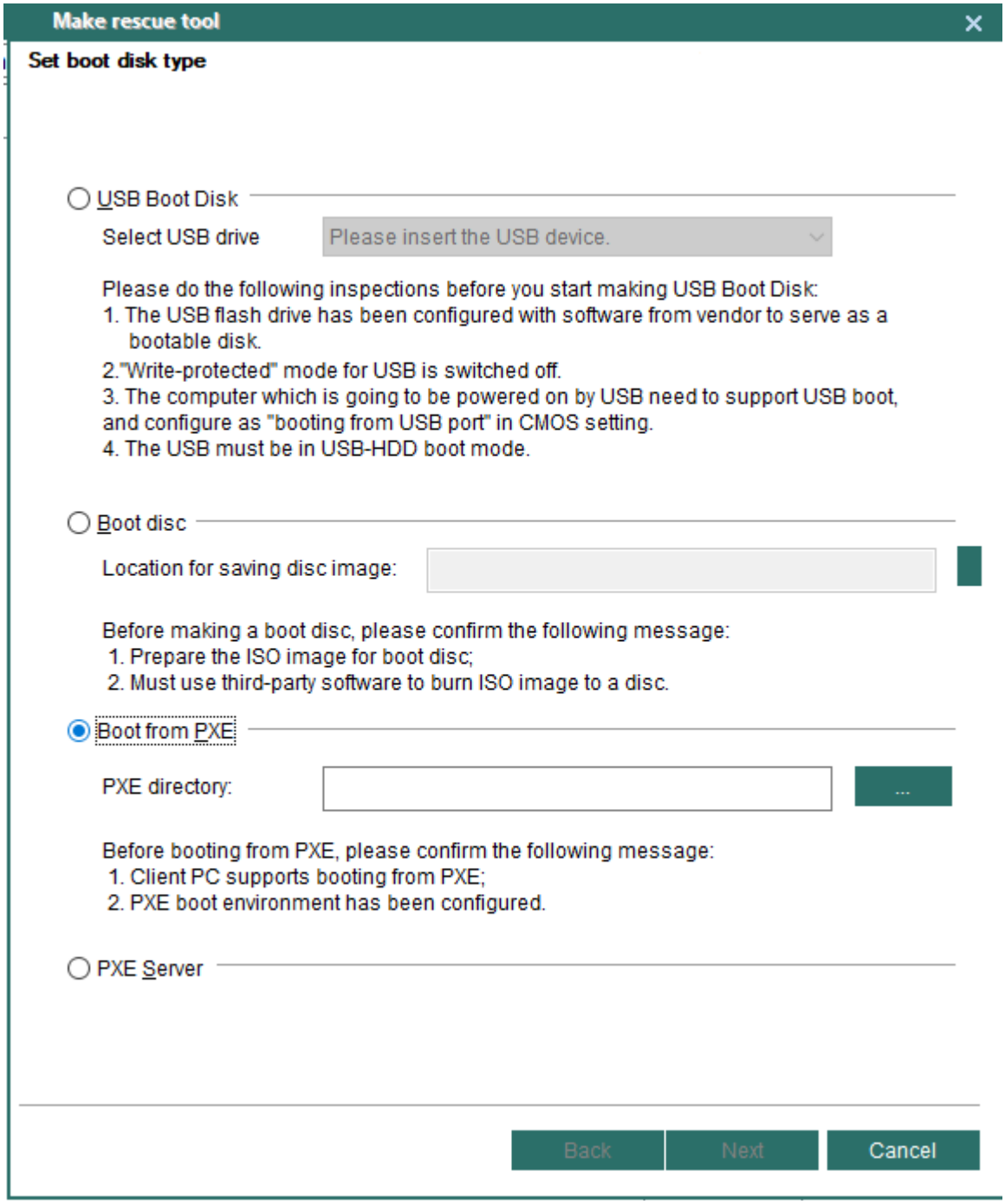


3. Boot from PXE

Boot from PXE can have the client computers that support PXE boot enter the interface of NetCopy without a boot device such as USB boot disk and boot disc. When there is a large number of computers, this boot method is more efficient than the first two boot methods. It's suggested to select this boot method for large-scale deployment if the computers support boot from PXE.

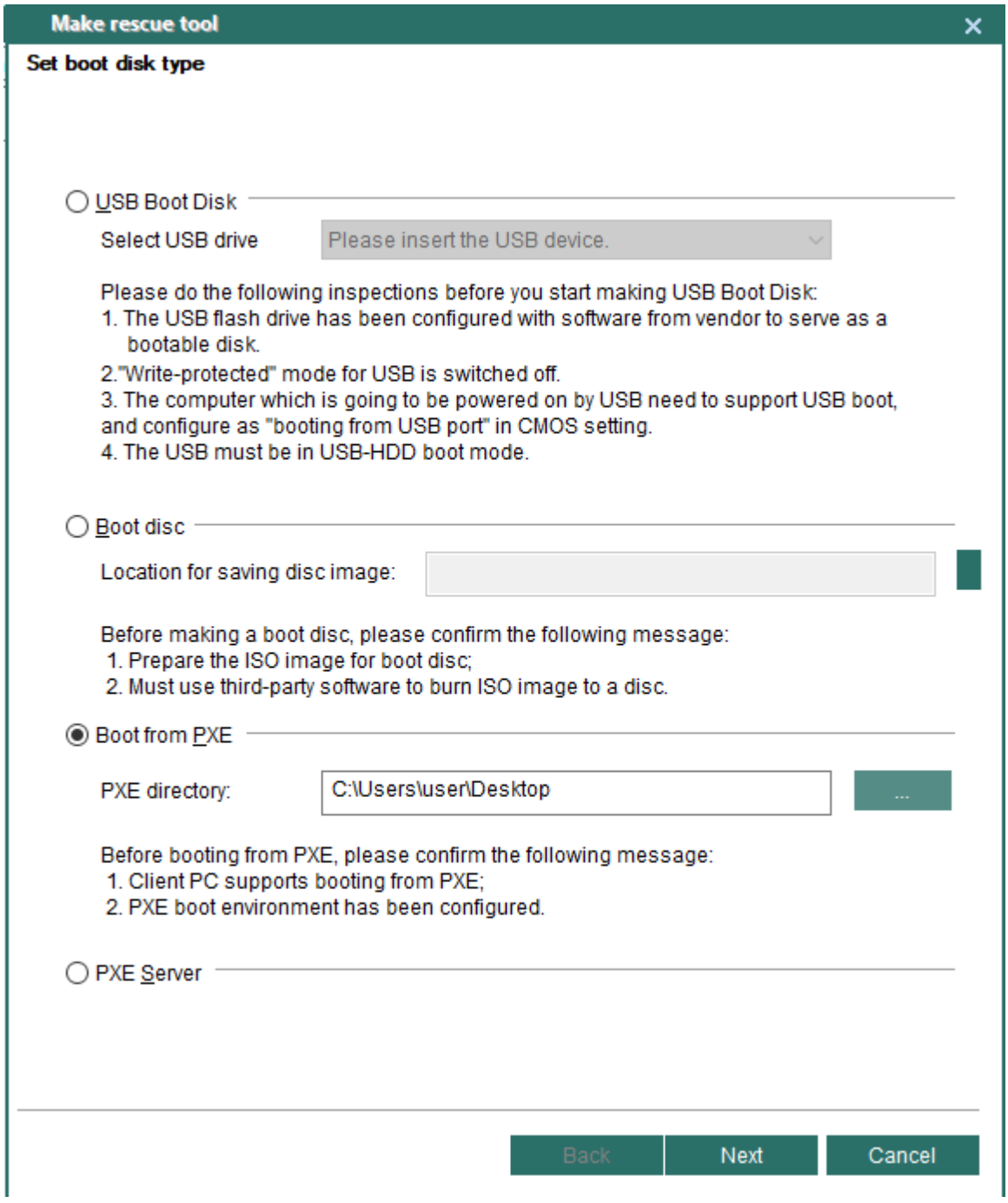
Step 1: Please click 

button on the main interface of NetCopy. Then the following interface will appear:

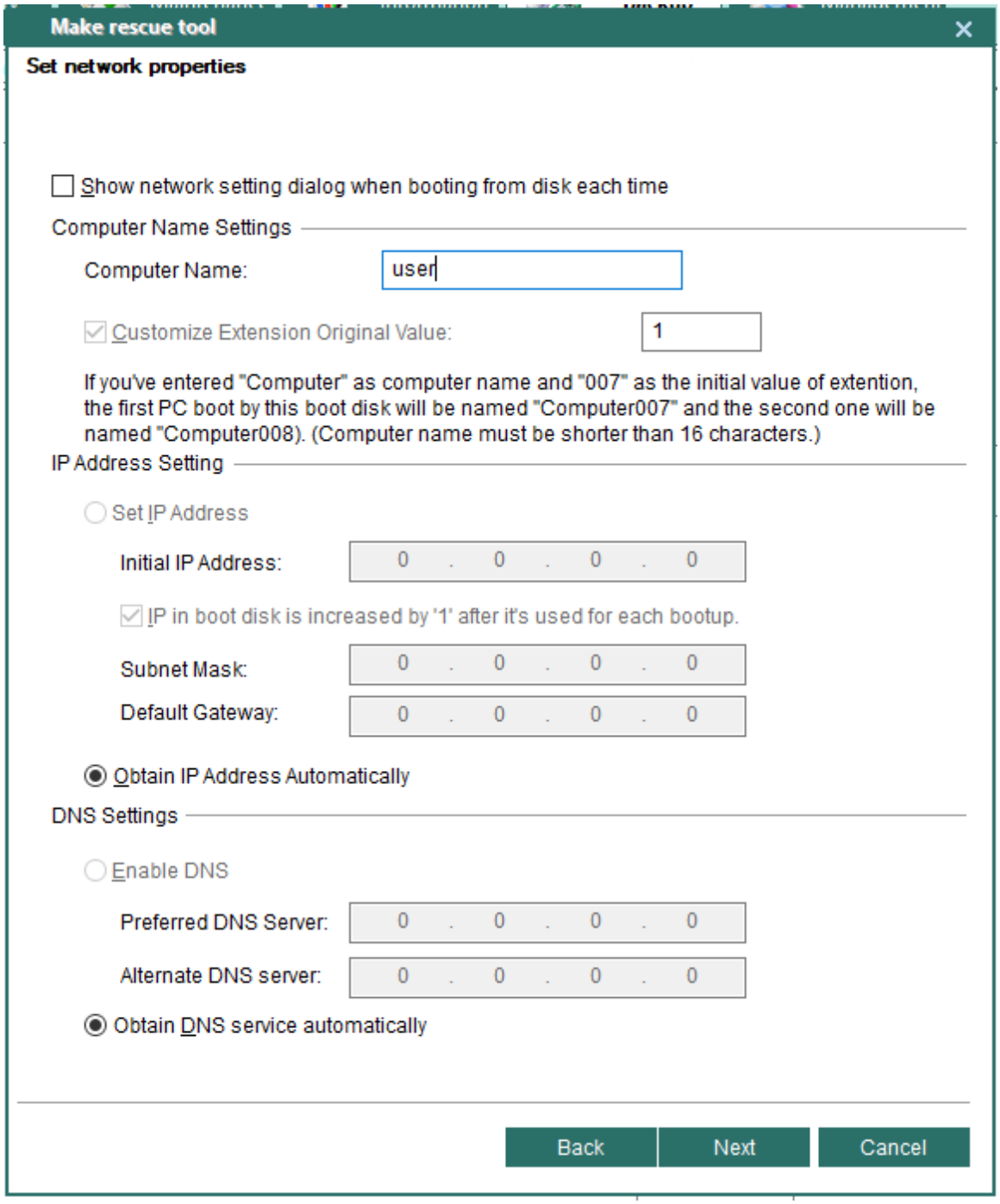


Step 2: Please manually select “Boot from PXE” item and directly inpute or select the PXE directory through

button:



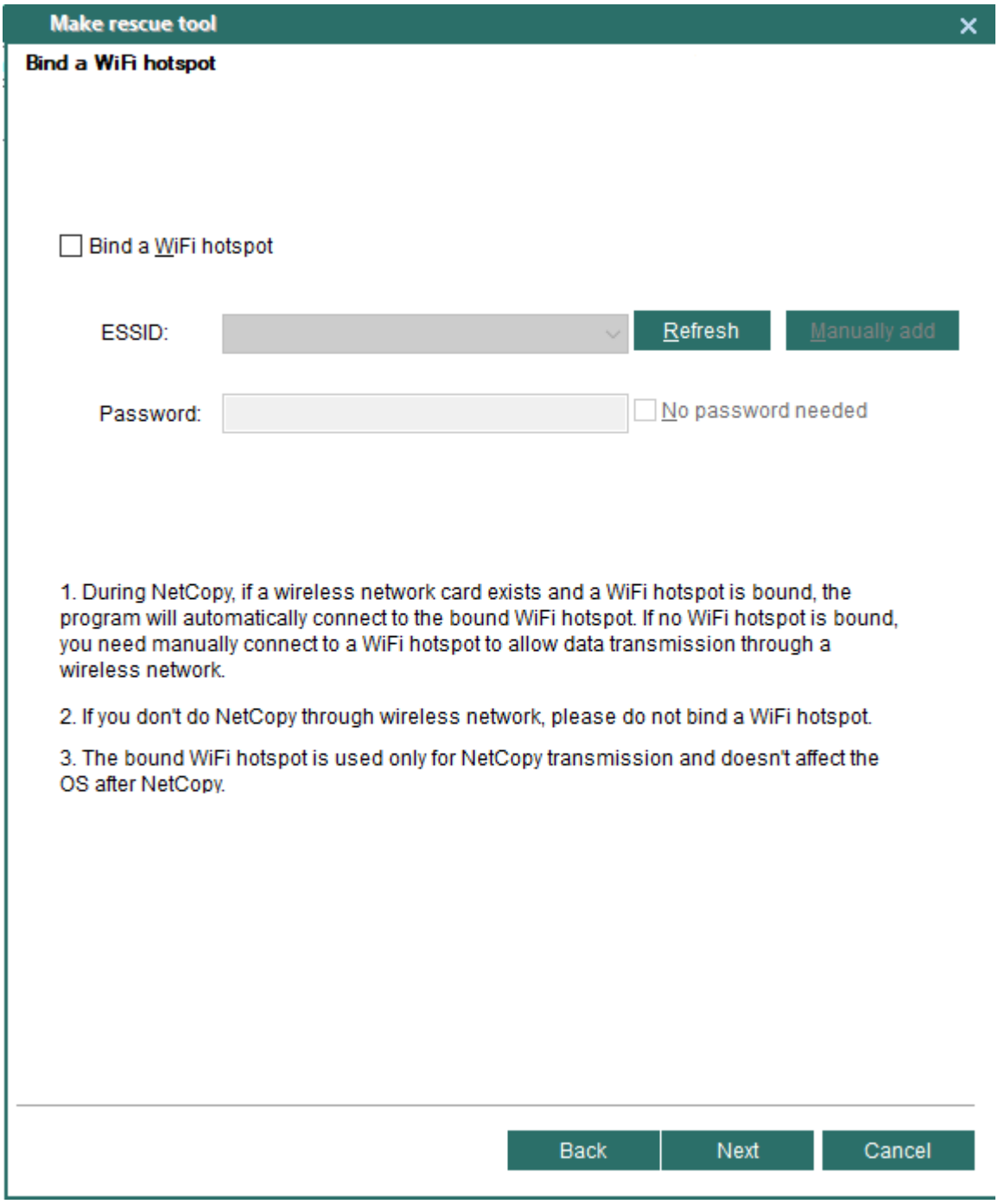
Step 3: Click **Next** button and the "Set Network properties" interface appears. You can set the computer name, IP, gateway, DNS and other information of the computers that will boot from PXE:



