

Intel Corporation NAND Solutions Group November 16, 2009

# **BULLETIN**: Workaround for Unusable System Protection Restore Points after Running the Intel<sup>®</sup> SSD Optimizer

This bulletin addresses an issue for Intel SSD users who meet all four criteria:

- 1. Use Microsoft Windows Vista\* or Windows\* 7 operating systems, and
- 2. Use a 34nm Intel<sup>®</sup> Solid-State Drive (G2, silver case) with 02HA firmware or above, and
- 3. Use System Protection restore points, and
- 4. Downloaded the Intel $^{\mbox{\scriptsize B}}$  SSD Toolbox (Version 1.1) and ran the Intel SSD Optimizer at least once

If you do not meet all of the criteria above, please disregard this notice.

If you are not sure if your computer uses the System Protection services, continue reading to learn how to check your system for this condition.

For users for whom all four criteria apply, your System Protection restore points have been rendered unusable by the Intel SSD Optimizer.

This bulletin will help you:

- 1. Identify whether your system is currently using System Protection restore points **Note**: If your system is not using System Protection, you are not affected by this issue.
- 2. Prevent additional unusable system restore points due to running the Intel SSD Optimizer
- 3. Create a valid System Protection restore point
- 4. Delete the rest of the unusable System Protection restore points

Please follow the instructions that start on the next page.



# **Unusable System Protection Restore Points Workaround**

Use the following instructions to determine if your computer has System Protection turned on, to create a new restore point, and to delete any unusable restore points.

## **1.0 Determine Whether System Protection Is On** (for Microsoft Windows Vista\* and Windows\* 7)

**1.1** Right-click the **Computer** icon and select **Properties** to display the following screen:



On the left menu bar, click System protection.

\*Other names and brands may be claimed as the property of others.



- **1.2** The following screen shows whether or not System Protection is **On** for your particular drive.
  - If it is **On** and the previous list of criteria (1-4) is true, please continue.
  - If System Protection is **Off**, leave it off. You do not need to go any farther because your system does not use System Protection and your restore points are not susceptible to being rendered unusable by the Intel SSD Optimizer.

#### Microsoft Windows\* 7

vstem Properties	×	System Properties
Computer Name Hardware Advance	ed System Protection Remote	Computer Name Hardwar
Use system protection to und restore previous versions of fi	o unwanted system changes and les. What is system protection 3	You can use rest
System Restore		called shadow co
You can undo system changes by rev your computer to a previous restore p	verting <u>S</u> ystem Restore	System Restore helps you system files to an earlier p
Protection Settings		Automatic restore points Create restore points au
Available Drives	Protection	Available Disks
Local Disk (C:) (System)	On	🗹 💒 Local Disk (C:)
Configure restore settings, manage to and delete restore points.	Jisk space, Configure	
Create a restore point right now for t have system protection turned on.	he drives that <u>C</u> reate	You can create a restore disks selected above.
	DK Cancel Apply	

#### **Microsoft Windows Vista\***

omporoi	Name	Hardware	Advanced	System Protection	Remote	
2	You ca	in use restor lisk space is	e points to ur required?	ndo unwanted system	n changes. <mark>How</mark>	
	You ca	in also use n	estore points	to restore previous v	ersions of files,	
	called :	shadow copi	ies. <u>How do l</u>	use previous version	ns?	
System	Restore	helps you re	store your co	omputer's Syst	em Restore	
system f	iles to a	n earlier poir	it in time.	<u></u>		
Autom	atic rest	tore points				
Create	e restore	points auto	matically on t	he selected disks:		
Avai	lable Di	sks		Most recent re:	store point	
<b>V</b>	🍒 Loca	l Disk (C:) (S	ystem)	11/4/2009 6:53:02 AM		
	create	a restore po bove.	int right now	for the	Create	
You car disks se	iecteu a					

## 2.0 How to Prevent Additional Un-usable System Protection Restore Points

Before creating a new System Restore point and deleting any unusable System Restore points, you need to

- Stop running any manual Intel SSD Optimizer sessions, and
- Remove any scheduled Intel SSD Optimizer runs

Eliminate any scheduled Intel SSD Optimizer runs using one of two ways:

#### 1) Uninstall the Intel SSD Optimizer

- Click Start → All Programs → Intel → Intel SSD Toolbox → Uninstall Intel SSD Toolbox
- This will completely remove the SSD Toolbox from your system

OR

#### 2) Remove scheduled Intel SSD Optimizer sessions

- In the Intel SSD Toolbox, click **Intel SSD Management Tools** → **Schedule**
- Next, click **Remove** for each scheduled Intel SSD Optimizer session

\*Other names and brands may be claimed as the property of others.



