

For Software Assurance Customers

# Microsoft® Diagnostics and Recovery Toolset

Microsoft®  
Desktop Optimization Pack  
for Software Assurance

- Microsoft SoftGrid® Application Virtualization
- Microsoft Asset Inventory Service
- Microsoft Advanced Group Policy Management
- Microsoft Diagnostics and Recovery Toolset
- Microsoft System Center Desktop Error Monitoring

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

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

## Challenges of Corporate Desktop Recovery

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

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

Microsoft®  
Diagnostics and  
Recovery Toolset

→ Powerful tools to  
accelerate desktop repair

## Microsoft Diagnostics and Recovery Toolset: Advantages

### Rapid recovery

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

### Robust anti-malware

Diagnostics and Recovery Toolset provides a comprehensive on-demand antivirus and antispysware scanning capability. Recover an infected machine to full health by utilizing Standalone System Sweeper, an offline malware removal tool that provides comprehensive on-demand antivirus and antispysware scanning capability that is especially effective at removing malware that tries to avoid detection by utilizing rootkits. By scanning the infected OS while it is inactive, Standalone System Sweeper ensures that malware is not loaded into the computer's memory and, therefore, cannot remain hidden.

### Flexible options

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

### Unique tools

Using a bootable diagnostic environment with a Windows Explorer-like GUI, the toolset enables disk partitions to be repaired or regenerated, hard disk drives to be securely wiped, local account passwords recovered, and much more.

### Cost savings

Reduce IT personnel costs through the use of a unified tool suite. Downtime is also reduced, as the toolset's flexibility results in systems returning to normal function faster.

## Microsoft Diagnostics and Recovery Toolset

### Microsoft Diagnostics and Recovery Toolset: Components

The Diagnostics and Recovery Toolset 5.0 supports Microsoft Windows 2000, XP, and Windows Server 2003. The 6.0 version will support Windows Vista (32 and 64-bit) and Windows Server 2008. (32 and 64 bit). The Standalone System Sweeper feature of DaRT 6.0 will also support Windows XP.

At the heart of both versions is ERD Commander, which enables you to boot into a Windows Recovery Environment on a down PC while working offline. ERD Commander contains these powerful tools:

Admin Tools	System Tools	Network Tools
<i>Service &amp; Driver Manager:</i> Access services and drivers of the unbootable system.	<i>Disk Wipe:</i> Securely deletes data on a drive from either the volume level or the entire physical disk.	<i>Map Network Drive:</i> Map to another networked PC to gain access to files.
<i>Event Log:</i> Access system's event viewer for diagnosing OS issues.	<i>Hotfix Uninstall:</i> Shows hotfixes and allows selective uninstall of individual hotfixes.	<i>File Sharing:</i> Create a share point so files needed for recovery can be transferred via the network.
<i>System Info:</i> Obtain comprehensive driver, file, OS version and other information about the down system.	<i>Locksmith:</i> Reset any local user account's password, including admin.	
<i>Disk Management:</i> Access disk management tools so partitions and drive mounts can be manipulated.	<i>FileRestore:</i> Recover files that have been lost or deleted.	
<i>Search:</i> Search the down system for files.	<i>Crash Analyzer:</i> Quickly determine most likely cause of system crash.	
<i>Computer Management:</i> Use the computer management tools of the down system.	<i>Disk Commander:</i> Recover deleted partitions, directories, and/or files.	

### Diagnostics and Recovery Toolset 6.0: Extended Capabilities

Admin Tools	System Tools
<i>Bitlocker unlock support:</i> Enables you to run Diagnostics and Recovery Toolset tools on the drive once it has been unlocked using the Bitlocker Unlock in Windows Recovery Environment.	<i>Anti-malware (Standalone System Sweeper):</i> Offline malware removal tool provides on-demand antivirus and antispayware scanning, which protects against malware that utilize rootkits to avoid detection.
<i>Autorun / startup:</i> Displays and enables you to disable processes that start up automatically with Windows and may cause the system to crash before Windows fully loads.	<i>Extended Diagnostics:</i> Enables the following Windows Recovery Environment tools offline: <ul style="list-style-type: none"> <li>• <i>Windows Complete PC Restore:</i> Restores PC using backup images.</li> <li>• <i>Windows Memory Diagnostics Tool:</i> Analyzes computer memory for hardware memory problems.</li> <li>• <i>System Boot File Repair:</i> Automatically finds and fixes boot errors in Windows Vista Startup process.</li> </ul>
<i>Read from USB drives:</i> Ability to pull files from a USB drive.	

Microsoft Diagnostics and Recovery Toolset combines with four other tools to make the Microsoft Desktop Optimization Pack for Software Assurance, which delivers dynamic desktop solutions: **Microsoft SoftGrid® Application Virtualization**, which dynamically streams software as a centrally managed service; **Microsoft Asset Inventory Service**, which translates software inventory into business intelligence; **Microsoft Advanced Group Policy Management**, which enhances Group Policy through change-management tools; and **Microsoft System Center Desktop Error Monitoring**, which enables proactive problem management by analyzing and reporting on application and system crashes.

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

*"Our users experienced a substantial number of crashes, particularly during searches and in the areas of system file scans, command prompt, and the register editor. All of this has been resolved since we installed the MDOP Diagnostics and Recovery Toolset."*

**STEVEN FISHMAN**  
CIO,  
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#### Customer Impact:



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