

140 Broadway, 46 Floor
New York, NY 10005
1-800-816-9004
www.piriform.com

Three Network Administrator Performance Secrets for PC Optimization

By Michael R Hoffman



Piriform 



Contents

My computer's performance is slow	2
The "My Computer is Slow" Problem	3
Performance Secret #1: Clean System CCleaner Network Edition	5
Performance Secret #2: Clean Registry	6
Performance Secret #3: Defrag Hard Drives	7
Piriform's CCN Solution	8
How it works: Three Clicks	8
Small and Enterprise Network Support	8
Product Features	8
(CCN) Functionality	10
Summary	11

"My computer's performance is slow."

This is the number one complaint from most PC users and the reason for the majority of help desk calls.

This paper addresses how system administrators and IT departments can improve PC performance, improve end user satisfaction and grow end user productivity through a collaboration of centralized maintenance steps and tools.

Network Administrator's secret three steps to enabling remote workers' greater productivity, increased PC performance, longer PC life span and less computer downtime.

Use these three steps to speed up each computer at your company:

Secret 1 Clean System

Secret 2 Clean the Registry

Secret 3 Defrag Hard Drives



The “My Computer is Slow” Problem

Slow computers and ‘system freezes’ account for 40% of employee complaints to IT helpdesks. -Independent survey of 100 IT Directors conducted by B2B research house, Vanson Bourne.

Everyone knows that failing to diligently maintain their PC will cause PCs, new or old, to lose speed resulting in slower performance, increased help desk calls, unnecessary requests for new/replacement hardware.

Company wide PC performance optimization requires a collaborative effort between each end user and centralized IT. But while IT can provide guidelines, recommend maintenance steps and suggest maintenance task schedules, very few end users are capable or comfortable performing these task, that is, if they remember them at all.

Network administrators responsible for a company’s PCs, desktops, laptops and notebooks, must assume responsibility for care and maintenance of each machine in order to reduce IT costs, maintain and grow end user productivity and keep end users happy.

Administrators must manage each PC as if it were their own

The biggest problem PCs have are their owners. 60 to 80% of computer problems stem from neglecting to perform simple maintenance tasks such as cleaning the Registry, emptying cache files and updating software regularly. When these tasks are performed regularly and attentively, PCs maintain their performance, boot times and web browsing times maintain their speed and end users become more productive and happy.



End Users, even with Best Intentions, Don't Clean PCs

While most users claim to be comfortable with performing their own computer maintenance, the reality is that most fail to effectively perform or even have the knowledge to perform routine maintenance.

So if you think your PC user community has everything under control, take a cautionary look at the findings below:

- » 56% of PC users who said they could maintain their PC were uncomfortable because they were afraid "they would do more harm than good"
- » Nearly 50% of PC users thought restarting their computers or simply running an antivirus program would fix a slow computer.
- » 97% said they use their computers every day and less than 40% of them back up their computers once a week.
- » About a third said they back their computers up once a year or never.
- » 83% stated that they are "somewhat" or "very confident" their computer is free of malware. Yet, nearly half of personal computers in the U.S. are compromised by malware.

- Staples IT IQ Survey conducted by Zogby International



Performance Secret #1: Clean System Run Piriform CCleaner Network Edition

For years, CCleaner has been the first step PC technicians have used to fix slow PCs. CCleaner's consumer product has been downloaded nearly 1 billion times and continues to receive accolades as the "go to" solution for end users seeking to make their PC faster.

"CCleaner Network Edition cleans and optimizes tens to thousands of PCs at a time. It's amazing!"

- Manager, Desktop Solutions

CCleaner Network Edition (CCN) is the networked version of award-winning CCleaner system optimization tool. Install the CCN Admin Client on an IT Administrator's computer and they can remotely deploy the CCleaner User Client across the entire network allowing them to clean and optimize the performance of all the computers in a company's network from a single location - without having to visit each individual machine.

Simply, in just a few clicks, administrators can deploy CCleaner Network Edition via Active Directory or a network scan and clean every user profile on every machine. The Network Edition of CCleaner has all the functionality of CCleaner plus the ability to schedule cleanings to run automatically, PC group cleaning rules which execute different cleaning rules for selected groups, departments, and selected PCs, i.e. executive management PCs versus Finance PCs versus Sales PCs.

