FIXER1

User Manual

Introduction

Thank you for choosing FIXER1. This User's Guide is provided to you to familiar yourself with the program. You can find a complete list of all the program'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 use the program. The information contained in this User's Guide is subject to change without notice. Rogev 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.

FIXER1 is a PC baseline recovery software. It allows computer workstations to start-up fully functional with the 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, FIXER1 will restore the PCs to the desired baseline settings upon restart, making the computers perfectly configured and ready for the next user.

What makes FIXER1 the best choice for public-access PC protection solution?

- Non restrictive design, freedom for users to use the computers without penalty.
- Easy to deploy it to a network of workstations in minutes.
- Extremely fast, restore a 100 GB hard drive to baseline in a few seconds.
- Do not require hidden partitions or special files or folders to setup and run.
- Flexible restore options: restore baseline when system starts up, restore baseline after user log-off Windows, restore baseline when the system is left idle for X minutes, restore baseline hourly, restore baseline at the 1st system boot up of the day, restore baseline daily, restore baseline weekly or only restore baseline when you want to.
- Easy to update the baseline, do not need to disable protection to make changes to the baseline. Simply make changes to the system and then set the system as the new baseline.
- An exclusion drive can be configured to keep data unchanged from restore.

What can FIXER1 do for you?

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

Why should I use FIXER1?

1. Reduces computer maintenance by up to 90%.
2. Reduces Total Cost of Ownership of an organization's assets by minimizing hard drive maintenance, administration time, and troubleshooting.
3. Reduces unnecessary anxiety related to allowing users access.
4. Eliminates re-imaging of computers.
5. Eliminates downtime or "out of order" signs at user computers.
6. Simplifies the maintenance process and environment.
7. Instantly restores computers to their optimal working state.
8. Ensures consistent configurations.

Function Specifications

Setup	*Typical setup*
	Custom setup
	Unattended setup
Deployment	*Deploy with network shares*
	Deploy with client side scripts
	Deploy with server side deployment software
	Deploy with Windows active directory
	Deploy with Symantec Ghost like system image
Restore Baseline Options	*Restore baseline every time computer boots up*
	Restore baseline when user logs off Windows
	Restore baseline after system has been idle for X minutes
	Restore baseline hourly
	Restore baseline on the 1st boot up of the day
	Restore baseline daily
	Restore baseline weekly
	Restore baseline from the Recovery Console when Windows fails to bootup
	Restore the installation baseline
	Restore baseline only I you want to
Update Baseline	Update baseline instantly
	Update baseline scheduler
Tools and Settings	Restore to the Last Good Known baseline
	Restore to the installation baseline
	Restrict usage of CD-ROM, USB drives or Internet
	Create an exclusion drive to store files that you do not want to be restored
	Exclude registry keys from restore

Program Settings	Change administrator password
	Hide program interface
	Connect to a network management console
	Autorun missed restore settings at next boot up
	Change UI language

Components

Familiar yourself with FIXER1's program components before setup and explore FIXER1.

Recovery Console is a pre-OS UI that let you restore baseline when Windows OS is no longer bootable. You can access FIXER1 Recovery Console by press the HOME key on keyboard right after BIOS screen.

