



User Guide | Version 12

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Introduction

Thank you for choosing FIXER1. This User Guide is provided to give a quick overview of the basic features along with a brief description of each feature. If you're still unable to find the information you're looking for, you can find additional resources and contact methods at the end of this document. FIXER1 is a PC baseline recovery software which automates the process of continually returning multi-user computer workstation(s) back to a preset configuration that you define (called the "baseline"). Regardless of what any user may attempt to do to the systems -- including, but not limited to, erasing files, installing software, infecting the machines with malware, downloading files, changing system settings, or deliberately tampering with registry settings -- FIXER1 will still reset the PC(s) back to your predefined baseline settings upon every restart, on any fixed schedule, or after a defined period of inactivity, making the workstation(s) perfectly configured and available for the next user.

What makes FIXER1 the best choice as your PC auto-reset solution?

- Non-restrictive design, freedom for users to use PC workstations without restrictions.
- Easy to deploy to a network of workstations in just minutes.
- Extremely fast; restore an entire hard drive in seconds
- Doesn't 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 first boot up of that day, restore daily, restore weekly, when the system becomes idle, or only restore when desired.
- Easy to update baseline; you don't need to disable protection to make changes to the baseline. Simply make changes to the system and set this new system state as the new baseline without having to restart Windows.
- An Exemption Drive can be configured to keep data unchanged from rollback.
- Return to an earlier baseline if you updated the baseline but aren't happy with the baseline update

What Can FIXER1 Do?

FIXER1 allows you to quickly and easily

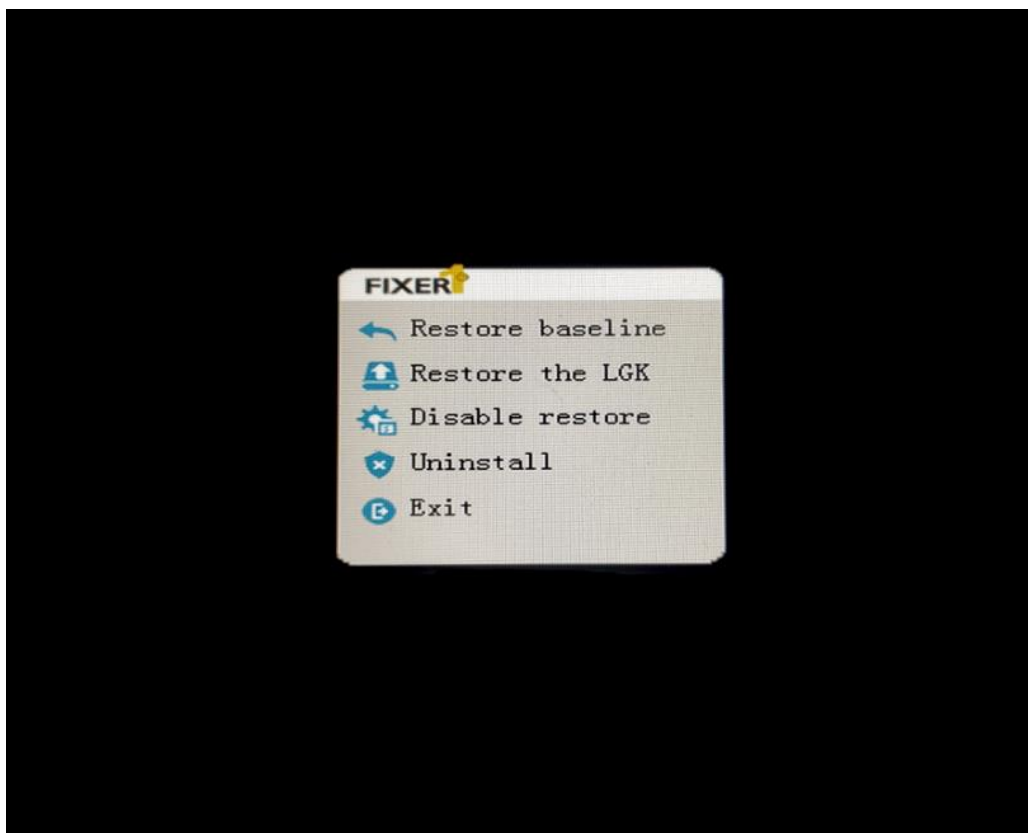
- Reset public-access PC workstations to a clean, pre-configured baseline after each session.
- Completely clean up virus, spyware, or other malware infections.
- Remove unauthorized software installations.
- Fix issues resulting from inadvertent user errors, virus infections, incidental system degradation, unwanted program updates, or Windows compatibility issues.
- Sandbox new untested applications before installing them on your live system and potentially exposing it to any unwanted changes.
- Prevent identify theft and key board logging utilities from remaining on the PCs.
- Enforce a common operating environment and your organization's EUP (End User Policy).

Program Components

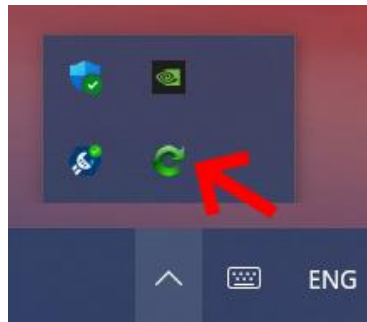
FIXER1 has three main components:

Subsystem Console:

This is the basic interface to FIXER1's operating system which is a mini- operating system working wholly outside Windows. FIXER1 Subsystem provides you with restore ability should Windows fail to start-up and while FIXER1 is in the disable restore mode. You can access the Subsystem Console by pressing the HOME key on your keyboard during the system boot-up.



System Tray Icon:

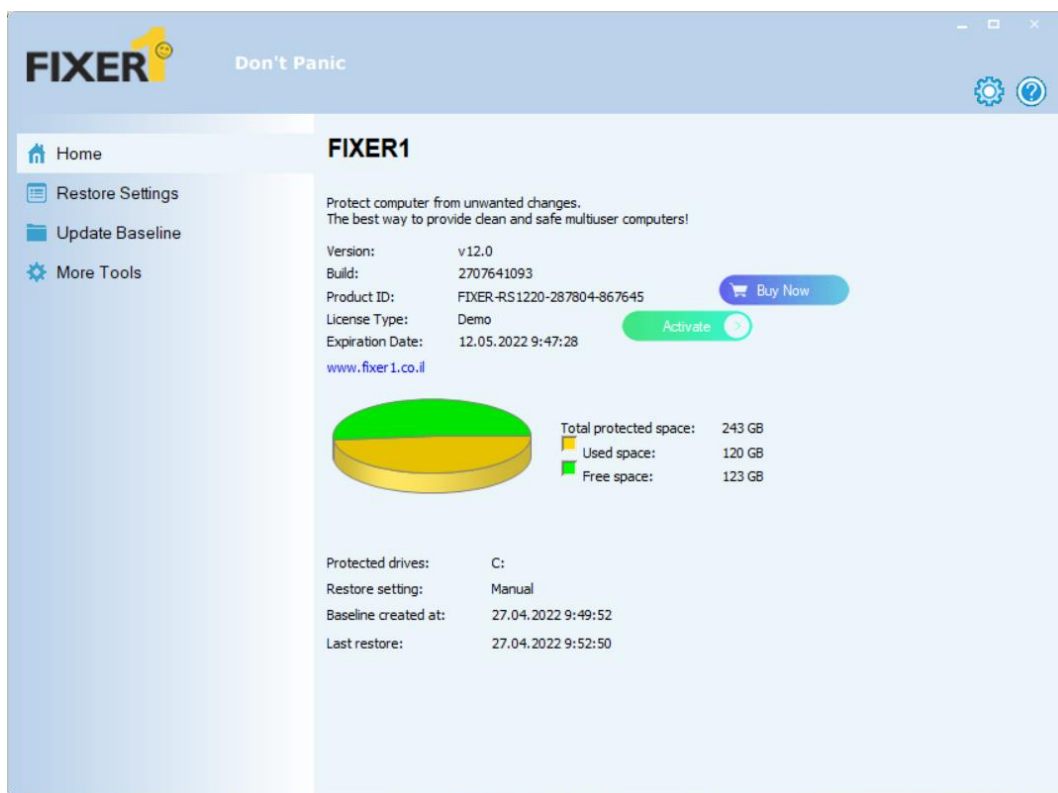


This is a shortcut to access FIXER1 from your desktop. You can find it in the lower right-hand corner of your Windows desktop. The System Tray Icon (or Systray Icon) provides you quick access to the main program console. Right-click on the system Tray Icon to bring up the FIXER1 Application Console.