CCleaner addresses Administrator's needs to manage performance of tethered and untethered PCs such as laptops which may be occasionally connected to the network.

Clean Computers Run Faster for Longer

CCN centrally cleans and optimizes end users PCs resulting in dramatically faster boot times, faster web navigation and faster page loads. CCN grows user productivity and improves the end user experience.

Faster Internet browsing enables efficient use of web applications, net-based tools and cloud based computing solutions



Performance Secret #2: Clean the Registry

Keep each PC's Registry in order to reduce User and Support Headaches and Expense

Manage your programs and cleaning your registry would easily award you a 30% gain in performance speed.

- Gaelim Holland, ezine

Problems Associated With the Registry

Registry errors cause a variety of problems for end users ranging from slow and diminishing performance to system crashes and application failure. The Registry can become corrupt over time mainly because of invalid and/or missing keys.

Over time, each end user's machine accumulates unwanted, invalid, and incorrect Registry data, which in turn slows performance, causes error messages such as "non responding," "missing DLL," "runtime error," "exe error" and numerous application specific error messages. Piriform's Registry Cleaner functionality maintains a healthy Registry on each machine managed centrally by an Administrator.

Malware Protection Too

Many malware programs add keys in the registry. These keys are very difficult to find and they enable a malware program to reinstall itself. Piriform's combined cleaning and Registry repair tools get rid of these malicious entries and ensure complete removal of malware programs from your system.

Repairing and cleaning each machine's Registry is tedious and time consuming work prone to errors and missteps. Piriform's Registry cleaner tools automate the process of scanning and repairing registry errors from a single Administrator console.

CCleaner Network Edition Registry Cleaning enables Remote Cleaning and Removal of Registry Errors for each Machine Centrally and Automatically



Healthy Desktops, Lower Costs

“A well managed desktop can save money - a 42% saving for a locked and well-managed desktop PC compared with an unmanaged one.”

Gartner, Inc

Performance Secret # 3: Defrag Hard Drives

Regular PC usage involves writing, storing and removing files on PC hard drives. Over time, and based on PC and software use, files end up scattered sub-optimally across the hard drive, making it much harder for PCs and application programs to operate. The result is slower computer performance, corrupt files, random crashes, freeze-ups and eventually the inability to boot up at all.

Many IT support experts look to defragmenting the hard drive – organizing files on the hard drive for optimal application access and optimal performance – as the first response to PC users reporting, “My computer is slow.” Often, once fragmentation is addressed and in addition to PC Performance Secrets #1 and #2, all the PCs on the network return to “good-as-new” performance or better.

Defraggler may be used to clean an entire hard drive, group of hard drives, a PC file folder, or one or more individual files and be scheduled to run in off hours to not interrupt end users productivity. Defraggler uses the Windows API, and is a fast and safe choice for defragging every PC under an Administrator’s care.

Piriform’s CCleaner Network Professional Combines CCleaner, Registry Cleaning & Defragmentation for Administrators in a Single, Simple Console



Piriform's CCleaner Network Solutions for Administrators

Piriform Network Edition products deliver solutions for network administrators, desktop administrators and all managers responsible for a company's PCs performance to keep all of a company's PCs running at optimal levels through a simple to use, centrally managed console.

Piriform's CCleaner Network Edition (CCN) is the networked version of the hugely popular and award-winning CCleaner system optimization tool and is available standalone or combined with Defraggler™ as CCleaner Network Professional Edition.

How It Works

Install the CCN Admin Client on an IT Administrator's computer and they can remotely deploy the User Client across the entire network via a system scan or Active Directory allowing them to clean and optimize all the computers on the network from a single location without having to visit each individual machine.

