

Baseline Shield

User's Guide



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Chapter 1

Introduction

Introduction

Thank you for choosing Baseline Shield. This User's Guide is provided to you to familiar yourself with the product. You can find the complete list of all the product's features and a brief description of each feature in this document. It is highly recommended that you read this User's Guide before setup and start to explore Baseline Shield. The information contained in this User's Guide is subject to change without notice. EAZ Solution assumes no responsibility or obligation of any kind for any errors contained herein or in connection with the furnishing, performance, or use of this document.

Baseline Shield is an instant PC baseline reset software. It lets computer workstations to start-up fully functional with their desired system configurations. Regardless of what any user may attempt to do to the systems, including erasing files, installing software, downloading programs or deliberately tampering with registry settings, Baseline Shield will reset the PCs to their desired baseline settings upon restart, making the workstations perfectly configured and available for the next user.

What makes Baseline Shield the best choice for your PC baseline reset solution?

- ❖ Non restrictive design, freedom for users to use PC workstations without penalty. Easy to deploy to a network of workstations in minutes.
- ❖ Extremely fast, restore a 1TB hard drive in seconds.
- ❖ Do not require hidden partitions or special files or folders to setup and run.

- ❖ Flexible restore options, restore baseline on restart, restore on logoff, restore on the 1st boot up of that day, restore daily, restore weekly or only restore when desired.
- ❖ Easy to update baseline, do not need to disable protection to make changes to the baseline. Simply make changes to the system and then set it as the new baseline.
- ❖ An exemption drive can be configured to keep data unchanged from restore.

What Can baseline Shield Do?

Baseline Shield allows you quickly and easily to:

- ❖ Reset public-access PC workstations to clean, pre-configured baseline after each session.
- ❖ Clean up virus or spyware infections.
- ❖ Restore system when Windows fails to start up.
- ❖ Remove unauthorized software installations.
- ❖ Rollback failed software deployment.
- ❖ Fix user, program or Windows program problems.
- ❖ Provide a test bed for software testing.
- ❖ Prevent identify thief and key board logging.
- ❖ Enforce a common operating environment.

Baseline Shield Benefits?

- ❖ Reduces computer maintenance by up to 90%.
- ❖ Reduces organization feuds when writing restriction policies.
- ❖ Reduces friction with technology implementation & learning.
- ❖ Reduces Total Cost of Ownership of an organization's assets by minimizing hard drive maintenance, administration time, and troubleshooting.
- ❖ Reduces unnecessary anxiety related to allowing users access.
- ❖ Eliminates re-imaging of computers.

- ❖ Eliminates common negative consequences of user experimentation.
- ❖ Eliminates downtime or "out of order" signs at user computers.
- ❖ Simplifies the maintenance process and environment.
- ❖ Instantly refreshes computers to their optimal working state.
- ❖ Significantly lowers Total Cost of Ownership of Technology Assets.
- ❖ Ensures consistent configurations.
- ❖ Prevent identify theft and key board logging.
- ❖ Enforce a common operating environment.

Program Components

Familiar yourself with Baseline Shield's program components before setup and explore Baseline Shield.

Pre-OS Recovery Console loads before Windows O.S. and provides you restoring ability when Windows fails to start while Baseline Shield is not in the auto reset mode. You can access the pre-OS Recovery Console by press the HOME key on keyboard during the system startup.