TIP: The shortcut to show the tray icon is CTRL+ALT+SHIFT+F10 if you've hidden it during setup

Application Console:

This is FIXER1's primary user interface in Windows. Here you can find easy and quick access to all the program features.



I. Installation and Setup

Minimum System Requirements

Verify that the system meets the following minimum requirements before attempting to install FIXER1 v12

- 1st Gen Intel Core or AMD Equivalent Processor (x86 or x64)
- Microsoft® Windows 7, Windows 8, Windows 10, Windows 11
- 2GB of RAM
- 20GB of free hard disk space for installation.
- CD/DVD-ROM drive if you need to setup from the CD Media Pack.
- Additionally, you must have a working internet connection to activate the program over an Internet connection.

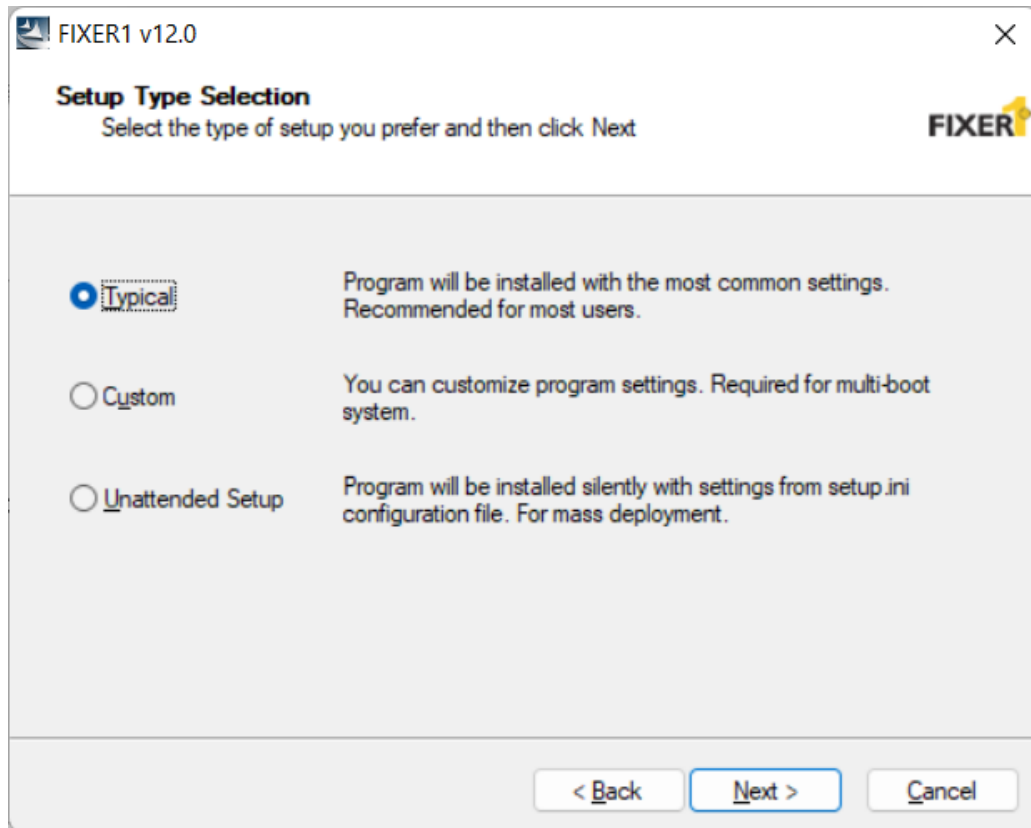
FIXER1: is designed ONLY for Windows PCs. Do NOT install it on servers Mac, and Linux Operating Systems.

Always backup your important data before installing FIXER1.

Installing FIXER1

Before installing FIXER1 close any applications that you have running. To install FIXER1 insert the installation disk or run Setup.exe from the FIXER1 folder after extracting the ZIP file.

A welcome screen will appear at the start of the installation process. Click on "Next" and follow these steps to complete installation. Read and accept the End User License Agreement. Then click **Next**. Then you will be presented with a screen offering three different setup options.



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

- Disable Windows System Restore to maximize disk space usage
- Your Product ID
- Set an administrator password
- Select the partition(s) to protect

Custom Setup. Custom Setup lets you to configure all the available program setup options. During the custom setup, you will be prompted to enter/configure the following FIXER1 program settings.

- Disable Windows System Restore to maximize disk space usage
- Your Product ID

- Set administrator password
- Select the partition(s) to protect
- Enable and define the files and folders for an Exclusion Drive
- Location on your hard drive where you'd like to install the program files to
- Setup for Windows multi-boot systems

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 this **setup.ini** configuration file using **Setup INI Wizard** provided in the Support folder from the extracted installer folder (zip) file. With the **Setup INI Wizard** you can configure all the FIXER1 program settings.

Once you've created the setup.ini file, delete or rename the default one and copy the setup.ini over to the FIXER1 setup folder

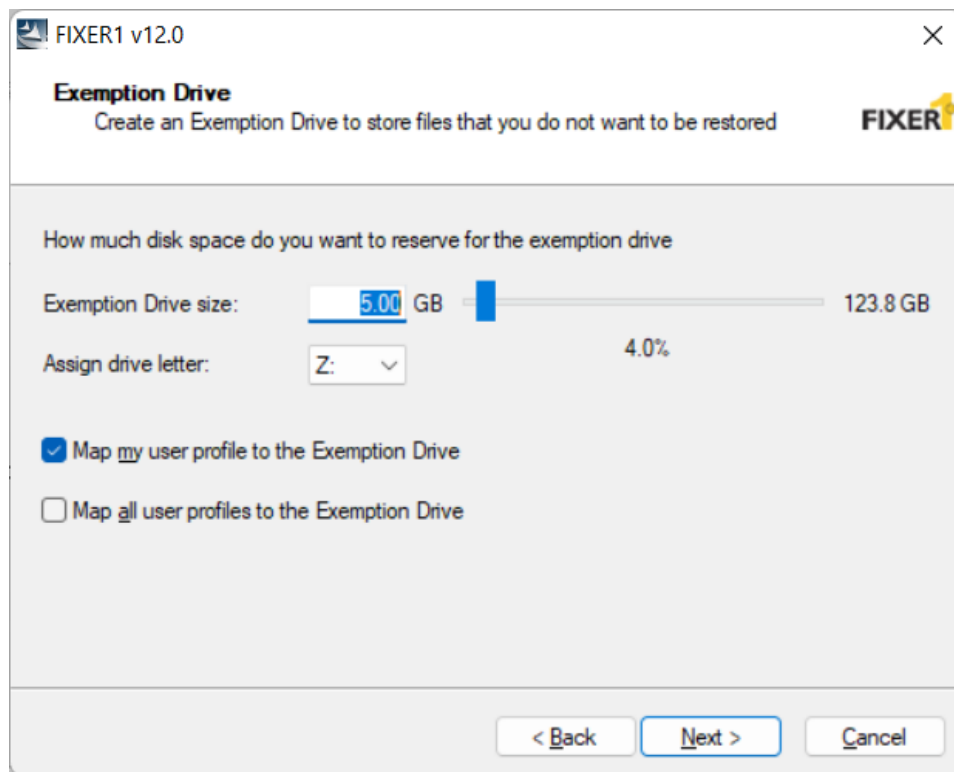
To continue Click on **Next** to Start the Installation Process.