Small and Enterprise Network Support

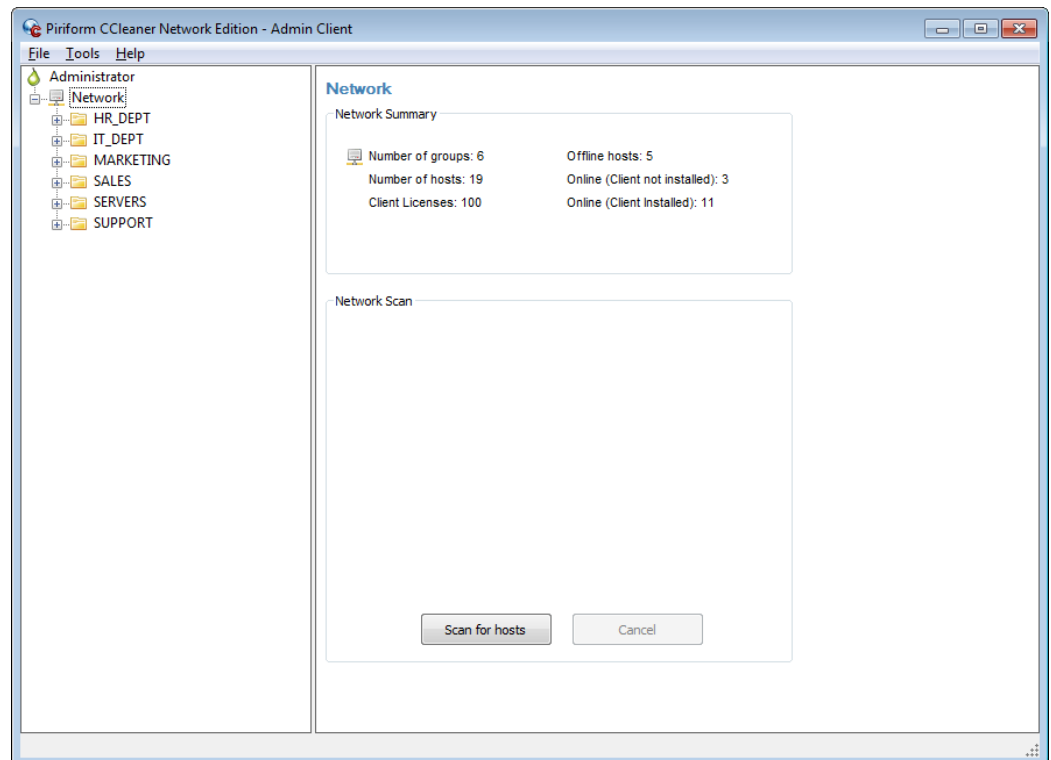
- » Simple one-click deployment onto clients
- » Analyze single machines, workgroups or the entire network
- » Manage cleaning rules and settings from one place
- » Highly secure client and encrypted communications