System Tray Icon It is the shortcut to FIXER1 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 console. Right click on the system Tray Icon to bring up its menu.
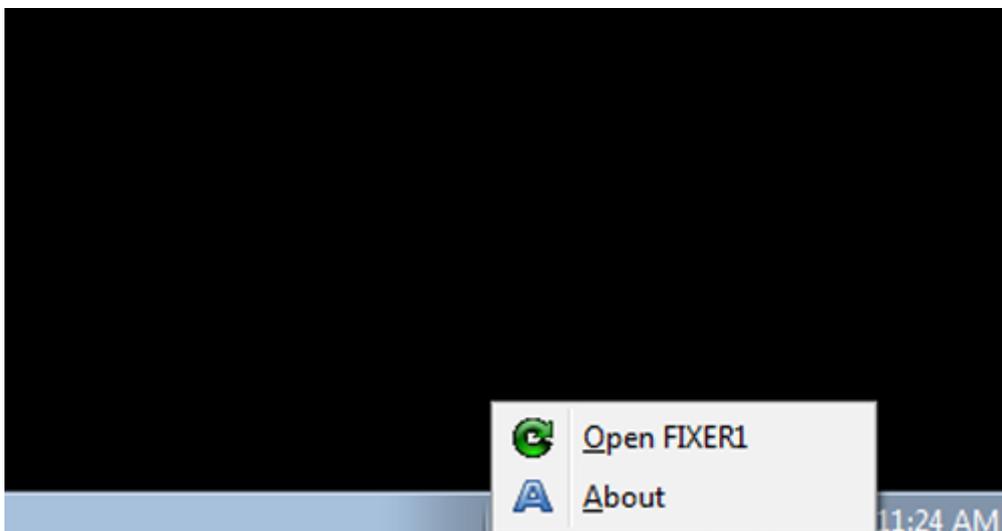
Application Console FIXER1's primary user interface (UI). You can find easy and quick access to all the program features in the application console.
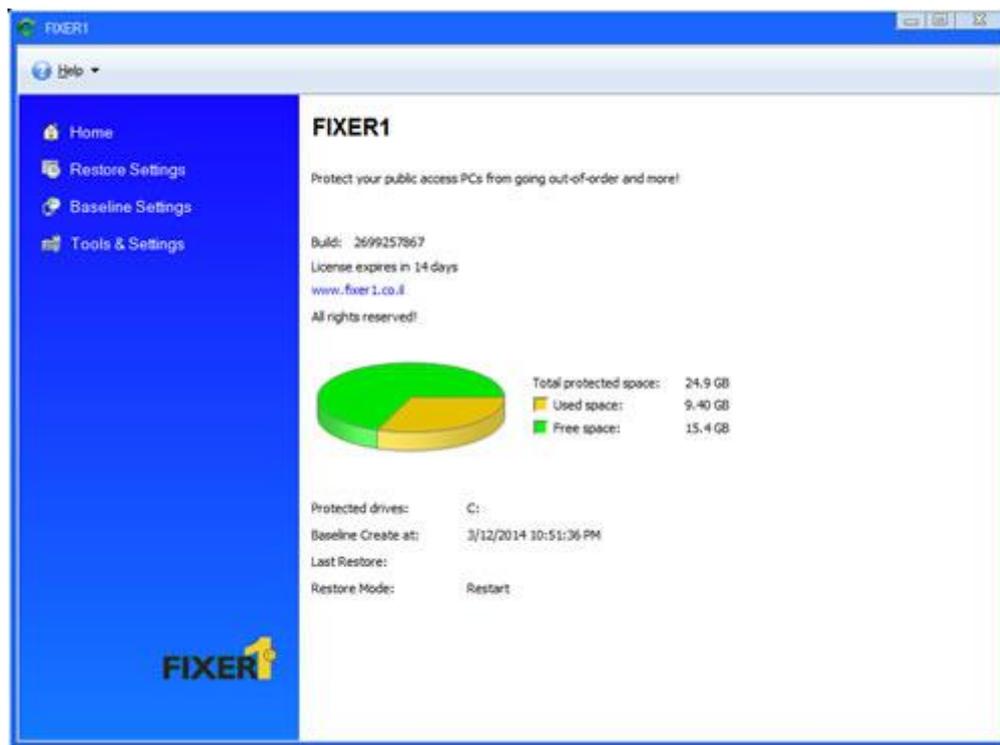
Product Limitations

Every product has its limitations. Please make sure you are aware of the following FIXER1 limitations before setup:

Booting From an External Media (OS) – FIXER1 cannot protect the computer when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing FIXER1 protection drivers. For example, booting from a CD-ROM will start a different OS that may be able to change the hard drive and produce unpredictable results.

Disk Encryption Programs that Intercept Low-Level Disk I/O – FIXER1 may conflict with some applications that proxy low-level disk I/O.

Disk Repartitioning – The hard disk with FIXER1 installed cannot be re-partitioned without uninstalling FIXER1.

Dual Boot of Windows and Linux OS on the Same Hard Drive – FIXER1 does not support systems that have multiple Windows Operating Systems with non-Windows Operating System (like Linux) loaded on the same hard drive.

Operating System Upgrade – Before upgrading the operating system such as from Windows 7 to Windows 8 or from Windows 8 to Windows 8.1, you must first uninstall FIXER1.

System Requirements

FIXER1 system requirements:

- Intel® Pentium® or equivalent processor
- Microsoft® Windows XP Professional, Home Edition, Windows Vista™ Windows 7 or Windows 8
- 512MB of RAM
- 10GB of free disk space
- CD/DVD ROM if you need to setup from a CD

Typical Setup

Typical Setup will install FIXER1 with the default program settings. During the typical setup, you will be prompted to enter/configure the following FIXER1 program settings:

- Licensed Product ID
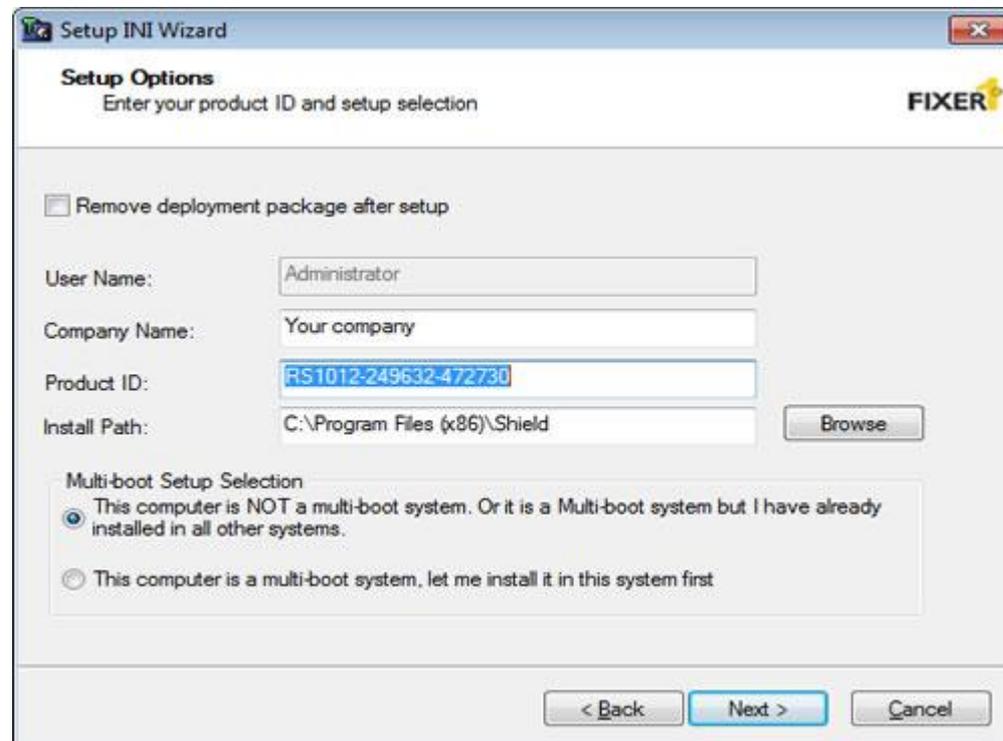- Set FIXER1 administrator password

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 FIXER1 program settings:

- Enable/Disable Windows System Restore to maximum disk space usage
- Licensed Product ID
- Where to copy the program files to
- Setup on Windows multi-boot systems
- Set FIXER1 administrator password
- Select the partitions to protect
- Create an exclusion drive

Unattended Setup

Unattended Setup is used to deploy FIXER1 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** provided in the Deployment folder on the program CD. Using **Setup INI Wizard**, you can configure all FIXER1 program settings.

Product Activation

FIXER1 contains a software-based product activation technology, which means you must activate your FIXER1 license in order to authenticate its license.

ACTIVATE FIXER1 OVER THE INTERNET CONNECTION

If the computer has FIXER1 installed is connected to the Internet, you can easily activate FIXER1 over the Internet connection.

1. Upon the purchase of FIXER1, you will receive a licensed Product ID from Rogev. You can install FIXER1 with the licensed Product ID and the activation will be done automatically. If you already have a demo version of FIXER1 installed, you can activate the demo setup with the licensed Product ID without uninstall and reinstall
the program.

2. To activate FIXER1 over the Internet connection, right click FIXER1 system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window, select "Activate FIXER1 over Internet connection", click on Next.

3. Copy and paste the licensed Product ID that you received from Rogev into the product ID field replacing the demo product ID, and then click on the Activate button.

That is it! You will not need to supply any other information for the activation.

ACTIVATE FIXER1 WITHOUT THE INTERNET CONNECTION

If the computer has FIXER1 installed does not have Internet connection, you need to manually activate FIXER1 with an activation code.

1. To manually activate FIXER1, right click FIXER1 system tray icon and select ABOUT from the popup menu. Click on the Activate button on the ABOUT Window,
select "Activate FIXER1 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 Rogev tech support by fax/phone or email.
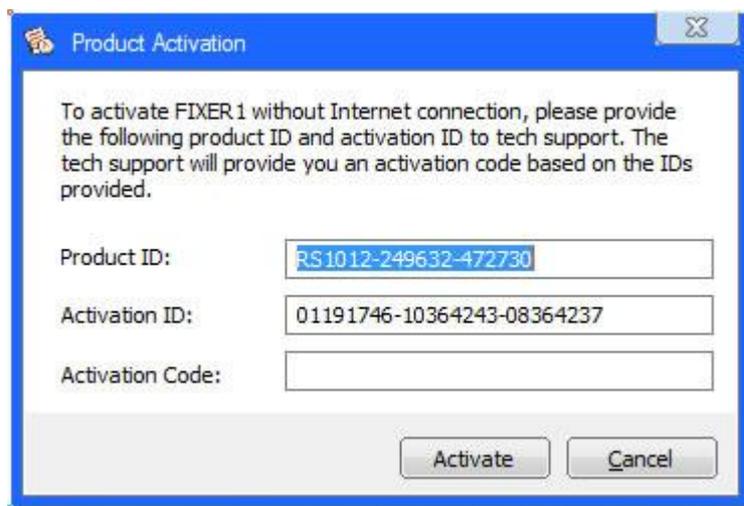
3. Rogev tech support will reply you with an Activation Code based on the Product ID and Activation ID you provided.

