

Eazy Fix v11.0

User's Guide



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Chapter I Introduction



Introduction

Thank you for choosing Eazy Fix. This User's Guide is provided to you to familiar yourself with the software. You can find all the software's features and a brief description of each feature in this document. It is highly recommended that you read this User's Guide thoroughly before setup Eazy Fix. 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.

Eazy Fix is a Windows Time Machine that can instantly undo PC software problems by rollback the PC back to last hour, yesterday, last week or last month. Eazy Fix lets computer users, regardless their skill levels, to easily and quickly fix computer problems in seconds.

What makes Eazy Fix the ultimate solution for PC support?

- It does not require hidden partition or reserved disk space to install.
- It supports unlimited snapshots.
- It takes a new snapshot in 5 seconds.
- It takes snapshots without interrupting your work.

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- It rolls back to a snapshot in less than 10 seconds.
- It can rollback even if Windows OS fails to startup.
- It can recover files from snapshots.
- It provides snapshot encryption to prevent data thief in the event of lost PC.
- It does not deteriorate PC system performance.
- It works as if it's not even there, it doesn't require you to do a thing.

What Can Eazy Fix Do?

Eazy Fix lets you quickly and easily to:

- Recover deleted and corrupted files.
- Rollback entire computer to a clean system after virus infections.
- Rollback crashed system back to the time before the crash.
- Reset publicly shared system to clean, pre-configured condition after each session.
- Remove unwanted software installations.
- Back out failed software deployment.
- Fix Windows system crashes or software problems.
- Try out software products before actual deployments.
- Protect system and data from data thieves.

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Eazy Fix Benefits

You need Eazy Fix if you want to:

- Reduce computer maintenance by up to 90%.
- Eliminate the headache that comes from implementing restriction policies.
- Reduce Total Cost of Ownership of an organization's assets by minimizing system maintenance, administration time, and troubleshooting.
- Reduce unnecessary anxiety related to allowing users full access to the computers.
- Eliminate re-imaging of computers.
- Eliminate common negative consequences of user experimentation.
- Eliminate downtime or "out of order" signs at user computers.
- Simplify the maintenance process and environment.
- Instantly refresh computers to their optimal working state.
- Significantly lower Total Cost of Ownership of Technology Assets.
- Ensure consistent configurations.
- Prevent identify thief and key board logging.

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Program Components

Familiar yourself with Eazy Fix program components before starting to use Eazy Fix.

Recovery Console is a pre-OS GUI that let you rollback the PC when Windows OS is no longer bootable. You can access Eazy Fix Recovery Console by press the HOME key on keyboard right after BIOS screen, before Windows loading screen. In the Recovery Console, you can rollback system, take new snapshots, or uninstall Eazy Fix in emergency situations.

System Tray Icon is Eazy Fix shortcut on the desktop. You can find it in the lower right hand corner of your Windows desktop. It provides you quick access to rollback system, take new snapshot features. You can also launch Eazy Fix main GUI, the Application Console, from the system tray icon popup menu. Access the system tray icon by right click on the icon to bring up the popup menu.

Application Console is Eazy Fix's main user interface (GUI). There you have access to all the program features.

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System Requirements

Eazy Fix system requirements:

- Intel® Pentium® III or equivalent processor
- Windows® XP™, Windows Vista™, Windows 7™ and Windows 8™ 32 and 64 bit
- 1GB of RAM
- 20GB of available hard disk space
- CD/DVD ROM if you need to setup from a CD
- Internet connection if you want to activate the program over Internet connection



Eazy Fix is designed for Windows PCs. Do NOT install it on Windows servers and Linux O.S.! Always backup your important data before setup Eazy Fix.

Typical Setup

Typical Setup will install Eazy Fix with some default program settings such as:

- Copy program files to \program files\shield folder
- Protect all available partitions on the 1st hard disk (disk0)
- Disable Eazy Fix access control (Do not require a password to access Eazy Fix)

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- Disable Windows System Restore to save disk space

You only need to provide a Product ID to complete the Typical Setup.

Custom Setup

Custom Setup lets you to configure program settings during setup such as:

- Where to copy program files to
- What drives and partitions to protect
- Enable/Disable Eazy Fix access control
- Enable/Disable Windows System Restore
- Setup Eazy Fix on multi-boot systems

Unattended Setup

Unattended Setup is used to deploy Eazy Fix 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 a **setup.ini** configuration file using the **Setup INI Wizard** provided in the

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Deployment folder in the setup package. With **Setup.ini** you can configure all Eazy Fix program settings.