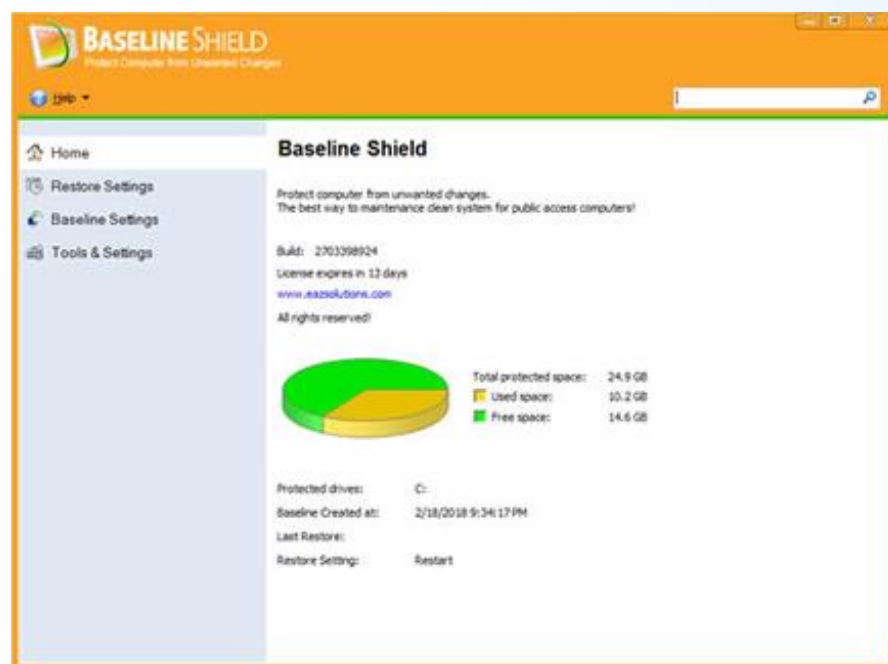
```
Baseline Shield Recovery Console Menu:
1. Reset Baseline
2. Reset to the Installation
3. Disable Reset
4. Uninstall
5. Exit

Please enter your choice and press Enter: 1
```

System Tray Icon It is the shortcut to Baseline Shield on your desktop. You can find it in the lower right hand corner of your Windows desktop. System Tray Icon provides you a quick access to the program UI. Right click on the System Tray Icon to bring up its menu.



Application Console Baseline Shield's primary user interface (UI) in Windows. There you can find access to all the program features.



Chapter 2

Setup

System Requirements

Baseline Shield system requirements:

- ❖ Intel® Pentium® or better processor
- ❖ Microsoft® Windows XP™, Windows Vista™, Windows 7™ and Windows 8™ 32 and 64 bits and Windows 10™ 32 and 64 bits
- ❖ 1GB of RAM
- ❖ CD/DVD ROM if you need to setup from a CD

Typical Setup

Default Setup will install Baseline Shield with the default program settings. During the typical setup, you will be prompted to enter/configure the following Baseline Shield program settings:

- ❖ Enable/Disable Windows System Restore to maximum disk space usage
- ❖ Product ID
- ❖ Set Baseline Shield administrator password

Custom Setup

Custom Setup lets you to configure all the program settings during setup. During the custom setup, you will be prompted to enter/configure the following Baseline Shield program settings:

- ❖ Enable/Disable Windows System Restore to maximum disk space usage
- ❖ Product ID
- ❖ Where to copy program files to
- ❖ Setup of Windows multi-boot systems
- ❖ Set Baseline Shield administrator password
- ❖ Select the partition to protect
- ❖ Create an Exclusion Drive

Unattended Setup

Unattended Setup is used to deploy Baseline Shield to a network of computers with pre-configured program settings. Unattended Setup reads in the program settings from a setup configuration file, **setup.ini**. You can create the **setup.ini** configuration file using **Setup INI Wizard** utility provided in the Deployment folder on the program CD.

Deployment

To mass deploy Baseline Shield with Windows active directory, SMS software deployment tools, Network logon scripts, or Ghost system images, refer to the Baseline Shield Deployment Whitepaper included in the Deployment folder on the program CD.

Product Activation

Baseline Shield contains license activation technology, which means you must activate your Baseline Shield installation in order to authenticate its license.

Activate Baseline Shield License

If the computer has Baseline Shield installed is connected to Internet, you can easily activate Baseline Shield over the Internet connection, in most cases, without doing anything.

1. Upon the purchase of Baseline Shield, you will receive a Licensed Product ID from EAZ Solution. If you install Baseline Shield with the Licensed Product ID and the activation will be done automatically during setup. If you already have a demo version of Baseline Shield installed, you can activate the demo setup with the Licensed Product ID without uninstall and reinstall the program.

2. To activate Baseline Shield over Internet connection, right click Baseline Shield system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window

3. Enter the Licensed Product ID that you received from EAZ Solution into the Product ID field replacing the demo Product ID, and then click on the Activate button.

That is it! You won't need to supply any other information for the activation.

* You can only activate number of computers licensed by the Licensed Product ID.