4. Copy and paste the Activation Code into the Activation Code field and then click the Activate button.

That is it! You will not need to supply any other information for the activation.

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

Baseline Information

Baseline is the cornerstone of FIXER1, it's a system condition including system settings and programs that you want FIXER1 to restores to. Baseline information shows you what drives are included in the baseline, how much disk space is taken and what time the baseline is created.

To see the Baseline information:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"HOME"** and the Baseline information is displayed in the right side window.

Restore Settings

You can configure FIXER1 to restore the baseline according to one or combination of the following 8 settings:

1. Restore the baseline every time the computer boots up
2. Restore the baseline when a user logs off Windows
3. Restore the baseline when system has been idle for XX minutes
4. Restore the baseline hourly at XX minute
5. Restore the baseline daily on the first boot up of the day
6. Restore the baseline daily at XX hour XX minute
7. Restore the baseline weekly at XX day XX hour XX min
8. Manual (Only restore the baseline only when I want to)

You can also choose to restore the baseline at any time by click on Restore Now button.

To configure restore baseline settings:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Restore Settings"** and make your selection in the right side panel.
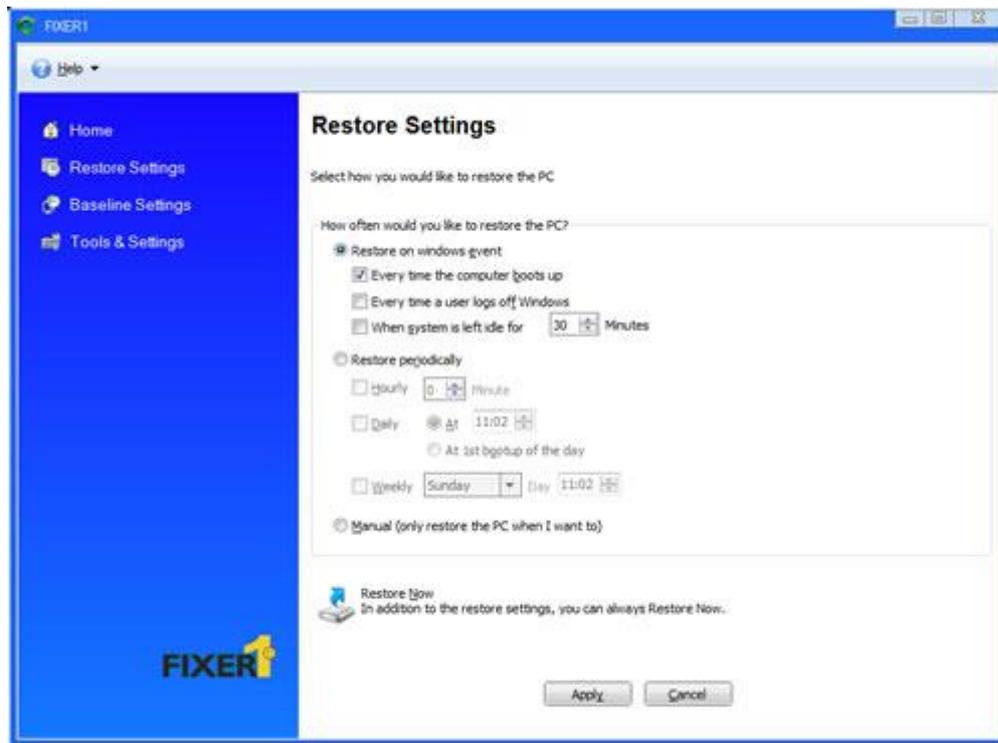
Restore Baseline from the Recovery Console

Let's say you have setup FIXER1 to restore the baseline daily at 6:00PM, but at 10:00AM the system crashed, you cannot even boot into Windows. How can you use FIXER1 to restore the system to the working baseline? FIXER1 has a pre-OS Recovery Console which lets you to restore the system to baseline if the system is not bootable.