Deployment

To mass deploy EAZ-FX with Windows active directory, SMS software deployment tools, Network logon scripts, or system images, refer to the Eazy Fix Deployment Whitepaper included in the Deployment folder in the setup package.

Product Activation

EAZ Solution is committed to the protection of intellectual property rights and the reduction of software piracy. Everyone in the economic chain, not just the software developer, is hurt by piracy, including the reseller, the support provider, and you, the end user. Eazy Fix contains a software-based product activation technology, which means you must activate your Eazy Fix installations in order to authenticate its license.

Activate Eazy Fix over Internet Connection

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

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1. Upon the purchase of Eazy Fix, you will receive a Licensed Product ID from EAZ Solution. If you install Eazy Fix with the Licensed Product ID, the activation will be done automatically during the setup. If you already have a demo version of Eazy Fix installed, you can activate the demo setup with the Licensed Product ID without uninstall and reinstall the program.
2. To activate Eazy Fix demo over the Internet connection, right click Eazy Fix system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate Eazy Fix over Internet connection", click on Next.
3. Copy and paste 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.

You will be prompted to restart the computer to complete the activation.

** You can only activate the number of installations licensed by the authorized Product ID.*

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Activate Eazy Fix without Internet Connection

If the computer has Eazy Fix installed does not have Internet connection, you need to manually activate Eazy Fix with an activation code.

1. To manually activate Eazy Fix, right click Eazy Fix system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate Eazy Fix without Internet connection", click on Next.
2. On the Product Activation Window, you will see a Product ID and an Activation ID, write down those two IDs and send them to EAZ Solution tech support by fax or phone.
3. EAZ Solution tech support will reply you with an Activation Code based on the Product ID and Activation ID you provided.
4. Copy and paste the Activation Code into the Activation Code field and then click the Activate button.

You will be prompted to restart the computer to complete the activation.

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Uninstall Eazy Fix from Windows

You can remove Eazy Fix from your computer through one of the two options provided in Windows:

- Uninstall Eazy Fix from Windows Control Panel, Add/Remove Programs.
- Uninstall Eazy Fix by running Start/All Programs/Eazy Fix/Uninstall.

Uninstaller will prompt you to select a snapshot to uninstall Eazy Fix to. You can choose to keep the current system and data or return the computer to another snapshot during the uninstall. The snapshot selected here will be the final condition of the PC after uninstalling Eazy Fix.



If you have problem with your computer, DO NOT attempt to uninstall Eazy Fix first. Rollback the system to a good snapshot might fix the problem. If you have problem to access either Eazy Fix Application Console or Recovery Console to perform a rollback, contact EAZ technical support before attempting to uninstall Eazy Fix.

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Uninstall Eazy Fix when Windows OS Fails to Bootup

If you cannot boot into Windows and you need to uninstall Eazy Fix, you can uninstall it from the Recovery Console.

1. Restart the computer, press HOME key as you see the Eazy Fix screen to access Eazy Fix Recovery Console.
2. You will need to provide a user name and password if Eazy Fix access control is enabled.
3. Select Uninstall from the Recovery Console menu.
4. Uninstall will prompt you to select a snapshot to uninstall to. The snapshot you selected will be the final condition of the PC. Click on Next to continue.



Assuming the PC is not booting when you uninstall Eazy Fix from the Recovery Console, uninstall to the current system will result in an unbootable system. So in this case you should uninstall to the Installation snapshot, that will put the system back to the time before Eazy Fix was installed.

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Snapshots

The magic of Eazy Fix is the snapshots. You recover a crashed system by rollback the system to a good snapshot; you recover a corrupted file from a snapshot archive. A snapshot can be viewed as the exact picture of the system at a specific time, including the system, programs, settings and data. It is very important to take new snapshots to include changes on your system, so in the case of system rollback, you won't be rolled back to weeks or months ago. You can create a new snapshot in seconds with Eazy Fix.

Different Ways to Create New Snapshots

- You can create a new snapshot with one of the following methods:
- Create new snapshots from Eazy Fix Application Console in Windows
- Create new snapshots from Eazy Fix Recovery Console when Windows O.S. fails to bootup
- Create new snapshots from the desktop shortcut in system tray icon
- Create new snapshots with command line switches or batch files
- Create new snapshots with scheduled tasks

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Create New Snapshots from the Application Console

To create new snapshots from the Eazy Fix Application Console:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need a password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **HOME** in the left side panel and then click on **New Snapshot** in the right side panel. You need to enter a name and description for the new snapshot. You can also choose to lock the new snapshot by checking **Lock the snapshot to prevent it from deletion** option. Locking the snapshot will prevent it from being deleted. Click on **Next** to continue.



