Faronics
Simplifying Computer Management

Faronics
DEEP FREEZE™

ADVANCED
System Integrity

Deep Freeze Server Standard Edition

User Guide

www.faronics.com

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Contents

Preface 5
Important Information 6
About Faronics 6
Product Documentation 6
Technical Support 7

Introduction 9
System Requirements 10

Installing Deep Freeze 11
Attended Install or Uninstall 12
Attended Install 12
Attended Uninstall 15
Silent Install or Uninstall 16
Silent Install or Uninstall using a Shortcut 18
Install Over Existing Deep Freeze Versions 19
Install Using Imaging 20

Using Deep Freeze 21
Deep Freeze Icons 22
Logon 23
Boot Control Tab 24
Status on Next Boot 24
Clone [Imaging] Options 24
License 25
Password Tab 28
Permanent Software Installations, Changes, or Removals 29

Preface

This user guide explains how to install, configure, and use Deep Freeze Server Standard.

Topics

Important Information
Technical Support

Important Information

This section contains important information about your Faronics Product.

About Faronics

Faronics delivers market-leading solutions that help manage, simplify, and secure complex IT environments. Our products ensure 100% machine availability, and have dramatically impacted the day-to-day lives of thousands of information technology professionals. Fueled by a market-centric focus, Faronics' technology innovations benefit educational institutions, health care facilities, libraries, government organizations, and corporations.

Product Documentation

The following documents form the Deep Freeze Server Standard documentation set:

- Deep Freeze Server Standard User Guide — This document guides you how to use the product.
- Deep Freeze Server Standard Release Notes — This document lists the new features and known issues and closed issues.

Technical Support

Every effort has been made to design this software for ease of use and to be problem free. If problems are encountered, contact Technical Support.

Technical Support:

www.faronics.com/support

Web:

www.faronics.com

Introduction

Faronics Deep Freeze helps eliminate computer damage and downtime by making computer configurations indestructible. Once Deep Freeze is installed on a computer, any changes made to the computer—regardless of whether they are accidental or malicious—are never permanent. Deep Freeze provides immediate immunity from many of the problems that plague computers today—inevitable configuration drift, accidental system misconfiguration, malicious software activity, and incidental system degradation.

Deep Freeze protects the computers that are set to boot from the hard drive. Configure the CMOS to boot from the hard drive only. The CMOS must be password protected to prevent unauthorized changes. Deep Freeze protects the Master Boot Record (MBR) when the computer is Frozen.

Topics

System Requirements

System Requirements

Deep Freeze Server Standard is supported on:

- Windows Server 2008 R2 (32 and 64-bit)
- Windows Server 2012 (64-bit)
- Windows Server 2016 (64-bit)
- Windows Server 2019 (64-bit)
- Windows Server 2022 (64-bit)
- Windows Server 2025 (64-bit)

Deep Freeze requires 10% of the hard drive to be left as free space.

The hardware requirements are the same as the recommended hardware requirements for the host operating system.

Deep Freeze is compatible with the Core Isolation feature of Windows.

Refer to https://www.faronics.com/core-isolation for more information.

Installing Deep Freeze

This chapter describes the installation process.