To access the pre-OS recovery console:

1. Restart the computer and press HOME key (a key on computer keyboard) after the BIOS screen.

2. You will be prompted to enter a password for FIXER1 Administrator account. Select Restore PC from the Recovery Console menu.

 If Restore PC to the baseline does not solve the system boot problem, you can restore the PC back to the Last Good Known baseline.

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.

To update baseline:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Baseline Settings"** and then select **"Update Baseline"** in the right side window. The baseline will be updated in a few seconds.
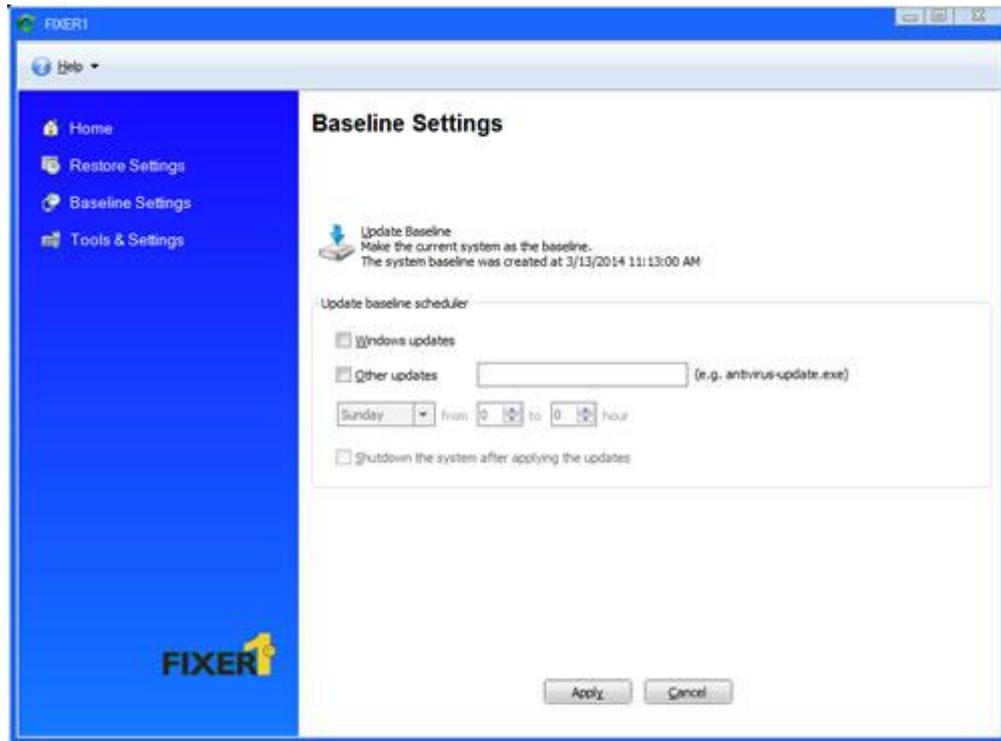

Update Baseline Scheduler

You can automate the baseline update by setting up the baseline update scheduler which also allows you to execute the Windows and/or program updates before updating the baseline. If you set up a Baseline Update scheduler the following events will take place:

1. Restore PC to the baseline at the beginning of scheduled time.
2. Apply either Windows updates or whatever updates according to the settings.
3. Update baseline to include the updates at the end of scheduled time.
4. Shutdown the PC after the updates have completed (optional).