Chapter 3

Reset Settings

Reset Baseline Settings

You can configure Baseline Shield to reset the baseline according to one of the 7 settings:

- ❖ Reset baseline every time the system boots up
- ❖ Reset baseline when user logs off Windows
- ❖ Reset baseline hourly at XX minute
- ❖ Reset baseline daily at first boot up of the day
- ❖ Reset baseline daily at XX hour YY minute
- ❖ Reset baseline weekly at XX day YY hour ZZ minute
- ❖ Reset baseline on demand



In addition to the configured reset schedule you can choose to reset the baseline at any time by click on the Reset Now button.



For the “Reset baseline at system bootup” setting, you can setup a time range to temporarily suspend the reset for applying system updates that require reboot.

For example:

1. *You need to reest your lab computers to baseline at every bootup.*
2. *You also need the computers to install Windows updates and virus updates every Friday between 7pm to 8pm and the updates may need to restart the systems.*

To satisfy your requirements, you would:

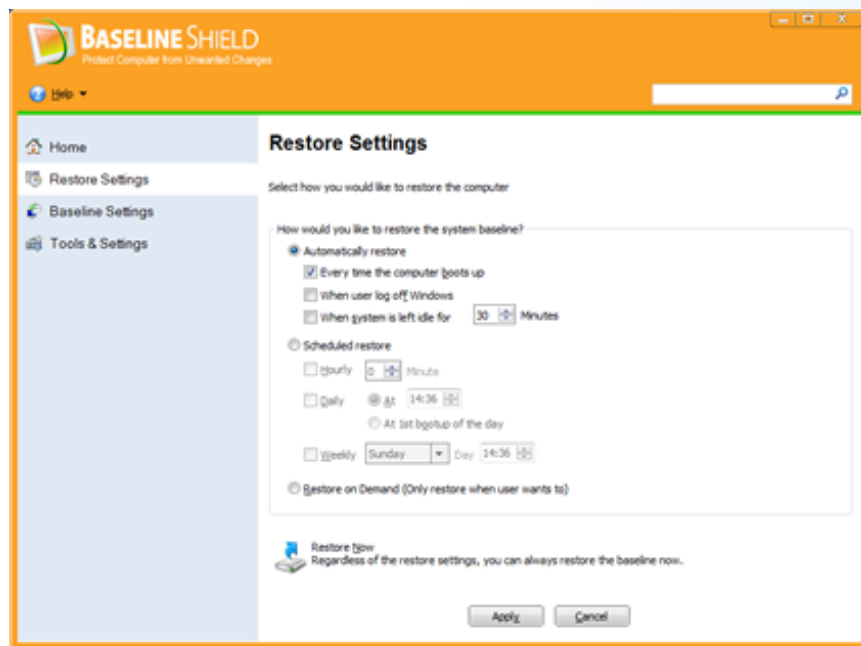
- A. Configure Baseline Shield to reset baseline at bootup.*
- B. Configure "set time to temporarily disable reset for recursive system updates" to Friday, 19 to 20 hour.*
- C. Check the "Update baseline to include the system updates before resuming restore" option.*

As the result, the lab computers will reset to baseline at every bootup. But every Friday between 7pm to 8pm, the restore is suspended to allow Windows and virus updates which might reboot the computers. At end of the suspension, at 8pm, Baseline Shield will update the baseline to include the Windows updates and virus updates. At 8:01pm, the computers will resume reset to the new baseline including Windows updates and virus updates upon bootup!

1. To configure reset baseline settings, right click the Baseline Shield icon in the system tray, select "**Open Baseline Shield**" from the popup menu.



2. In the Main Menu, click on "**Reset Settings**". Make your selection in the right hand panel.



Reset from the pre-OS Recovery Console

If you have setup Baseline Shield's reset setting to Manual (only reset baseline when I want to) and if have made some changes to the system, which makes the Windows O.S. unbootable. You can still use Baseline Shield to reset the system to its baseline. But because the system is not bootable, you need to reset baseline from the **pre-OS Recovery Console**.