Topics

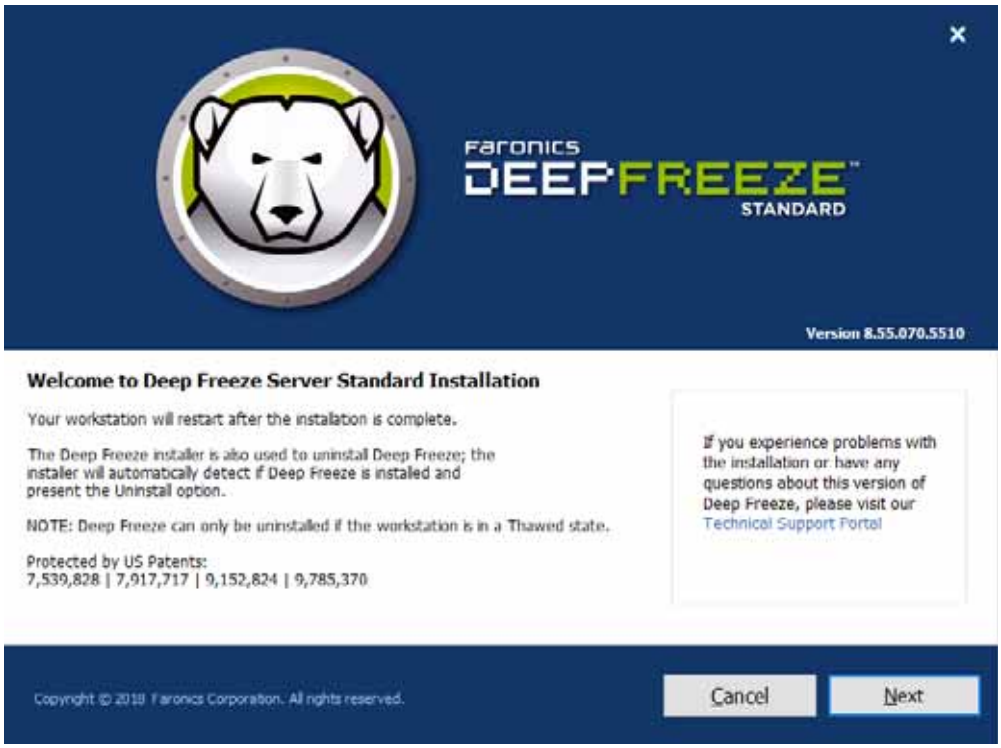
Attended Install or Uninstall
Silent Install or Uninstall
Silent Install or Uninstall using a Shortcut
Install Over Existing Deep Freeze Versions
Install Using Imaging

Attended Install or Uninstall

Attended Install

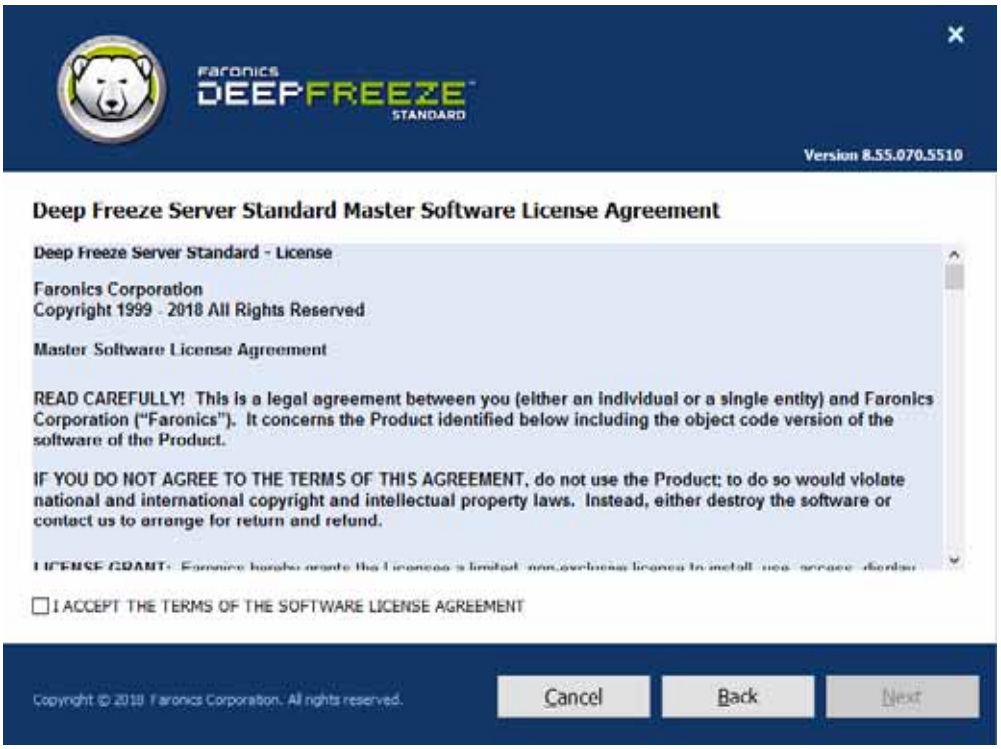
Complete the following steps to perform an attended install.

