



FIXER1 user guide

Table of Contents

<u>Introduction.....</u>	<u>3</u>
<u>Program Components.....</u>	<u>4</u>
<u>Setup.....</u>	<u>6</u>
<u>Product Activation.....</u>	<u>7</u>
<u>Restore settings.....</u>	<u>7</u>
<u>Baseline settings.....</u>	<u>8</u>
<u>Tools and Settings.....</u>	<u>9</u>
<u>Command-Line Switches.....</u>	<u>11</u>
<u>Uninstall.....</u>	<u>12</u>

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. We recommend you to 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 lets 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 reset 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 100Gb 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: reset baseline when system starts up, reset baseline after user log-off Windows, reset baseline when the system is left idle for X minutes, reset baseline hourly, reset baseline at the 1st system boot up of the day, reset baseline daily, reset baseline weekly or only reset 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?

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

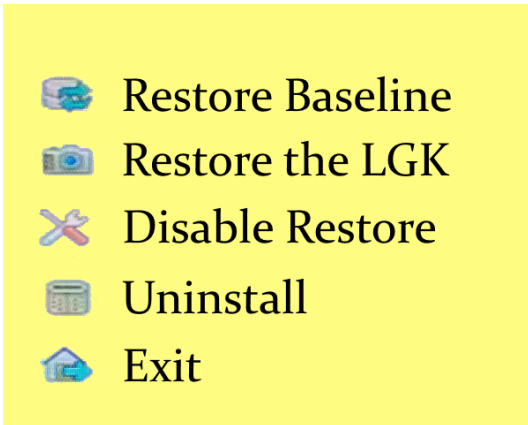
Why should I use FIXER1?

- Reduces computer maintenance by up to 90%.
- Eliminates re-imaging of computers.
- Eliminates downtime or "out of order" signs at user computers.
- Simplifies the maintenance process and environment.
- Instantly restores computers to their optimal working state.
- Ensures consistent configurations.