** Snapshot name is limited to 20 characters.*

** Snapshot description is limited to 50 characters.*

3. The new snapshot will be created in a few seconds.

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Create New Snapshots When Windows Fails to Bootup

If you encounter a complete system crash, you are not even able to start Windows operating system. Before you choose to rollback the system to an earlier snapshot, you can create a new snapshot from Eazy Fix Recovery Console to preserve your data up to the moment of crash. You can later access the crash snapshot for file recovery.

1. Restart the computer. Press HOME key as you see Eazy Fix Recovery Console screen. You will need a user name and password if the Eazy Fix access control is enabled.
2. Click on **New Snapshot** button. You need to enter a name and description for the new snapshot. Click on **Next** to create the new snapshot instantly.



By creating a snapshot of the crashed system, you preserve whatever it is available in that crashed system. After you rollback the system to an earlier snapshot, you can search the snapshot of the crashed system for possible data recovery.

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Create New Snapshots from Desktop Shortcut

To create new snapshots from the desktop shortcut in the system tray:

1. Right click Eazy Fix icon in the system tray, select **New Snapshot** from the popup menu. You will need to provide user name and password if the access control is enabled.
2. Enter a name and description for the new snapshot. You can also choose to lock the new snapshot by checking the **Lock the snapshot to prevent it from deletion** option. Locking the snapshot will prevent it from been deleted. Click on **Next** to continue.
3. The new snapshot will be created in a few seconds.

Create New Snapshots with Scheduled Tasks

You can schedule Eazy Fix to automatically create new snapshots with one of the following seven schedule settings:

- Schedule Eazy Fix to create a new snapshot ever time the system bootsup
- Schedule Eazy Fix to create a one-time snapshot
- Schedule Eazy Fix to create new snapshots every hour
- Schedule Eazy Fix to create new snapshots every day
- Schedule Eazy Fix to create new snapshots every week
- Schedule Eazy Fix to create new snapshots every month

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- Schedule Eazy Fix to create new snapshots when a program runs

To create a scheduled task to create new snapshots:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Task Scheduler** in the right side panel, click on **Add** in the left side panel. Select **New Snapshot** from Task Type drop-down list and then select a Schedule Type in the schedule type drop-down list. Click on **OK** to save the selections.
3. You will then see a new scheduled task entry. You can right click to view the properties of the scheduled task or delete it.

Create New Snapshot with Batch Commands

You can incorporate Eazy Fix PC time machine ability into your own application by calling command line switches, refer to the Command Line Switches section of this User's Guide for details on how to create a new snapshot with command line switches.

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Different Ways to Rollback System

You can use Eazy Fix to rollback system with one of the following methods:

- Rollback system from Eazy Fix Application Console in Windows
- Rollback system from Eazy Fix Recovery Console when Windows O.S. fails to bootup
- Rollback system from desktop shortcut in the system tray
- Rollback system with command line switches or batch files
- Rollback system with scheduled tasks

Rollback System from the Application Console

To rollback system from the Eazy Fix application console:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to access the Application Console if Eazy Fix access control is enabled.
2. In the Application Console, click on **Instant Recovery** in the left side panel, click on **Rollback system** in the right side panel. You will then see a list of all the available snapshots, the current snapshot you are in is indicated by a big green arrow. Select a snapshot you want to rollback system to. You can also choose to create a snapshot of

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the current system before rollback by checking **Take a snapshot of the current system before rollback** option. Rollback system to a snapshot will restore everything on the hard drive to the time of the snapshot. To keep the latest user data created after the snapshot, you can select files or folders to transfer to the snapshot being restored, so the data file will remain current after rollback, as they are excluded from the rollback. To exclude files from the rollback, click on **Exclude** button. Select files or folders that you would like to transfer to the snapshot being restored. We recommend you only select files, because large folders could take longer time to transfer. Click **Next** to continue.

3. The computer needs to restart to rollback to the snapshot. Click **Restart** to restart the computer.

Rollback System When Windows Fails to Boot up

If you have a system crash such as the infamous Windows Blue Screen of Death, you are not able to boot into Windows O.S., you need to rollback the system from Eazy Fix Recovery Console.

1. To access Eazy Fix Recovery Console, restart the computer and press **HOME** key (a key on computer

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keyboard) as you see the Eazy Fix logo during bootup. You will need to provide a user name and password if the access control is enabled.