1. To access Baseline Shield pre-OS Recovery Console, restart the computer and press the HOME key after BIOS screen. You will be prompted to enter a password for the Administrator account to enter the recovery console.
2. Select Reset PC from the subsystem menu to restore to the baseline.

```
Baseline Shield Recovery Console Menu:
  1. Reset Baseline
  2. Reset to the Installation
  3. Disable Reset
  4. Uninstall
  5. Exit
Please enter your choice and press Enter: 1
```

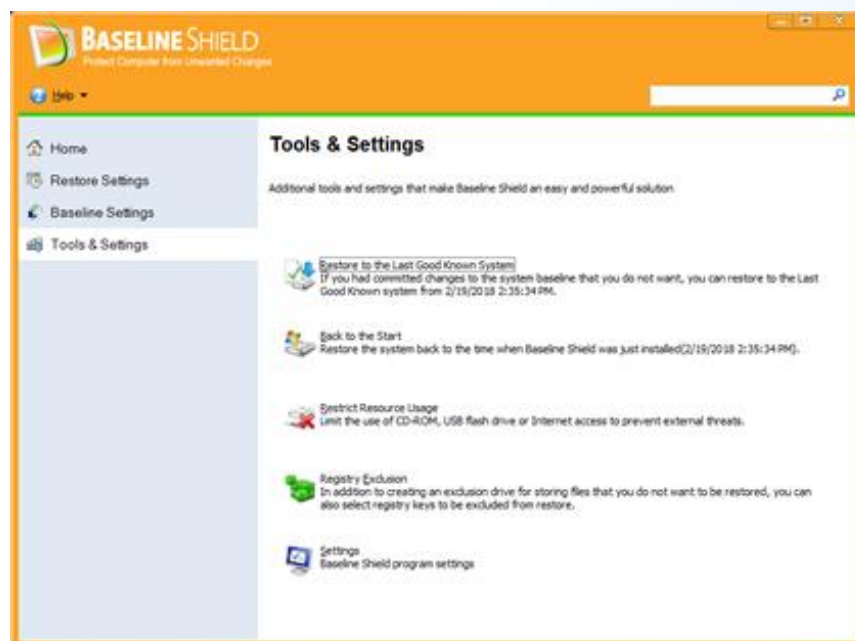
Chapter 4

Tools & Settings

Update Baseline

Baseline is the system condition (exactly what the system looks like) that you want to keep. After installing new software or changing program settings, you can **Update Baseline** to make the current system as the Baseline.

1. To update baseline, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Update Baseline** in the right hand panel.



Restrict Resource Usage

If the computer is a shared public access PC, you might not want users to do certain things with the PC. In this case you can use Baseline Shield to restrict usage of the system resources such as CD-ROM, USB Flash drives and Internet.

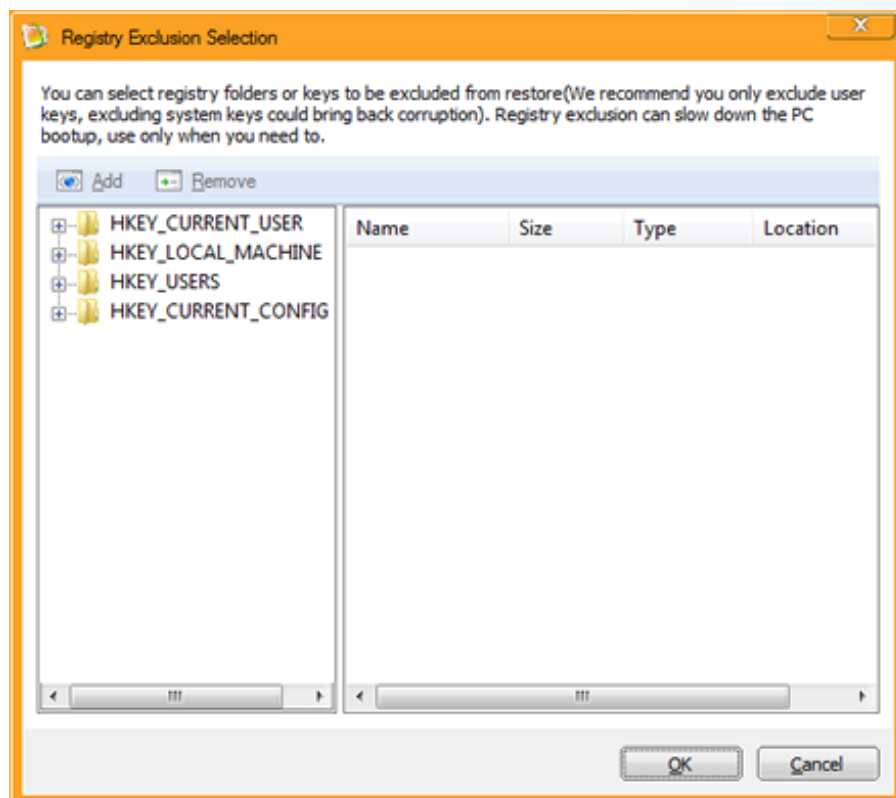
1. To restrict resource usage, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Restrict Resource Usage** in the right hand panel.



