



EAZ-FIX™ 7.0 F.A.Q.

Answers to Frequently Asked Questions

EAZ SOLUTION INC

This whitepaper describes the EAZ-FIX™ patent pending technology. The information contained in this document is subject to change without notice. EAZ SOLUTION Corporation 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.

Copyright(c) 2004 EAZ SOLUTION INC.


P.O. BOX 835538
Richardson, TX 75083
TEL:877-329-2349
FAX:801-665-2733


www.eazsolution.com

EAZ-FIX™ F. A. Q.


- Q** How do you pronounce EAZ-FIX™?
- A** EAZ-FIX™ is pronounced as “easy fix”!
- Q** What is EAZ-FIX™?
- A** EAZ-FIX(TM) is an industry leading PC protection software. It represents an advancement in technology that has never before been available in protecting computers from virus, user or system problems. It allows computer users regardless their skill levels to easily and quickly address their computer problems in seconds. It enables both users and enterprise IT support groups to save tremendous amount of time and money on maintaining their computers.
- Q** How does EAZ-FIX™ work?
- A** EAZ-FIX provides the protection without the need for backups or carrying duplicate images of hard drives. EAZ-FIX allows users to create a “snapshot” of the entire system and data at a specific time. Users can select a specific snapshot to recover files from or restore the entire system to.
- Q** What is a “snapshot”?
- A** Technically speaking, a “snapshot” is a map of the hard disk sectors and the map’s indexing system. Practically speaking, a “snapshot” is a picture of the system and its data at a specific time.
- Q** How many snapshots can I take with EAZ-FIX™?
- A** EAZ-FIX™ Professional Edition supports up to 60,000 snapshots, which is more than anyone would ever need for effective system and data management. EAZ-FIX™ Standard Edition only provides one snapshot for quick and easy system restore.
- Q** How much disk space is required to take those snapshots?
- A** Theoretically, EAZ-FIX™ only takes 0.07% total hard disk space to create all the snapshots. Such requirement is the least amount of disk space required to protect an entire system when compared to any other software produced. However, each snapshot might contain different amount of user data; therefore each snapshot size might differ.




 What are the benefits of EAZ-FIX™?

 EAZ-FIX™ allows users to accomplish the following essential tasks:

1. Recover deleted or corrupted files.
2. Restore systems to an earlier version of a file.
3. Restore systems to a clean slate after a virus attack.
4. Restore crashed systems.
5. Restore public shared systems to clean, configured slates after each session.
6. Remove unwanted software installations.
7. Back out failed software deployment processes.
8. Fix daily user or program problems.
9. Test software products before actual deployments.
10. Complete removal of “Trojan Horse” or hacker software.
11. And much more...

 What are the main features of EAZ-FIX™?

-  1. Supports up to 60,000 snapshots.
2. Takes less than 10 seconds to create a new snapshot.
 3. Takes a complete system snapshot without rebooting the system.
 4. Offers a variety of ways to create a new snapshot manually or automatically.
 5. Recovers corrupted or deleted files from any of the 60,000 snapshots quickly and easily.
 6. Recovers earlier versions of files from any of the 60,000 snapshots.
 7. Restores a completely crashed system to any of the 60,000 snapshots in seconds.
 8. Restores the entire system to any of the 60,000 snapshots with data synchronization of the current snapshot.
 9. Automatically restores schedule settings.
 10. Offers a variety of ways to configure the system to automatically restore to a snapshot of your choice.
 11. Provides a highly configurable program interface and hides the complete program interface from end users.
 12. Uses dynamic disk space management and releases the unused disk space upon deletion of snapshots
 13. Incorporates intelligent disk space monitoring, informing users about the disk space usage of each snapshot.
 14. Features flexible and powerful access control.
 15. Includes multi-boot system support.
 16. Offers multi-partition protection selection.



17. Uses quick reset of system baseline.
18. Provides detailed program operation logging.
19. Supports all industry standard deployment options.
20. Features complete, hands-free, silent background installation.
21. Incorporates configuration during installation and customizes the program when its installed

Q Does EAZ-FIX™ prevent hardware failure?

A No, EAZ-FIX™ is a software solution. It manages all the information on the local hard disk. No third party media is required to run EAZ-FIX™. Therefore, in the case of hardware failure, EAZ-FIX™ is not to run.

Q Is EAZ-FIX a replacement of backup software?

