📄 Technical Support Documentation – EasySave

# 1. Default Software Location

**Installation folder**: C:\Program Files\EasySave

**Main Executable**: EasySave.exe

# 2. Minimum System Requirements

🛈 These specifications ensure that the software runs smoothly.

|  |  |
| --- | --- |
| Component | Minimum requirement |
| Memory (RAM) | 50 MB |
| Disk space | 600 KB for installation + additional space for backups |
| .NET Framework | .NET 8.0 or higher (included if installed via setup) |

# 3. Location of Configuration Files

**Main configuration file**: config.json

**Path**: %APPDATA%\EasySave\Config

# 4. Location of log files

Backup log file:

**Path**: %APPDATA%\EasySave\Logs

**Log file names:** aaaa-mm-jj.json

**Format**: JSON

# 6. Basic Troubleshooting Procedure

**Check the configuration files:**

* Ensure config.json is present and properly formatted.

**Check permissions:**

* The program must be able to read/write to the source and destination folders.

**Common mistakes:**

|  |  |  |
| --- | --- | --- |
| **Message** | **Cause possible** | **Solution** |
| File Not Found | Wrong path source | Check the path in the backup |
| Access denied | User rights issue | Run as an administrator |
| Insufficient disk space | Full Destination | Free up space or change the destination |

# 7. Contact Support

**Email** : support@prosoft.fr