



# User Guide

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# Deep Freeze Workstation Operation

## Overview

### No Computer Downtime

Full utilization of expensive computer assets. Deep Freeze® "freezes" your software configuration. Whatever hackers, mischief makers and innocent clickers attempt, their "work" will instantly disappear when the computer is restarted. All settings, files and programs are 100% restored to original configurations every time.

### Full Access for Users

The computer operates without restrictions or security barriers and all programs run normally. Deep Freeze is invisible and totally non restrictive and does not interfere with programs. The user enjoys full access to all computer functions. Deep Freeze has set a new high standard of reliability and ease of use in Windows Protection.

### Simple & Extremely Flexible

Deep Freeze requires NO setup or configuration. Just install, restart and its working. Save files to a floppy, network, or into a specified Deep Freeze "thawed" space (Pro version). It's easy to make permanent changes; just turn Deep Freeze off and install or remove your programs or make configuration changes.

### All changes are temporary !

*Examples;*

- *Install new software*
- *Remove software*
- *Delete folders, files or everything*
- *Virus infections*
- *Power off or reset (no ScanDisk)*
- *Change Desktop and background*
- *Download files from the Internet*
- *Registry changes*
- *Format the hard drive, YIKES !*
- *Totally mess up the computer !*

### No Special Requirements

- *No network required*
- *No hardware required*
- *Software only*
- *No partitioning*
- *No imaging*
- *No mirroring*
- *Invisible operation*

## Installation

Please exit all programs and remove or disable any security or virus control programs before installing Deep Freeze. These programs may interfere with the installation, which may result in an incomplete or corrupted installation. DO NOT stop the installation once started.

### Installing Over an Existing Deep Freeze

You must Disable the existing installation and remove it using the normal Windows Add/Remove Program before attempting to install a newer version.

**Warning:** Do Not attempt to remove Deep Freeze "manually". This may result in a corrupted installation and may require you to format your hard drive. See the "Remove Deep Freeze" section.

### Windows 95/98/Me

1. Insert the mini CD-Rom included with your media package.
2. Select "Install Deep Freeze for Windows 95\98\Me Standard" from the Autorun menu. If the Autorun menu does not appear when the CD-Rom is inserted, you can install Deep Freeze by browsing on the CD to the \Installs\DeepFreeze9x directory and running the Setup.exe file contained within.

### Windows 2000/XP

**After the install is complete, the system will immediately restart.**

#### Normal Install:

1. Select "Install Deep Freeze for Windows 2000XP Standard" from the Autorun menu. If the Autorun menu does not appear, you can install Deep Freeze by browsing on the CD to the \Installs directory and running *DeepFreeze2000XP.exe*.
2. Select drives to freeze, if there is more than one logical drive.
3. Click Install.

#### Silent Install (quick install):

Rapid Deployment System: The Silent install can be used for "Hands Off", rapid deployment, on multiple computer over a wide area.

#### Command Line Options:

##### Syntax

DeepFreeze2000XP [/Install] [/Uninstall] [/PW=xxxxxxx] [/Freeze=C:] [/Thaw=D:]

[/Install]	silent install DeepFreeze2000XP
[/PW= "new password"]	sets up a new password during installation
[/AllowTimeChange]	allow system clock to be changed
[/Freeze=C:,D:,...]	freeze only the drives listed, thaw all others
[/Thaw=D:,E:,...]	thaw only the drives listed, freeze all others
[/Uninstall]	silent uninstall DeepFreeze2000XP

Example Command Line Installation:

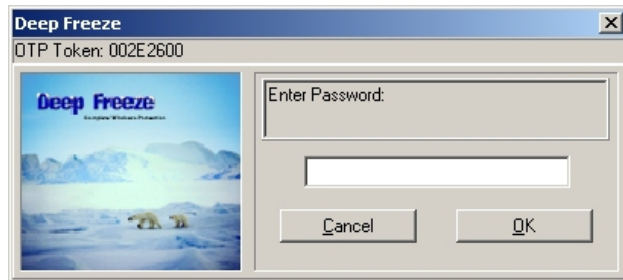
*Deepfreeze2000XP /install /freeze=C: /pw=hyperone*


In this example Deep Freeze will freeze only the C: drive if you have other drives or partitions. If you only have a C: drive you do not need to use the "/freeze=" switch. The password "hyperone" will be inserted and immediately after the quick, silent installation the computer will restart with the computer Frozen and ready

for use.