To setup the update baseline scheduler:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Baseline Settings"** and then configure "**Update baseline scheduler**" in the right side window.
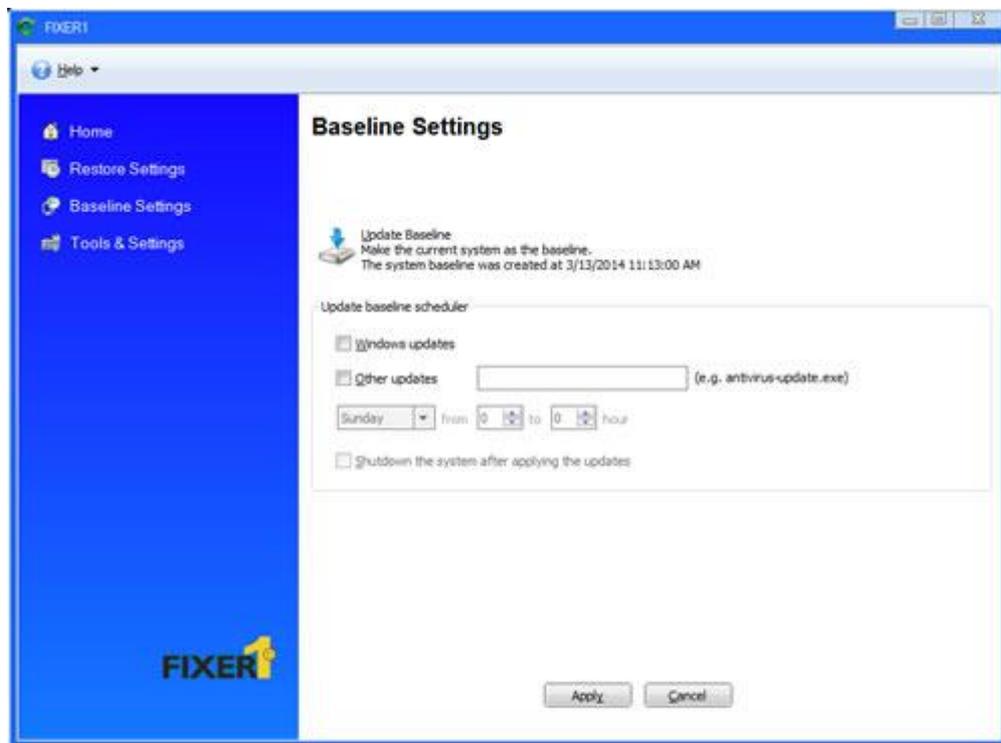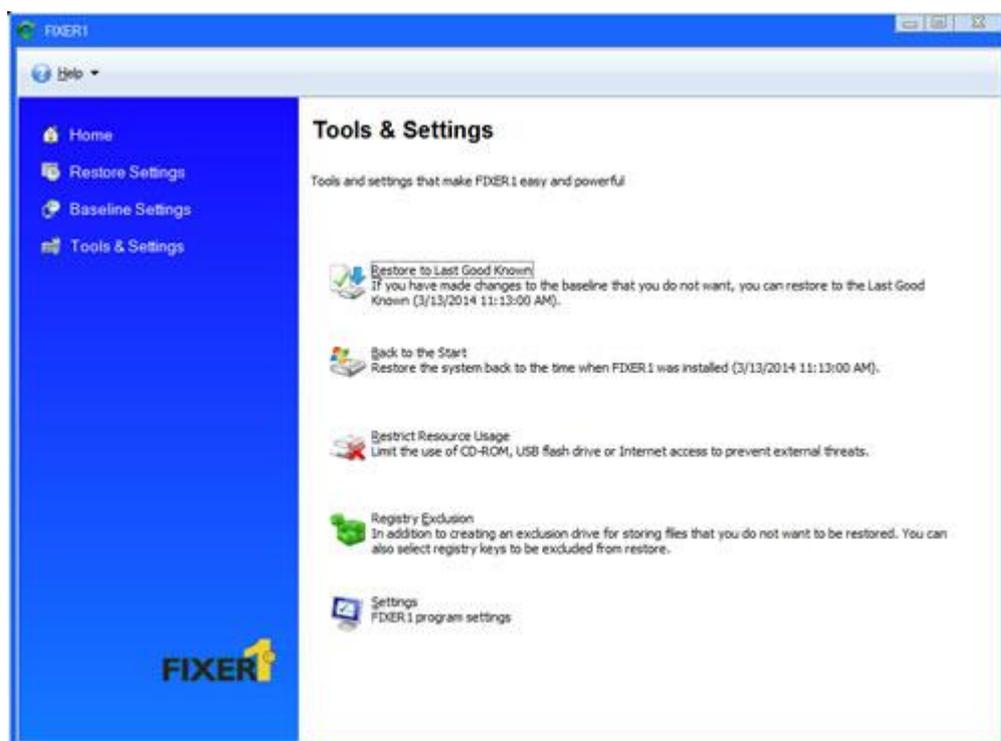
Restore to Last Good Known

If you've made changes to the baseline which now cause Windows to no longer boot-up properly, is there a way to back-out of these new changes and return to an earlier baseline? Yes, FIXER1 allows you to undo baseline updates by returning the system back to the baseline that was saved prior to the current baseline update.

To restore to the Last Good Known baseline:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Tools & Settings"** and then select **"Restore to Last Good Known"** in the right side window.

Back to the Start

In addition to restore PC to the Last Good Known baseline, you can also restore PC back to the time when FIXER1 was first installed, most likely the start of a fresh clean system.