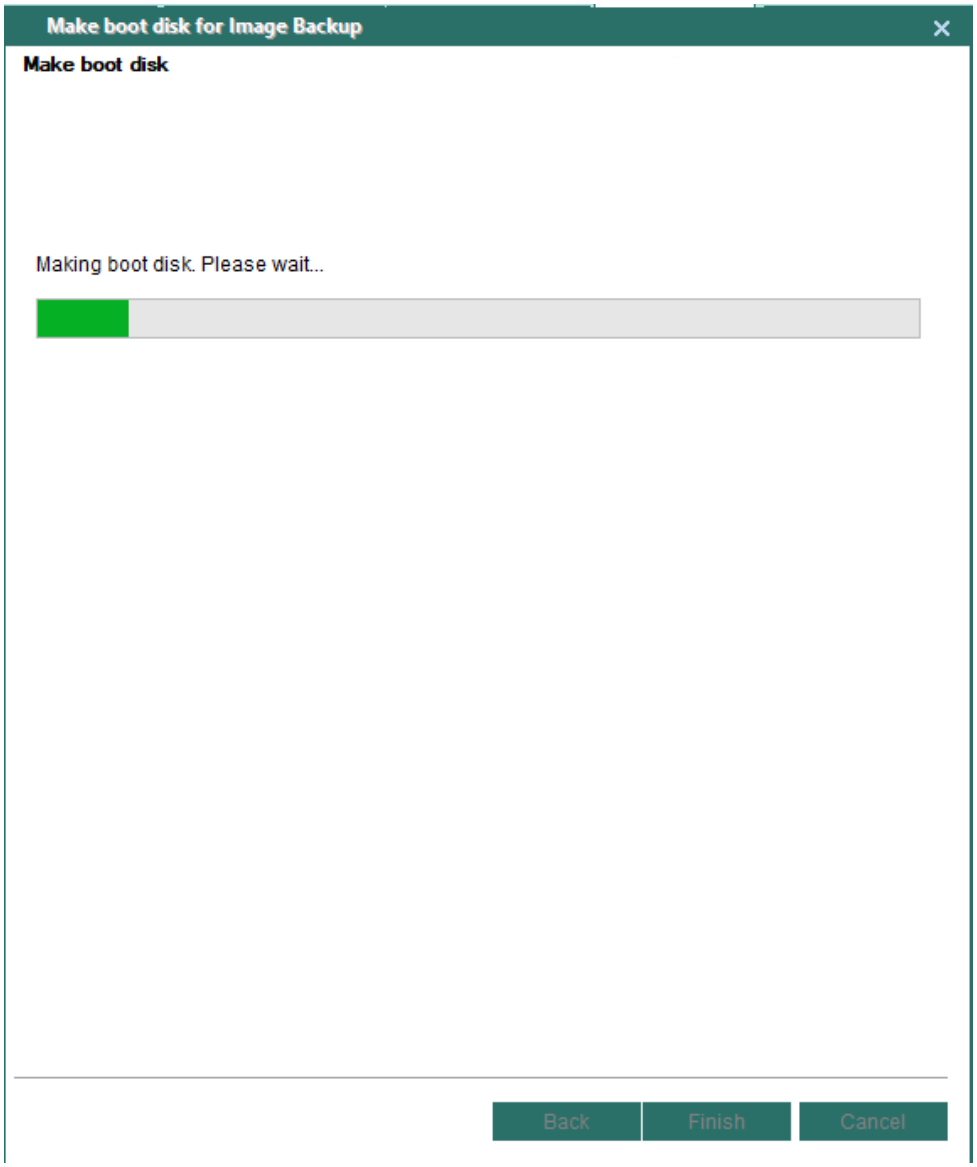
Notes:

Show network setting dialog when booting from disk each time: The network setting dialog allows users to set the network by booting computers from disk each time.

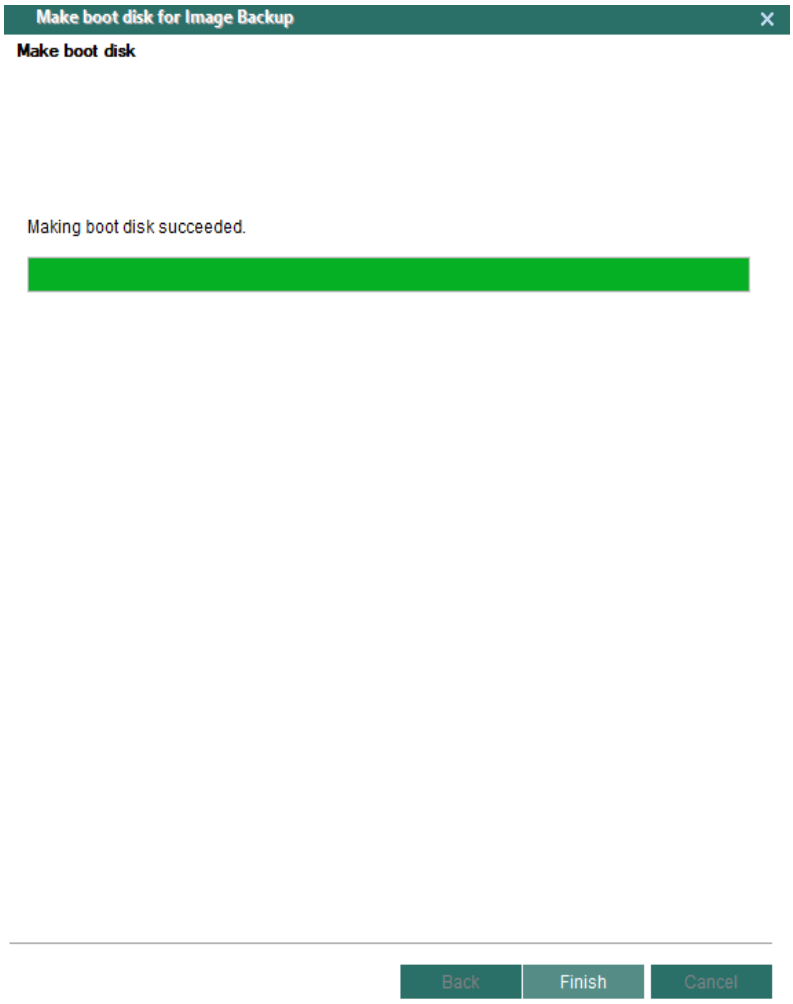
Step4: Click on **Next** to bind a WiFi hotspot to startup disk. After finishing this step, the procedure will connect to the bound WiFi automatically. If you skip this step, it won't connect to WiFi automatically after entering NetCopy.



Step 5: Click **Next** button to start making a boot disk:



Step 6: Making USB boot disk is complete. Please click **Finish** button to end the operation.



4. PXE Server

PXE Server is a convenient boot method that has all the advantages of the first three methods mentioned above. It's the best boot method for large-scale deployment. This boot method solves the low-efficiency problem of USB Boot Disk and Boot Disc and avoid the complicated process of PXE boot that must work with the third-party PXE server. No matter how many computers you have, you only take two simple steps to boot client computers:

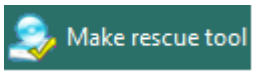
1）Use a USB boot disk or boot disc for PXE Server to boot a computer as PXE Server.

2）Power on all client computers and set them to boot from PXE.

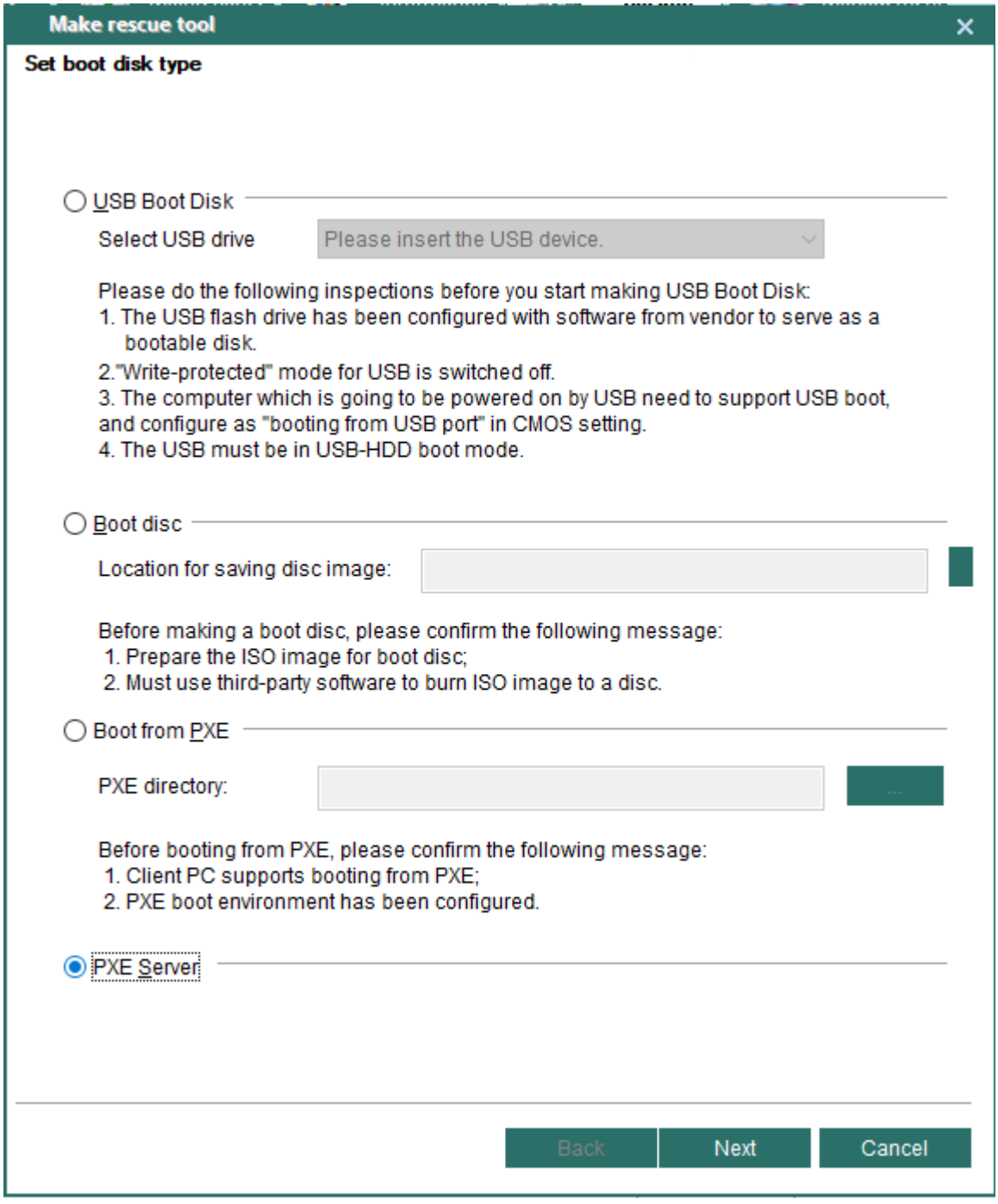
Notes:

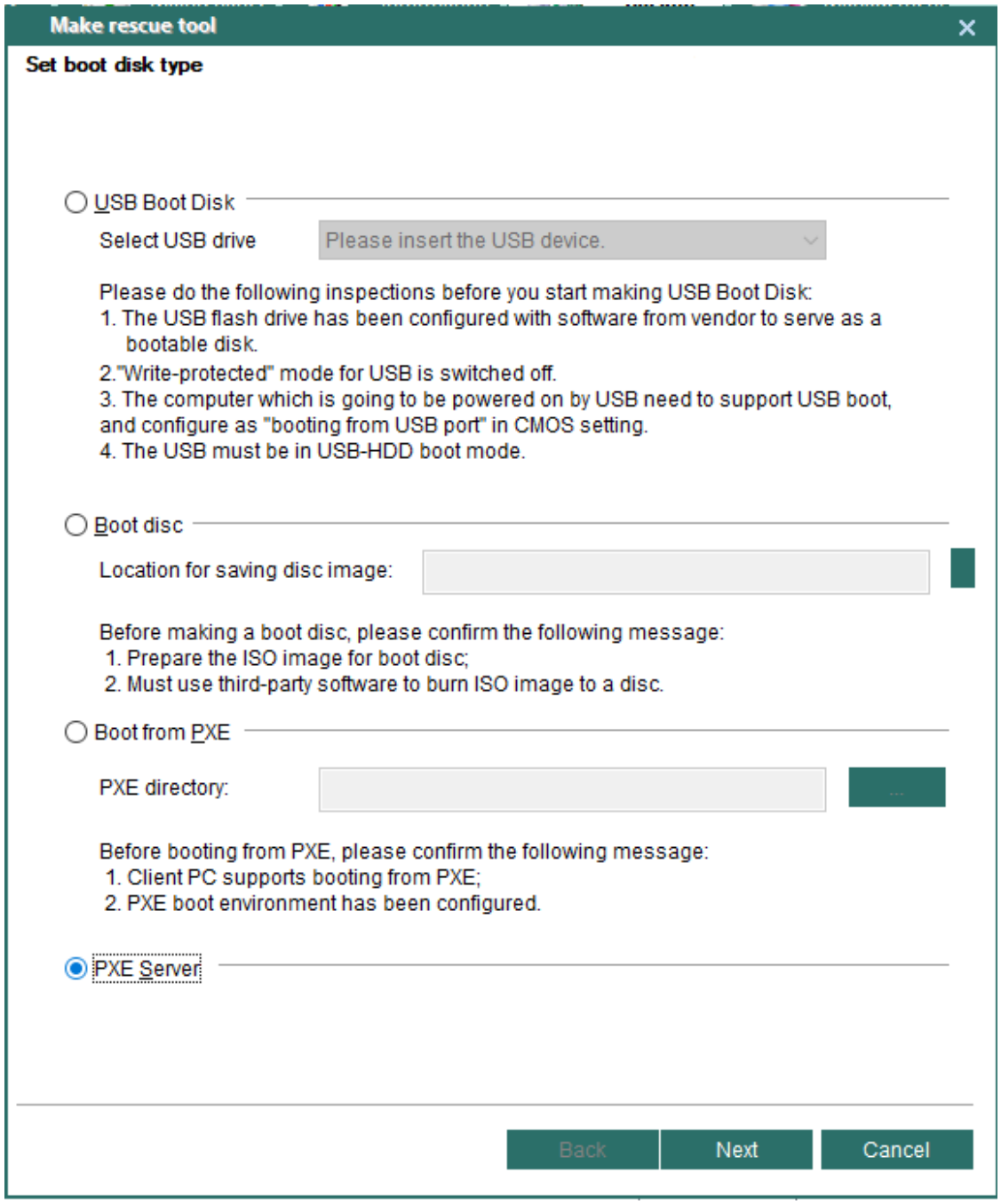
a）In the same LAN, PXE Servers conflict with each other. So please make sure that there is no any other PXE Server in the LAN;

b）As long as the IP addresses are set in different ranges, PXE Server does not conflict with DHCP Server.

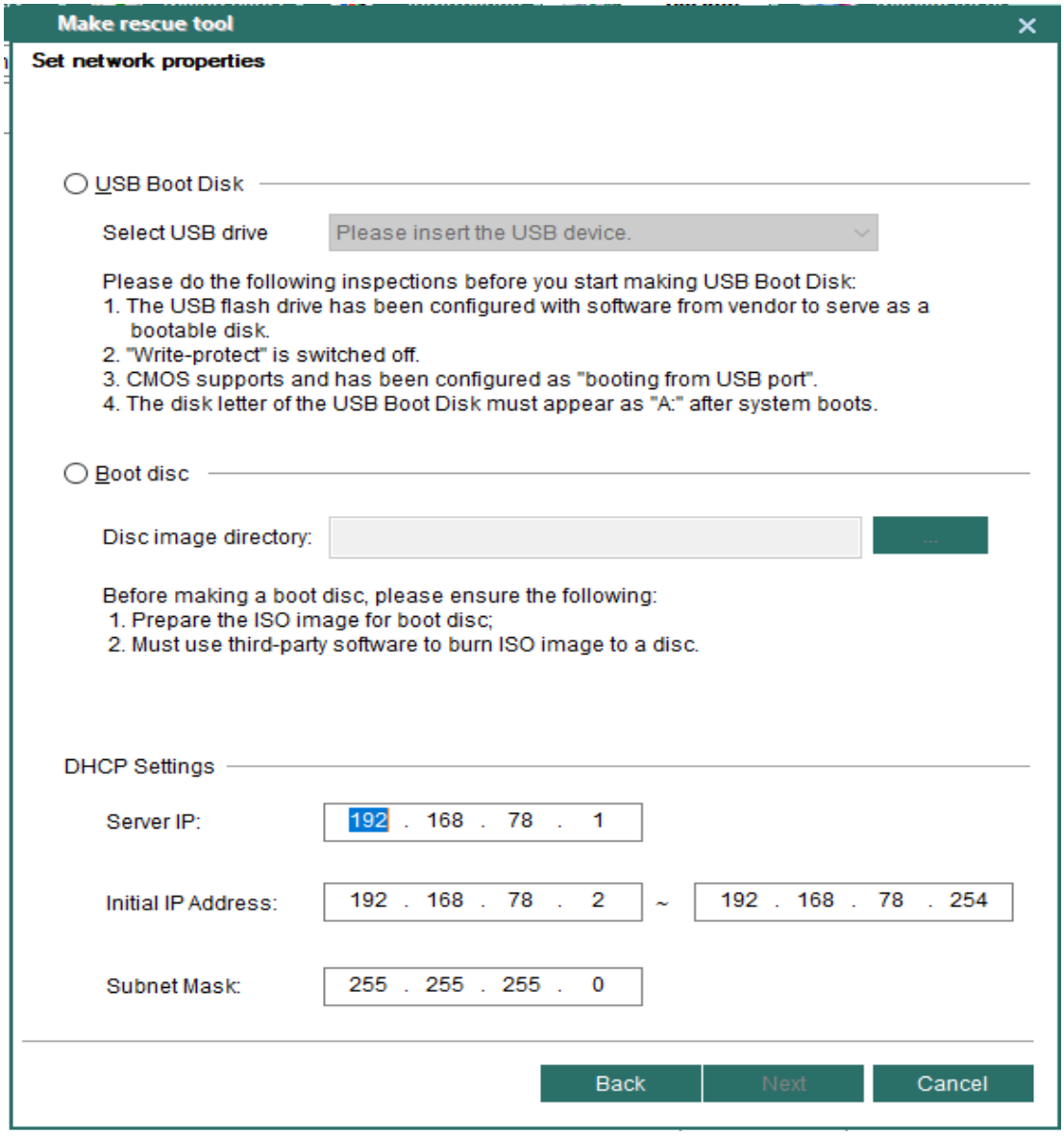
Step 1: Please click 

button on the main interface of NetCopy. Then the following interface will appear:





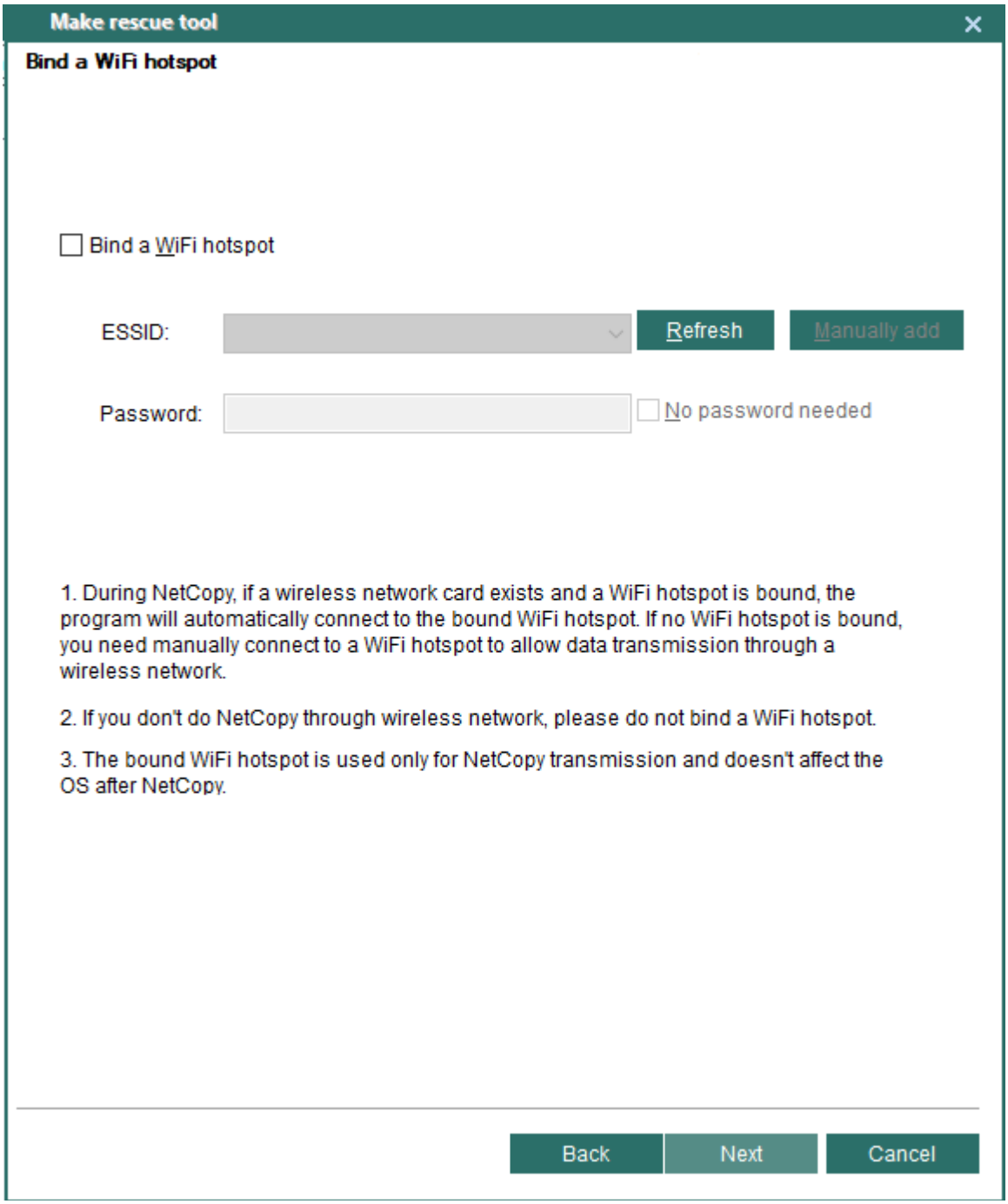
Step 2: Click **Next** button and the "Set Network properties" interface as below will appear. You can set the boot method for PXE Server (also the sender of NetCopy) as well as the DHCP in this interface:



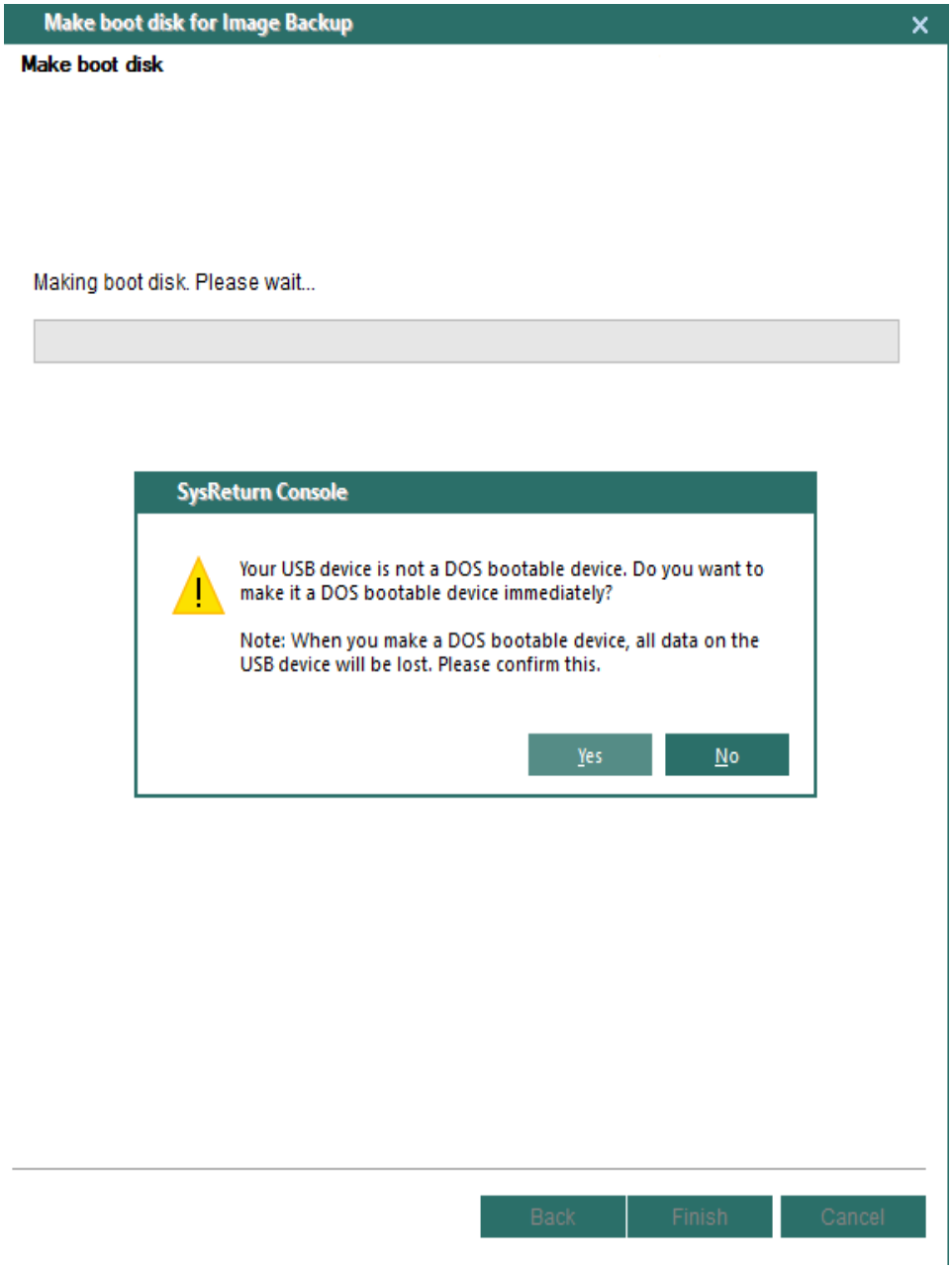
- [DHCP Settings]
  Server IP: The IP address of the sender for NetCopy.
  Initial IP Address: The range of IP addresses allocated to receivers by PXE Server.

- [Tips]
  To prevent PXE Server from conflicting with DHCP, please set the IP addresses in the above screen to a different subnet from the DHCP IP address in order to prevent conflicts. For example, DHCP IP address is allocated as 192.168.0.xxx. Then you can set the PXE IP address as 192.168.11.xxx or 10.0.0.xxx.

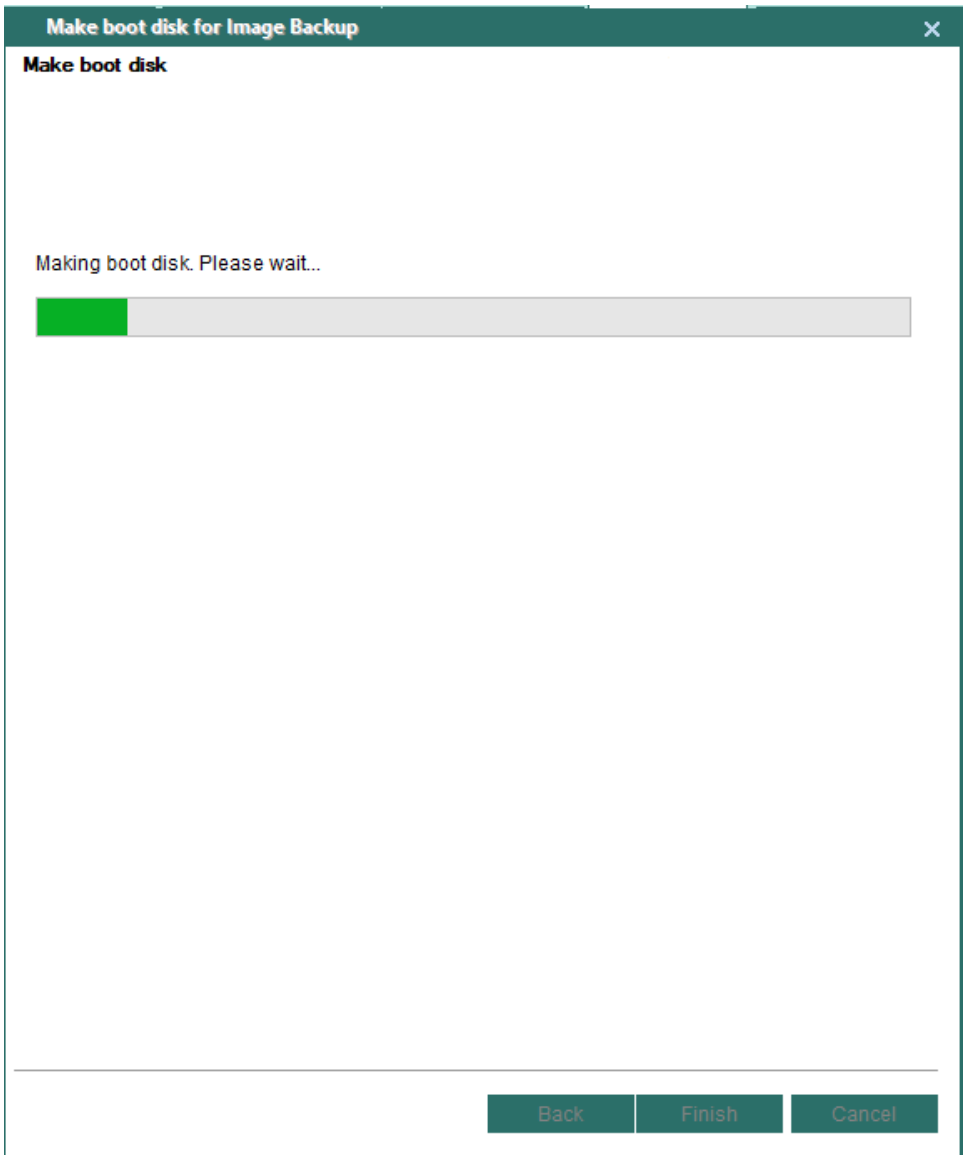
Step4: Click on **Next** to bind a WiFi hotspot to startup disk. After finishing this step, the procedure will connect to the bound WiFi automatically. If you skip this step, it won't connect to WiFi automatically after entering NetCopy.



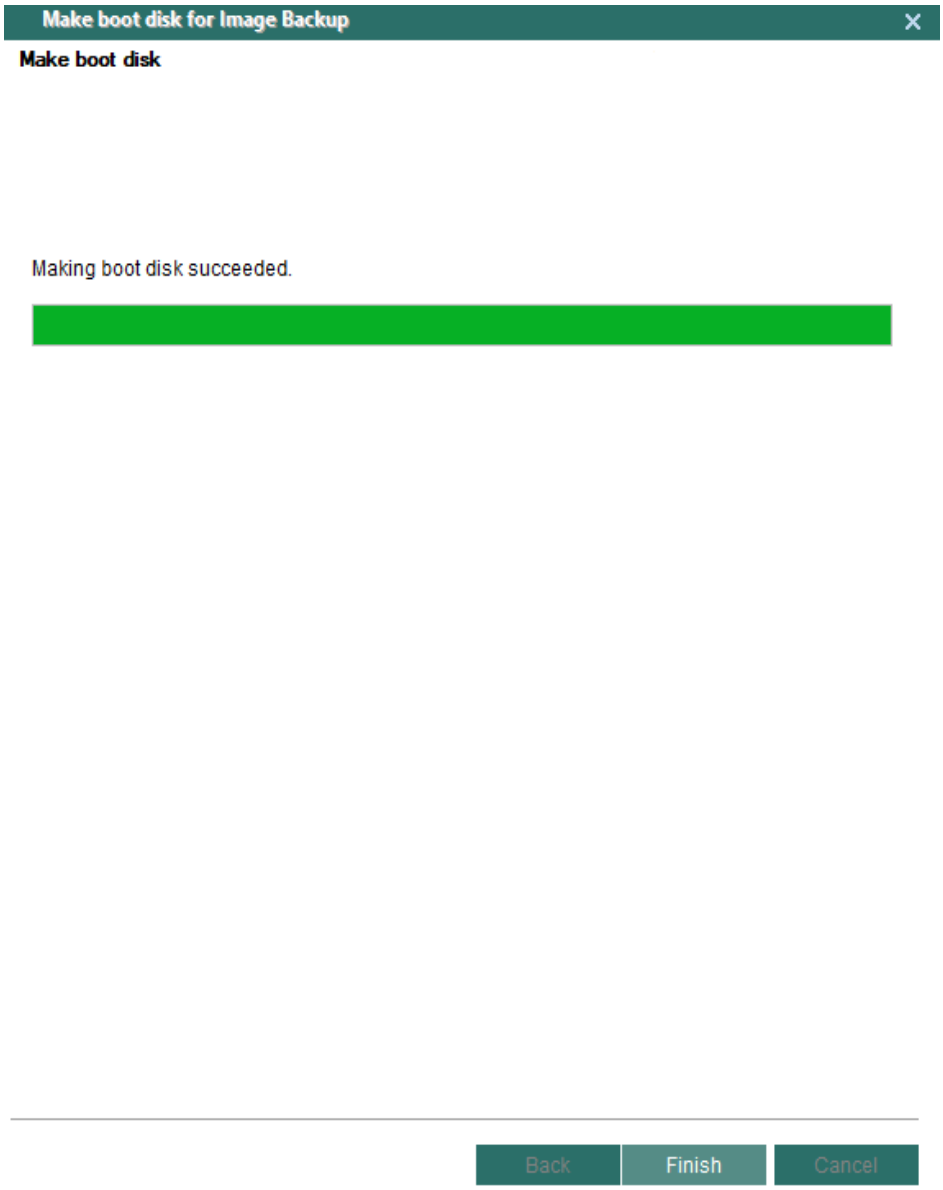
Step 5: Click **Next** button and a pop-up screen will appear to see if you want to make a DOS bootable device. The procedure will carry on without showing this hint if you have already make USB boot disk as DOS bootable device. See the following picture for reference:



Step6: Click **Yes** to start making boot disk.