1. Double-click *DFStdServ.exe* to begin the installation process. The following screen appears:

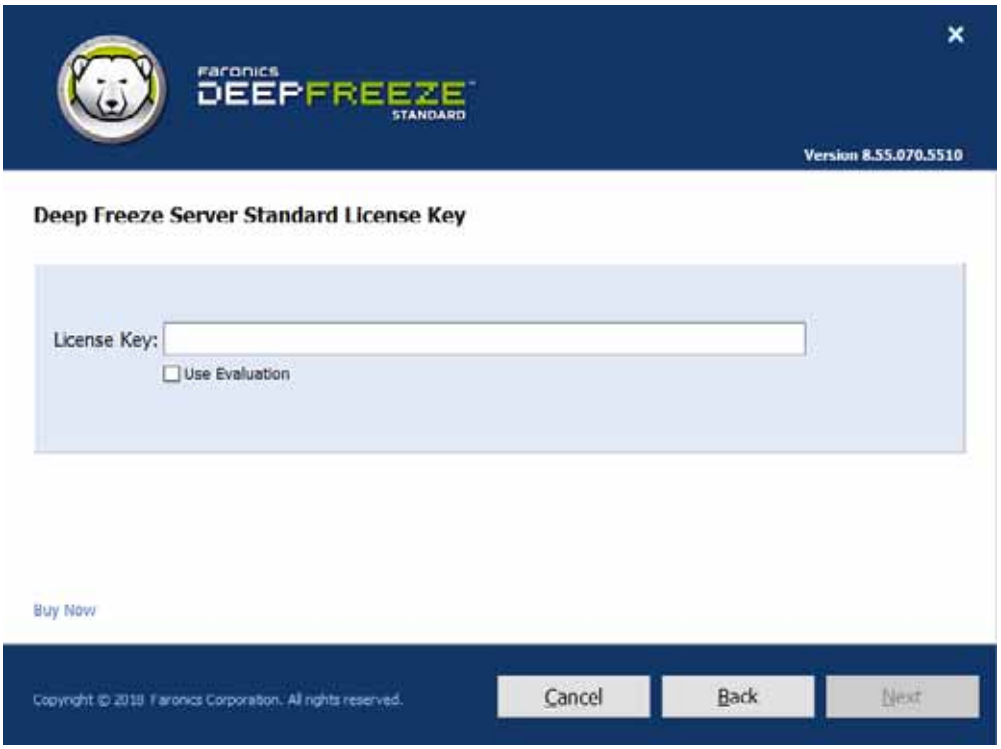


2. Click *Next*.

3. Click *I accept the terms of the Software License Agreement*. Click *Next*.

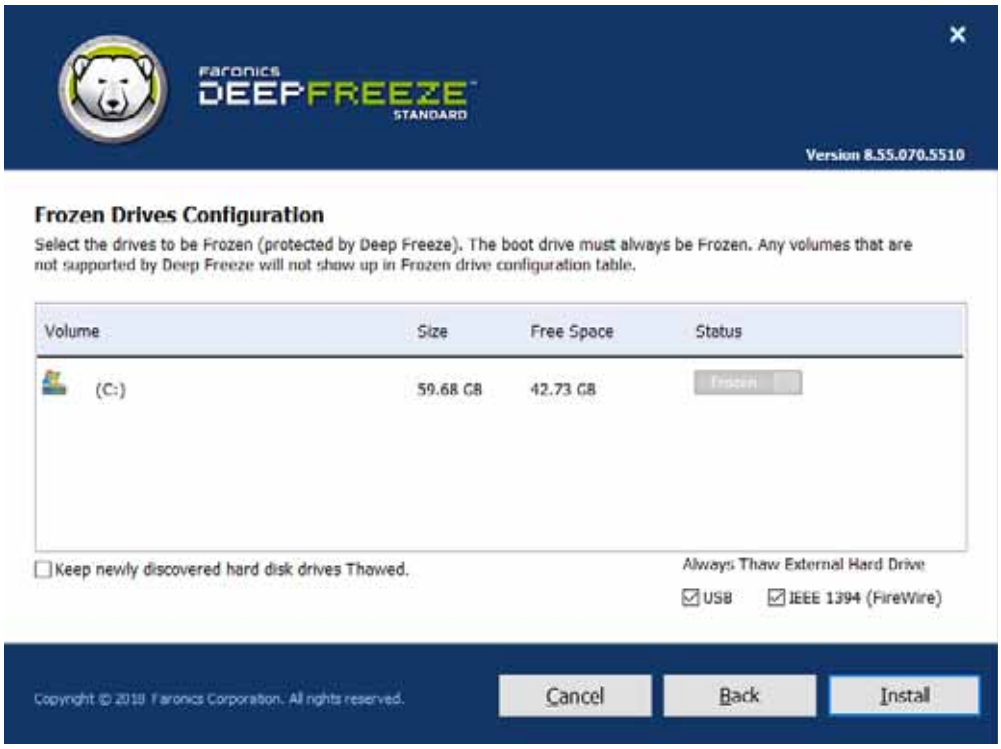


4. Enter the License Key or select the *Use Evaluation* check box