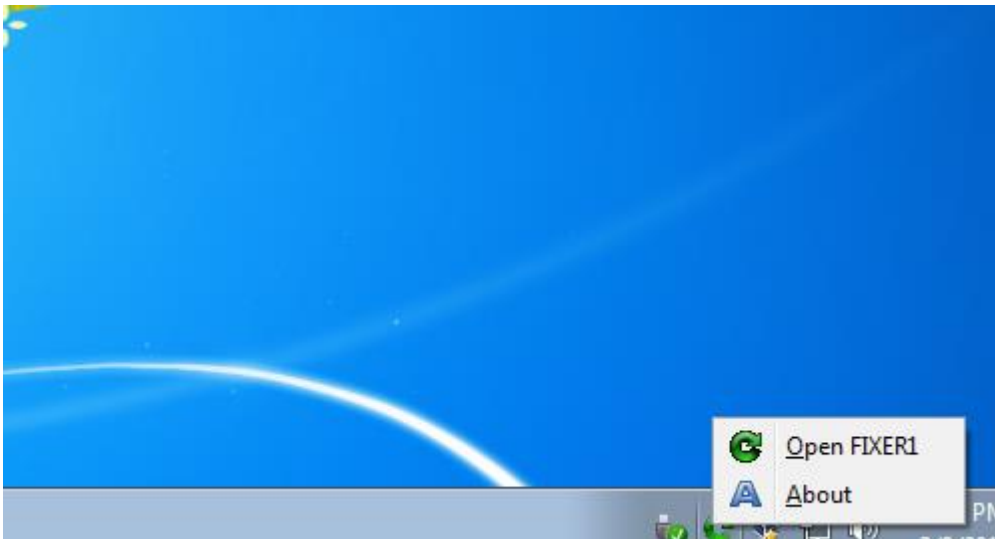
Program Components

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

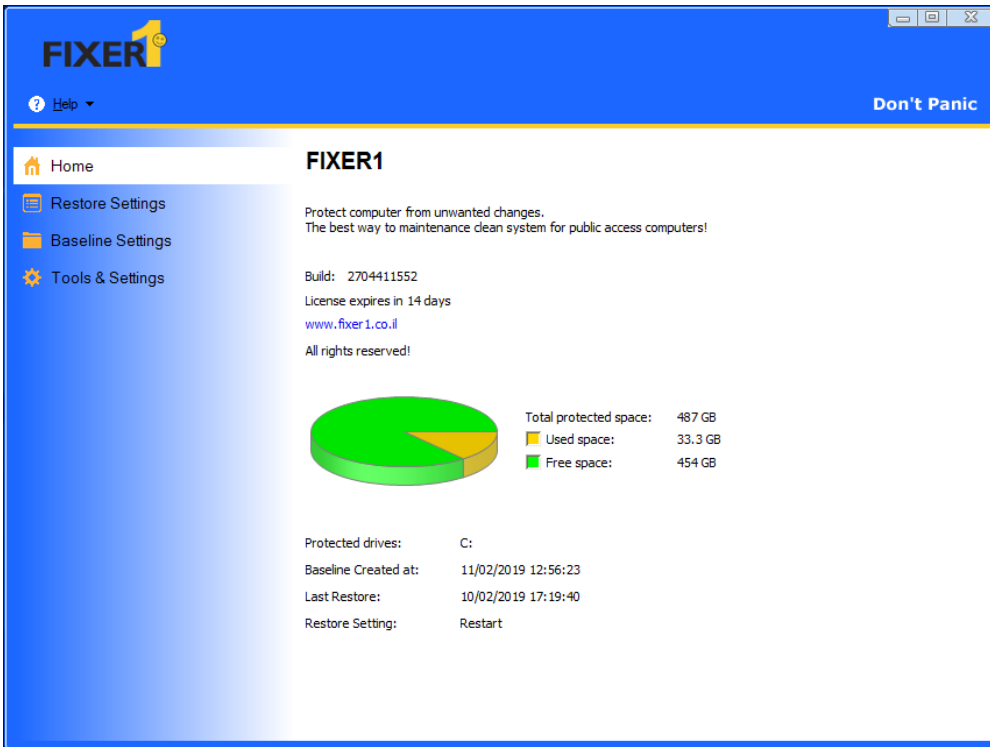
Recovery Console is a pre-OS UI that let you reset baseline when Windows OS is no longer bootable (when FIXER1 is configured to restore on demand). You can access FIXER1 Recovery Console by press the HOME key on keyboard right after BIOS screen.



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.



EndPoint Manager FIXER1 comes with a free network management console.



Setup

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 Windows PE 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.

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 10, you must first uninstall or disable FIXER1.

System Requirements

FIXER1 system requirements:

- Intel® Pentium® or equivalent processor
- Microsoft® Windows XP Professional, Home Edition, Windows Vista™ Windows 7 or Windows 8 or Windows 10
- 1GB of RAM
- 20GB 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 **Support** folder. Using **Setup INI Wizard**, you can configure all FIXER1 program settings.

Product Activation

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

Activate FIXER1 License

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.

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 additional information for the activation.

[You can only activate the number of installations authorized by the Licensed Product ID.](#)

Restore settings

Baseline Information

The Baseline is the cornerstone of FIXER1, it's a system condition that you want FIXER1 to restore 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.

Reset Settings

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

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

You can also choose to reset the baseline at any time by click on [Reset Now](#) button.

To configure reset 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.

Reset Baseline from the Recovery Console

Let's say you have setup FIXER1 to reset 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 reset the system to the working baseline? FIXER1 has a pre-OS Recovery Console which lets you to reset 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 Reset PC from the Recovery Console menu.

If [Reset PC to the baseline](#) does not solve the system boot problem, you can reset the PC back to the [Last Good Known baseline](#).

Baseline 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.

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 schedule FIXER1 to automatically update the system baseline after installing Windows updates or other program updates. If you set up a Baseline Update scheduler the following events will take place automatically:

1. Reset 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.

Tools and Settings

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 System**" 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

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

To exclude registry keys from reset:

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.
- **User Management** - change FIXER1 administrator password or create new users.
- **Program Settings** - hide tray icon, Autorun missed scheduled reset at next bootup or auto disable FIXER1 to install Windows upgrades.
- **Remote Management** - connect FIXER1 to an EndPoint Manager.

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 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

Automatically turn off FIXER1 to install Windows updates that changes bootloader

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

Turn off/Turn on Protection

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

Show/Hide the Pre-OS screen

ShdCmd.exe /SubSystem [/show | /hide] /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

List All Snapshots

ShdCmd.exe /list /u administrator /p password

Enable/Disable Fast Restore Mode

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

Reset Now

ShdCmd.exe /Restore [/baseline | /lastgood | /current] /u administrator /p password

Reset 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 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

Install Windows update

ShdCmd.exe /UpdNow /u administrator /p password

Uninstall

You can uninstall FIXER1 from the computer's Control Panel, Add/Remove Programs. You will be prompted to enter the administrator password to uninstall.

If you have created an Exclusion Drive for FIXER1, you will be prompted to restart the computer to uninstall the Exclusion Drive.

BEFORE REMOVING THE EXCLUSION DRIVE, YOU MUST SAVE (COPY OR MOVE) THE DATA IN THE EXCLUSION DRIVE TO ANOTHER DRIVE. REMOVING THE EXCLUSION DRIVE WILL LOSE ALL THE DATA IN THE EXCLUSION DRIVE!!!

If you have problem with the computer, DO NOT attempt to uninstall FIXER1 as the first option. Restore the computer to the Last Good Known or the Start will fix the most if not all problems.