Step 7: Making boot disk is complete. Please click **Finish** button to end the operation.



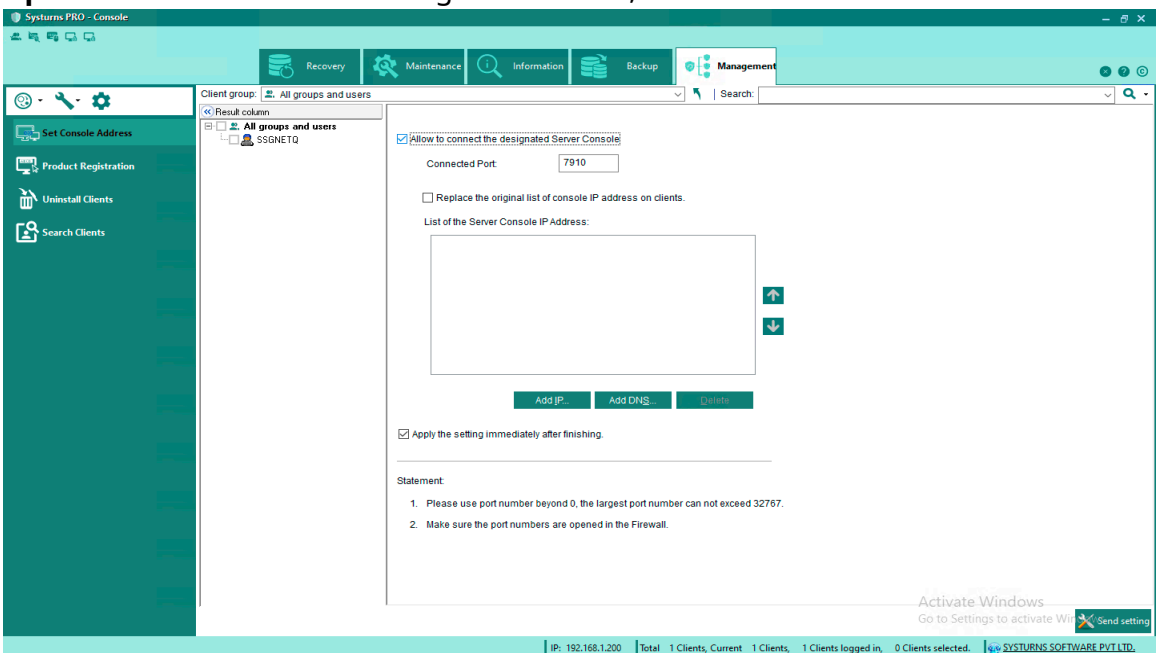
5.2.5 Product Management Menu

Description: Product Management menu has four (4) submenus. They are (1) Set Console Address, (2) Product Registration, (3) Uninstall Clients and (4) Search clients.

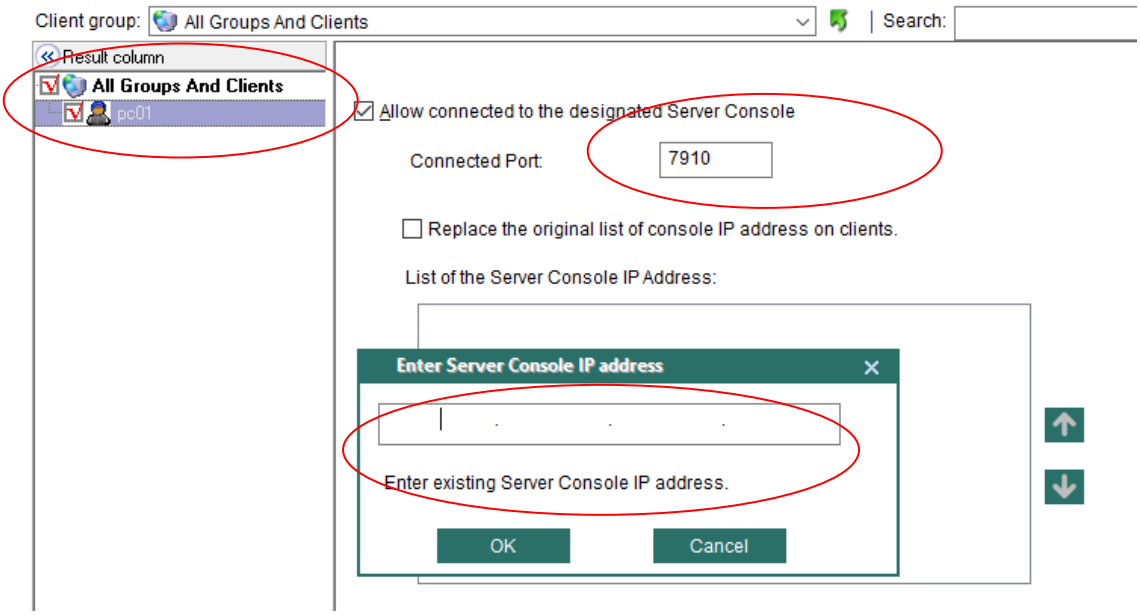
5.2.5.1 Set Console Address Submenu

Description: Systurns Client(s) can report to multiple consoles up to ten (10) consoles, it reports to Console on a priority list of console IP addresses. If the first listed console is not available or the console is turn-off, then it will report to the second on the list. The “Set Console Address” submenu provides IT administrator an option to make a change of certain group of remote client(s) console reporting policy or wants this group of remote clients report to a different console without manually modifying each of remote client(s) console IP address setting. It provides a great flexibility for IT administrator to manage Console and remote client(s) reporting scheme and achieve and modify “Centralized Desktop management” strategy.

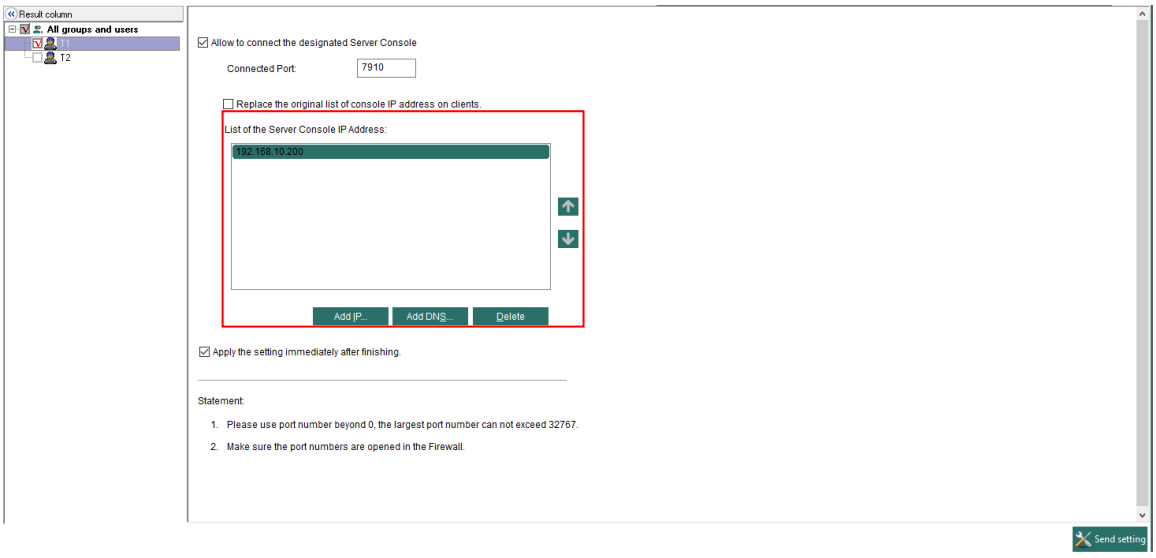
Operation: From Product Management Menu, select “Set Console Address” item.



Step 1: According to the selected remote client, enter connection port and server console IP address. (See the picture below for reference)



Step 2: Click on **OK**, and the IP address will display in the list of consoles.



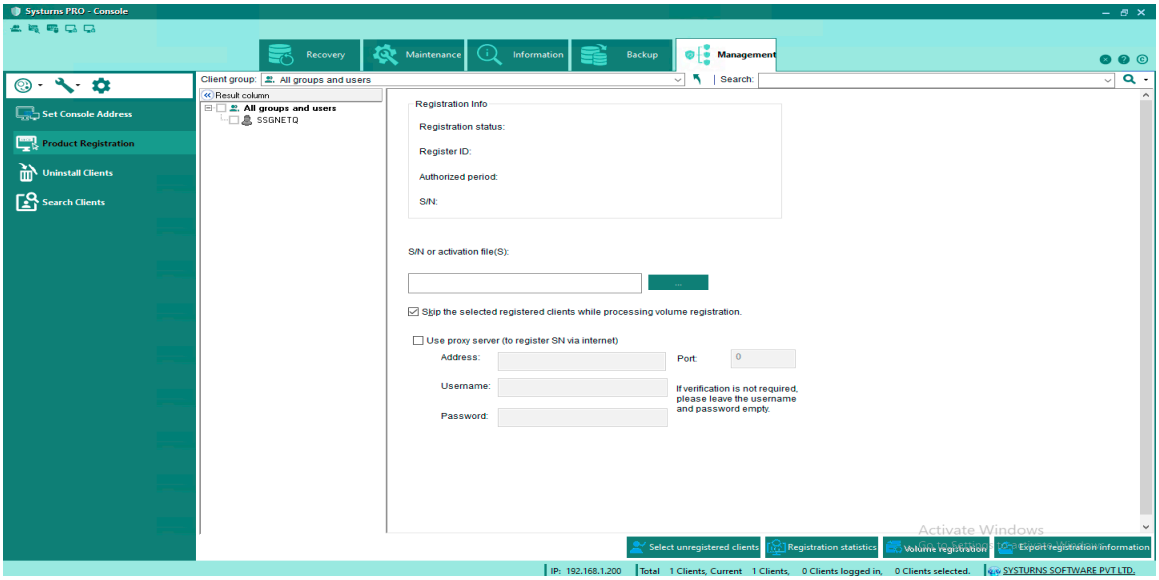
Step 3: Click **Send setting** to finish.

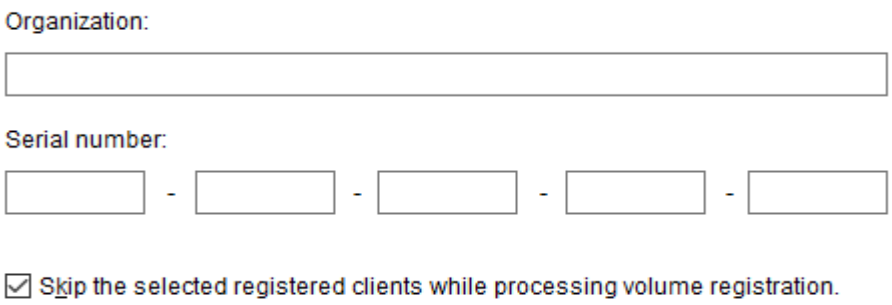
Note: You will be able to use the new Console IP address or DNS setting to replace the existing Console setting which remote client(s) is reporting to.

5.2.5.2 Product Registration Submenu

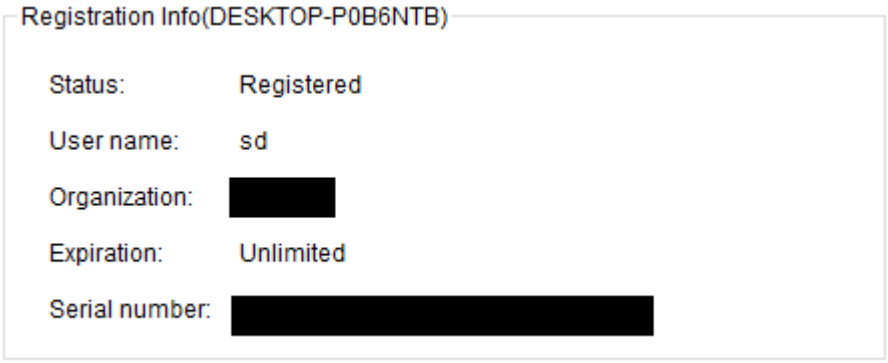
Description: This submenu provides a way to perform Volume registration of remote client(s) after it has been installed.

Operation: From "Product Management" menu, select "Product Registration" item from the left pane. Select remote client(s) to be registered, and then enter the "organization ID' and "serial number" issued and then click on "Volume Registration" to proceed. After the registration, open this function again and you will see a registration info. You will be able to verify the registration status at Systurns Console main menu.





Enter Organization and Serial Nimber



Registration Info

5.2.5.3 Uninstall Submenu

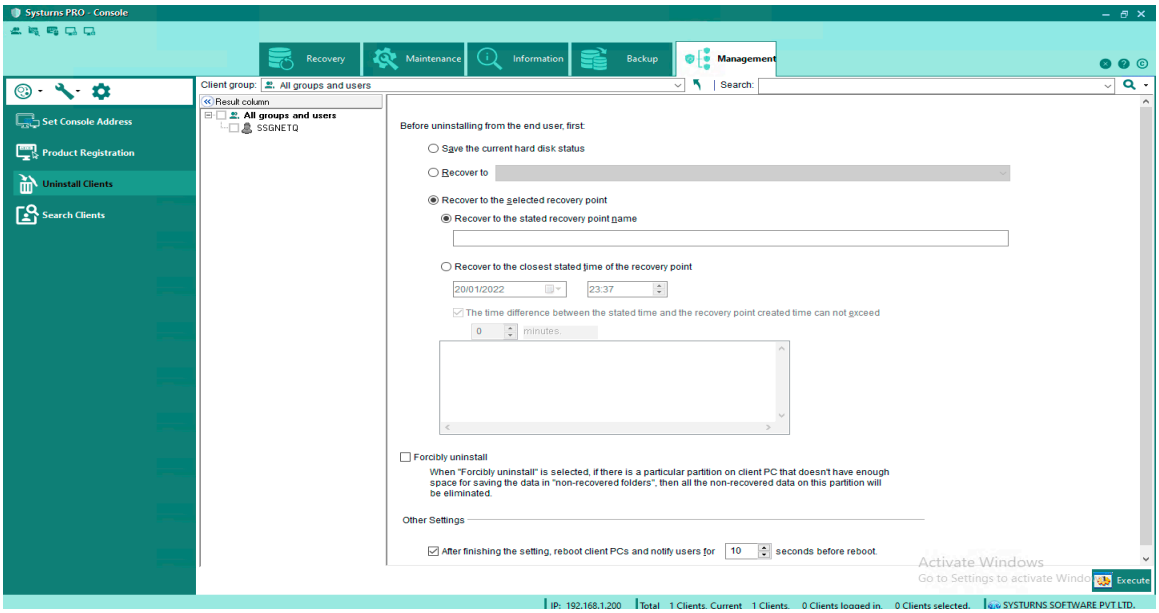
Description: This menu provides IT administrator a tool to uninstall (remove) Systurns client from the system(s) without physically touching the system(s).

Operation: From "Product Management" menu, select "Uninstall" item from the left pane, and then select remote client(s) to uninstall Systurns Client(s) from the system, and then click "Execution" to proceed.

Note: You have the following two options to uninstall Systurns Client(s)
from remote computer system(s):

(1) Remove Systurns Client from the computer and keep current state of the computer. (You keep current OS settings + applications + personal data "as is", and then remove Systurns Client.
(2) Remove Systurns Client from the computer and restore the computer to any previously created recovery points.

Warning: Please do not uninstall or remove Systurns Client by using "Add and Remove" program function provided by Windows OS in "Control Panel" menu. If you do this, it will corrupt the Windows OS and it may not function properly after Systurns Client has been removed from your computer.



Before uninstalling from the end user, first:

- **Save the current hard disk status:** save the current hard disk status and then uninstall remote client.

- **Recover to**

- **Root:** recover to the root and then uninstall remote clients.
- **Current recovery point:** recover to the current recovery point and then uninstall remote clients.
- **The oldest dynamic recovery point:** recover to the oldest recovery point and then uninstall remote clients.
- **The latest dynamic recovery point:** recover to the latest recovery point and then uninstall remote clients.

- **Recover to the stated recovery point name:** recover to the stated recovery point name and use it as a new root.
- **Recover to the closest stated time of the recovery point:** recover to the closest stated time of the recovery point and use it as a new root.
- **The time difference for performing a recovery and the current moment can not exceed ___ minutes:** select this option to restore remote client(s) back to the closest stated time, and the time difference can not exceed ___minutes.