to install Deep Freeze in Evaluation mode. The evaluation period ends 30 days after installation. Contact Faronics to purchase a License Key.



5. Click *Next*. Deep Freeze License is now activated.

6. Choose the drives to Freeze from the displayed list.



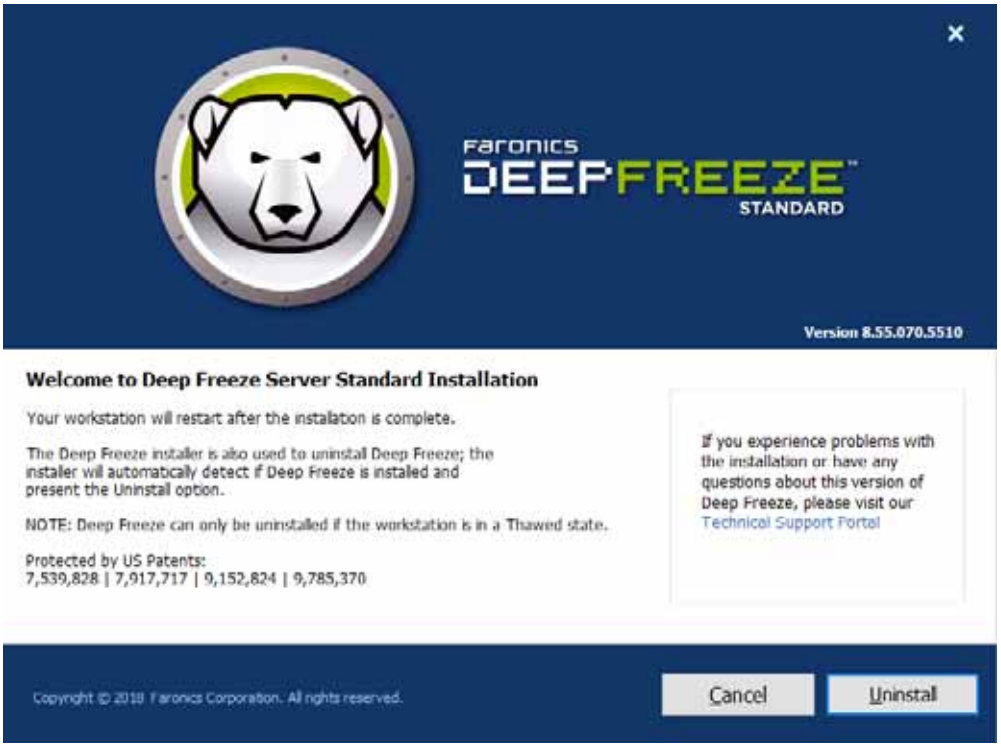
7. Click *Install* to begin the installation.