2. Click **Rollback System** in the Recovery Console. You will see a list of available snapshots, select a snapshot and click **Next** to rollback to the snapshot.

Rollback System from Desktop Shortcut

To rollback system from the desktop shortcut:

1. Right click Eazy Fix icon in the system tray, select **Rollback system** from the popup menu. Select a snapshot to rollback the system to, you can also choose to take a snapshot of the current PC by checking **Take a snapshot of the current PC before rollback** checkbox. Click **Next** to continue.
2. The computer needs to restart to rollback to the snapshot. Click **Restart** to restart the computer.

Rollback System with Scheduled Tasks

You can schedule Eazy Fix to automatically rollback system with one of the following seven schedule settings:

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- Schedule Eazy Fix to rollback system every time the system boots up
- Schedule Eazy Fix to rollback system when user logs off Windows
- Schedule Eazy Fix to rollback system for one-time only
- Schedule Eazy Fix to rollback system every hour
- Schedule Eazy Fix to rollback system every day
- Schedule Eazy Fix to rollback system every week
- Schedule Eazy Fix to rollback system every month

To create a scheduled task to rollback system:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need provide a user name and password to log into Application Console if the access control is enabled.
2. In the Application Console, click on **Task Scheduler** in the right side panel, click on **Add** in the left side panel. Select **Rollback System** from Task Type drop-down list and then select a Schedule Type in the schedule type drop-down list. For **Restore Settings**, you need to select which snapshot you want to rollback the system to. You can select to a). rollback system to the latest snapshot b). rollback system to a specific snapshot. You also need to

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choose what to do with other snapshots after rollback the system. a). keep all the other snapshots b). remove all the other unlocked snapshots. Click on **OK** to save the selections.

3. You will then see a new scheduled task entry. You can right click to view the properties of the scheduled task or delete it.

Rollback System with Command Line Switches

You cant incorporate Eazy Fix instant recovery ability into your own application by calling command line switches, refer to the Command Line Switches section of this user's guide for details on how to rollback system with batch commands.

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Recover Files from Snapshots

To recover files or folders from a snapshot:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Instant Recovery** in the left side panel, and then click on **Recover Files** in the right side panel. Choose one of the three search options provided and then enter search text. Click on **Next** to continue.
3. You will then see a list of all available snapshots. Select the snapshot you want to recover the files from. Click on **Next** to continue.
4. On the search results window, right click the files or folders you want to recover. You can choose to recover the files to a new location or to its original location. If you choose to recover the files to the original location, the existing files with the same name will be overwritten.

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Explore Snapshots to Recover Files

To explore a snapshot to recover files or folders:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to access the Application Console if the access control is enabled.
2. In the Application Console, click on **Instant Recovery** in the left side panel and then click on **Explore Snapshot** in the right side panel.
3. You will then see a list of all available snapshots. Select the snapshot that you want to explore and click on **Explore** button.
4. Eazy Fix will create virtual drive(s) for the selected snapshot. You can see the virtual drive(s) in My Computer and browse them as regular drives to find files. To recover a file or folder, copy it to your other drives in My Computer.

Revert Files to Older Time Stamp

If you have made unwanted changes to a file, or you just want to look at an earlier version of a document. You can use Eazy Fix to revert a file to its earlier versions.

1. Right click the file you want to revert, **select Restore from snapshot** on the popup menu. You will need to provide a user

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name and password if the access control is enabled.

2. You will then see a list of all available snapshots, select a snapshot you want to revert the file from and click on **Next**.
3. Once the file is found in the selected snapshot, you can choose to save the file to a new location or to overwrite the existing file.

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Chapter 6 Task Scheduler



Task Scheduler for Rollback System

You can use Eazy Fix Task Scheduler to automatically rollback system to a snapshot with one of the following seven schedule settings:

- Schedule Eazy Fix to rollback system every time the system boots up
- Schedule Eazy Fix to rollback system when user logs off Windows
- Schedule Eazy Fix to rollback system for one-time only
- Schedule Eazy Fix to rollback system every hour
- Schedule Eazy Fix to rollback system every day
- Schedule Eazy Fix to rollback system every week
- Schedule Eazy Fix to rollback system every month

To create a scheduled task to rollback system:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need provide a user name and password to log into Application Console if the access control is enabled.
2. In the Application Console, click on **Task Scheduler** in the right side panel, click on **Add** in the left side panel. Select **Rollback System** from Task Type drop-down list and then select a Schedule Type in the schedule type drop-down

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list. For **Restore Settings**, you need to select which snapshot you want to rollback the system to. You can select to a). rollback system to the latest snapshot b). rollback system to a specific snapshot. You also need to choose what to do with other snapshots after rollback the system. a). keep all the other snapshots b). remove all the other unlocked snapshots. Click on **OK** to save the selections.