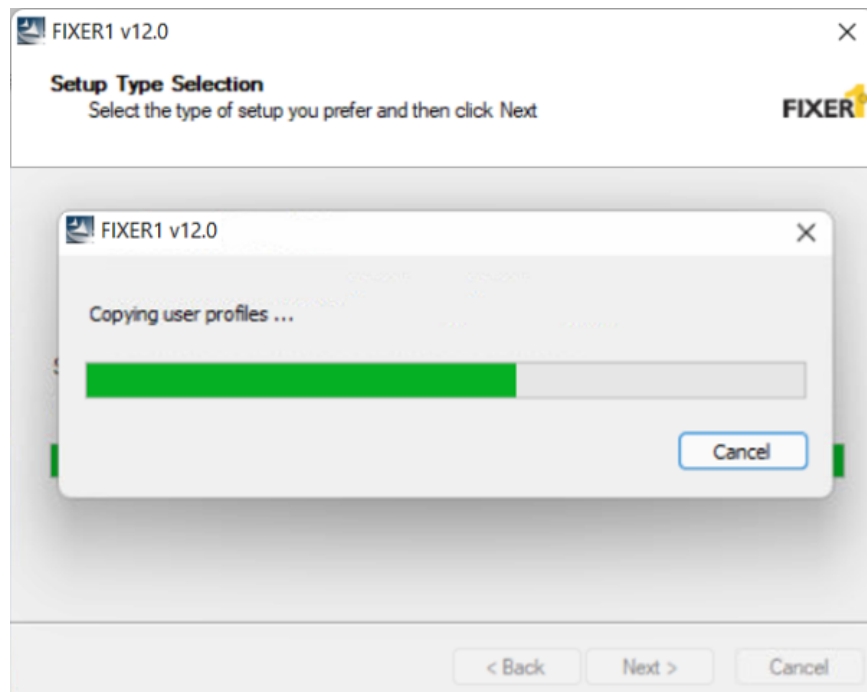
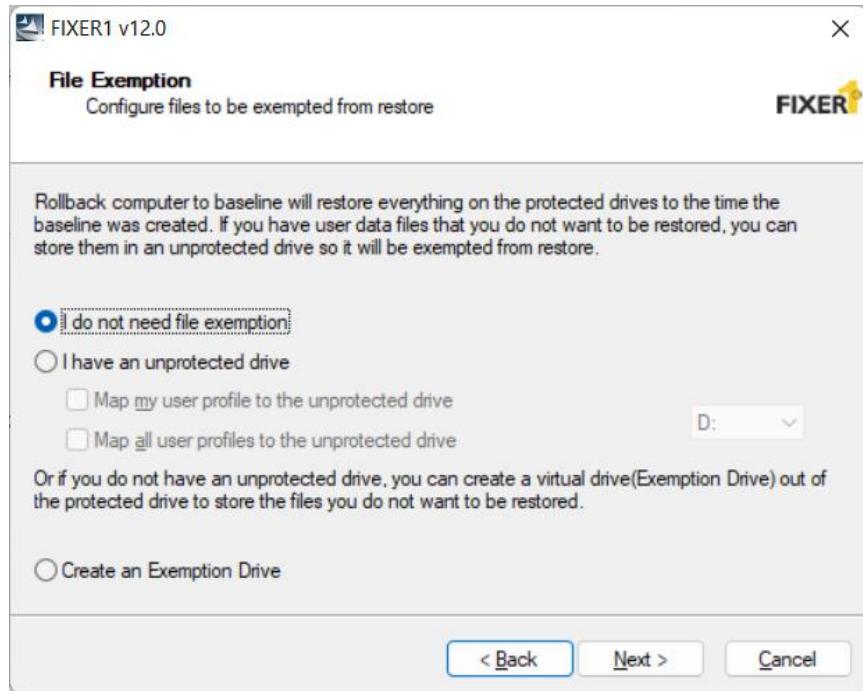
Setting up an Exemption Drive

FIXER1 restores everything on your protected hard drive(s) back to the baseline. But you may wish to have put aside certain user data files and folders that would be excluded from the restore process and the changes made to these files and folders to remain persistent even while everything else is restored to the baseline configuration.

You can setup an Exemption Drive during the installation process as an Exemption Drive can't be created after installation. If FIXER1 is already installed, you can still exclude some registry keys from the restore-to-baseline. To setup an Exemption Drive chose **Custom Setup** during the installation process.

In version 12, you can now have the option to create an Exemption Drive or use an unprotected partition as an exemption drive to move user profiles to.





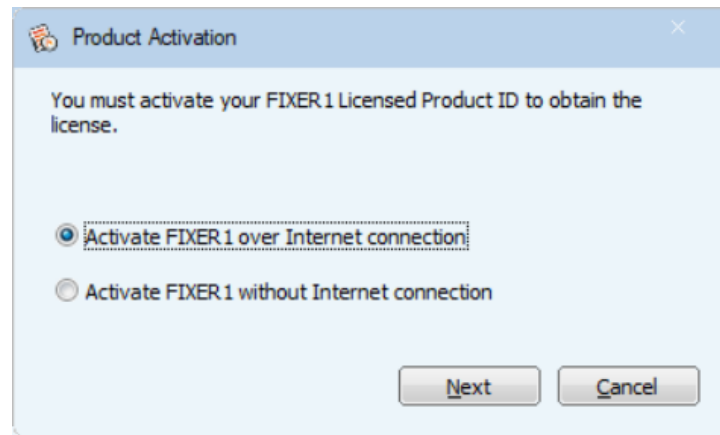
Once the installation has successfully completed you will be prompted to **restart** your computer to complete the installation.

Deployment

To mass deploy FIXER1 with Windows Active Directory, deployment tools, Network logon scripts, or using system images, please turn to **Rogev** support.

Product Activation

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



Activate FIXER1 over an Internet Connection

If the computer on which FIXER1 is installed can connect to the Internet, you can easily activate the license using the **Activate FIXER1 over Internet Connection** option.

