📄 Technical support Documentation– EasySave V3.0.0

# 1. Default Software Location

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

**Installation folder on GitHub :** /Documentation/Installer\_EasySave/Output/EasySave\_setup.exe

**Main Executable:** EasySave.exe

# 2. Minimum System Requirements

🛈 These specifications ensure that the software runs smoothly.

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

# 3. Location of Configuration Files

Master 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 **or** aaaa-mm-jj.xml

**Format**: JSON or XML

# 5. Parallel backups and priority management

Version 3.0 allows multiple backups to run in parallel, reducing overall time. In the settings, you can set priority extensions: .docx, .pdf. Files with these extensions are treated first.

# 6. Detection of business software

EasySave detects running business software (e.g. calculator). If a line-of-business software is active:

* Backups are automatically paused.
* They restart as soon as the business software is closed.

# 7. Distant Console

This version offers a remote console (via TCP socket). It allows you to:

* Track the progress of backups in real time.
* Control backups remotely (pause, resume, stop).

# 8. Basic Troubleshooting Procedure

1. **Check the configuration files:**

* Make sure config.json is present and properly formatted.

1. **Check permissions:**

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

1. **Common mistakes:**

|  |  |  |
| --- | --- | --- |
| **Message** | **Possible cause** | **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 |
| GUI won't launch | Insufficient .NET environment or system resources | Check for .NET 8+, restart the PC, launch in administrator mode |
| Encryption Failed | CryptoSoft not installed or extensions not compatible | Check the configuration of CryptoSoft, make sure the files have the intended extension |
| Backup blocked by line-of-business software | Detection of business software in execution (e.g. calculator) | Close the line-of-business application and restart processing |

# 9. Contact Support

Email: support@prosoft.fr