Registry Exclusion

Reset computers to the baseline will restore everything on the protected drives to the time when the baseline was created. So there maybe system settings or registry keys that you do not want to be reset. Baseline Shield lets you to select Windows registry keys to be excluded from reset.

1. To exclude registry keys from reset, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Registry Exclusion** in the right hand panel.

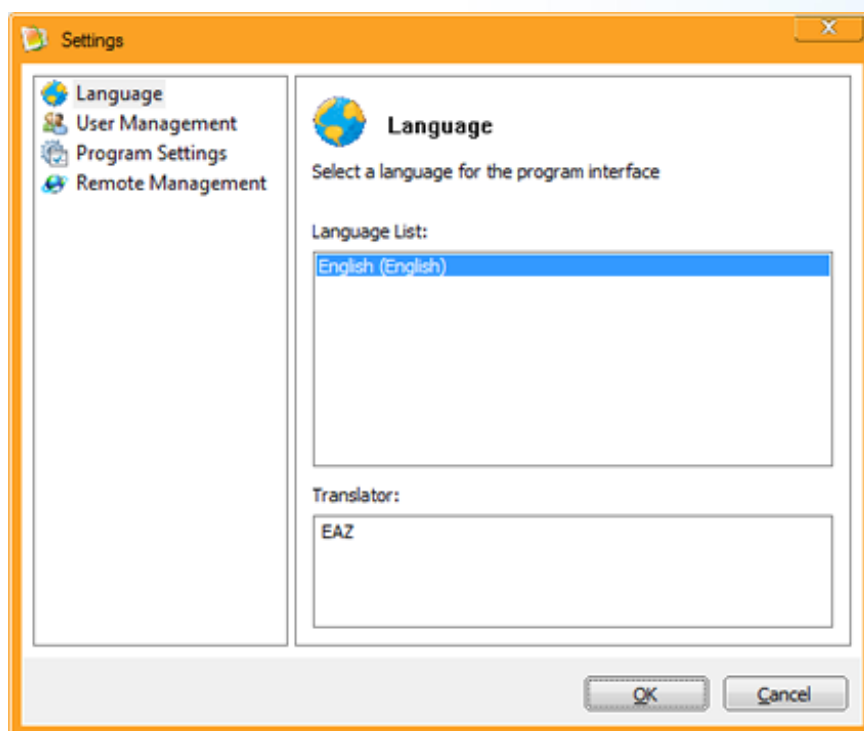


Registry Exclusion will slow down the PC's boot up process, use it only when you need to.

Language

You can change Baseline Shield UI language without reinstalling the program.