3. You will then see a new scheduled task entry. You can right click to view the properties of the scheduled task or delete it.

Task Scheduler for Creating New Snapshots

You can use Eazy Fix Task Scheduler to automatically create new snapshots with one of the following seven schedule settings:

- Schedule Eazy Fix to create a new snapshot every time the system boots up
- Schedule Eazy Fix to create a one-time snapshot
- Schedule Eazy Fix to create new snapshots every hour
- Schedule Eazy Fix to create new snapshots every day
- Schedule Eazy Fix to create new snapshots every week
- Schedule Eazy Fix to create new snapshots every month

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- Schedule Eazy Fix to create new snapshots when a program runs

To create a scheduled task to create new snapshots:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Task Scheduler** in the right side panel, click on **Add** in the left side panel. Select **New Snapshot** from Task Type drop-down list and then select a Schedule Type in the schedule type drop-down list. Click on **OK** to save the selections.
3. You will then see a new scheduled task entry. You can right click to view the properties of the scheduled task or delete it.

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Chapter 7 Manage Snapshots



Snapshots

The magic of Eazy Fix is the snapshots. You recover a crashed system by rollback the system to a good snapshot; you recover a corrupted file from a snapshot archive. A snapshot can be viewed as the exact picture of the system at a specific time, including the system, programs, settings and data.

Snapshot Properties

To view the properties of a snapshot:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need a password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Snapshots** in the left side panel, you will see a list of all the available snapshots in the right side panel. The current snapshot you are in is indicated by a big green arrow.
3. Right click a snapshot and select **Properties** from the popup menu. You can change the snapshot name and description on the properties. The disk space information reveals how much drive space is taken by all snapshots and how much is taken by this snapshot.

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Delete Snapshots

To delete Eazy Fix snapshots:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need a password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Snapshots** in the left side panel, you will see a list of all the available snapshots in the right side panel. The current snapshot you are in is indicated by a big green arrow.
3. Right click a snapshot and select **Delete** from the popup menu. To delete multiple snapshots, hold down Ctrl key while selecting snapshots.
4. To delete all unlocked snapshots, click on **Tools** menu and select **Delete All Unlocked** from the drop down menu.



You can only delete unlocked snapshots. To delete locked snapshots, unlock it first.

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Lock or Unlock Snapshots

You can lock snapshots to prevent it from being accidentally deleted or removed by program settings. To delete a locked snapshot, you must unlock it first.

To lock or unlock snapshots:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need a password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Snapshots** in the left side panel, you will see a list of all the available snapshots in the right side panel. The current snapshot you are in is indicated by a big green arrow.
3. Right click a snapshot and select **Lock or Unlock** from the popup menu. To lock or unlock multiple snapshots, hold down Ctrl key while selecting snapshots.
4. To lock or unlock all snapshots, click on **Tools** menu and select **Lock All or Unlock All** from the drop down menu.

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Explore Snapshots

You can mount a snapshot as virtual drives and explore it as local drives to recover files.

To explore a snapshot:

1. Right click Eazy Fix icon in the system tray. Select **Open Eazy Fix** from the popup menu. You will need a password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Snapshots** in the left side panel, you will see a list of all the available snapshots in the right side panel. The current snapshot you are in is indicated by a big green arrow.
3. Right click a snapshot and select **Explore** from the popup menu.

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Chapter 8 Access Control and System Security



Access Control

To prevent unauthorized users from rollback your system or recover your hidden files, you can password protect access to Eazy Fix by enabling Access control. The Access Control's user accounts and password apply to both Eazy Fix Application Console and the Recovery Console.

Enable Access Control during Setup

To enable Access Control during setup, you need to use either Custom Setup or Unattended Setup:

1. To enable the Access Control in the Custom Setup, select **enable Access Control** checkbox and provide a password for the administrator account. You must remember this password. You will need it to access the program consoles, you also need this password to uninstall Eazy Fix.
2. To enable the Access Control in the Unattended Setup, you need to use Setup INI Wizard provided in the Deployment folder in the program setup files. For more information on Unattended Setup, refer to Eazy Fix Deployment Whitepaper in the Deployment folder.