To back to the start:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Tools & Settings"** and then select **"Back to the Start"** in the right side window.
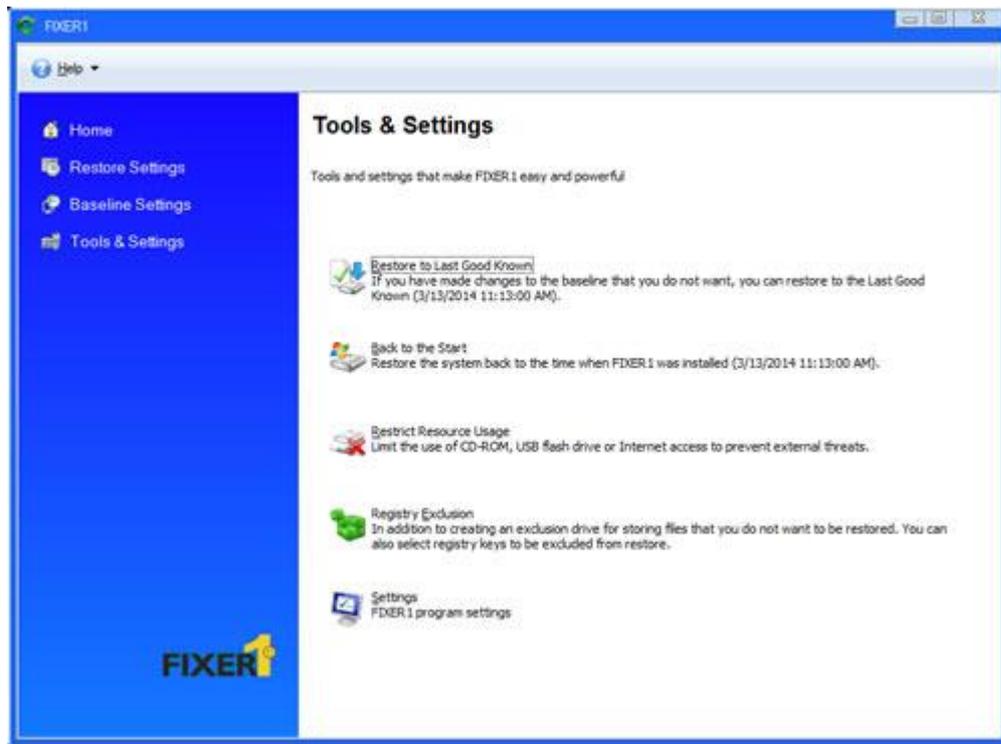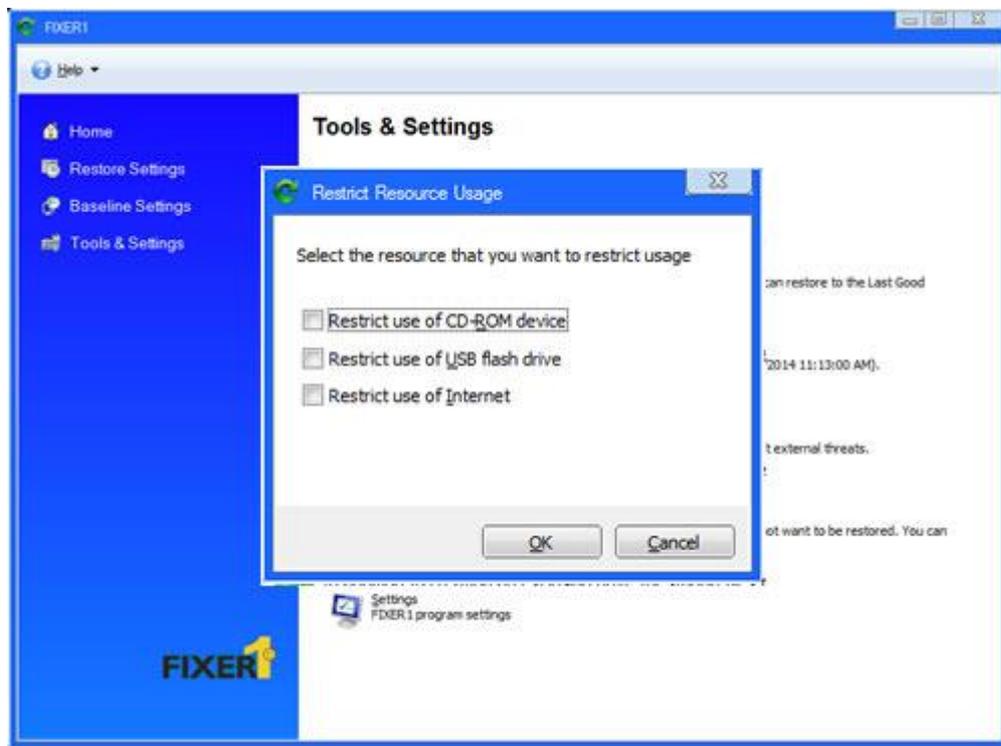

Restrict Resource Usage

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 FIXER1 to restrict usage of the system resources such as CD-ROM, USB Flash drives and Internet.