The computer restarts immediately after the installation is complete.

Attended Uninstall

Complete the following steps to perform an attended uninstall.

1. Double-click *DFStdServ.exe* to begin the uninstall process. The following screen appears:



2. Click *Uninstall*.

The computer restarts immediately after the uninstall is complete.

Silent Install or Uninstall

Deep Freeze can be rapidly installed on multiple computers over a network using the Silent Install feature. Deep Freeze can also be uninstalled in the same manner. Any deployment utility that allows execution of a command line on a remote computer can implement Silent Install or Uninstall. After the Silent Install or Uninstall is complete, the system restarts immediately.

The command line has the following options:

Syntax	Description
`[/Install]`	Install Deep Freeze using installation file
`[/Uninstall]`	Uninstall Deep Freeze
`[/PW=password]`	Set a password during installation
`[/AllowTimeChange]`	Allow system clock to be changed
`[/Freeze=C,D,...]`	Freeze only drives listed (Thaw all others)
`[/Thaw=C,D,...]`	Thaw only drives listed (Freeze all others)
`[/manageVM]`	Install Deep Freeze with *Manage Virtual Memory* enabled

Example Command Line:
`DFStdServ.exe /Install /Freeze=C /PW=password`

In the above example, only the C: drive is Frozen. Any other drives on the computer are Thawed. If the computer only has a C: drive, the [/Freeze] switch can be omitted. A password (password) is created. After executing the command, Deep Freeze installs and the computer restarts Frozen.

The Silent Install or Uninstall does not work without the [/Install] or [/Uninstall] switch.

Deep Freeze must be in a Thawed state before [/Uninstall] can be used.

The `[/manageVM]` switch is used to install Deep Freeze with the *Manage Virtual Memory* feature enabled. This feature is used in rare cases where hardware with limited RAM may experience performance issues.

With *Manage Virtual Memory* enabled, the page file size will be adjusted to match the RAM size. This may result in more hard drive space being allocated to the page file.

Silent Install or Uninstall using a Shortcut

Deep Freeze can be installed (or uninstalled) directly on a computer without having to use the installation dialog box by completing the following steps.

1. Locate the Deep Freeze installation file (DFStdServ.exe).
2. Right-click on the icon and choose *Create Shortcut*. Save the shortcut to the desktop.
3. Right-click on the shortcut and choose *Properties*.
4. Edit the path of the *Target* field by typing /install or /uninstall at the end of the path.

Example Shortcut Target:

```
E:\Deep Freeze Install File\DFStdServ.exe /install
```

Double-clicking the new shortcut results in the immediate installation or uninstallation of Deep Freeze, followed by a restart of the computer.

Deep Freeze must be in a Thawed state before /uninstall can be used.

Install Over Existing Deep Freeze Versions

All existing Deep Freeze versions must be uninstalled prior to performing any new Deep Freeze installation.

Install Using Imaging

Deep Freeze has been designed to work with all major imaging and desktop management software. Use either an Attended Install or the Silent Install to install Deep Freeze on a master image.

Deep Freeze must be prepared for deployment before finalizing a master image. To prepare the master image for deployment complete the following steps:

1. Restart the computer into a *Thawed* state.
2. Launch Deep Freeze using the keyboard shortcut CTRL+SHIFT+ALT+F6. Alternatively, press *SHIFT* and double-click the Deep Freeze icon in the System Tray.
3. Enter the password and click *OK*.
4. Click *Set Clone Flag* in the *Boot Control* tab.
5. The message *The flag has been set successfully. Do you want to reboot your computer now?* is displayed. Click *Yes* to reboot the computer immediately. Click *No* to reboot the computer later.