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Enable Access Control after Setup

1. To enable Eazy Fix Access Control after setup, right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu.
2. In the Application Console, click on **Tools & Settings** menu, select **Access Control**. Check **Enable Access Control** checkbox. You will be prompted to set a password for the administrator account. You must remember this password. You will need it to access the program consoles. You also need this password to uninstall Eazy Fix.



If you have installed Eazy Fix using the Typical Setup, access control is disabled by default

Create New Users

Enable Eazy Fix Access Control only activates the build-in administrator account which has access rights to all the program features. Eazy Fix allows you to create new users and only grant them rights to certain features of the program.

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon the Application Console.
2. In the Application Console, click on **Tools & Settings** menu, select **Access Control**. Click on **Add** to create a new

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Chapter 8 Access Control and System Security



user account and assign access rights to the new user. Click on **OK** to create the new user.

3. The new user will be listed in the Access Control window. As the new user logs into the Application Console, he will only have access to the features he was granted rights to.



Remove "delete snapshots" right from a user will also deny him from locking or unlocking snapshots.

System Security

Eazy Fix system security prevents unauthorized access to the system and data by password protect Windows startup and encrypt snapshots. It secures your system and data from data thief even if the PC is stolen. **To enable Eazy Fix System Security feature, you must first enable the access control. System Security uses the same user accounts and passwords provided by the Access Control.**

Enable System Security

1. To enable Eazy Fix System Security, right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup

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Chapter 8 Access Control and System Security



menu. You will need to provide a user name and password to logon the Application Console.

2. In the Application Console, click on **Tools & Settings** menu, select **System Security**. Check the checkbox that enables the System Security feature and then click on **Apply**.

Access Control Password Recovery

If you have forgotten your Eazy Fix Access Control password, EAZ Solution tech support can help you to generate a temporary password to log into Eazy Fix Application Console to reset your password.

To recover Eazy Fix Access Control password:

1. Restart the computer, press **HOME** key to access the Eazy Fix Recovery Console.
2. On the password authentication window, make sure the user name is Administrator and then press ALT and F1 keys at same time. You will then see a popup message showing "PWD:XXXXXXXX". THIS IS NOT A PASSWORD. It is a random key generated from your Eazy Fix setup. Please provide this key to EAZ Solution tech support. The tech support will generate a temporary password based on the key for you to log into the Application Console, so you can reset the administrator password.

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Chapter 9 Baseline Manager



Update Baseline

The very first snapshot created during the setup of Eazy Fix is the baseline snapshot. It is the foundation of all other snapshots created after. After updating the operating system with new service pack or some other major changes, you might want to make the current system as the new baseline.

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu, select **Baseline Manager**. Click on **Update Baseline** in the right side panel.



Update baseline will consolidate all the existing snapshots into the new baseline. All snapshot history will vanish after running update baseline. If you just want to take a new snapshot of the current system, select new snapshot instead.

3. You have to check **I understand** checkbox to update baseline. The computer needs to reboot to update baseline, click on **Restart**.

Reset To Baseline

The very first snapshot created during the setup of Eazy Fix is the baseline snapshot. It is most likely the base configuration of your computer. Over a period of time, you may have taken new snapshots containing new programs or settings but at the end of the day, you might just want to return the system back to the nice and neat condition where it is all started from.

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Chapter 9 Baseline Manager



Reset to baseline lets you to return the computer back to the baseline configuration with a reboot.

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu, select **Baseline Manager**. Click on **Reset to Baseline** in the right side panel.



All the snapshots taken after the baseline snapshot will be permanently deleted after you reset to the baseline. Please backup your important data before running reset to baseline. If you only want to rollback system to the baseline snapshot and keep all other snapshots, select rollback system.

3. You have to check **I understand** checkbox to update baseline. The computer needs to reboot to update baseline, click on **Restart**.

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Chapter 10 Snapshot Defragmenter



Snapshot Defragmenter

Eazy Fix uses a very complicated data structure to keep track of data changes in snapshots. If you have created or deleted many snapshots over time, you need to defrag snapshots to reclaim free disk space and improve system performance.

To defrag snapshots:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu and select **Snapshot Defragmenter** from the drop-down menu. Click on **Defragment Now** to start defrag. It could take some time to defrag all snapshots (depends on how many snapshots you have and when it was defragged last time).



If you have small hard disk, it's important to defrag snapshots often to reclaim free space from deleted snapshots.