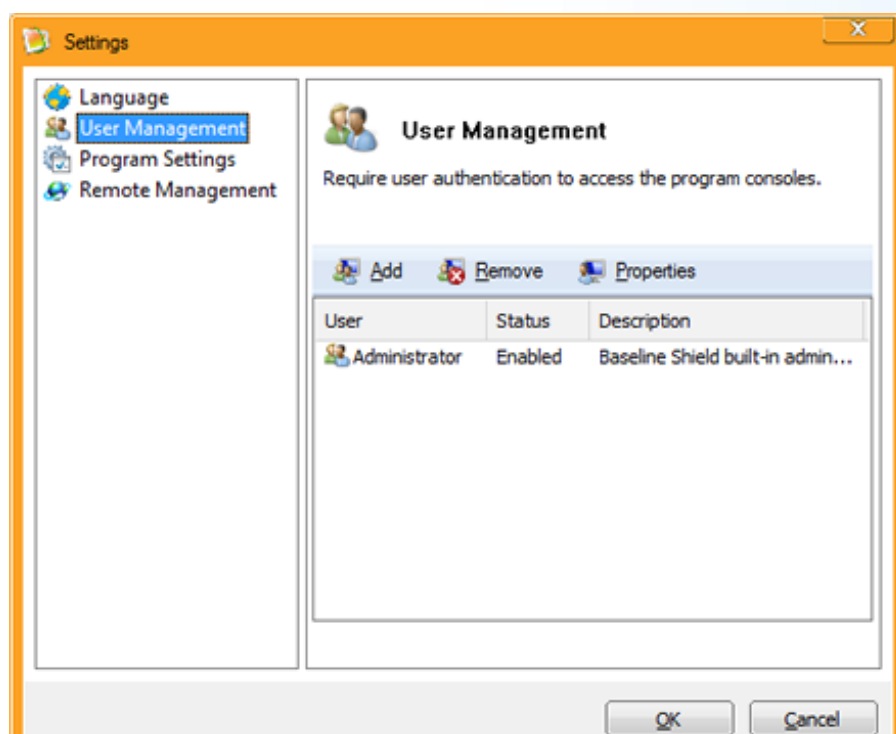
1. To change the UI to another language, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Settings/Language** in the right hand panel.



Change Administrator Password

1. To change Baseline Shield administrator password, open Baseline Shield program UI.

2. Click on **Tools & Settings** and then select **Settings/Change Password** in the right hand panel.



Program Settings

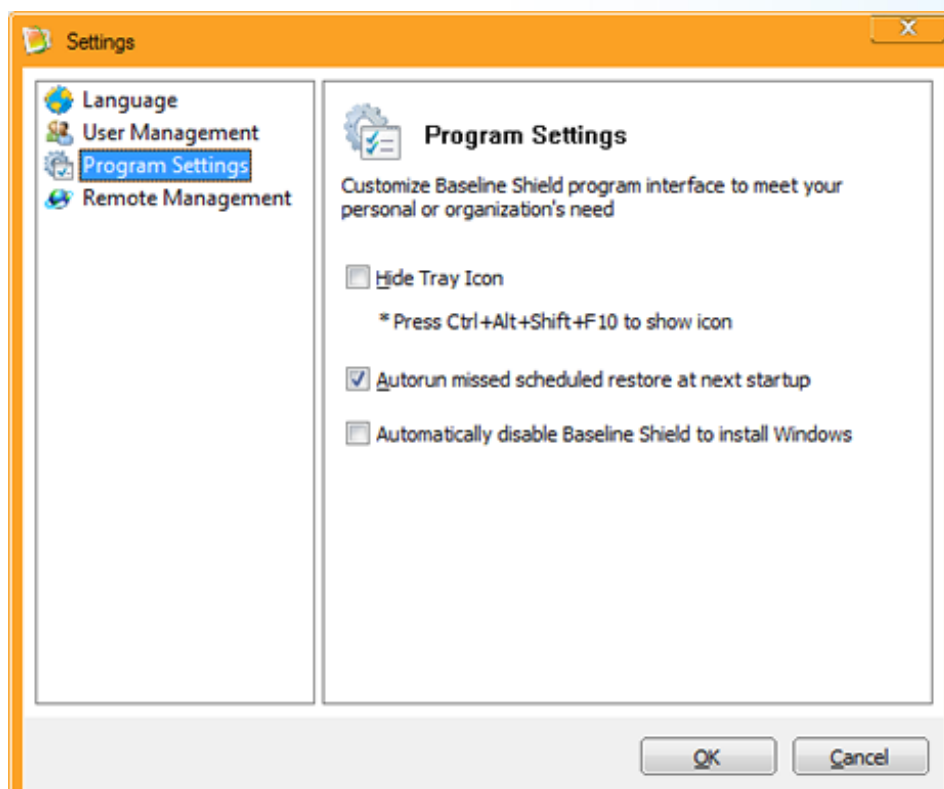
Program settings that lets you customize Baseline Shield appearance and functions:

- ❖ Hide tray icon
- ❖ Restart if the PC is left idle for X minutes
- ❖ Shutdown if the PC is left idle for X minutes
- ❖ Autorun missed scheduled reset at next startup



If the Reset Setting is set to reset baseline every time the computer boots up, the Restart/Shutdown if the PC is left idle for X minutes settings can be used to automatically reset the PC to baseline after the system is used (idle) for certain period of time.