After imaging, the computers require an additional restart for Deep Freeze to correctly detect the changes in disk configuration. If the computers are imaged in an unattended mode, steps should be taken to ensure the computers are restarted to allow the configuration to update.

Using Deep Freeze

Topics

Deep Freeze Icons
Logon
Boot Control Tab
Password Tab
Permanent Software Installations, Changes, or Removals

Deep Freeze Icons

The Frozen or Thawed Deep Freeze icon appears in the System Tray after installation and indicates whether the computer is currently protected by Deep Freeze (Frozen) or unprotected (Thawed).

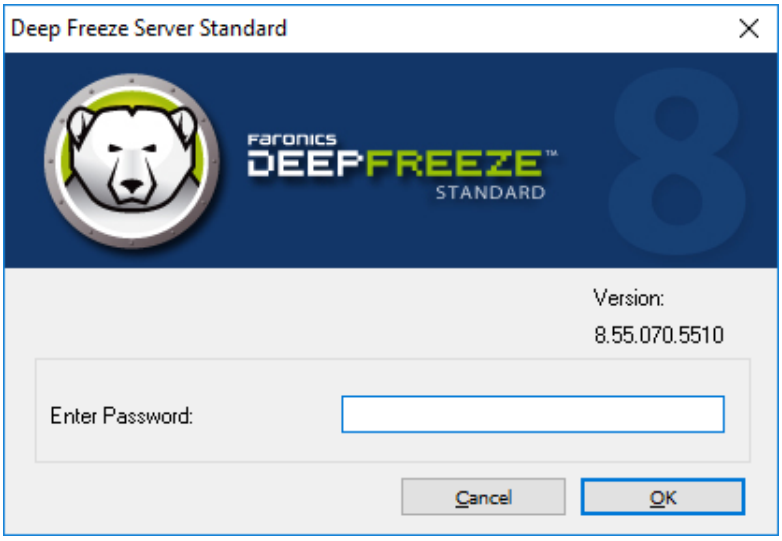
When the computer is Frozen, the following icon is displayed in the System Tray:

When the computer is Thawed, the following icon is displayed in the System Tray:

Logon

Complete the following steps to log on to Deep Freeze:

1. Press *SHIFT* and double-click the Deep Freeze icon in the System Tray. Alternatively, use the keyboard shortcut CTRL+SHIFT+ALT+F6. The following dialog is displayed.