## **3.0** How to Create a New System Protection Restore Point

**3.1** Right-click the **Computer** icon and select **Properties** to display the following screen:

💮 💬 - 🛃 🕨 Control Panel 🕨	System and Security 🕨 System	▼ 49	Search Control Panel	Q
Control Panel Home Device Manager Remote settings System protection Advanced system settings	View basic information Windows edition Windows 7 Ultimate Copyright © 2009 Microso	•	*	
See also Action Center Windows Update Performance Information and Tools	System Rating: Processor: Installed memory (RAM): System type: Pen and Touch: Computer name, domain, and Computer name, domain, and Computer name: Full computer name: Computer description: Workgroup:	Vour Windows Experience Inde Intel(R) Core(TM)2 Duo CPU E4500 1.00 GB 64-bit Operating System No Pen or Touch Input is available fo workgroup settings remlab-PC remlab-PC WORKGROUP	x needs to be refreshed @ 2.20GHz 2.20 GHz r this Display @Change settings	4 H

On the left menu bar, click **System protection**.

**3.2** The following screen shows whether or not System Protection is **On** for your particular drive.

System Properties		×	System Properties	X
Computer Name Hardware Advanced Use system protection to undo restore previous versions of file System Restore You can undo system changes by reve your computer to a previous restore poi	System Protection Remote unwanted system changes and s. What is system protection?  tring System Restore		Computer Name Hardware Advanced You can use restore points to u huch disk space is required? You can also use restore points called shadow copies. How do System Restore helps you restore your of system files to an earlier point in time.	System Protection Remote ando unwanted system changes. How to restore previous versions of files, <u>I use previous versions?</u> computer's System Restore
Protection Settings		_	Automatic restore points Create restore points automatically on	the selected disks:
Available Drives	Protection		Available Disks	Most recent restore point
🕌 Local Disk (C:) (System)	On		📝 💒 Local Disk (C:) (System)	11/4/2009 6:53:02 AM
Contigue restore settings, manage dis and delete restore points. Create a restore point right now for the have system protection turned on.	e drives that		You can create a restore point right now disks selected above.	for the Create
OI	K Cancel Appl	У	ОК	Cancel Apply

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#### **Microsoft Windows Vista\***



**3.3** Click the **Create** button.

System Properties						
Computer Name Hardware Advan	ced System Protection Remote					
Use system protection to un restore previous versions of	Use system protection to undo unwanted system changes and restore previous versions of files. <u>What is system protection?</u>					
System Restore						
You can undo system changes by r your computer to a previous restore	everting <u>S</u> ystem Restore					
Protection Settings						
Available Drives	Protection					
🚢 Local Disk (C:) (System)	On					
Configure restore settings, manage and delete restore points. Create a restore point right now fo	e disk space, <u>Co</u> nfigure					
nave system protection turned on.						
	OK Cancel Apply					

**3.4** A new window asks you to provide a description of the restore point. Enter a description that is meaningful to you. In this example, we entered **test1**. Then click the **Create** button.

System Protection	×
Create a restore point	
Type a description to help you identify time are added automatically.	y the restore point. The current date and
test1	
	Create Cancel

**3.5** Windows will create the restore point and will notify you whether it was created successfully.





**3.6** You have successfully created a new restore point. Click **Close** to shut the **System Properties** window.

## 4.0 **Remove Unusable System Protection Restore Points**

The next step is to remove all the previous unusable restore points which were rendered unusable by the Intel SSD Optimizer. This is done by using the operating system's Disk Cleanup utility.

**4.1** Click Start → All Programs → Accessories → System Tools → Disk Cleanup to display the following window:





**4.2** Click the **More Options** tab at the top to display the following window. Then, under the **System Restore and Shadow Copies** heading, click **Clean up**.



**4.3** The application displays the following prompt that asks whether you want to delete all *but the most recent restore point* (which we created earlier). Click **Delete**.

Disk Cleanup			
Are you sure you want to delete all but the most recent restore point?			
If you have several saved restore points, you might not need the older ones. You can save disk space by deleting them.			
Delete Cancel			

**4.4** Only the most recent restore point remains—all other restore points have been deleted. Click either **Cancel** or the **X** in the upper right corner to close the **Disk Cleanup** Window.



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