1. To change Baseline Shield program settings, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Settings/Program Settings** in the right hand panel.



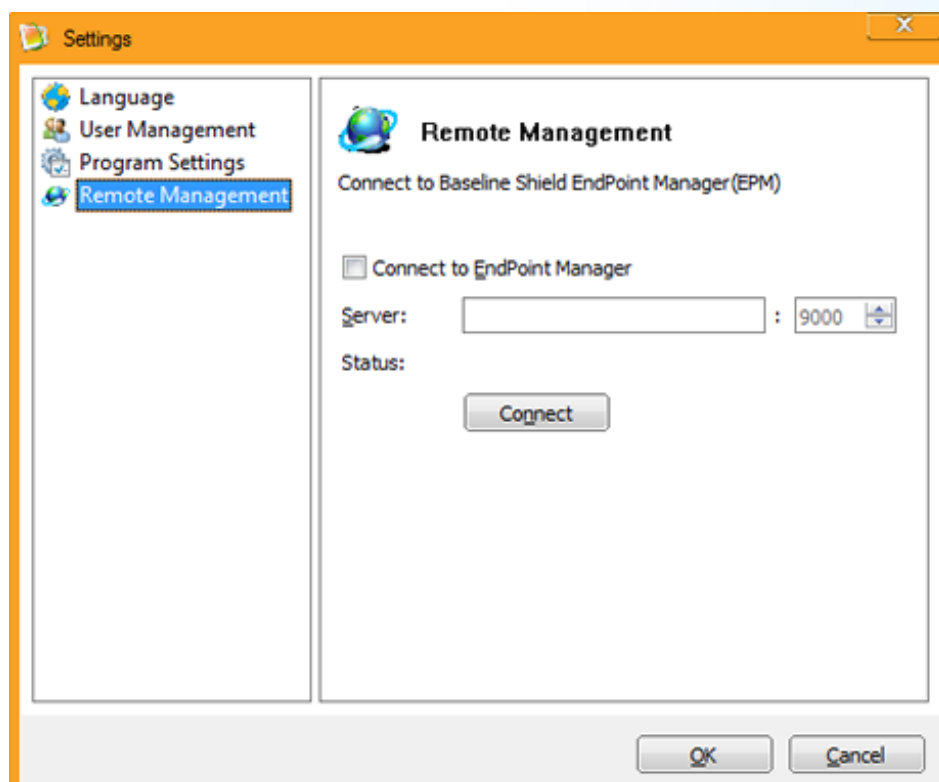
Connect to Remote Management Console (RMC)

To connect Baseline Shield to a network management console (Baseline Shield RMC) for centralized client management:

1. To change Baseline Shield program settings, open Baseline Shield program UI.
2. Click on **Tools & Settings** and then select **Settings/Network Settings** in the right hand panel.

Check “Connect to network management console” option. You need to provide:

- ❖ Computer name or IP address of the computer that has Baseline Shield RMC installed
- ❖ The port number used by Baseline Shield RMC to client connections



Chapter 5

Product Support

Support Options

EAZ SOLUTION is committed to provide satisfying support and excellent service to our valued customers. Our goal is to provide you with professional assistance in the use of our software through the variety of methods including documentations, online or personal contacts. According to our experience with customers, most of their questions can be answered in our Frequently Asked Question or other various technical white papers.



Please check your questions in the F.A.Q. before proceeding with other support options.

If you were not able to find answers to your questions in the Baseline Shield knowledge base, you might go to EAZ Solution web site support page for more product related documents, white papers and other information.

<http://www.eazsolution.com/support.html>

You can also submit an online support case with EAZ Solution technical support team through our online support desk.

<http://eazsolution.helpdeskconnect.com>

EAZ Solution customer service representatives can assist you with non-technical questions. Visit EAZ Solution support web site to find your local customer service number to:

- ❖ Place an order
- ❖ Find a distributor in your area
- ❖ Update your registration information

F.A.Q.