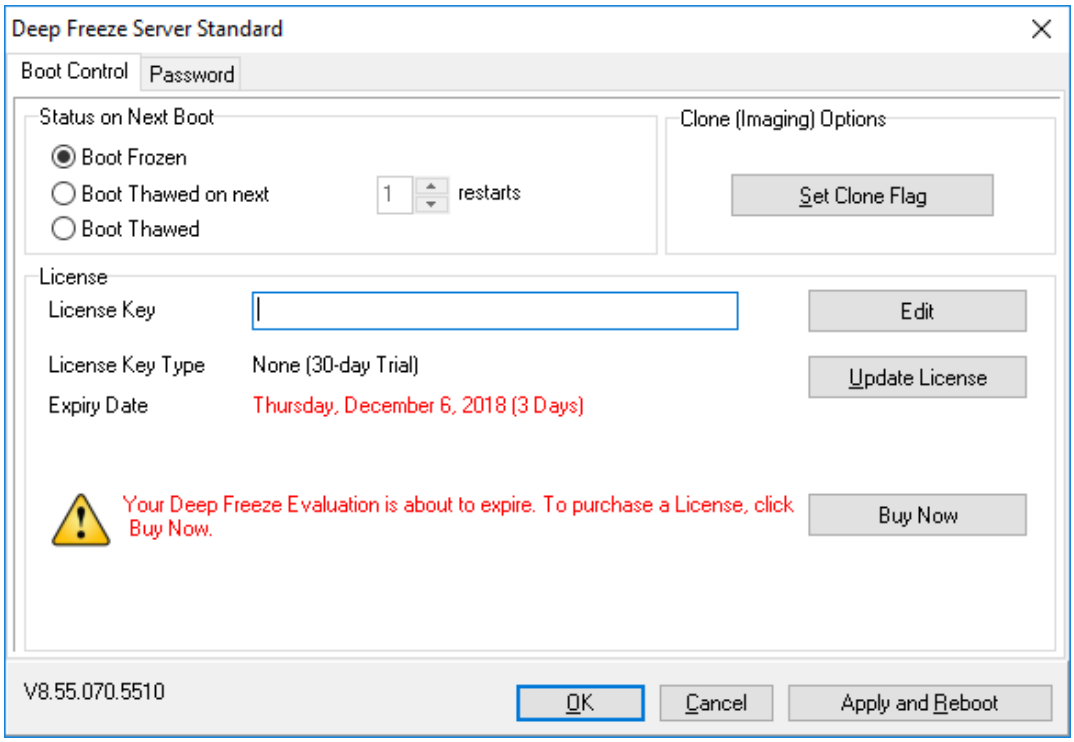


2. Enter the administrator password and click *OK* to log on to Deep Freeze. If no password has been set, leave the password field blank and click *OK*.

As an additional security feature, Deep Freeze prevents brute force attacks by automatically restarting the computer after 10 unsuccessful attempts.

Boot Control Tab

The Boot Control tab is used to set the mode Deep Freeze will be in after the next restart, set the flag for installing using imaging, and update the License Key.



Status on Next Boot

1. Choose one of the following options:
   > *Boot Frozen* to ensure the computer is Frozen the next time it is restarted.
   > *Boot Thawed on next* to ensure the computer is Thawed each time it is restarted for the next specified number of restarts.
   > *Boot Thawed* to ensure that the computer is Thawed each time it is restarted.
2. Click *OK* for the changes to take effect during the next restart. Click *Apply and Reboot* to apply the changes immediately and reboot the computer.

Clone [Imaging] Options

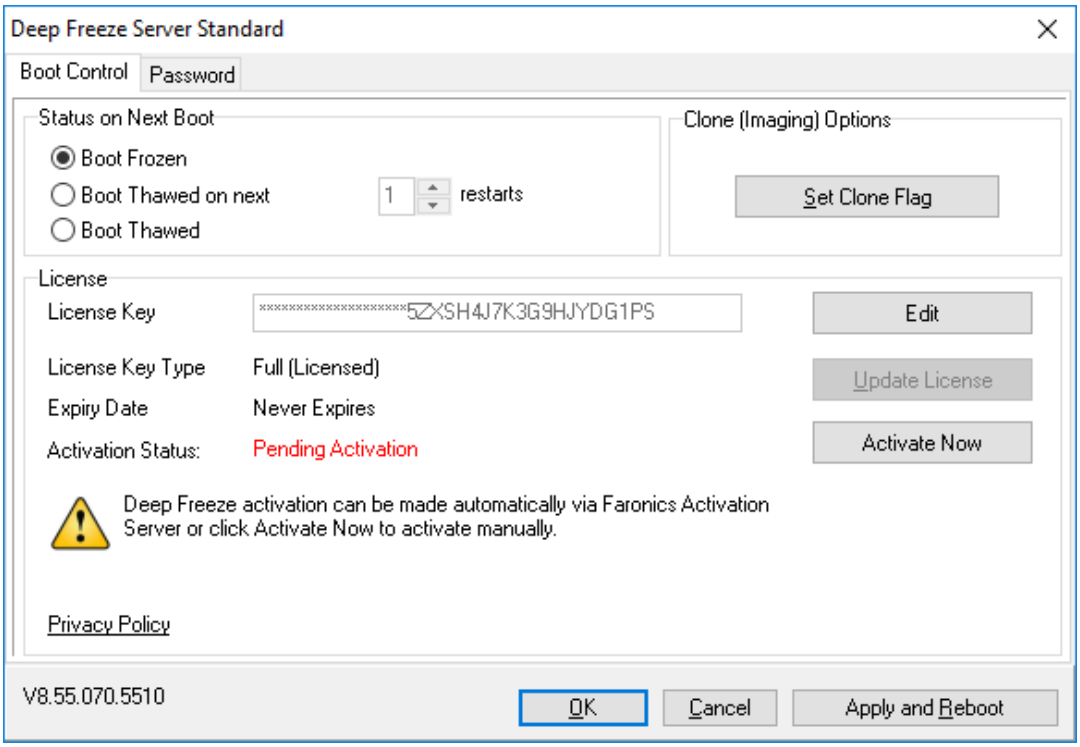
The *Clone [Imaging] Options* are used to prepare master images for the deployment process. For more information refer to the Install Using Imaging section.