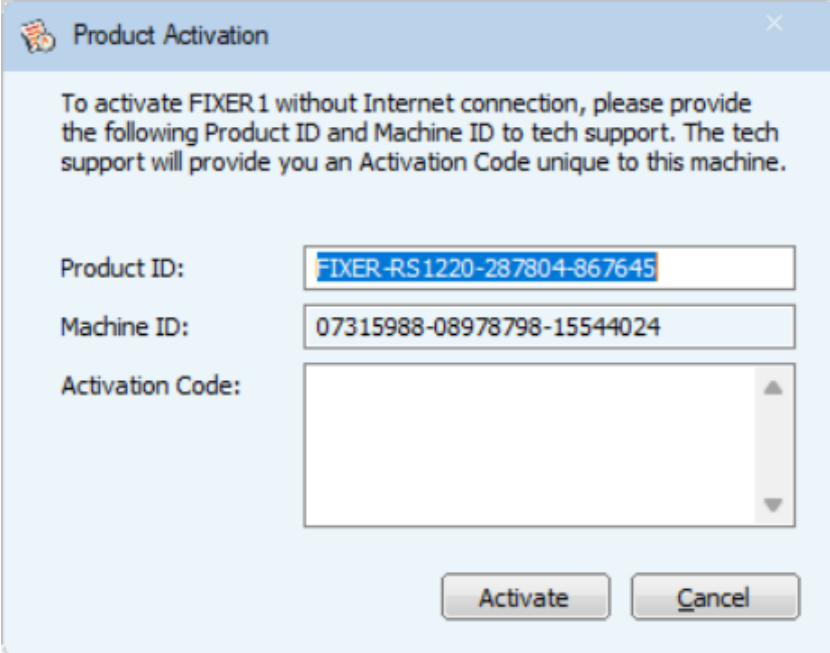
1. Upon the purchase of FIXER1 you will receive a Licensed Product ID from **Rogev**. You can install FIXER1 with this Licensed Product ID and the activation will be done automatically during setup. If you installed FIXER1 using the demo key during installation, you can activate using your purchased license key after installation without having to uninstall and reinstall the program
2. To activate FIXER1 over an Internet connection, right-click on the FIXER1 system tray icon and select "About" from the popup menu. Click on the Activate button on the About Window. Then select "Activate FIXER1 over Internet connection" and 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 click on the Activate button.

That's it! You won't need to supply any other information. You can go back to the "About" popup windows to check the activation status

***The number of installations of FIXER1 that you can activate is limited by the number of licenses defined by the Licensed Product ID.**

Activate FIXER1 without an Internet Connection

If the computer on which FIXER1 is installed on doesn't have an Internet connection, you will need to do an offline activation of FIXER1 using an activation code.



The image shows a 'Product Activation' dialog box with a light blue header and a white body. The header contains a small icon and the text 'Product Activation'. The body contains the following text: 'To activate FIXER1 without Internet connection, please provide the following Product ID and Machine ID to tech support. The tech support will provide you an Activation Code unique to this machine.' Below this text are three input fields: 'Product ID:' with the value 'FIXER-RS 1220-287804-867645', 'Machine ID:' with the value '07315988-08978798-15544024', and 'Activation Code:' which is currently empty. At the bottom of the dialog are two buttons: 'Activate' and 'Cancel'.

1. To manually activate FIXER1 right-click FIXER1 tray icon and select the About option 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 Machine ID, write down or copy/paste these two IDs and send them to **Rogev** tech support via chat, support ticket or email at the contact information given at the end of this User Guide.
3. **Rogev** tech support will reply you with an Activation Code based on the Product ID and Activation ID you provided.
4. Type this Activation Code into the Activation code field and click the Activate button. The machine should prompt to reboot if successful

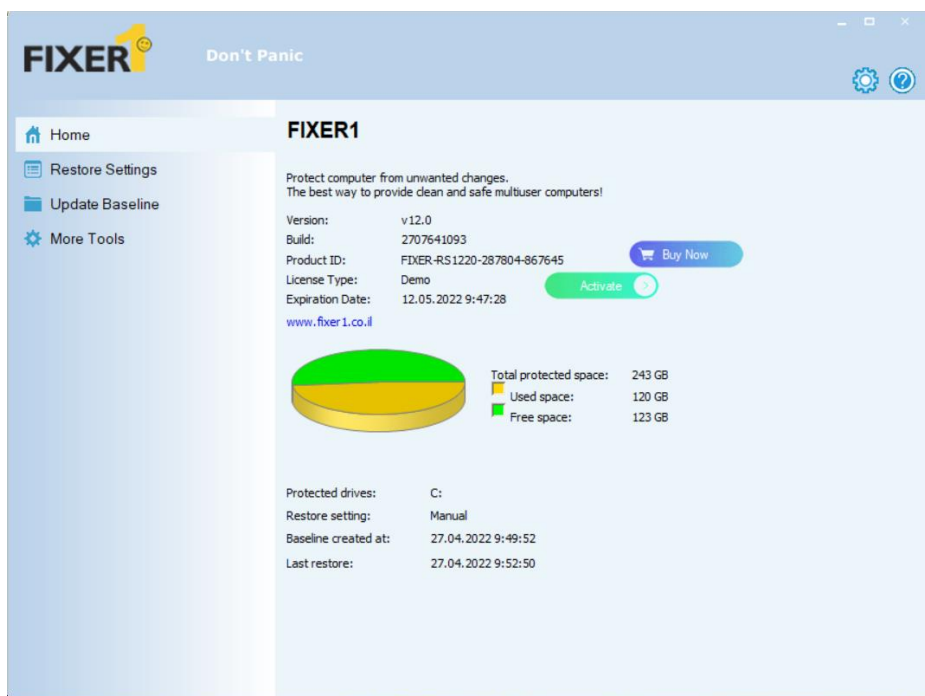
That's it! You won't need to supply any other information. You can go back to the "About" popup windows to check the activation status

II. Restore and Baseline Settings

System Information/Home Screen

The Baseline is the cornerstone of FIXER1. It's the predefined system state to which FIXER1 will restore the PC. The baseline can be updated to include the current system settings and data changes since the last baseline was created.

To view the current baseline's information, right-click the FIXER1 icon in the system tray and select "Open FIXER1" from the popup menu.