To restrict resource usage:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Tools & Settings"** and then select **"Restrict Resource Usage"** in the right side window.

You can restrict the following resources from users:

- Restrict user of CD-ROM device
- Restrict user of USB flash drive
- Restrict access of Internet (external network)

Restrict Resource Usage

Restore 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 restore. FIXER1 lets you to select Windows registry keys to be excluded from restore.

To exclude registry keys from restore:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Tools & Settings"** and then select **"Registry Exclusion"** in the right side window.

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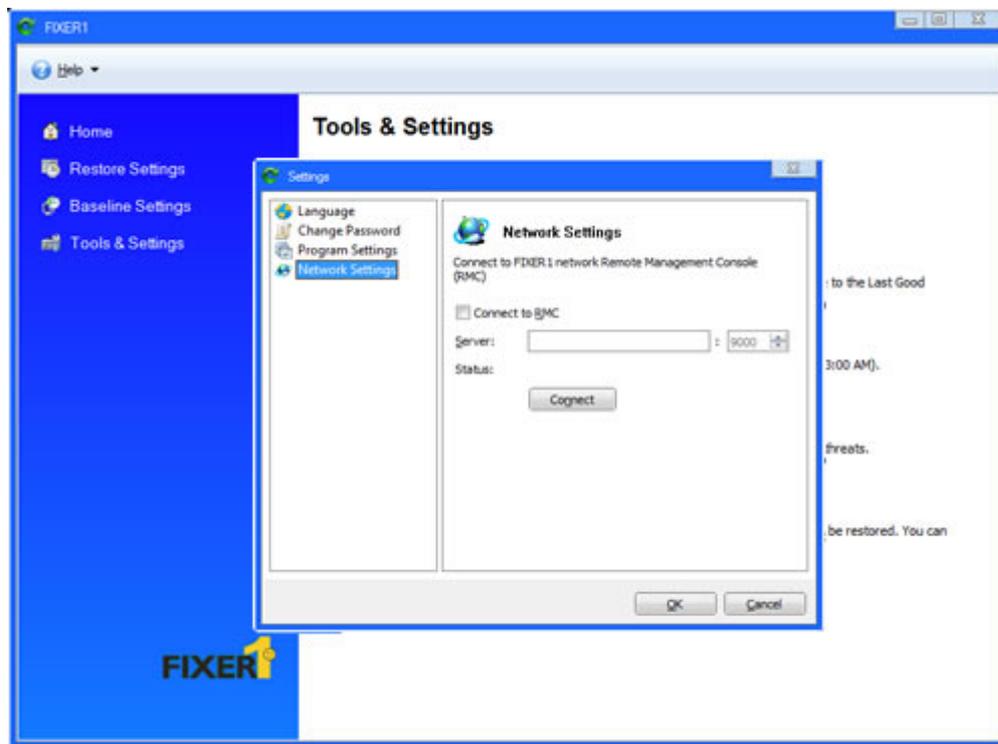
Settings

Settings that can customize FIXER1 to meet your personal or organization's need.

To access FIXER1 Settings:

1. Right click the FIXER1 icon in the system tray, select "**Open FIXER1**" from the popup menu.

2. In FIXER1 user interface, click on **"Tools & Settings"** and then select **"Settings"** in the right hand panel.

You can change the following Baseline Settings:

- **Language** - change FIXER1 interface language without reinstalling the program.
- **Change Password** - change FIXER1 administrator password.
- **Program Settings** - hide tray icon, Autorun missed scheduled restore at next bootup.
- **Network Settings -** connect FIXER1 to a Remote Management Console (RMC).

Command-Line Switches

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 retrievd by runing 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

Update Baseline Scheduler
ShdCmd.exe /UpdateSch [/show] [/win] [/app name] [/t day-from-to] [/shutdown] /u administrator /p password
*[/show] shows the current setting

Restore Now
ShdCmd.exe /Restore [/baseline | /lastgood | /current] /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 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
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

Restore Baseline Settings
ShdCmd.exe /ResMode [/show] [/restart] [/logoff] [/idle mm] [/weekly "dd hh:mm"] [/daily hh:mm|1stboot] [/hourly mm] /u administrator /p password
*[/show] shows the current setting

Support Information

Rogev LTD (Israel) 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 support. According to our experience with customers, most of their questions can be answered by our online knowledge base or other various technical white papers.