



RESTORE – ONE-BUTTON OS/APPLICATION RESTORATION

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Unistal's Restore

OS restoration / Application Restoration

In today's business, data volumes have increased and so has dependency on computer systems. What most users forget is that the downtime of the system costs much more than actually creating data. Data can be recovered, but what about the system workability. Reducing total cost of ownership is now the primary concern of all organizations. Most problems that the user faces are usually due to operating system failure and such.

Keeping this into account Unistal has developed a solution based on business continuity. Unistal's One Button option provides the solution of Operating System and Application Restoration.

Operating System and Application Restoration: The purpose of this software is to restore the OS & Apps just by the press of a button.

- a. **One Key Restoration:**
 - Restore Operating System, Application, at the press of a button.
- b. **Operating System Restoration:**
 - Repairs the registry problems of operating system.
 - Restores the complete Operating System, Non Destructive.
 - Restore the Operating System from backup CD's.
- c. **Application Restoration:**
 - Restores one/more applications non - destructive.

The Problem: OS/Application crash

- Incorrect shutdown or switch off
- Error message "System not found" during boot process.
- An application is not working due to any reason.
- Desktop is not displayed after boot process.
- Stop Message (Windows 2000) with blue screen is shown. (In certain cases this occurs due to hardware failures, that are not covered by Unistal's Restore).
- IN_ACCESSIBLE_BOOT device message is displayed.
- System is not booting due to faulty device driver installations.
- Keyboard working under windows environment but not working under windows command prompt.
- User profile is damaged or you want to recover old password.
- User has changed the password and forgotten the new password but remembers the old one.
- Certain virus like alladin.worm, delete password, hence logging into OS is prevented.
- User or third party tools accidentally delete certain important entries of registry.
- User profile like :- default colour settings, default size for icon, buttons how discrepancies.
- System Hardware configuration gets corrupted.

- Page file settings get corrupted.
- Network Card settings and Network Settings get changed.
- List of Installed Application is lost or changed.
- List of paths for executing system files gets changed.

Solution: Unistal's Restore – One-Button OS/Application restoration software.

General Features:

- Supports multiple hard disks attached to computer.
- Supports any number of partitions & dual boot.
- One Button Restoration
- Image updating Automatic & Regular
- OS restoration non-destructive
- Non-destructive OS repair.
- Non-destructive application healing.
- Option to include more applications for restoration later.
- Restore OS back to latest settings.
- After restoration, system settings, user profiles and system personality will be retained.
- Least user intervention required.

How it works:

- The software updates its images at regular intervals in the background so as to have the latest images of OS/profiles/patches etc.
- One key feature, restores OS /Applications by pressing the down arrow key.

Benefits To Support providers.

- Support call's can be closed on phone itself.
- Support executives need not be skilled.
- Even phone calls duration will be reduced, as it is a one button solution.
- Support visit will be reduced by more than 65% as he has to visit only for hardware calls.
- Reduces the support Calls only to hardware problems.
- Credibility of service provider is higher.
- Maximize the profits, as no engineer visit is required for software calls.

Benefits To User:

- No loss of business continuity.
- No loss of productivity, so no project delays.
- Low Total Cost of Ownership
- No loss of data under any circumstances.
- No waiting for engineers visit in the case of software problems.
- No financial losses due to down time of computer in OS/application related problems.

Case Study:

Scenario: An end user calls the help desk: “My PC won't start up. It says Disk Error”

Traditional method: In the traditional method of helping the end user, the system engineer will visit the end user, reload the operating system, and restore the data from the latest back-up. Hopefully, there is still a recent back up available, and the operating system isn't reconfigured after the initial installation.

Normal Support Timeline: User calls help desk ----

- System Engineer visits in 4 hours
- Analysis 1.0 hour
- Load operating system and doing settings 3.0 hours
- Full data back-up 2.0 hours
- TOTAL 10.0 hours approx.
- It will cost approximately one and half day work to the user to get back to work.

LOSS To User

- One and Half day of productive work.
- May loose his data till the last backup or may be all data.
- Others time, as user will talk to others about his machine problem.
- System Departments time in organizing the engineer for the work from the vendor.

Loss To Vendor

- Cost of engineer visit
- Loss of credibility as down time will be more

Limitations

- Restoration is not possible if Unistal's Restore is not installed properly.
- OS and applications may not be restored properly if some corruption was already in OS/Application. Hence it is recommended to check the system status before installing Restore.
- If restoration is done using factory image, all settings and applications changed/installed after that will be lost.
- If restoration is being done after an accidental format, data may not be restored. To restore the data too Unistal's Crash proof may be used.