

FAQs



The fastest automated PC recovery solution - managed on or off the network.

Persysent Suite is a software solution that enables a PC to repair itself, automatically restoring to the configured repair point at each boot cycle. Persysent Suite self-corrects problems to keep PCs healthy, end users productive and help desk calls down. Persysent Suite also controls compliance issues, saves energy by shutting down idle PCs and makes imaging a breeze.

REPAIR, IMAGING & COMPLIANCE

Q: Do you have the ability to save multiple updated images (repair points)?

A: Yes. You have the ability to save 5 images out of the box and have the capability for an additional 20 images if needed.

Q: How do images get deployed?

A: We deploy our images and application packages by using PXE boot or via CD/DVD. Persysent automates the manual steps including changing computer name, joining domain, etc. via wizard guides.

Q: Can the client be loaded on an existing PC that has an image we have approved?

A: Yes. We have several different automated processes to accomplish this.

Q: Can the images be updated?

A: Yes, both manually and automated.

Q: Do I need to repair every time I reboot?

A: No, you have the option to select either Auto-Repair or Repair-on-Demand modes based on the PC or the group.

Q: How does Persysent Suite determine what needs to be repaired?

A: The repair policy and the contents of the “repair point” image stored in a hidden cache partition determine what parts of the system state should be checked. The hidden cache is automatically created during the imaging process and does not require any additional partitioning tools or processes. When a repair is initiated, all files contained in the desired state image are compared to the active computer state and the computer is repaired based on the repair policy defined. Several popular policies are provided and can be easily customized in the administration console.

Q: Can I set up users with total lockdown, where they can't install or update anything?

A: Yes, this is a popular repair policy for training labs and public kiosk computers.

Q: Who determines the “repair point” image?

A: Your management and technical teams determine the authorized configuration for each group on your network.



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INSTALLATION

Q: Can I install it myself?

A: Yes, however, we recommend that Persysent Suite needs to have some implementation oversight to ensure a quick and successful rollout.

Q: Will you do “bare metal” installs?

A: Absolutely! We also provide a way to restore a PC back to the repair point in the event of a hard drive failure, eliminating the need to reinstall patches, updates, and applications before redeploying a PC. We can take a brand new hard drive (bare metal - no images) and build an image from scratch.

Q: How much traffic does Persysent put on my network?

A: The amount of traffic depends on the environment. The average amount of network traffic is only about 5MB. This is largely because of our single instance storage feature. For example, when a PC is updated, the client only pushes the changes (i.e. the “delta”) to the server.

Q: How does Persysent handle Microsoft and virus updates?

A: Persysent provides a huge benefit when it comes to this procedure. While updating and patching PC’s are extremely important, many times they have a negative effect on core applications and/or the OS. So, before any updates are applied, Persysent will bring the PC back to a clean state. After the PC is clean, the patch will be installed, then Persysent will take a new repair point. This will provide your technical team the ability to revert back to the previous state if the update had a negative impact on any machine. Persysent is policy driven so you have the ability to exclude items from repair.

Q: How much disk space is required on the PC?

A: A good rule of thumb is to divide the image size by 2 and add 10GB

INTEGRATIONS

Q: What else do you support besides Windows?

A: Currently, we only support Windows-based PC’s.

Q: What 3rd party distribution products do you integrate with?

A: We integrate with most third party utilities and distribution tools including SMS, WSUS, LanDesk, and Big Fix.

Q: What disk encryption solutions do you work with?

A: We work with numerous disk encryptions, such as Check Point Full Disk Encryption, Credent, Safeboot, Guardian Edge, and WinMagic and PGP.

Q: Is Persysent Vista compatible?

A: Yes, but currently for imaging only.

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SERVERS

Q: Do you provide a similar offering for servers?

A: At this time we don't have a server based solution, nor do we offer a solution for cloning a server, but we are currently researching expansion into this market.

Q: How much disk space is required on the server?

A: A good rule of thumb is about 500MB for each client.

Q: Do you use an agent on the client?

A: Yes, we have a lightweight agent that communicates with the server.

Q: Does the server have to be a dedicated Persysent server?

A: No, however Persysent offers a server appliance called Persysent Edge, a "plug and play" server solution ideal for companies with 25-250 PC's or with multiple locations.

Q: Do I need a server at every location?

A: Multiple servers are usually recommended for environments that have multiple locations with a large number of PC's. Multiple servers are especially helpful while imaging PC's, as the back up images are stored on the local server.

DATA PROTECTION & APPLICATION MANAGEMENT

Q: Does the repair operation affect user data?

A: No, user data is not part of the repair point, and will not be affected by the repair.

Q: Is my data protected?

A: Persysent Suite recovers Windows-based OS and applications only, and is not a data backup solution, but we do provide the ability to preserve user profiles during the restoration process. Most of our customers already have a data backup solution in place.

Q: Can you do inventory?

A: Yes, Persysent provides hardware and software inventories in several formats.

Q: Do you distribute software?

A: Persysent is not a software distribution tool however it is ideal for improving the success rate of software patches and updates. We integrate with many software distribution tools such as BigFix, SMS, and WSUS.

TRIAL

Q: Do you have a trial version of the software?

A: Yes, we have a free 15-day trial version of available on our web-site at www.persysent.com.



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PRICING

Q: What is your pricing model?

A: Persysent Suite is priced based on a subscription model on a per set basis, approximately \$36 per seat or less depending on volume, per year with 1, 2 & 3 year subscription options.

CONTACT US

If you have additional questions at any time during your evaluation, please call Bill MacDonald, Customer Account Manager at (866) 288-3067 or submit an online help request at www.persysent.com/support.html.