**Note:** The Silent installation will not work without the "/install" command line switch.

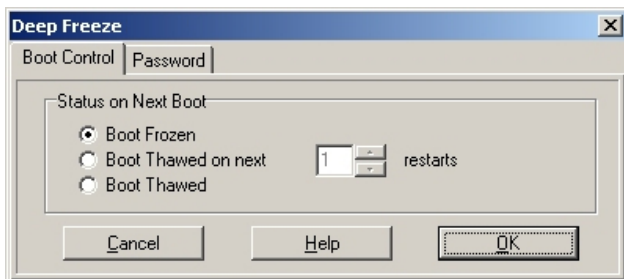
## Logon



To logon hold down the SHIFT key and double click on the Deep Freeze icon  on the Windows System Tray and the screen below will be displayed. Enter your Password. If Deep Freeze has been configured for passwords the next screen will display a Password and Boot Control Tab as shown below.

**Note:** you can also use the Hot Key combination CTRL+ALT+SHIFT+F6 to access the Login screen.

## Boot Control

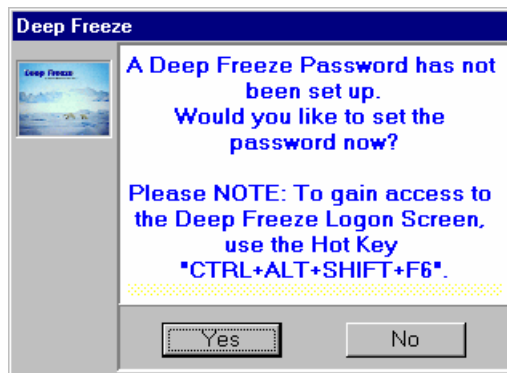


You can choose from three different "Next Boot" options. The default next boot, Boot Frozen, will reboot with Deep Freeze frozen (enabled). This option would normally be used only after selecting the Boot Thawed option. The Boot Thawed on next option is used to allow the computer to boot a specified number of times in the Thawed state (disabled). The Boot Thawed option sets the computer to boot continuously with Deep Freeze disabled.

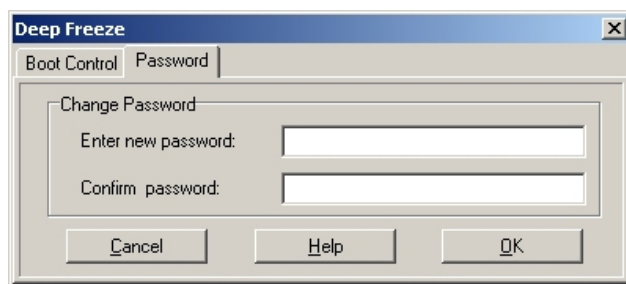
**Caution:** Selecting the Boot Thawed option leaves Deep Freeze **continuously disabled**. To re-enable Deep Freeze (in the Frozen mode) you must Logon, as above, and select the control option, Boot Frozen.

## Using User Workstation Passwords

The Standard version will continue to show the "Password has not been set up" message until a password is entered.



## Change Password



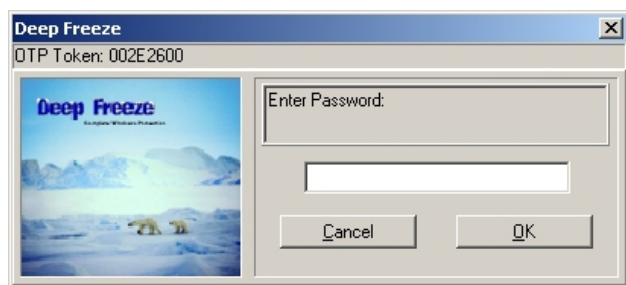
The password screen below will allow you to change the Deep Freeze password.

### Unknown Password:

You have two choices

1. Boot to a floppy and format the hard drive.
2. Call Technical Support.

## One Time Passwords (Emergency Use Only)



To obtain an OTP for use on a workstation you must first have a Password Token from that same workstation. The screen below displays the Token generated by the Logon screen. Display the Logon screen by SHIFT+Double clicking the Deep freeze icon on the SysTray. The Token example "002E2600" in the screen shot below is used by our Technical Support Technician to generate a One

Time Password for your computer.