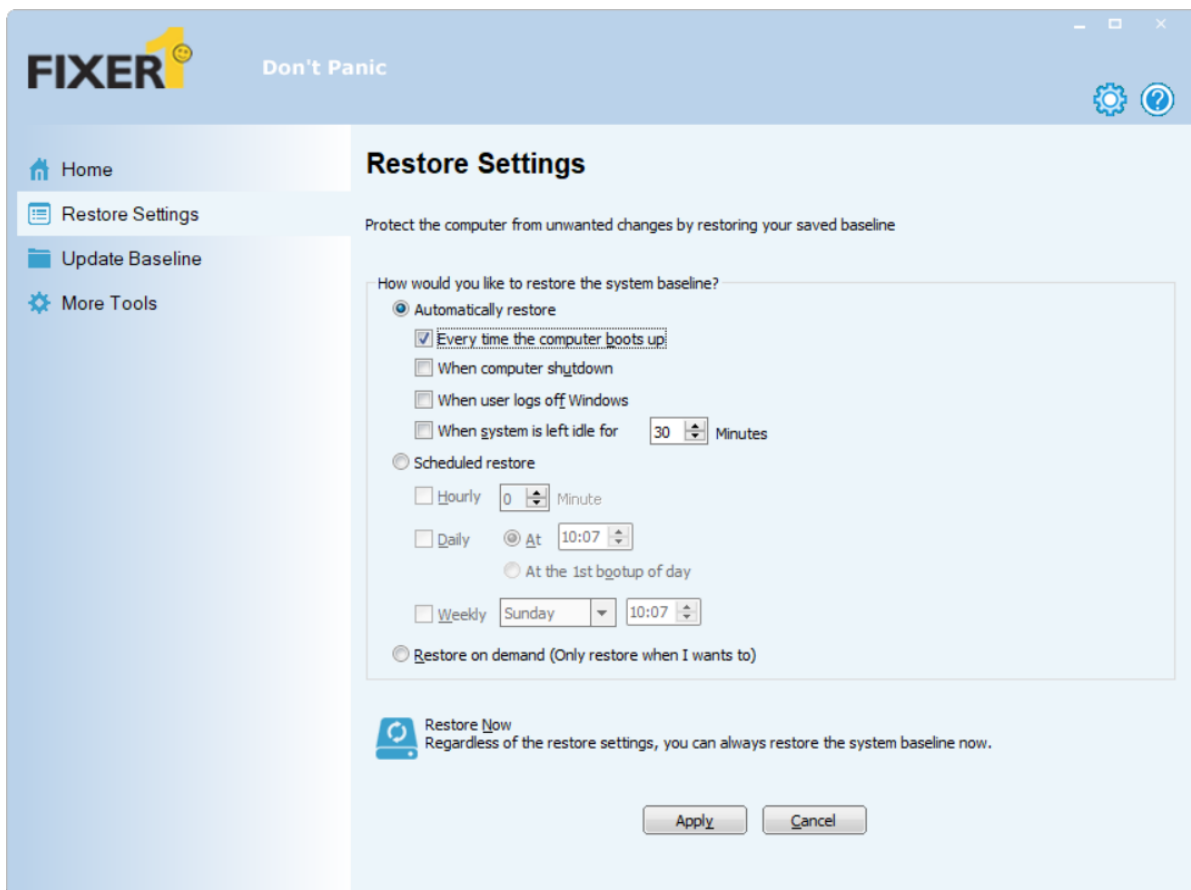


In the FIXER1 main application console click on the Home option in the left-hand navigation pane. Here you can view the date and time at which the current baseline was created, when the last restore-to-baseline took place, and the current restore setting (or restore trigger).

Restore Settings

You can configure FIXER1 to automatically restore the system back to the baseline according to one of the following:

- Every time the computer boots up
- When the computer shuts down
- When a user logs off
- When system is left idle from xx number of minutes (up to 180 minutes)
- Scheduled Restore (Hourly | Daily | Weekly)
- Restore on Demand (i.e. Manual Restore)
- **Restore Now** will immediately reboot the PC and restore it to the current baseline



TIP. Restore on Demand is useful if you want to make changes to your current baseline (i.e. for installing drives/software that need to reboot to install correctly). Just remember to click on “New Baseline” under Update Baseline to set a new current baseline. Don’t forge to set back your Restore Setting to your desired restore mode.

Update Baseline

In this section you can set a new baseline and keep Windows up to date by setting an automated update schedule that will automatically update your baseline once the updates are completed.

- **New Baseline** will commit the current system state and set it as the new current baseline

Automated Baseline Updates

- Windows Update will download ONLY Critical Windows Updates
- Include Optional Updates will download all other updates which includes Cumulative, Security and Windows Defenders definitions
- Custom Update (or Other Update) for 3rd party updaters or a batch file. To know more you can check the KBs below.
- Install Update Now – will trigger the updates set in the settings above it without waiting for the set day/time

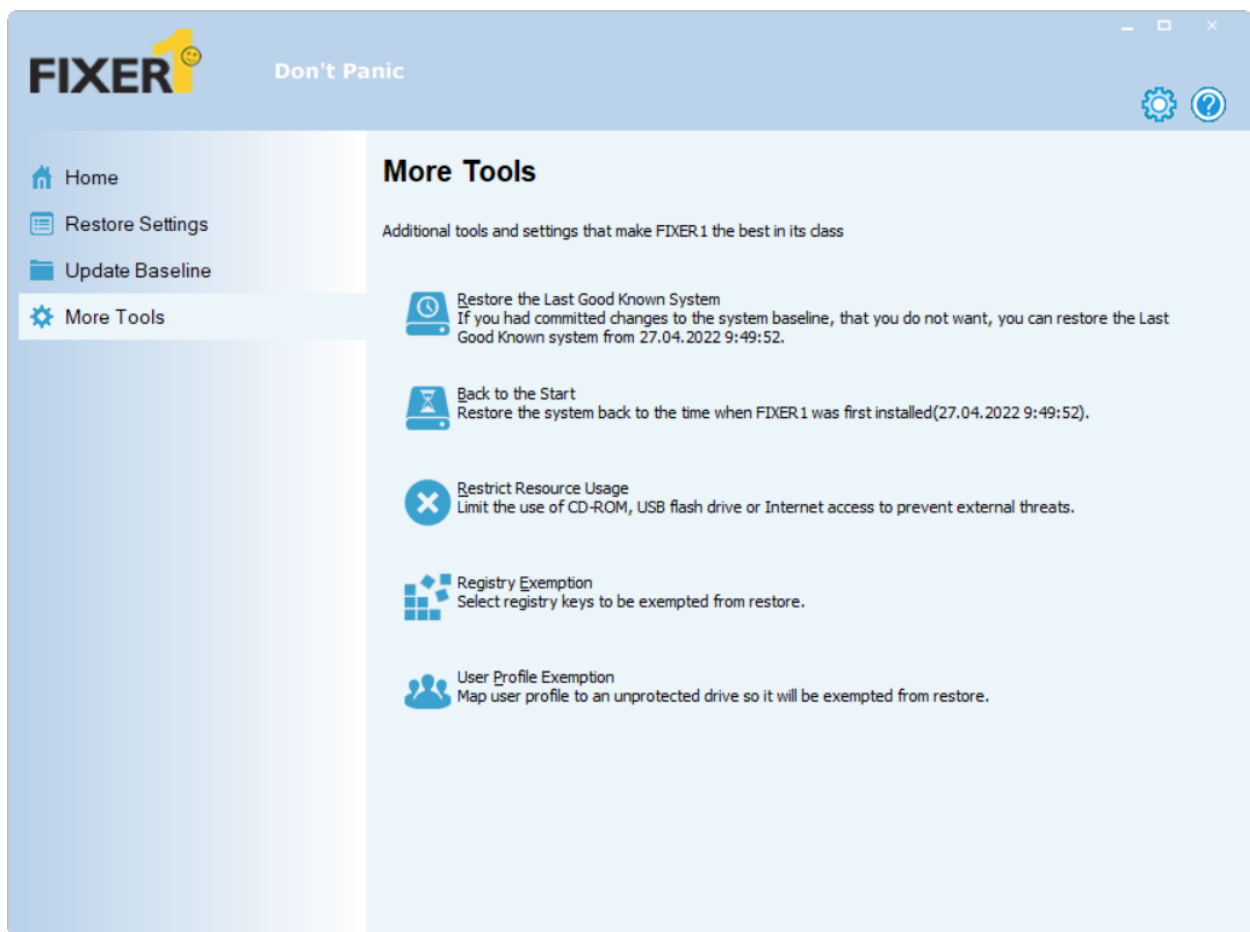
The screenshot shows the 'Update Baseline' settings window in the FIXER1 application. The window title is 'Don't Panic' and the main heading is 'Update Baseline'. The left sidebar contains navigation options: Home, Restore Settings, Update Baseline (selected), and More Tools. The main content area displays the following settings:

- New Baseline:** Save the current system as the system baseline. The latest system baseline was created at 27.04.2022 9:49:52.
- Automatically create new baseline with these updates:**
 - Windows update
 - Include optional updates
 - Custom update: [text input field] (e.g. antivirus-update.exe)
 - Sunday [dropdown] from 0 [spinners] to 0 [spinners] hour
 - when the updates finish
 - Lock the computer screen while installing the update
 - Shutdown the computer after install the updates
- Buttons:** 'Install Updates Now' (highlighted), 'Apply', and 'Cancel'.
- Status:** Windows Update Status: NA