- **Forcible uninstall:** select this option will perform forcible uninstall and eliminate all non-recovered data on this partition due to insufficient space.

Note: If no hint appears telling you that the remaining space is not enough, we suggest not to select this option.

Warning:
To uninstall Systurns Client from computer system will take a few steps and the following images represent the proper procedures to remove Systurns Client from the computer system. The time required to remove Systurns Client depends on the following variables: (1) The size of the data (OS settings + applications + data) in the hard disk; (2) the resources of the computer hardware; (3) which state of the computer system will be recovered first prior to the removing of Systurns Client.

Uninstall and remove Systurns Client is an automatic process and do not interfere with the uninstall process. Just be patient! It will take some time to remove the Systurns Client especially the computer system is old and lack of resources.

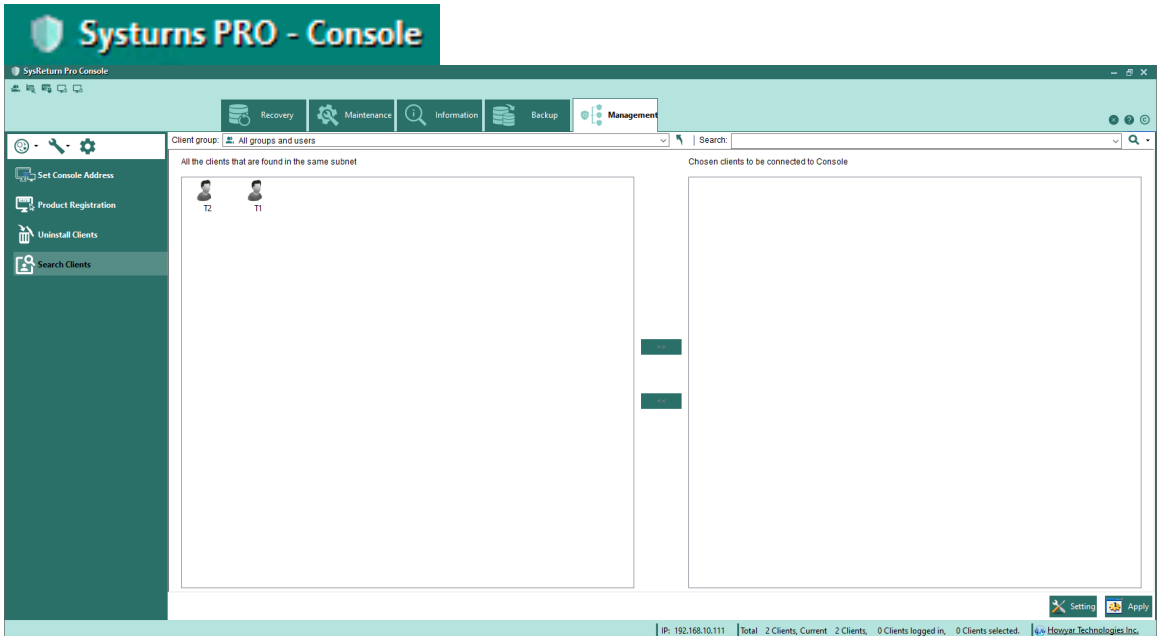
5.2.5.4 Search Clients

Description:

This menu provides IT administrator a tool to search all the Client(s) within the same LAN and connect the appointed Client(s) to Console.

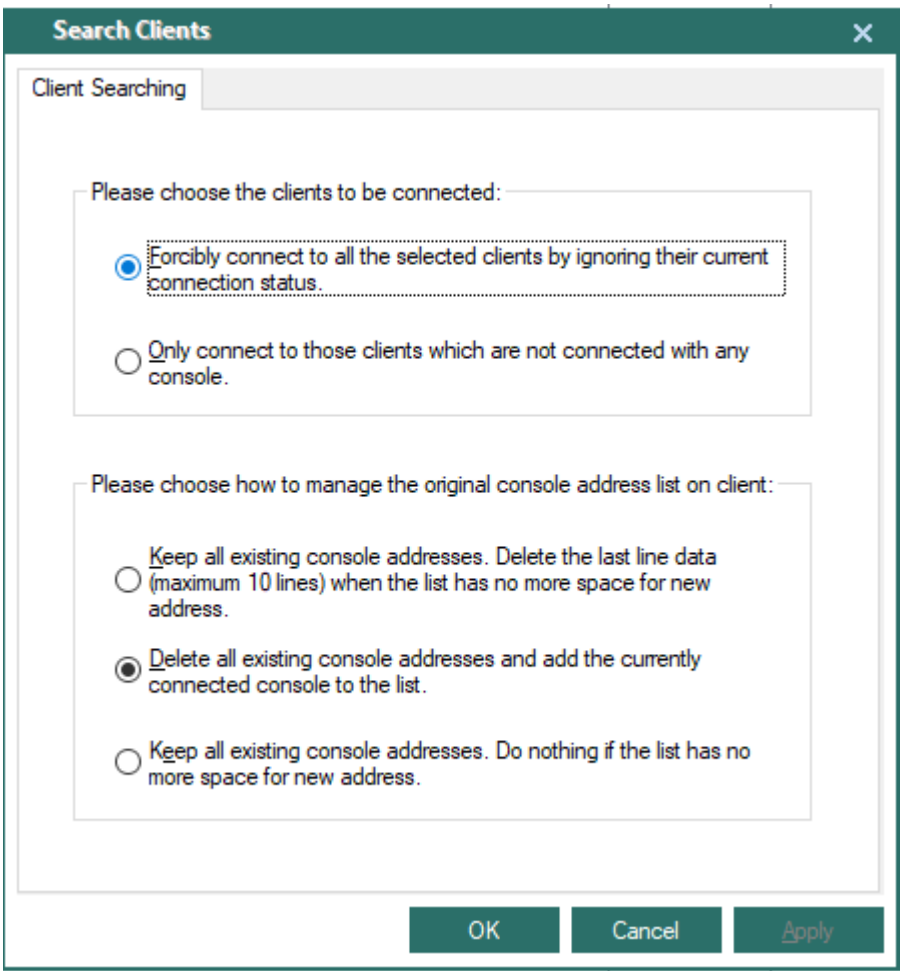
Operation:

Step 1: Click “Product Management” tab on the main interface and then click “Search clients” on the left panel. The following picture appears:



Step 2: Click **Setting** button to set rules for client searching.

SYSTURNS
INSTANT SYSTEM RECOVERY SOFTWARE



- **Please choose the clients to be connected**

  Forcibly connect to all the selected clients by ignoring their current connection status: all Clients searched in LAN can connect to Console.

  Only connect to those clients which are not connected with any console: only connect to those clients that are not connected with any console in LAN.

- **Please choose how to manage the original console address list on client**

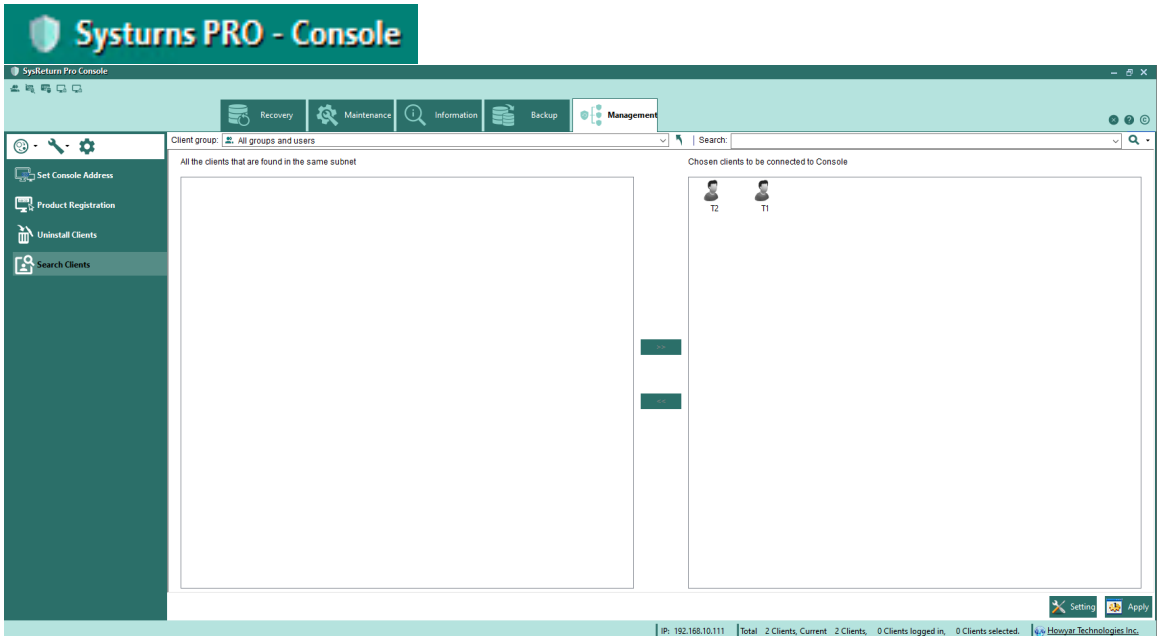
  Keep all existing console addresses. Delete the last line data (maximum 10 lines) when the list has no more space for new address: When Console connects with the searched Clients, the Console's address will be added into the first line of

the address list on Client. When the list is full and has no more space, the last line on the address list will be deleted.

Delete all existing console addresses and add the address of the console currently connected to the list: Only keep the address of the Console currently connected.

Keep all existing console addresses. Do nothing if the list has no more space for new address: When the address list on Client achieves maximum quantity of addresses (10), the new Console's address cannot be added. Thus, Client cannot connect to the new console.

Step 3: Select the icon of the Client that you want to connect from the area of "All clients searched in the same subnet" and click >> button. The selected icon will be moved to the area of "Clients chosen to connect to this console", like the following image:

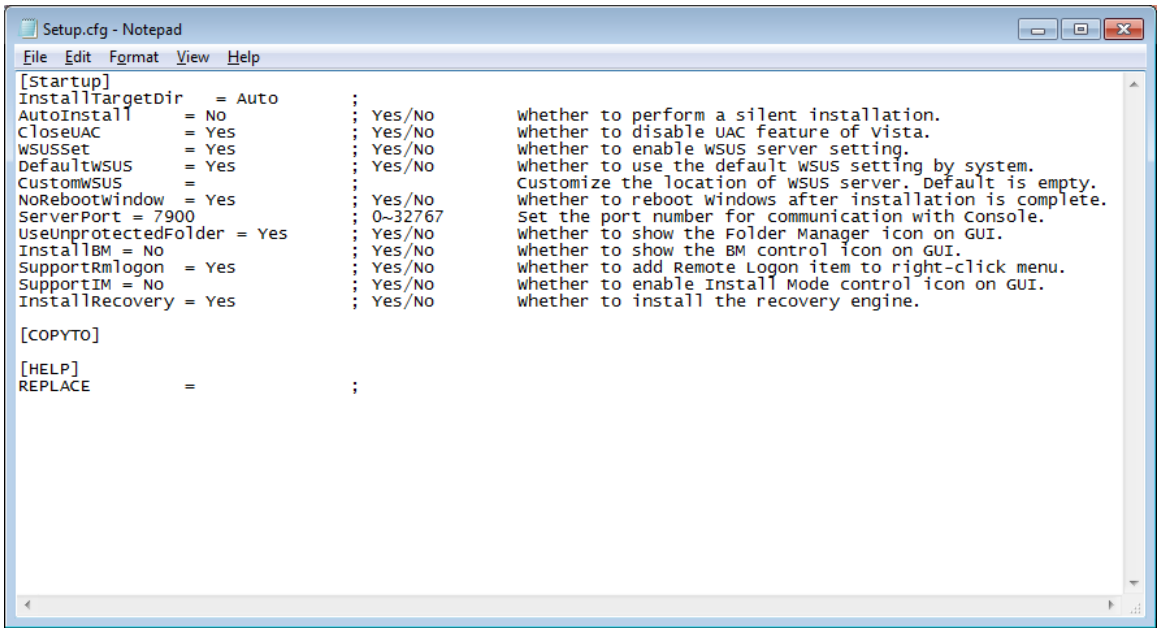


Step 4: Click **Apply** button. Then the selected Clients will be connected with this Console.

Chapter 6 --- Auto installation

This Chapter provides information regarding how to install Systurns Console with Silent Install (One-Click Installation)

In order to perform a silent installation of Systurns Console, IT administrator will need a Setup.cfg files for Console Setup.exe program. The following image is a typical sample Systurns Console Setup.cfg file and its contents.



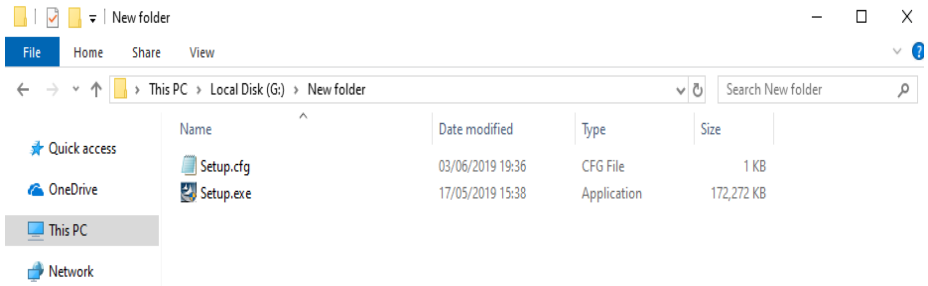
Systurns Console Setup.cfg File

How to Install Systurns Console with Silent Install (One-Click):

Step 1: Create an installation package folder as root directory.

Example: C:\SRConsole

Step 2: Copy Systurns Console Installation Program (Setup.exe) and Console Setup.cfg file in the installation package folder created in Step



Console Silent Install Package Contents

Step 3: Configure Setup.cfg file for a typical installation. The following is a sample of Setup.cfg file. In order to install Systurns Console automatically, the "AutoInstall" parameter must be configured as follows **AutoInstall = Yes**
You can use "Notepad" program to edit the Setup.cfg file content.

Step 4: Double clicks on Setup.exe icon to perform silent installation.

```
[Startup]
InstallTargetDir     = Auto          ;
AutoInstall          = Yes; Yes/No          Whether to perform silent installation.
CloseUAC  = Yes      ; Yes/No          Whether to disable UAC feature of Vista.
WSUSSet   = Yes      ; Yes/No          Whether to enable WSUS server setting.
DefaultWSUS     = Yes      ; Yes/No          Whether to use the default WSUS setting by system.
CustomWSUS      =          ;              Customize the location of WSUS server. Default is empty.
NoRebootWindow    = Yes          ; Yes/No          Whether to reboot Windows after installation is complete.
ServerPort = 7900            ; 0~32767       Set the port number for communication with Console.
UseUnprotectedFolder      = Yes; Yes/No          Whether to show the Folder Manager icon on GUI.
InstallBM = No                          ; Yes/No          Whether to show the BM control icon on GUI.
SupportRmlogon = Yes             ; Yes/No       Whether to add Remote Logon item to right-click menu.
SupportIM = No                          ; Yes/No          Whether to enable Install Mode control icon on
GUI.
InstallRecovery    = Yes      ; Yes/No          Whether to install the recovery engine.
SetupFSR = No                ; Yes/No       Whether to enable the switch for protection mode.
SetupLanguage = English                    ; English     Choose a language.

[COPYTO]
[HELP]
REPLACE              =                     ;
```

Note: (1) In order to install Systurns Console automatically, the "AutoInstall" parameter must be configured as follows

AutoInstall = Yes

(2) In order to have "Folder Manger" function available in Console "Information" menu The UseUnprotectedFolder parameter must be configured as follows:

UseUnprotectedFolder = Yes

Note: Systurns Console and Client can co-exit in the same machine, but you have to install them in the following orders:

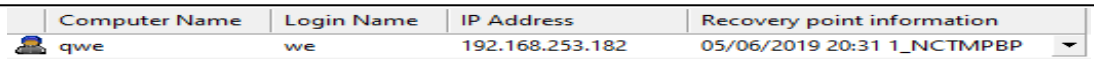
(1) Install Systurns Console first, and then

(2) Install Systurns Client second (after installing Systurns Client, it does not require to be registered.)

(3) Console has Systurns Client installed can be controlled and monitored by another Console where its Systurns Client is reporting to.

(4) When "SetupFSR = Yes", "UseUnprotectedFolder = Yes" will not take effect.

Note: MySQL database program must be installed first before install Systurns Console and configured properly (Please see Chapter 4 How to install MySQL for detail), otherwise, the "PowerSave Manager" menu will not function properly.



