📄 Technical Support Documentation – EasySave V2.0.0

# 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:** yyyy-mm-dd.json **or** yyyy-mm-dd.xml

**Format**: JSON or XML

## **5 – Encryption and Advanced Logging**

EasySave now allows file encryption and can be accessed via the settings (the button). The log file has been enriched to include the encryption time in milliseconds:  
- 0: no encryption

- >0: encryption time in ms

- <0: error code

The software also detects running business software (e.g., calculator), blocks backups, completes the current file, and logs the event in the log.

## **6 - Monitoring and Backup Status**

The status file is always present to allow real-time monitoring of the progress of backups. The software can be run in mono or sequential mode, depending on the user's preference.

## 7. 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** | **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 |
| 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 incompatible extensions | Check the configuration of CryptoSoft, make sure 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 |

# 8. Contact Support

Email: support@prosoft.fr