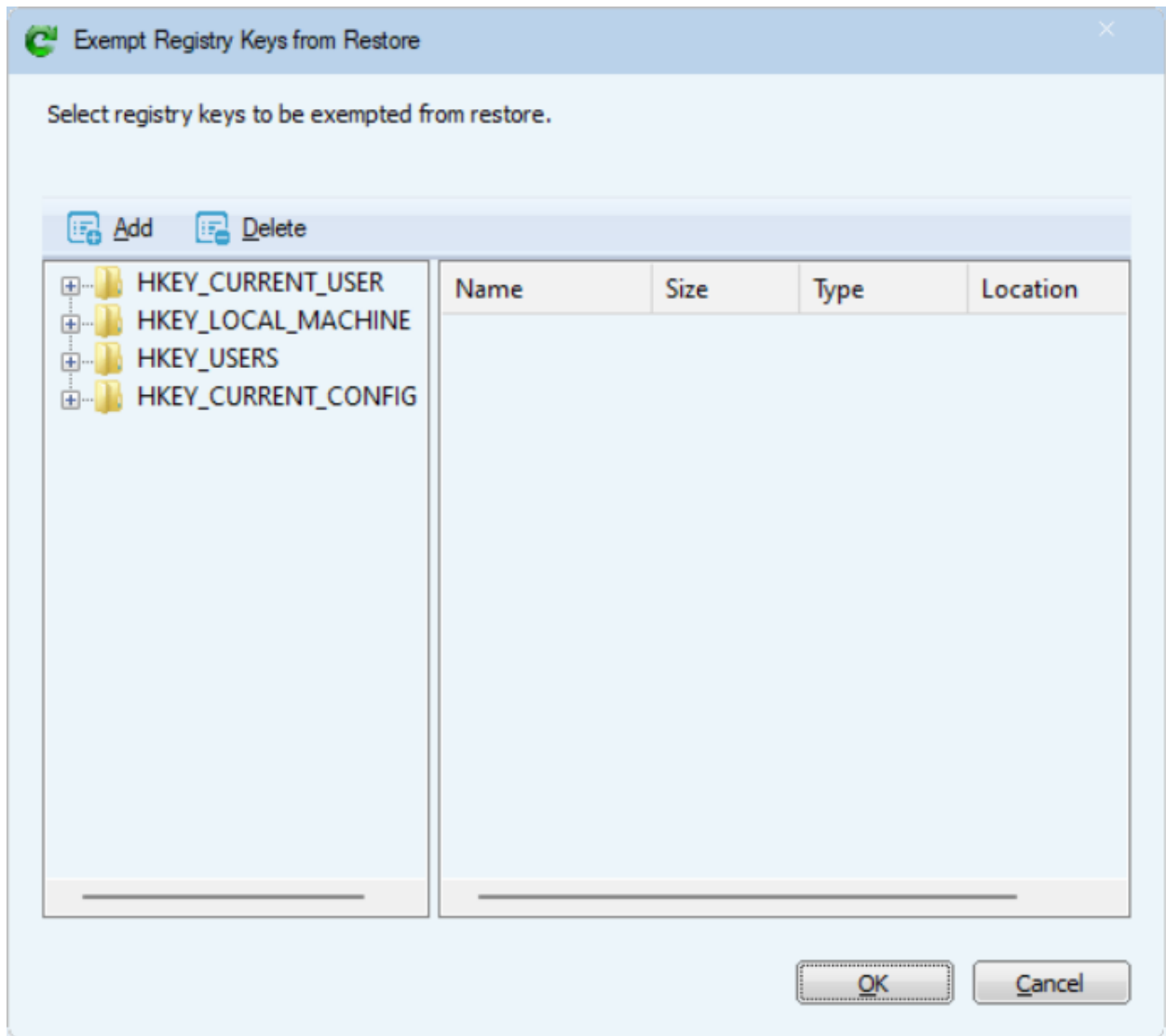
More Tools

Additional Functions for FIXER1

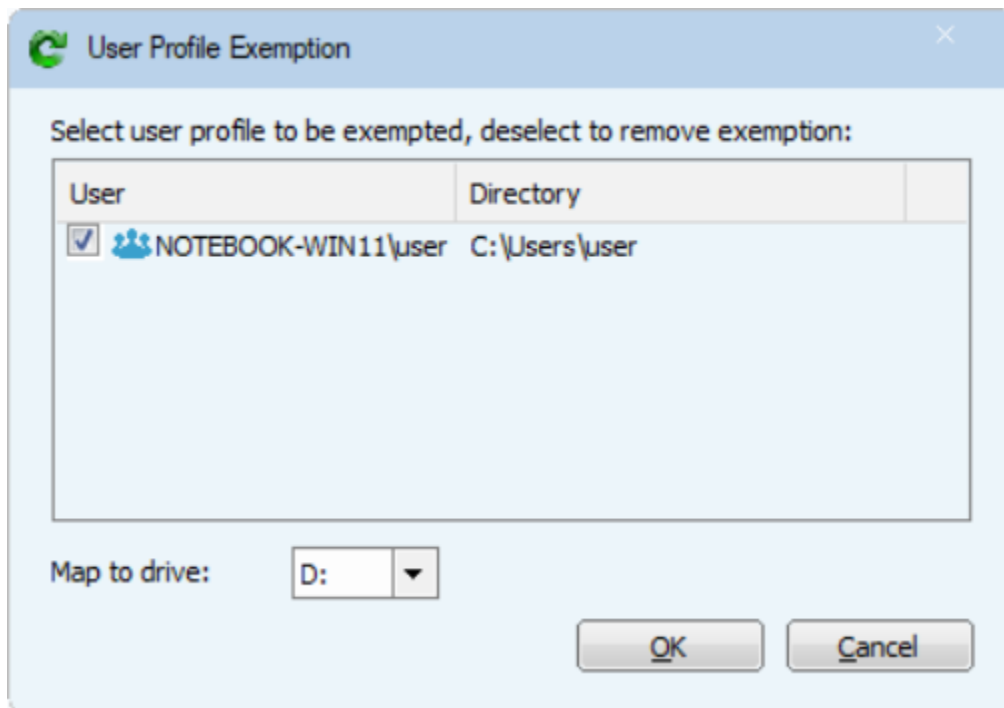
- Restore the Last Good Known System – this the backup baseline saved after setting a new baseline
- Back to Start – this is the original baseline set after installing FIXER1
- Restrict Resource Usage – disable external storage or Internet access on the client PC
- Registry Exemption – if you wish to exempt a specific Windows registry entry from being rolled back
- (NEW) User Profile Exemption – if you wish to more a specific Windows User Profile from being restores so that saved created content on that specific profile is not erased on restore. An unprotected partition or exemption drive set up during Custom install is required




Registry Exemption



User Profile Exemption



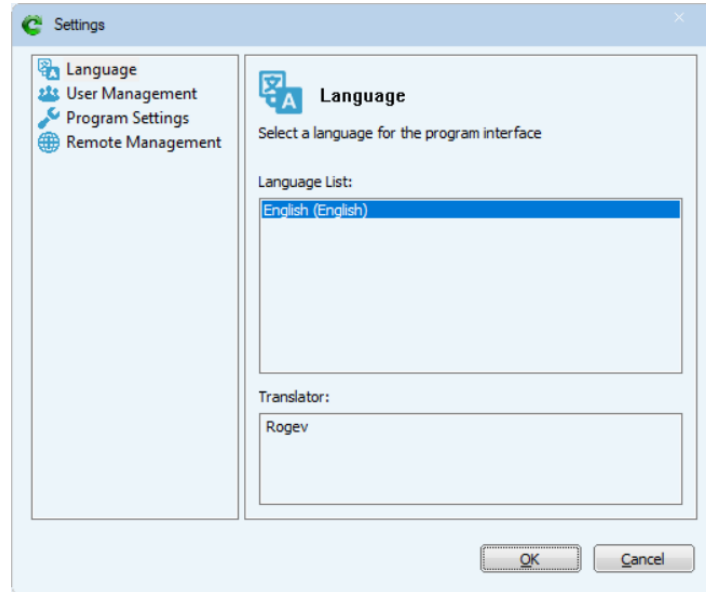
III. Settings

The Settings Menu is now accessible by clicking on the Settings  button, located at the upper right side of the FIXER1 Application Console