Chapter 7 Appendix

MySQL Installation and Setting

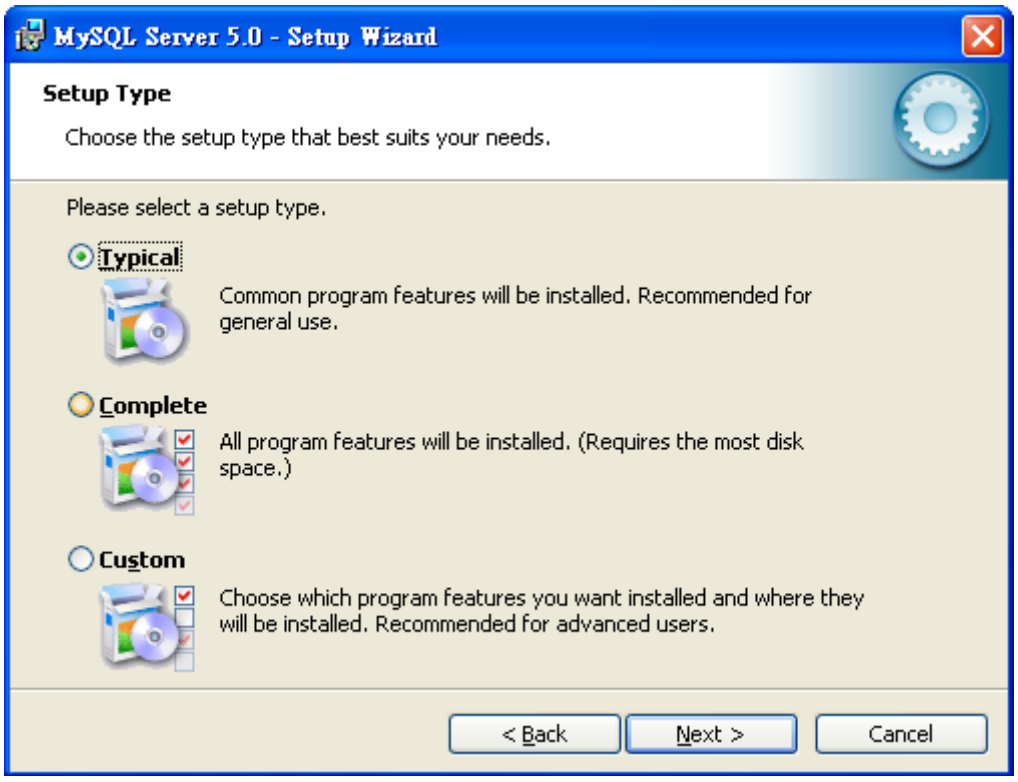
You can download MySQL Community Server 5.1 program and documentation from its official website: http://dev.mysql.com/downloads/mysql/.

> Note: Before installing Systurns Console, you must install MySQL database program in order to have the "Asset Manager" function take effect. You can skip the installation of MySQL if you don't need the "Asset Manager" function.

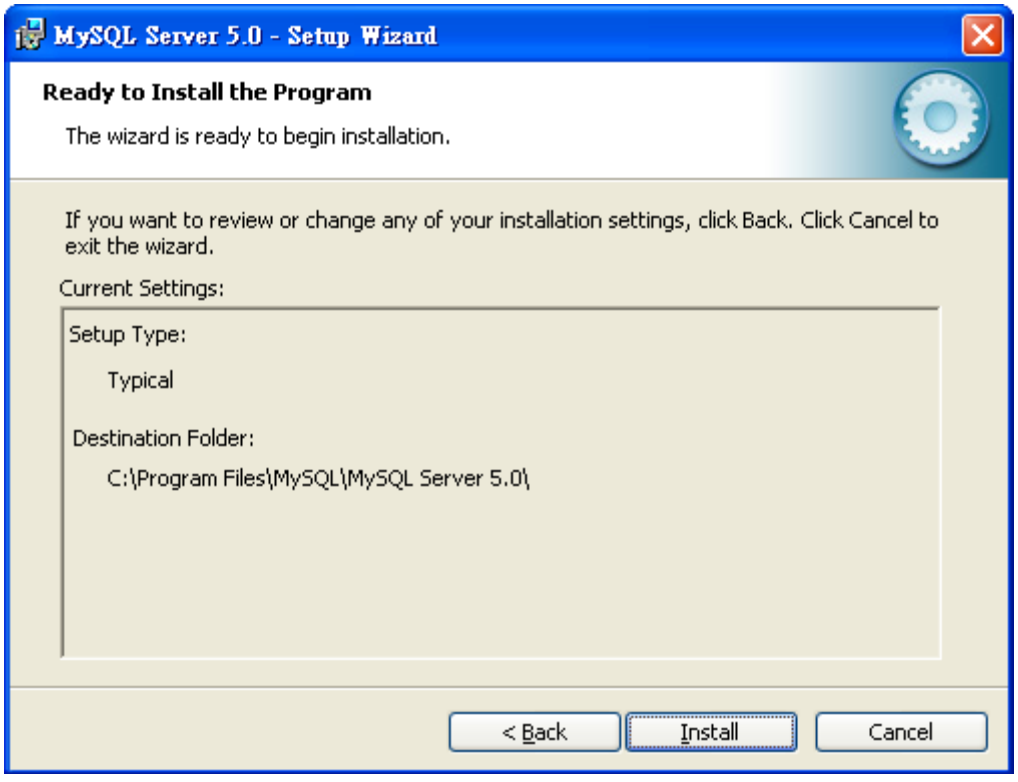
Below is just an example about how to install MySQL Community Server 5.1. For other technical details, please refer to MySQL official website.

1. After Double click on **Setup.exe** (Executable Program) and you will see the following "Welcome" screen, and then press **Next** to start the installation.

2. Select "Typical" setup option and click **Next** to continue.



3. Review the program installation location and click “Install” to continue.

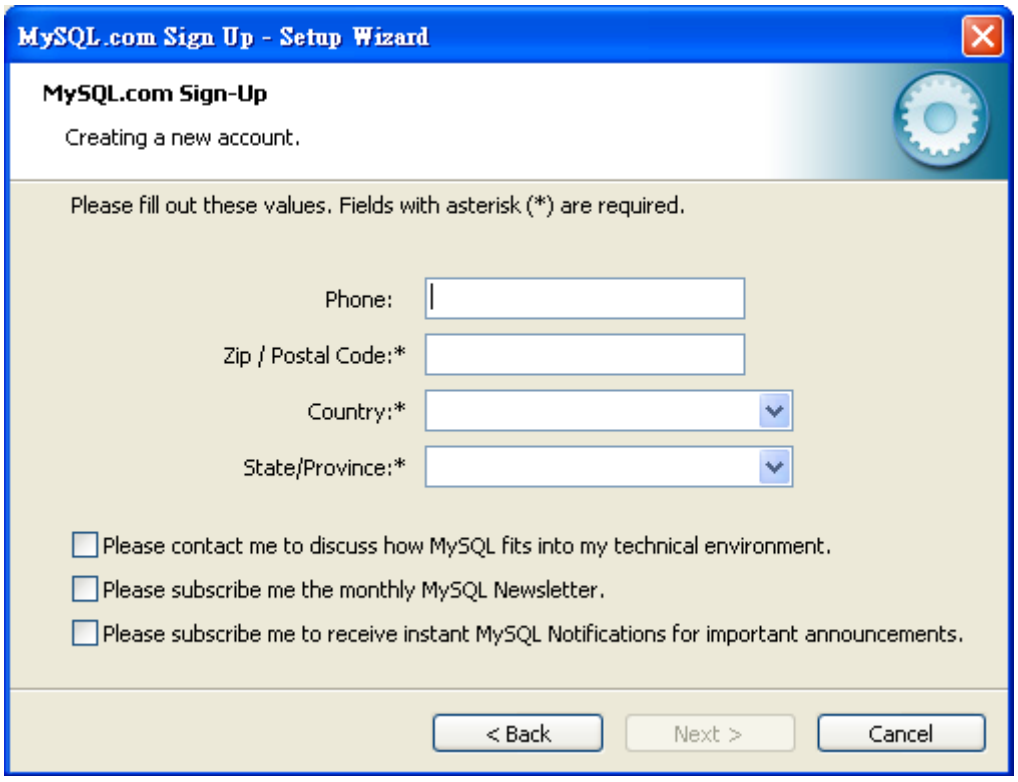


4. Use “Create a new free MySQL.com account” to configure MySQL program

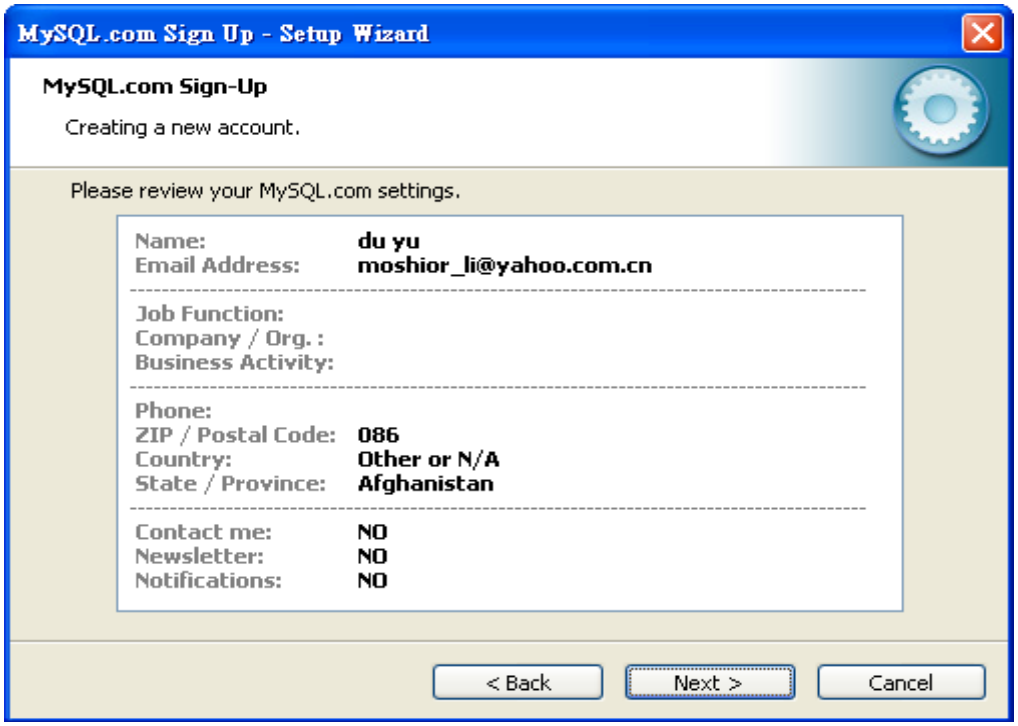
5. Type the necessary information in the blank filed and click **Next** to continue.