Running Snapshot Defragmenter Automatically

There are program settings that you can configure to automatically defrag snapshots. Please refer to Program Settings section of this User's Guide.

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Chapter II Program Settings



Language Settings

You can change Eazy Fix UI language without reinstalling the software.

To change Eazy Fix UI to another language:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu and select **Settings** from the drop-down menu. Click on **Language** and then select language setting in the right side panel.

Program Appearance

To customize Eazy Fix program appearance:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu and select **Settings** from the drop-down menu. Click on **Program Appearance**. Here you can customize the following Eazy Fix program settings:

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Chapter I I Program Settings



- Show or hide Eazy Fix icon from the system tray
- Show or hide Eazy Fix logo during bootup
- Show or hide user name in logon screen
- Show or hide popup message when running scheduled tasks
- Allow or disallow user to cancel scheduled tasks
- Change the Recovery Console access hotkey from HOME to something else
- Autorun missed scheduled task at next logon

Advanced Settings

To configure advanced Eazy Fix program settings:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.
2. In the Application Console, click on **Tools & Settings** menu and select **Settings** from the drop-down menu. Click on **Advanced Settings**. Here you can set the following Eazy Fix program settings:

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Chapter II Program Settings



- Delete unlocked snapshots when X days old
- Delete unlocked snapshots when free space is below X MB
- Defrag snapshots at next bootup after deleting X snapshots
- Defrag snapshots at next bootup after creating X snapshots
- Always take a snapshot of the current system before rollback
- Remind me to recover the latest files after rollback
- Select files and folders to transfer to the snapshot being restored

Network Settings

To connect Eazy Fix to a remote management console (Eazy Fix RMC) for centralized client management in a network environment:

1. Right click Eazy Fix icon in the system tray, select **Open Eazy Fix** from the popup menu. You will need to provide a user name and password to logon Eazy Fix Application Console if the access control is enabled.

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Chapter I I Program Settings



2. In the Application Console, click on **Tools & Settings** menu and select **Settings** from the drop-down menu. Click on **Network Settings**. The right side panel shows the network settings:
 - Eazy Fix Remote Management Console (RMC) server name or IP address
 - Eazy Fix RMC 's server port (the default port is 9000)

If the computer is behind a proxy or firewall, you need to provide proxy server's settings in order to connect to the remote management console server.

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Chapter 12 Command Line Switches



Command Line Switches

Easy Fix offers set of command-line switches to use 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 | /i snapid | /n snapname | /t createtime} /u administrator /p password

*Snapid can be retrieved by running ShdCmd.exe /list

Program Settings

Tray Icon

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

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Chapter 12 Command Line Switches



Recovery Console

```
ShdCmd.exe /subsystem [/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

Subsystem Display Mode

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

Show Protected Partitions

```
ShdCmd.exe /Part /u administrator /p password
```

Import Program Settings from Setup.ini

```
ShdCmd.exe /Import {/path ini file path} /u administrator /p  
password
```

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Chapter 12 Command Line Switches



Access Control

Access Control

ShdCmd.exe /AccessCtrl [/enable] [/disable] /u administrator /p password

/enable: Enable access control

/disable: Disable access control

*ShdCmd.exe /AccessCtrl: Show access control status

Add Users

ShdCmd.exe /AddUser /n username [/d description] [/right hexvalue] [/pwd password] [/disable] /u administrator /p password

Delete Users

ShdCmd.exe /DelUser {/i userid | /n username} /u administrator /p password

List Users

ShdCmd.exe /ListUser /u administrator /p password

Change Password

ShdCmd.exe /ChangePwd {/i userid | /n username} /pwd [password] /u administrator /p password

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Chapter 12 Command Line Switches



*Userid can be retrieved by running `ShdCmd.exe /ListUser`

Snapshots

Create New Snapshots

`ShdCmd.exe /Snapshot /n snapname [/c comment] [/lock] /u administrator /p password`

Delete Snapshots

`ShdCmd.exe /Delete {/i snapid | /n snapname | /t createtime} /u administrator /p password`

*Snapid can be retrieved by running `ShdCmd.exe /list`

Lock Snapshots

`ShdCmd.exe /Lock {/all | /baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password`

*Snapid can be retrieved by running `ShdCmd.exe /list`

Unlock Snapshots

`ShdCmd.exe /Unlock {/all | /baseline | /current | /i snapid | /n snapname | /t createtime} /u administrator /p password`

*Snapid can be retrieved by running `ShdCmd.exe /list`

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Chapter 12 Command Line Switches



Mount Snapshots

ShdCmd.exe /Mount {/baseline | /current | /i snapid | /n
snapname | /t createtime} /u administrator /p password

*Snapid can be retrieved by running ShdCmd.exe /list

Dismount Snapshots

ShdCmd.exe /Unmount /u administrator /p password

List All Snapshots

ShdCmd.exe /List /u administrator /p password

Rollback

Restore a snapshot

ShdCmd.exe /Restore {/baseline | /current | /i snapid | /n
snapname | /t createtime} [/take]

/u administrator /p password

*Snapid can be retrieved by running ShdCmd.exe /list

Exclude Files from Restore

ShdCmd.exe /SyncFile [/add filename1 ...] [/del filename1 ...]

[/clear] /u administrator /p password

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Chapter 12 Command Line Switches



Exclude Registry from Restore