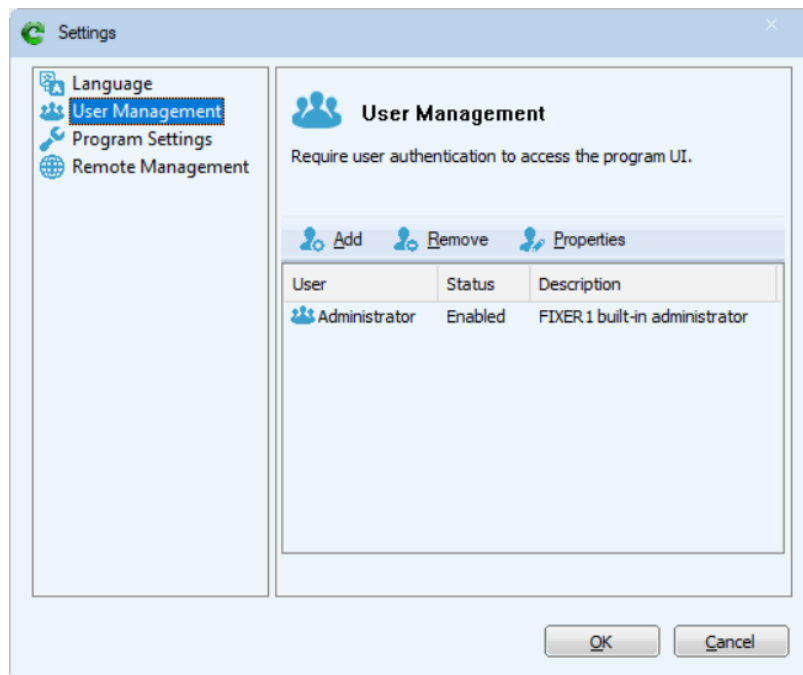
Available Options in the Setting Menu

- Language Select
- User Management - for creating other user accounts and password resets
- Program Settings – hiding splash screen, turning off Windows Updates
- Remote Management – to connect the client PC to the EndPoint Manager

Language Select



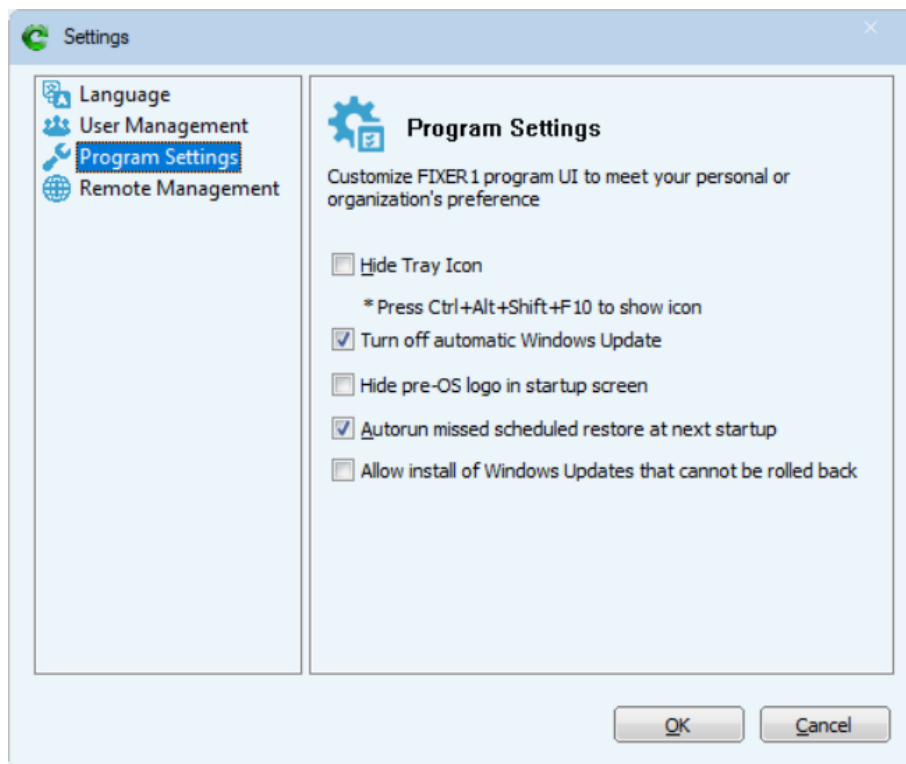
User Management



Program Settings

In this section the following options are available

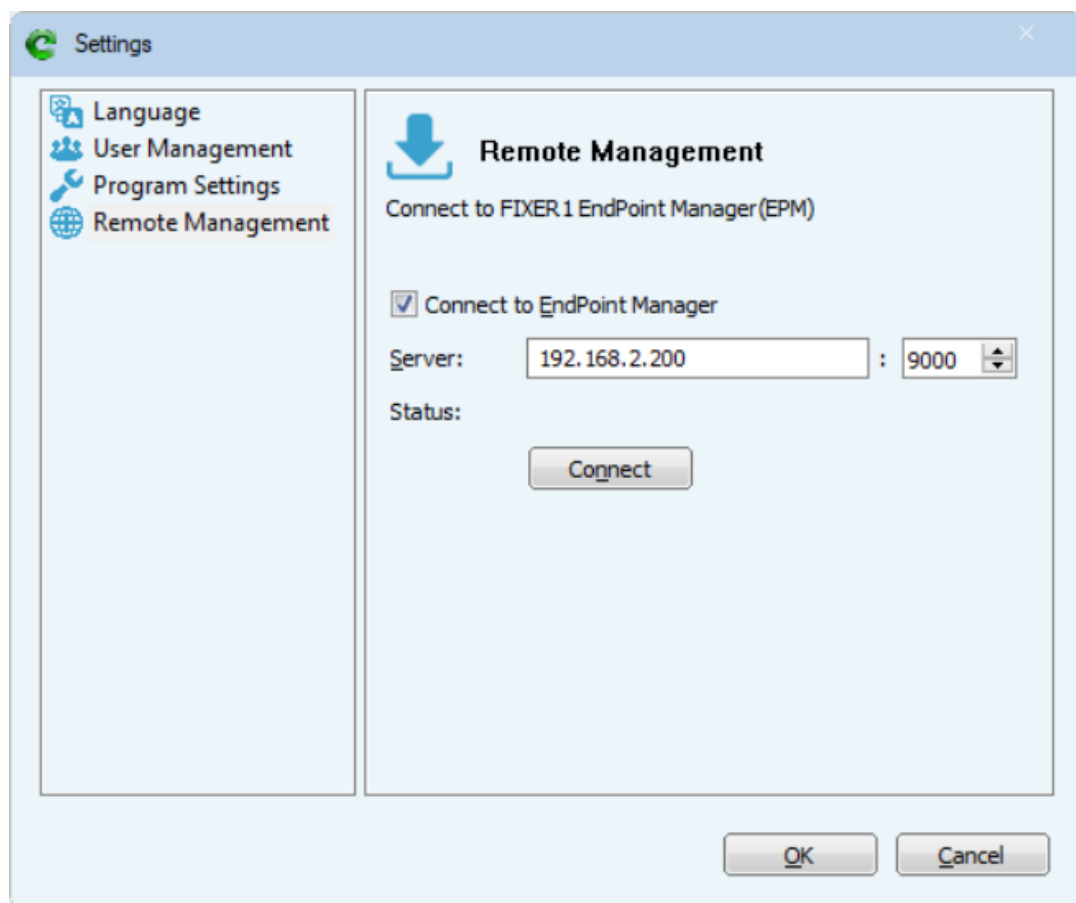
- **Hide Tray Icon.**
To truly make FIXER1 invisible to the end-user. To make the tray icon appear again press CTRL+ALT+SHIFT+F10
- **Turn off Automatic Windows Update.**
This is useful for fully locking down the PC and prevent unexpected downtime that can occur with forced Windows Updates
- **Hide pre-OS logo in startup screen.**
The Reboot Restore splash screen will be hidden and you'll get a "Loading Baseline" or "Booting" DOS-like message instead. You can still tap the HOME key here to access to Subconsole
- **Autorun missed scheduled restore at next startup.**
If you've set a scheduled restore at a specific day and the machine was off during that time, the task will run on next boot.
- **Allow install of Windows Updates that cannot be rolled back**
This is specific for Windows 10/11 Feature Updates that need boot access to install completely. Allowing this feature will have FIXER1 automatically disable protection mode when a Feature Update needs boot access. FIXER1 will automatically reboot the PC and reenable protection once the updates are finished



