📄 Documentation Support Technique – EasySave V1.1.0

# 1. Default Software Location

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

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

**Main Executable:** EasySave\_setup.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 + 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:** yyyy-mm-dd.json

**Format**: JSON or XML

# 5. 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 |

# 6. Contact Support

Email: support@prosoft.fr