**Note:** After using the One Time Password you will be able to Reboot the computer Thawed only once.

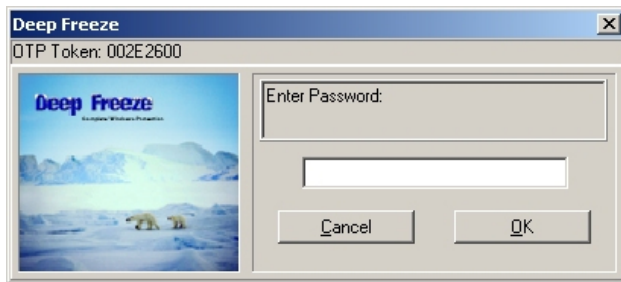
## Remove Deep Freeze

### Turn Off Deep Freeze

Deep Freeze can be turned off by for one or more boots or permanently using the Boot Control option after Logon.

### Removing Deep Freeze

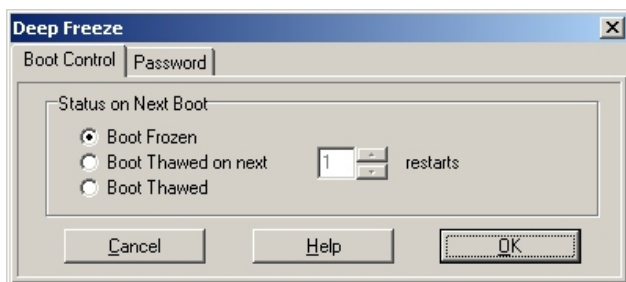
You must first disable or turn off Deep Freeze.




1. Logon; hold down the SHIFT key and double click on the Deep Freeze icon on the Windows System Tray and the screen below will be displayed. Enter your Password.

**Note:** you can also use the Hot Key combination CTRL+ALT+SHIFT+F6 to access the Login screen.

2. After entering the password choose the Boot Control Tab as shown in the screen below. Select either "Boot Thawed on next" or "Boot Thawed" click on the Set button and reboot (restart) the computer.



3. After the computer has rebooted the Deep Freeze icon will display a flashing red  indicating that the computer is Thawed.

### **Windows 95/98/Me**

Go to the Control Panel and select Add/Remove Programs and remove Deep Freeze.

### **Windows 2000 and XP**

**After uninstall is complete, the system will immediately restart.**

Run *DeepFreeze2000XP.exe* and click "Uninstall" or from a command prompt change to the directory where *DeepFreeze2000XP.exe* is and type "*deepfreeze2000XP /uninstall*", press enter.

### **Warning**

Deep Freeze **MUST be removed** using the standard Windows Add/Remove Programs in the Control Panel (Win95/98/ME) or via the *DeepFreeze2000XP.exe* installer file (2000/XP). If you attempt to remove Deep Freeze "manually" you may create a corrupted Deep Freeze installation. Manually removing Deep Freeze could result in the need to format your hard drive to get the computer working again.

## **Security**

Deep Freeze does not protect against booting from a floppy drive and/or CD-ROM. Your CMOS should be configured to prevent booting from the Floppy Drive/CD-ROM (i.e. set to boot to the hard drive) and the CMOS must be password protected. This is a normal precaution for most public access computers. The Windows Registry, the computer CMOS and the boot sector are protected by Deep Freeze from within Windows.

### **For Windows 95/98 Only**

The Windows Registry, the computer CMOS and the boot sector are protected by Deep Freeze from within Windows. If you are using an "autoexec.bat" (located in the root directory of C:\) there is an additional security problem. This problem is caused by the potential of using the keyboard to "break out" to the DOS Prompt while the "autoexec.bat" file is being processed. When using Deep Freeze **Standard** (see Miscellaneous Options for the Professional version) version you can solve this problem in two ways;

- a) Delete or rename the "autoexec.bat" file.
- b) Use the supplied "depfrz.sys" file which is located in the Deep Freeze installation directory.

**How to use "depfrz.sys":** If you installed Deep freeze in the default installation directory, place the following line in the "config.sys" file located in the root directory of C:\ drive.

DEVICE=C:\PROGRA~1\HYPER~1\DEEPFR~1\depfrz.sys

**Note:** You can also copy the "depfrz.sys" file from the installation directory into the root directory of the C:\ drive and place the following line in the "config.sys" file;

DEVICE=depfrz.sys



## Support

Every effort has been made to design this software for ease of use and to be problem free. However, if you encounter problems or find that you are having difficulty making the software perform as intended, please contact our support department as follows:

Email: [support@faronics.com](mailto:support@faronics.com)  
Phone: 1-800-943-6422 or (604) 540-8199  
Hours: 8:30 am to 5:00 PM (Pacific Time)

## Contact Information

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