6. Type user name and click **Next** to continue.

7. Type in the necessary information in the blank field and click **Next** to continue.

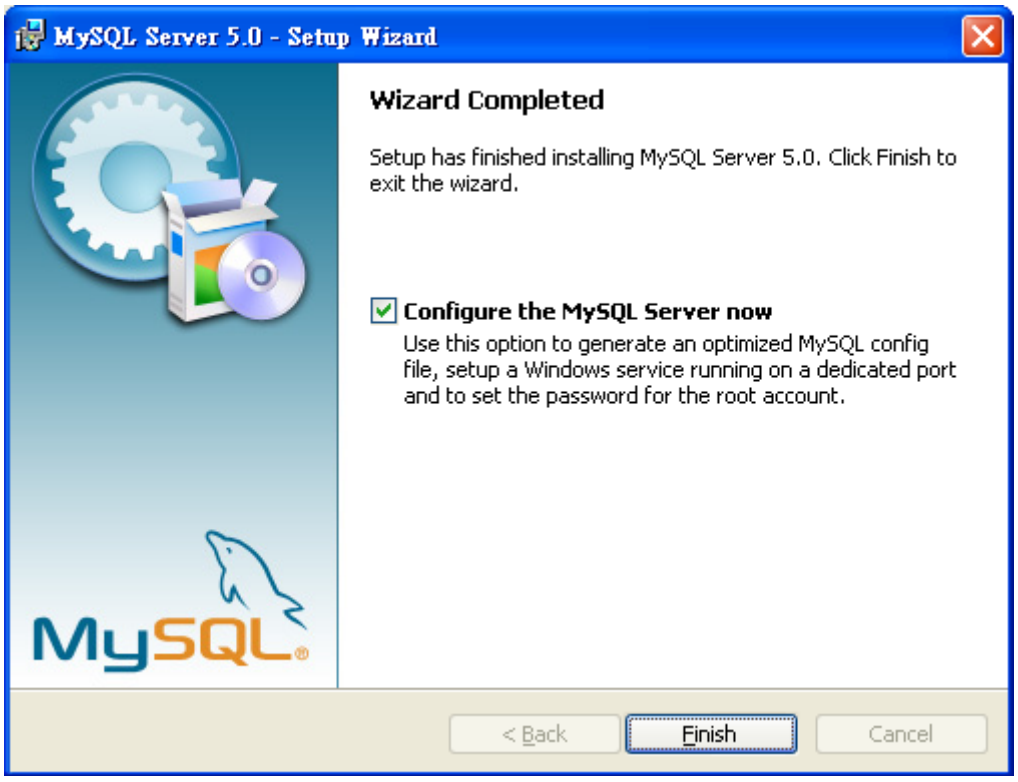


8. Review the setup information and click Next to continue.

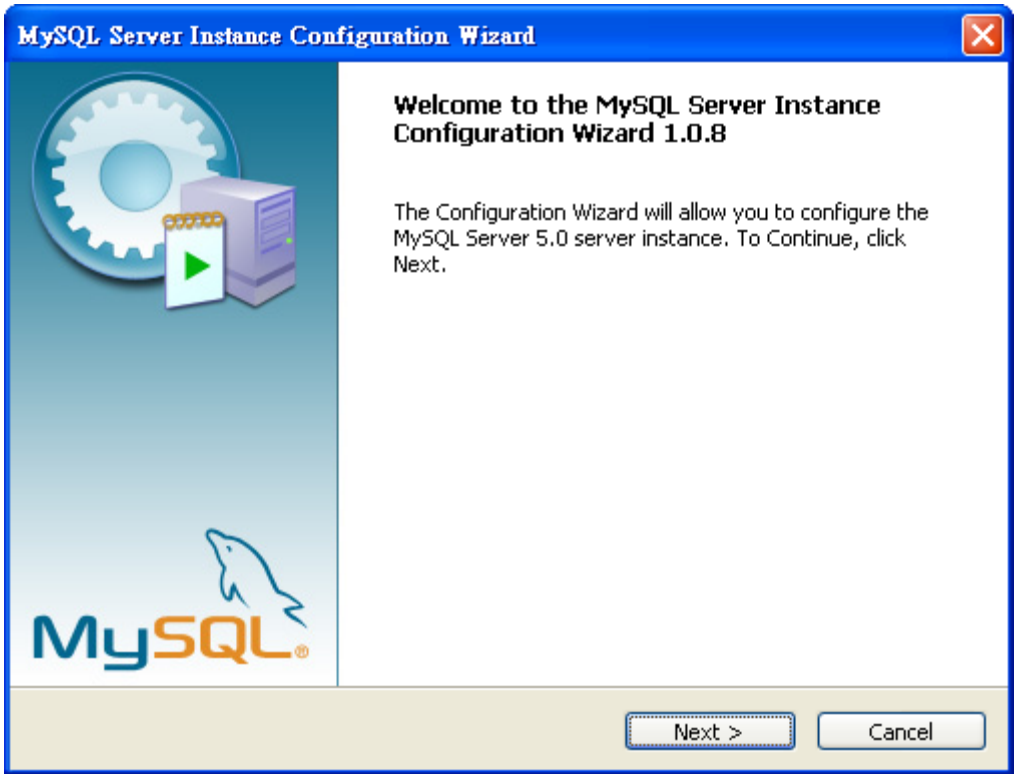


9. You have completed the MySQL initial setup and click **Finish** to complete the installation.

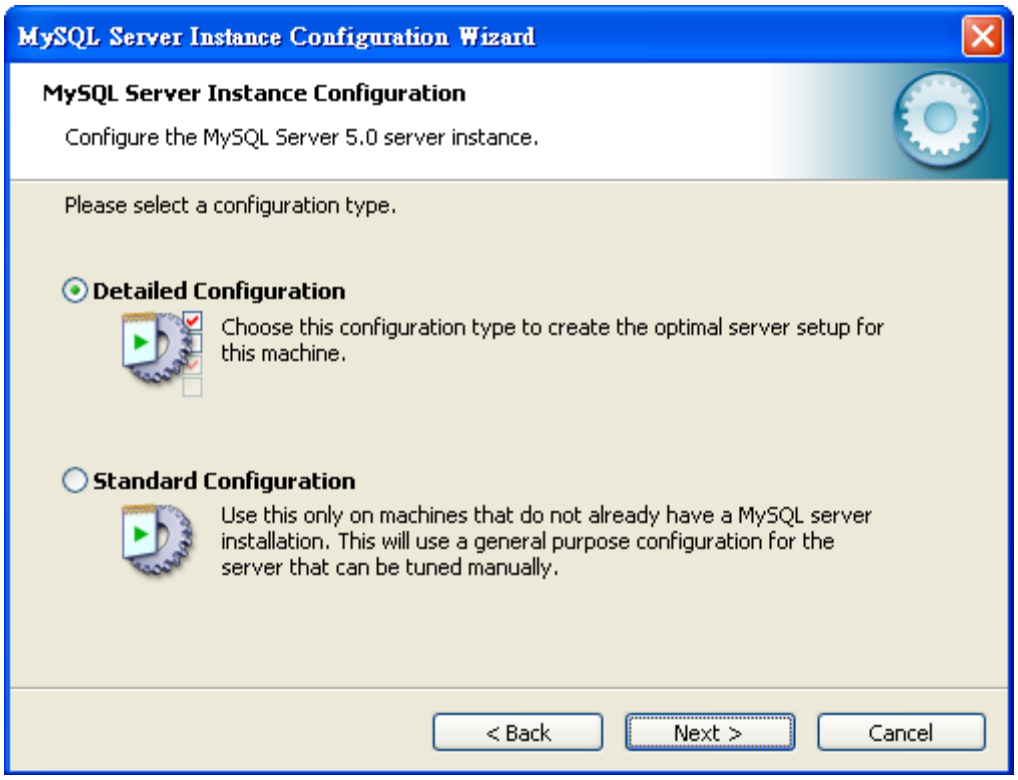
SYSTURNS
INSTANT SYSTEM RECOVERY SOFTWARE



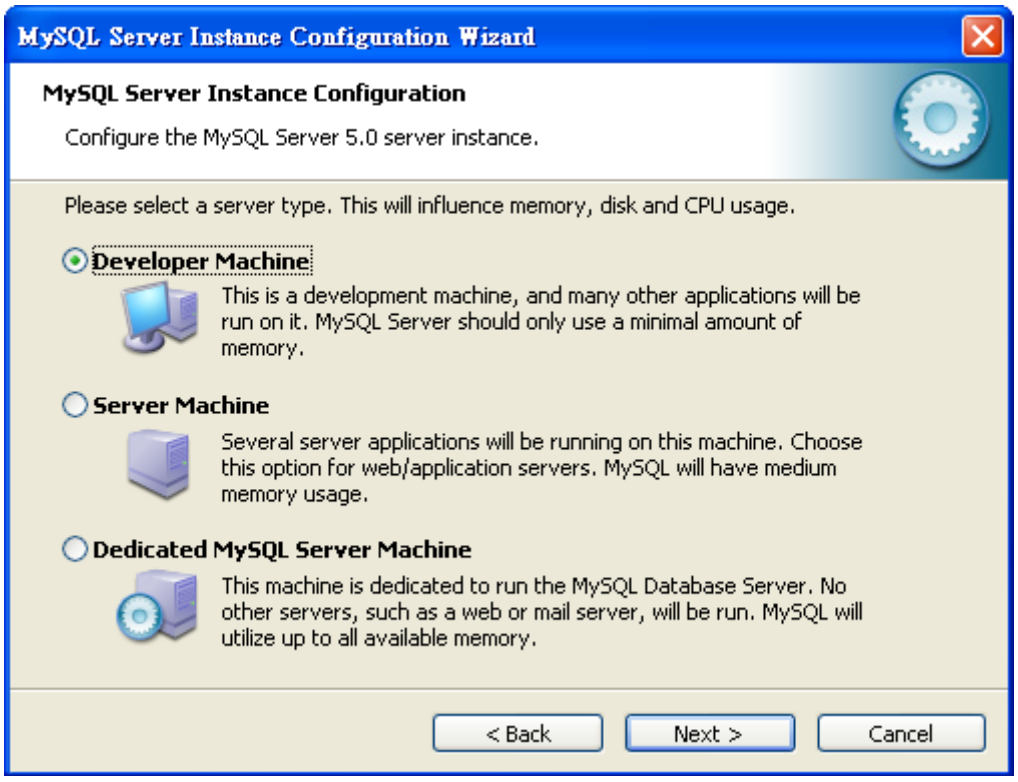
10. The following screen will guide you through the configuration of MySQL data base program which will bind with Systurns – PowerSave Manager database.



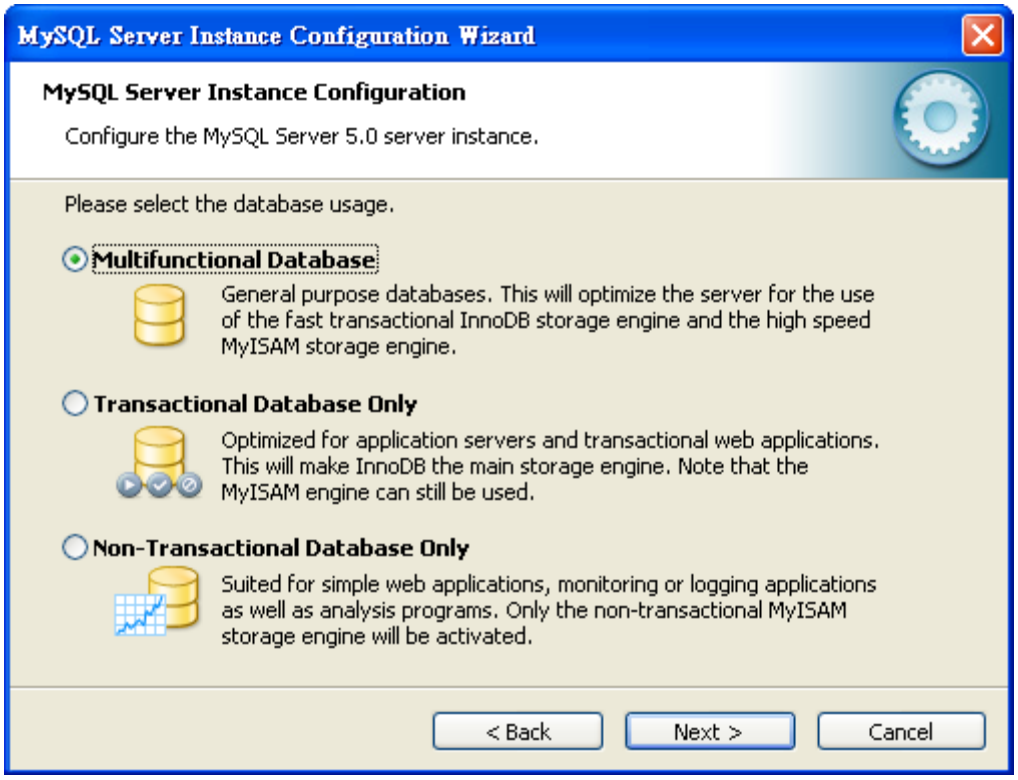
11. MySQL Server Instance Configuration Wizard will assistance to perform the MySQL Server Instance Configuration. Click Detailed Configuration option and click **Next** to continue.



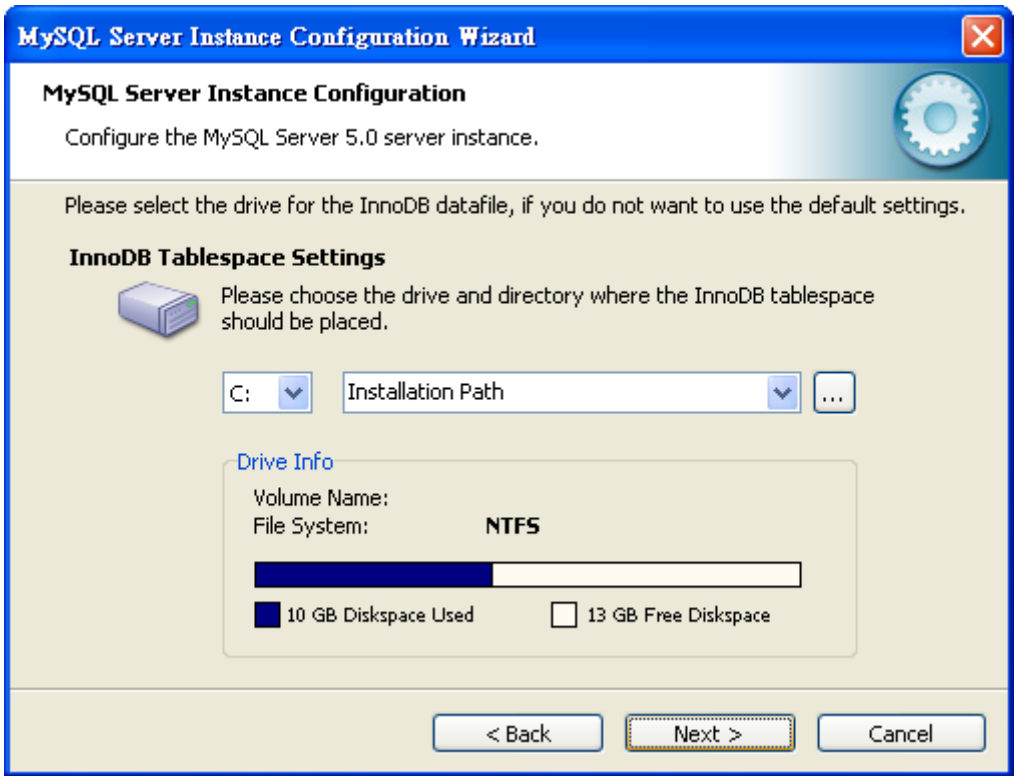
12. Select Developer Machine option and click **Next** to continue.



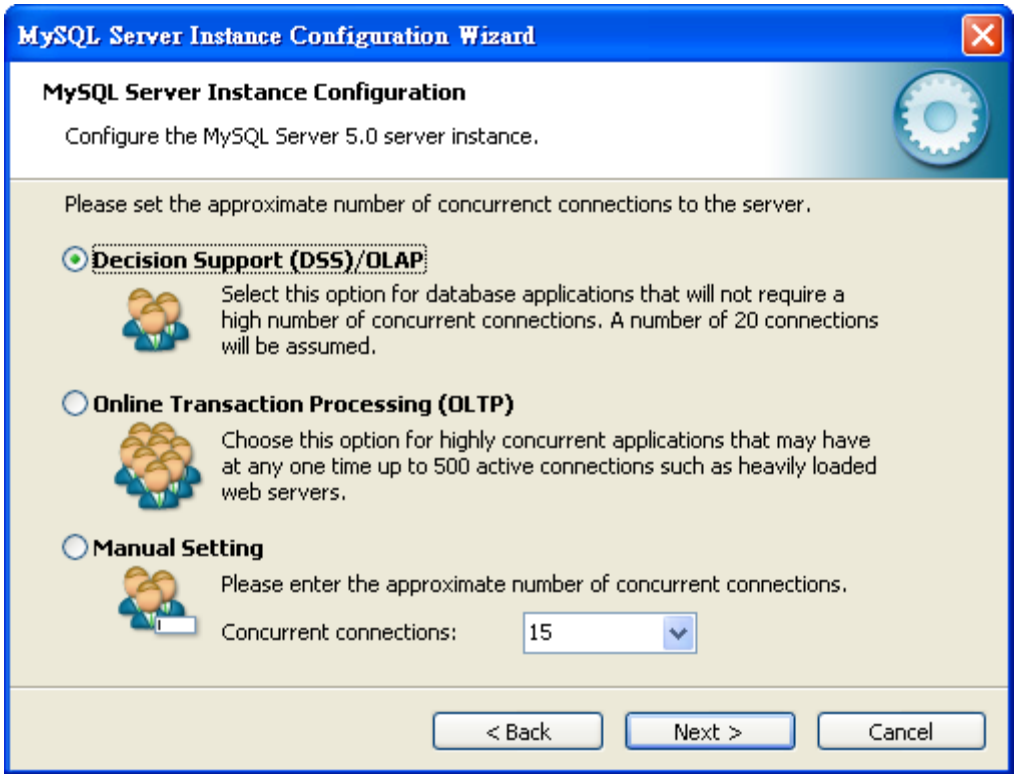
13. Select Multifunctional Database option and click **Next** to continue.



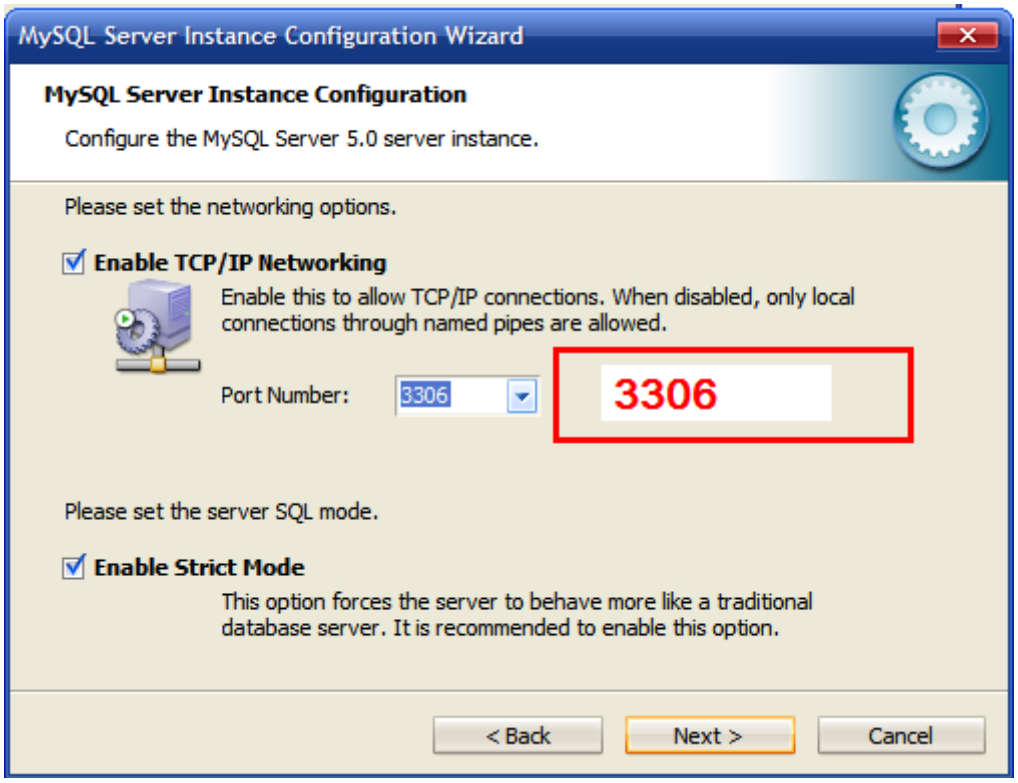
14. Review the summary and click **Next** to continue.



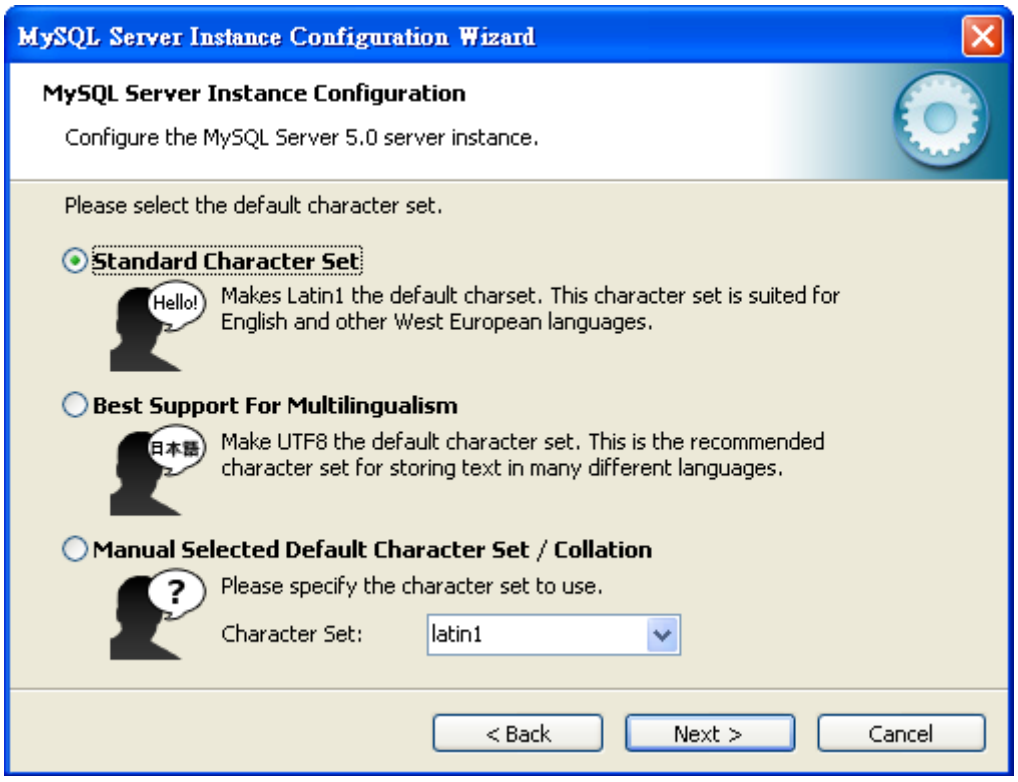
15. Select Decision Support (DDS)/OLAP option and click **Next** to continue.