Product Features: CCN Admin Client

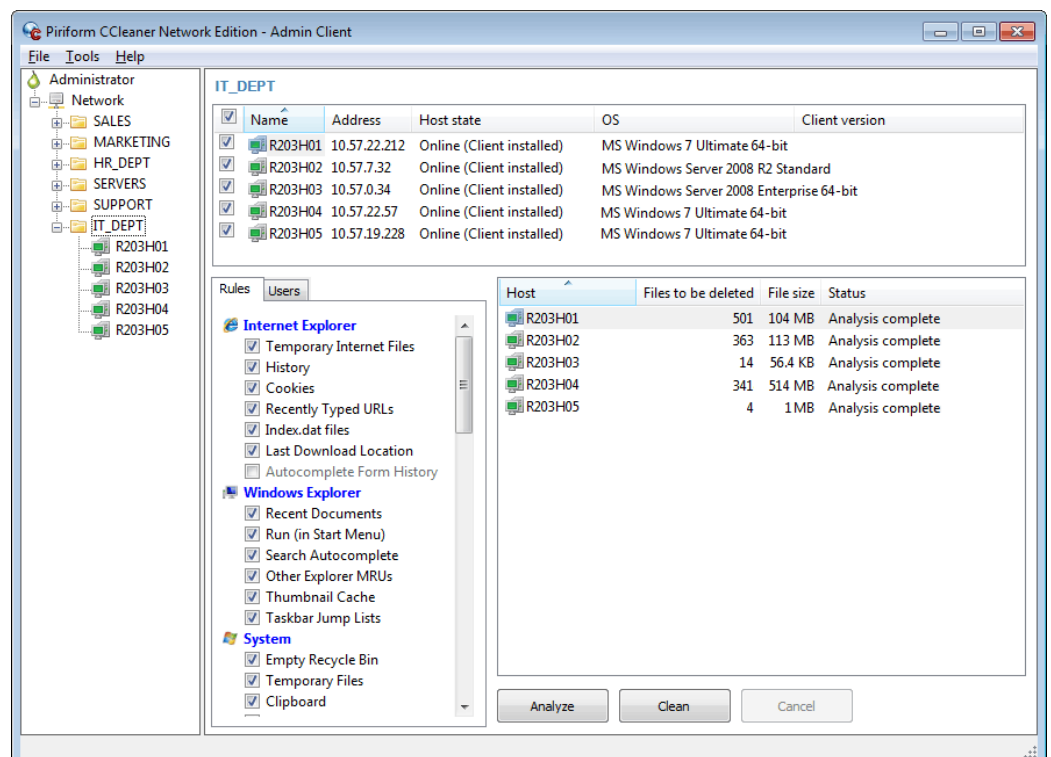
- » Scan your entire network from a single computer
- » Optimize single or multiple computers at once
- » Organize the computers into groups
- » Customize settings per computer or group
- » Support for small or enterprise networks
- » Tailor the cleaning to your business



Remote Management: no need to physically visit each computer



Customizable: tailors cleaning for your business, even add your own rules





What Does Cleaning Do?

CCN cleans and optimizes all areas of your computers, including Internet browsers and the Registry. Fixing problems and freeing up valuable hard-disk space.

CCleaner Network Edition (CCN) Functionality

CCN supports cleaning and optimizing all areas of Windows as well as third-party components. These include:

» **Windows:**

Recycle Bin, Temporary Files, Recent Document History, Log files, Clipboard, Memory Dumps, Error Reporting Data, Broken Shortcuts, and many more

» **Internet Explorer:**

Temporary Internet Files, History, Cookies, Recent URLs, Form History, Autocomplete data

» **Other Browsers:**

Full support for all versions of Google Chrome, Firefox, Opera, Safari. Additional support for older browsers, such as Netscape.

» **Browser Plugins:**

Flash, Silverlight, Adobe Reader

» **Other Applications:**

Microsoft Office, Adobe Acrobat and more than 200 other applications

System Requirements

- » **Workstations: Windows 7, Vista and XP.**
- » **Servers: Windows 2008 RC2, 2008 and 2003.**
(It supports both 32-bit and 64-bit versions.)
- » **Hard disk space: 5MB free**
- » **RAM requirements: At least 128MB installed memory**
- » **Supports small and enterprise TCP/IP based Windows networks**



Summary

Network Administrators secret three steps to enabling remote workers greater productivity, increased PC performance, longer PC life span, less computer downtime, happier end users due to dramatically improved PC experience.

Secret #1 Clean Systems: Install and Run CCleaner Network Edition

Secret #2 Clean the Registry: Run Registry Cleaner

Secret #3 Defrag Hard Drives: Run Defraggler in CCleaner Network Professional

Network Administrator Benefits

- » Improved end user PC experience company wide
- » 20-40% reduction in help desk and support calls due to, “my PC is slow” complaints
- » Eliminate PC tuning time required to clean each machine and profile individually
- » Reduce reliance on undocumented scripts and system maintenance routines
- » Increase hardware ROI: clean computers run faster for longer, extending hardware upgrade cycle
- » Faster Internet browsing: enables efficient use of web apps, net-based tools and cloud computing access

References

Cost Optimization: Re-evaluating Your PC Hardware Replacement Strategies | 27 March 2009 | Gartner ID: G00166285

How to Reduce Your PC TCO 30% in 2011 | 20 March 2009 | Gartner ID: G00166195

Slowing Your Boot Process | 17 September 2009 | Gartner ID: G00169743

For more information contact Piriform at 1-800-816-9004