Remote Management

To connect a client PC to the FIXER1 EndPoint Manager (EPM):

1. Right-click the FIXER1 icon in the system tray, select "Open FIXER1" from the popup menu.
2. In the main application console, click on the Settings button. In the Setting window, go to Remote Management
3. Check "Connect to FIXER1 EndPoint Manager". You will need to provide either:
 - the computer name or IP address of the PC/Server that has the FIXER1 EndPoint Manager installed.
 - the port number used by FIXER1 EPM to client connections.



IV. Command Line Switches

FIXER1 provides you a set of command-line switches to manage the software with batch files or network scripts. Run the command lines using the Windows command prompt.

Help

ShdCmd.exe {/Help | ?}

Setup and Uninstall

Unattended Setup

Setup.exe /s

Uninstall

ShdCmd.exe /Uninstall {/start | /lastgood | /baseline } /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

Subsystem 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 infilepath} /u administrator /p password

Turn Off/Turn On Protection

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

Show/Hide the subsystem logo

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

Allow install of Windows Updates that cannot be rolled back

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

Disable Auto Windows Update (for Windows 10 system)

ShdCmd.exe /watchWU [/enable | /disable] /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

For example: shdcmd.exe /UpdateSche /win /t 01-03-04 /u administrator /p password
//This will set the Windows Update scheduler on Monday from 3 to 4am.

For example: shdcmd.exe /UpdateSche /win /t 02-03 /u administrator /p password
//This will set the Windows Update scheduler on Tuesday from 3 to finish.

List All Snapshots

ShdCmd.exe /List /u administrator /p password

Enable/Disable Fast Restore

ShdCmd.exe /FastRes [/enable | /disable]

Restore Now

ShdCmd.exe /Restore [/start| /lastgood | /baseline] /shutdown /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 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 a file (for debug only)

Restrict Use of Resources

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

Restore Settings

ShdCmd.exe /ResMode [/show] [/restart] [/logoff] [/idle mm] [/weekly "dd hh:mm"]

[/daily hh:mm|1stboot] [/hourly mm] [/disable] /u administrator /p password
*/[show] shows the current setting

Apply Windows Update Now

ShdCmd.exe /updwin /all /u administrator /p password

Defrag Snapshots in Pre-OS

ShdCmd.exe /defragnow /u administrator /p password

Set Subsystem to Defrag on Every Restart

ShdCmd.exe /TsrOpt {/enable | /disable} /u administrator /p password

V. Limitation and Support Options

Product Limitations

The following limitations still exist in FIXER1 v12

Hard Disk Support

FIXER1 can only protect up to four IDE/SATA/PATA/SSD/M.2N NVME drives. If a system has more than four hard disks, FIXER1 will protect the first four drives designated as the Disk0, Disk1, Disk2, and Disk3 hard drives. FIXER1 does not support SCSI, RAID, or mirroring hard drive configurations.

Bootting From an External Media (OS)

FIXER1 cannot protect the hard drive when changes are made to the hard drive from an external or foreign (non-Windows) operating system bypassing the FIXER1 protection drivers. For example, booting from a CD- ROM or USB that starts 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 such as certain anti-virus programs, encryption software (BitLocker) and imaging software.

Disk Repartitioning

The hard drive on which FIXER1 is installed cannot be re-partitioned without uninstalling FIXER1 first.

Changing the Version of the OS Updates

You can't upgrade to a new version of Windows (i.e. from Windows 7 to Windows 8) while FIXER1 is installed. You must uninstall FIXER1 first. Some in-version OS upgrades, such as Windows Feature Updates also require that FIXER1 be uninstalled or turning off protection prior to the upgrade. If you're uncertain please contact us first.

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 Systems (such as Linux or Mac OS) loaded on the same hard drive.

Support Options

Rogev is committed to providing exceptional customer support and exemplary technical service to all our customers. Our goal is to provide you with professional and timely assistance in the use of our software through a variety of methods including user documentation, online troubleshooting, telephone service, and personal account management. If you are experiencing an issue, please first read our Knowledgebase section of our support portal or other product-specific documentations.

Please contact us using any of the following methods:

E-mail: support@rogev.co.il

Phone Number: 09-7469155

VI. Release Notes

FIXER1 version 12.0

General

- GUI Refresh / New Product Logo and Icon
- Windows 11 kernel support
- Add setup option to exempt user profile via unprotected partition
- Add function to check whether the EFI loader is ours before setup.
- Monitor boot file changes if EFI partition is not protected.
- Fix setup problem caused by previous uninstall failed to remove the bootmgfw.dat file.
- Record log info if bootmgfw.efi was changed.
- Check bootmgfw.efi file for problems before setup.
- Fix the bug of SetBlockInfo
- Fix the bugs of caching encrypted sectors.
- Fix the bugs of restoring BCD/EFI backup using the FixTools.
- Automatically adjust DST after a rollback if computer is not connected to a time server.
- Add setup.ini settings for configuring registry exclusion during setup.
- Fix shdcmd defrag task bug.
- Add shdcmd AutoChkdsk
- Add shdcmd /mode to show current kernel mode.
- Backup BCD in the boot folder for system recovery.
- Fix restore@logoff bug due to insufficient user privilege.
- Fix caculating maxtablesectors bug.
- Allow re-activation of already activated setup with a new product ID.
- Fix the bugs of checkmbr when shutting down.
- Fix the bugs of protecting multi-disks.
- Fix loop checkpoint.

Kernel Driver

- Add safety codes for invalid snapshot index flag.
- Force clear hibernation mark if boot failed.
- Fix the bugs of SmartDiskReadWriteSector
- Remove shdsync in bootexec if protect system was disabled.
- Fix the bugs of Base64Decode.
- Fix the bugs of SwitchProtectMode.
- Add functions to support volume filter.

Pre OS

- New pre-OS skin
- Add a command line shell to the EFI pre-OS module.
- Add pre-OS command line to chkdsk EFI partition.
- Add functions to support encrypted EFI file.
- Add restore EFI option to the pre-OS restore function.
- Remove block information if disk cannot be accessed from the pre-OS.

EndPoint Manager

- New EPM toolbar.
- Add settings to turn off EPM's Activity Log feature.
- Fix EPM screenshot bug related to send message.
- EPM monitor clients visited web sites.
- EPM monitor client launched programs.
- EPM monitor windows system events.
- Record EPM lock screen message in win32data.