For a list of Frequently Asked Questions about Baseline Shield, please visit:

<http://www.eazsolutions.com/kb/1/>

Knowledge Base

EAZ Solution online knowledge base contains general information about EAZ solution products and problems reported by users on various laptop and desktop computers.

You can find answers for most of your questions or problems in the

<http://www.eazsolutions.com/kb>

Help Desk

EAZ Solution provides an easy to use

<http://eazsolution.helpdeskconnect.com>

You can submit online support tickets and get response from our support technicians.

Chapter 6

Command Line Switches

Command Line Switches

Baseline Shield provides you a set of command-line switches to manage the software with batch files or network scripts.

Help

ShdCmd.exe {/Help | ?}

Setup and Uninstall

Unattended Setup

Setup.exe /s

Uninstall

ShdCmd.exe /Uninstall {/baseline | /current } /u administrator /p password

Program Settings

Tray Icon

ShdCmd.exe /TrayIcon [/show | /hide] /u administrator /p password

Language

ShdCmd.exe /Lang [/set langid] /u administrator /p password

*Langid can be retrieved by running ShdCmd.exe /Lang

Recovery Console Display Mode

ShdCmd.exe /StartMode [text | color16 | color256 | colortrue] /u administrator /p password

Show Protected Partitions

ShdCmd.exe /Part /u administrator /p password

Change Administrator Password

ShdCmd.exe /ChangePwd /pwd [password] /u administrator /p password

Import Program Settings from Setup.ini

ShdCmd.exe /Import {/path inifilepath} /u administrator /p password

Update Baseline

ShdCmd.exe /Snapshot /u administrator /p password

Reset Now

ShdCmd.exe /Restore /u administrator /p password

Restore or Update the Installation Baseline

ShdCmd.exe /Baseline {/reset | /update} /u administrator /p password

/reset: reset to the installation baseline

/update: update the current system as the new installation baseline

Exclude Registry from Reset

ShdCmd.exe /SyncReg [/add keyname1 ...] [/del keyname1 ...] [/clear] [/export filename]

[/backup] /u administrator /p password

add: Add registry keys to be excluded from restore

del: Deleted registry keys added to the exclusion

clear: Delete ALL registry keys added to the exclusion

export: Export the registry keys added to the exclusion to afile (for debug only)

Restrict Use of Resources

ShdCmd.exe /Restrict [/cdrom [0|1]] [/ufd [0|1]] [/internet [0|1]] /u administrator /p password

Reset Settings

ShdCmd.exe /ResMode [restart | logoff | weekly | daily | 1stboot | hourly | disable] [/t schtime]
/u administrator /p password

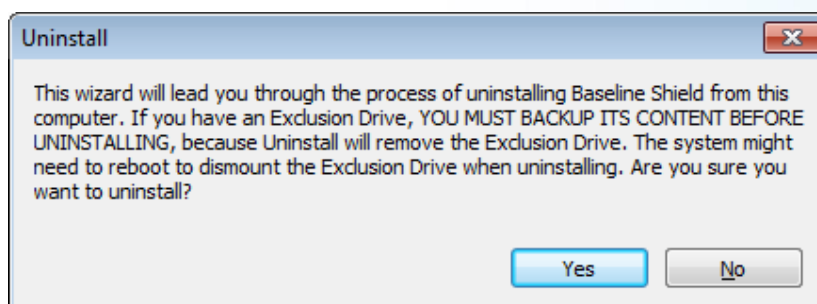
Chapter 7

Uninstall

Uninstall

You can uninstall Baseline Shield from your computer through the following method:

- ❖ Uninstall Baseline Shield from your computer's Control Panel, Add/Remove Programs



⚠ IF YOU HAVE CONFIGURED AN EXCLUSION DRIVE FOR BASELINE SHIELD, YOU MUST SAVE (COPY OR MOVE) THE DATA IN THE EXEMPTION DRIVE TO ANOTHER DRIVE BEFORE UNINSTALLING. UNINSTALL WILL REMOVE THE EXEMPTION DRIVE AND THEREFORE LOSE ALL THE DATA IN THE EXEMPTION DRIVE!!!



If you have problem with the computer, DO NOT attempt to uninstall Baseline Shield first, contact EAZ tech support for assistance.