```
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

Baseline Manager

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

/reset: reset to baseline

/update: update baseline

Scheduled Tasks

Add Scheduled Snapshot

```
ShdCmd.exe /AddSnapTask /schtype { restart | onetime |  
monthly | weekly | daily | hourly } /t schtime /n taskname [/lock] /u  
administrator /p password
```

For example: Shdcmd.exe /AddSnapTask /schtype ontime /t
"07/04/2013 10:30" /n TEST /u administrator /p mypass

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Chapter 12 Command Line Switches



Add Scheduled Restore

```
ShdCmd.exe /AddResetTask /schtype { restart | logoff | onetime |  
monthly | weekly | daily | hourly } /t schtime /n taskname /u  
administrator /p password
```

List Scheduled Tasks

```
ShdCmd.exe /ListTask /u administrator /p password
```

Delete Scheduled Tasks

```
ShdCmd.exe /DelTask {/i taskid | /n taskname} [/type snap | reset]  
/u administrator /p password
```

{/i taskid | /n taskname}: delete a specific scheduled task

/type snap : Delete all scheduled tasks for snapshots

/type reset: Delete all scheduled tasks for restore

Defragment

Snapshot Defragment

```
ShdCmd.exe /Maintenance /u administrator /p password
```

Set Subsystem to Defrag on Restart

```
ShdCmd.exe /TsrOpt {/yesdor | /nodor} /u administrator /p  
password
```

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Chapter 12 Command Line Switches



Enab/e/Disable Background Defrag in Windows

ShdCmd.exe /WinOpt [/Enable | /Disable]

Event Logs

ShdCmd.exe /Event [/add appname1 ...] [/del appname1 ...]
[/clear] /u administrator /p password

Export logs

ShdCmd.exe /Log [/export filename] [/clear] /u administrator /p
password

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Chapter 13 Product Support



Product Limitations

The following limitations still exist in Eazy Fix v10.0:

- Server Support – Eazy Fix is for Windows PCs, it is not designed to support Windows servers.
- Booting From an External Media (OS) – Eazy Fix cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing Eazy Fix protection drivers. For example, booting from a CD-ROM or booting from a multi-boot O.S. without properly installing Eazy Fix in the O.S. will start a different OS before Eazy Fix is loaded, that could change the hard drive without acknowledging the existence of Eazy Fix snapshots on the hard drive and produce unpredictable results.
- Disk Encryption Programs that Intercept Low-Level Disk I/O – Eazy Fix may conflict with some applications that proxy low-level disk I/O.
- Dual Boot of Windows and Linux or MAC OS on the Same Hard Drive – Eazy Fix does not support systems that have multiple Windows Operating Systems with non-Windows Operating System (like Linux) loaded on the same hard drive.

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Chapter 13 Product Support



- Upgrade - Before upgrading Windows O.S. such as upgrading from Windows 8 to Windows 8.1, you must first uninstall Eazy Fix.

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. and knowledge base before proceeding with other support options.

If you were not able to find answers to your questions in the Eazy Fix FAQ and knowledge base, you can go to EAZ SOLUTION web site support page for more product related documents, white papers and other information.

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

You can submit an online support case with EAZ SOLUTION technical support team through our online support forum.

<http://eazsolution.helpdeskconnect.com>

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Chapter 13 Product Support



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

- Order an upgrade
- Find a distributor in your area
- Update your registration information

F.A.Q.

For a list of Frequently Asked Questions about Eazy Fix, please visit: <http://www.eazsolution.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 knowledge base: <http://www.eazsolutions.com/kb/>

Help Desk

EAZ Solution provides an easy to use helpdesk for you to submit online support tickets and get response from our support technicians: <http://eazsolution.helpdeskconnect.com>