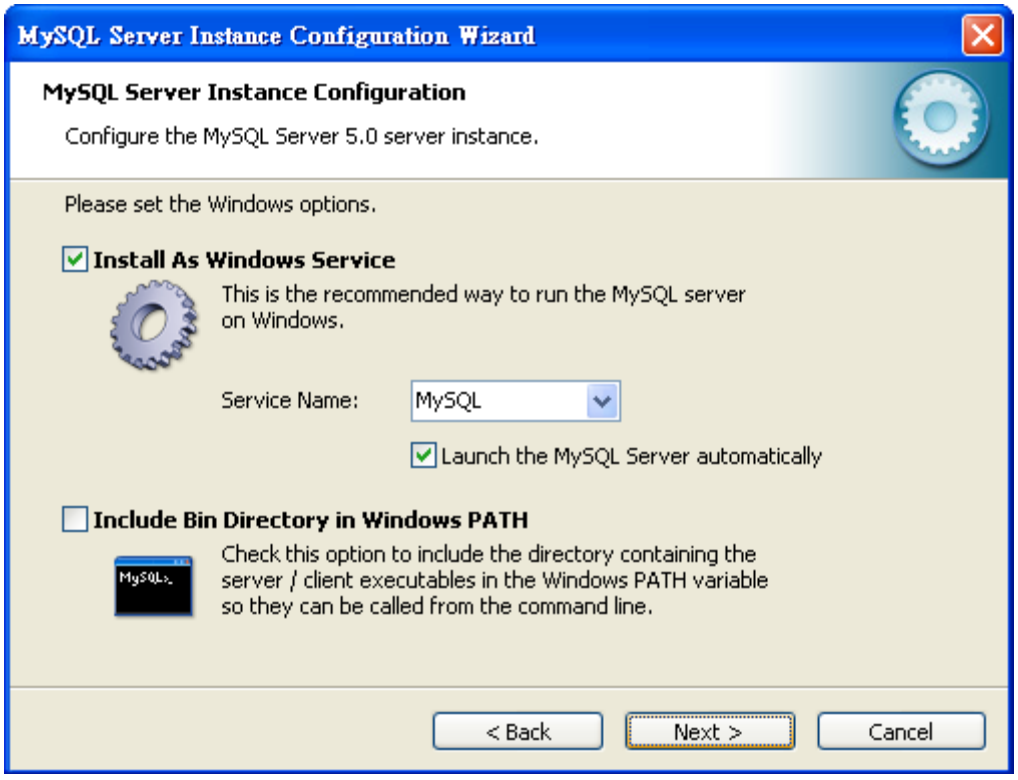
16. Select Enable TCP/IP Networking option and click **Next** to continue.



17. Select Standard Character Set and click **Next** to continue.



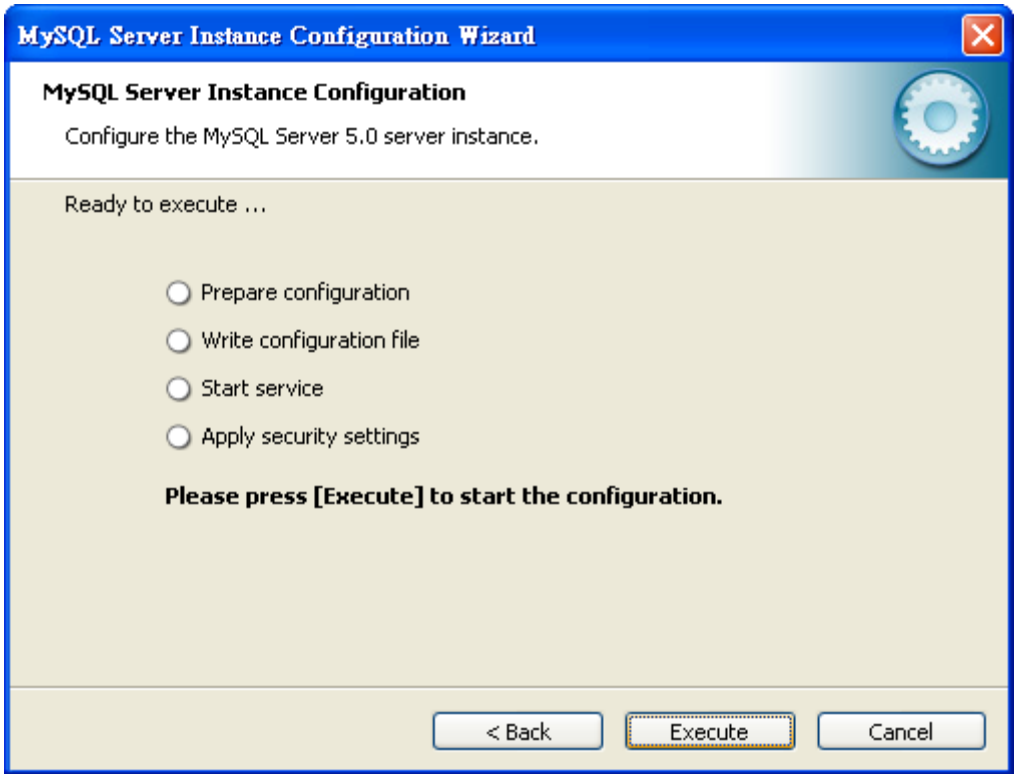
18. Select Install As Windows Service and click **Next** to continue.



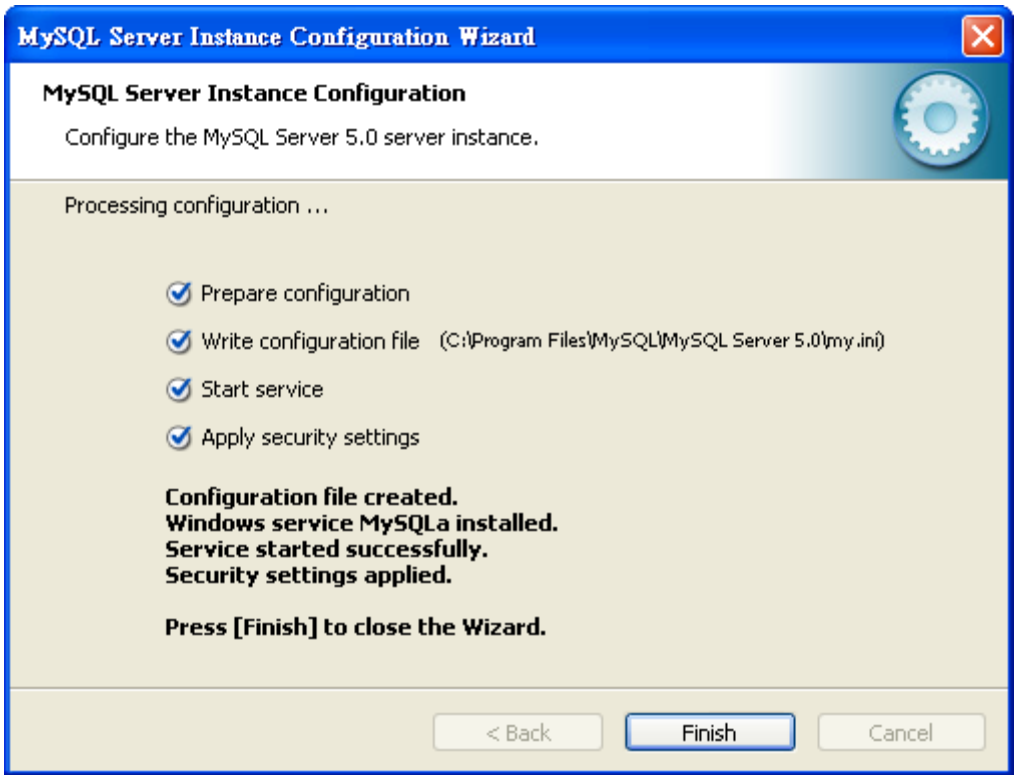
19. Select Modify Security Settings and click **Next** to continue.

Note: Please remember the "Password Word" entered, you will need this password to bind the MySQL data base.

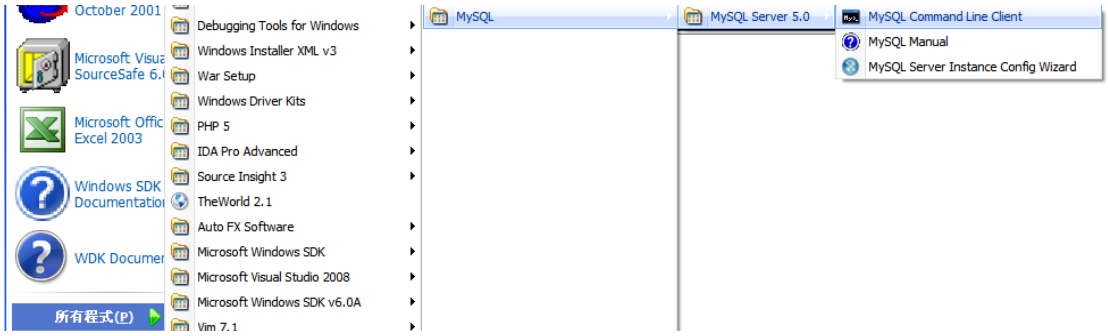
20. Press "Execute" to run the program.



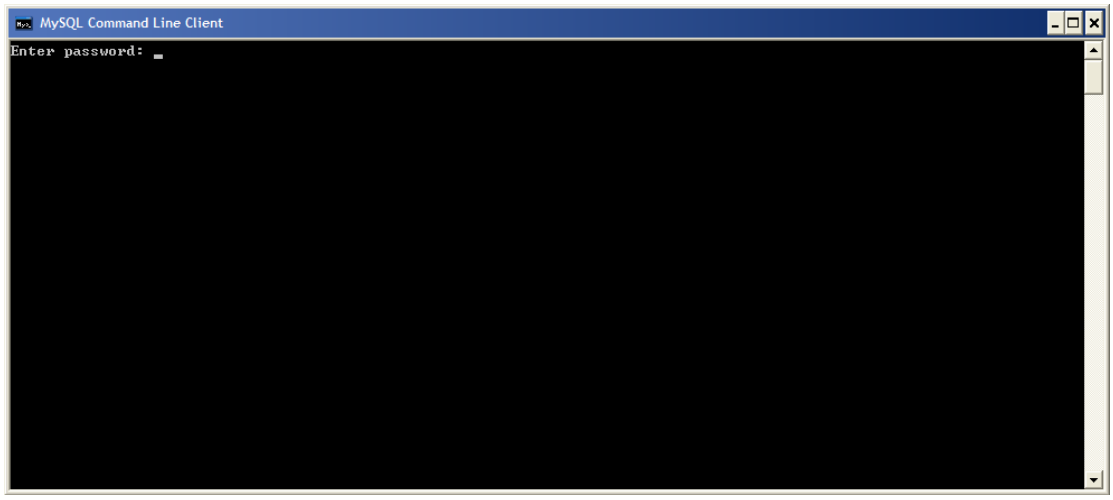
21. After you correct the Firewall settings and click “Retry”, the following screen has show the successful configuration of MySQL Server Instance Configuration.



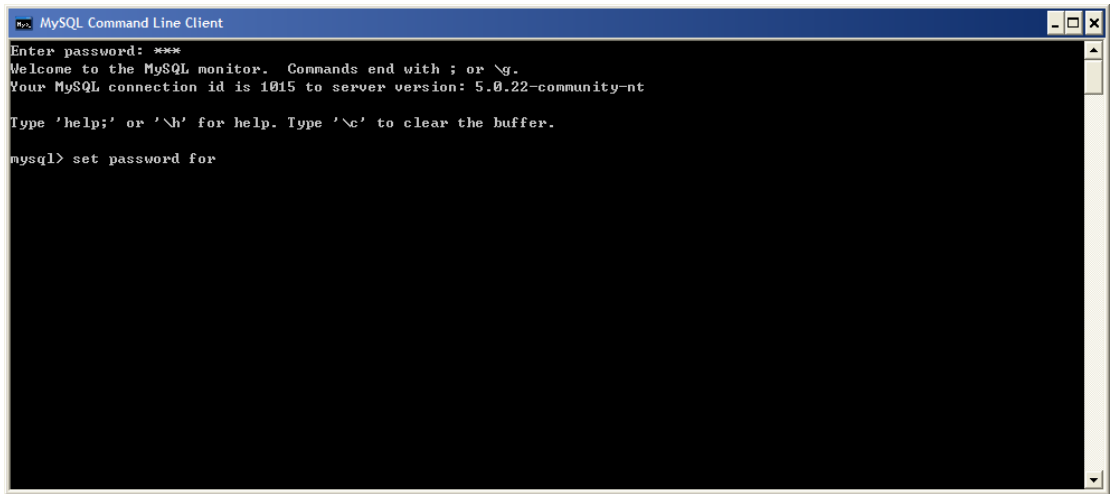
22. Go to “Start” and then “All Program” and launch MySQL DOS menu. (See picture below for reference)



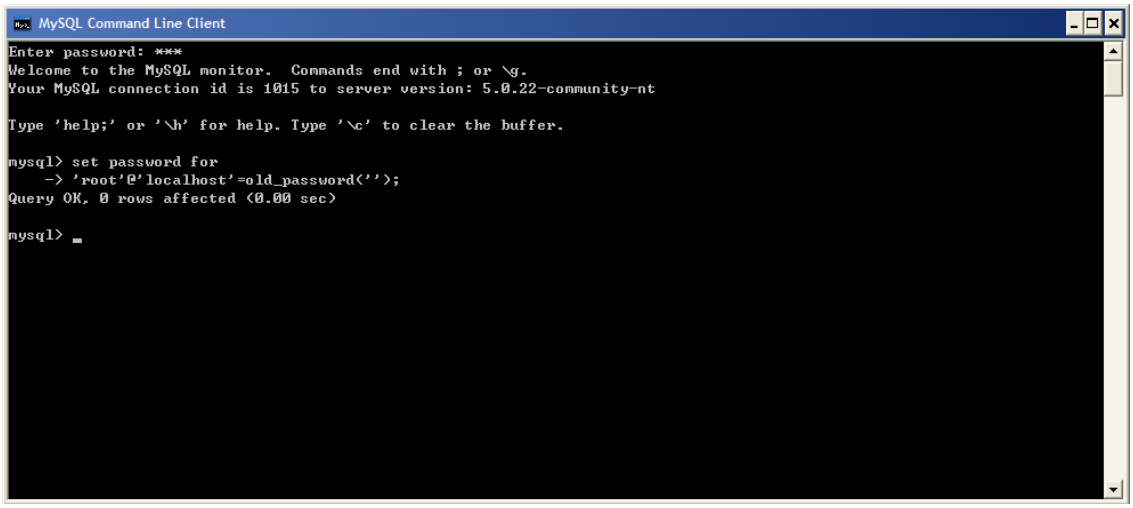
23. From MySQL DOS prompt entered the password created in Step 20



24. Type “Set Password For” and press “Enter” key.



25. Type [‘root’@’localhost’=old_password(‘’);] command and press “Enter’’ key to complete.


MySQL Command Line Client
Enter password: ***
Welcome to the MySQL monitor. Commands end with ; or \g.
Your MySQL connection id is 1015 to server version: 5.0.22-community-nt
Type 'help;' or '\h' for help. Type '\c' to clear the buffer.
mysql> set password for
-> 'root'@'localhost'=old_password('');
Query OK, 0 rows affected (0.00 sec)
mysql> _

Chapter 8 Frequently Asked Question

Q1:
I have already set the computer name and IP address from Network Configuration setting, but why are they still the same as beginning when I check from system setting?

A1:
After finishing the settings of computer name, IP address, you have to reboot the computer to compete the setting.

Q2:

Why can't I check current remote clients' software and hardware status?

A2:

Please check the network configuration of the Client first. If there is no problem with the network configuration, since this function is operated according remote clients' software and hardware status before, and see if there is any change being made this time. Therefore, you cannot perform this operation without saving the check result before.