A No, EAZ-FIX™ is not a replacement of backup software. Most backup software products copy the backup information to a third party media, either tape or network server. EAZ-FIX™ does not need a third party media to operate. It is able to protect and fix your problems locally on the hard drive. Therefore, EAZ-FIX™ is not operable in the case of hardware failure. The backup of important information are still encouraged.

Q What Operating Systems are supported by EAZ-FIX™?

A EAZ-FIX™ supports Windows 98, Windows ME, Windows 2000, Windows NT 4.0 and Windows XP operating systems. (Work Stations only)

Q Does EAZ-FIX support LINUX?

A No, the current version of EAZ-FIX™ does not support LINUX operating system. A LINUX version is in development process for a future release.

Q What file systems are supported by EAZ-FIX™?

A EAZ-FIX™ supports FAT 16, FAT 32 and NTFS file systems. However, on the NTFS file system, compression is not supported.

Q Can EAZ-FIX be installed on multi-boot computers?

A YES, a multi-boot computer has multiple operating systems loaded on the same system. EAZ-FIX™ does support multi-boot computers. However, the installation requires extra configuration. Please refer to the EAZ-FIX™ deployment whitepaper for details.



Q What is the minimum requirement for install EAZ-FIX™?

A The minimum requirements to install EAZ-FIX™ are as follows:

Pentium III or Above

128 MB RAM

VGA Video Display

Microsoft Windows 98/2000/ME/NT/XP operating system.

A minimum 1 GB available disk space. (Not all required for installation, but recommended for optimum system performance)

Q What should I do before install EAZ-FIX™?

- A**
1. Backup important data
 2. Defrag the hard drive for better performance.
 3. Disable anti-virus software.
 4. Think about your protection strategy. (What partitions to protect, what password to use, and etc.)

Q What are the EAZ-FIX™ deployment options?

A EAZ-FIX™ offers a variety of deployments ranging from individual PC setup to mass distribution to thousands of computer stations to meet your business needs. Please refer to the deployment whitepaper for details.

Q Does EAZ-FIX™ have security access control?

A YES, EAZ-FIX™ offers a highly configurable security access control feature that allows you to create user access accounts and customize access rights for each account.

Q I lost the administrator password, what can I do?

A Please contact EAZ SOLUTION Online Support for password related issues.

Q Can I disable or hide the EAZ-FIX™ program interface?

A YES, EAZ-FIX™ is highly configurable. You can choose to hide the Subsystem Console interface and the Windows Application interface at your will. Go to the EAZ-FIX™ Main Menu and select Program Settings to make the selections.



Q Can I create a new baseline of the system?

A The very first snapshot created at installation is called baseline, all the snapshots created after are closely associated with the baseline. Therefore, if you have updated an operating system service pack or other major changes to the system, you may want to create a new baseline for the system. EAZ-FIX™ allows you to quickly and easily create a new baseline for the system without uninstalling and reinstalling of the program.

Q Can I delete old snapshots?

A YES, EAZ-FIX™ allows you to delete old snapshots. You can delete them manually or configure the program settings to delete the old snapshots automatically after certain period of time. However, you can only delete unlocked snapshots; deleting locked snapshots requires unlocking them first.

Q How do I lock a snapshot?

A You can lock the snapshot when you create it by checking the “Lock the Snapshot” option box on the Take a New Snapshot screen. Or you can go to Snapshot Setting in the Main Menu to select and lock the snapshots.

Q How do I unlock a snapshot?

A You can go to Snapshot Setting in the Main Menu to select and unlock the snapshots.

Q Do I lose the files in the current snapshot if I restore the system to another snapshot?

A The patent pending technology of EAZ-FIX™ allows you preserve or transfer files and data in the current snapshot to another snapshot during a restore process, and therefore not lose any data during the process. You can select to create a snapshot of the current system before restoring to a selected snapshot on the Restore System screen. Or, you can select to restore the system with the Advanced Data Synchronization option which allows you to manually select the files that you want to be transferred to the restored snapshot.

Q How can I uninstall EAZ-FIX™?


A You can uninstall EAZ-FIX™ from


- A). Control Panel/Add or Remove Programs.
- B). Start/Programs/EAZ-FIX/Uninstall.
- C). EAZ-FIX™ subsystem console by holding down the HOME key during boot up.





EAZ-FIX™ F. A. Q.

 Where can I get support on EAZ-FIX™?

 We offer variety of technical support options. You can send you support questions to support@eazsolution.com, or visit our online support forum at www.eazsolution.com/support or call to talk to one of our support personnel.

EAZ SOLUTION INC