License

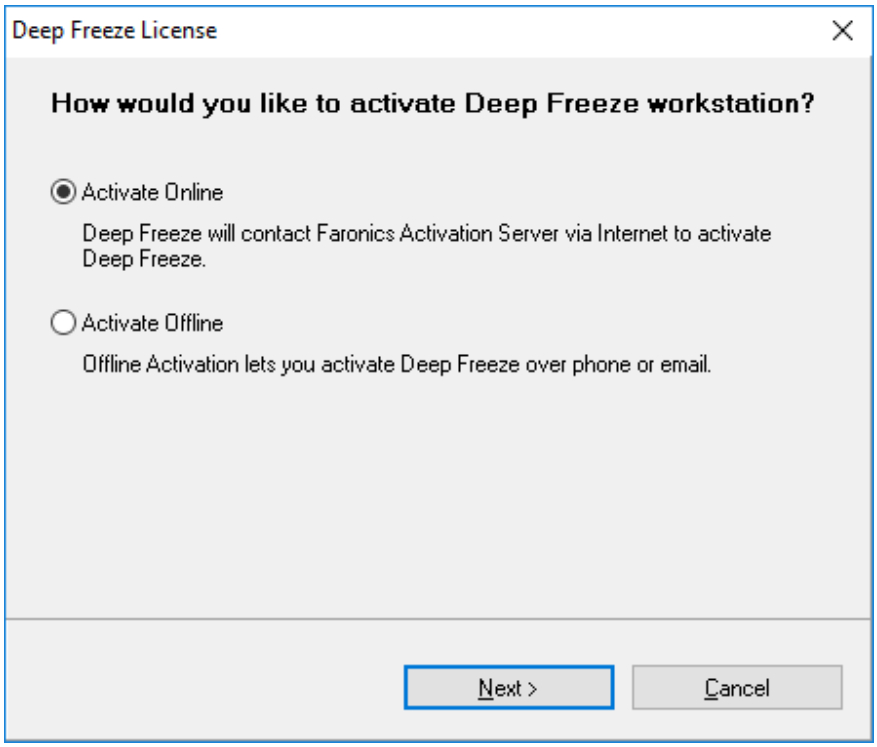
The Deep Freeze License must be activated within 30 days of installation failing which Deep Freeze will stop functioning. During activation, the Deep Freeze License is authenticated with Faronics.

1. To update the License Key, click *Edit* and enter the License Key in the *License Key* field.
2. Click *Update License*. This converts Deep Freeze from the *Evaluation* version to a *Licensed* version. The *License Key Type* field displays the *License Key*. The *Expiry Date* displays the date and time when the license expires.

The computer must be connected to the Internet to activate the license.



3. Click *Activate Now*. Two options are available.

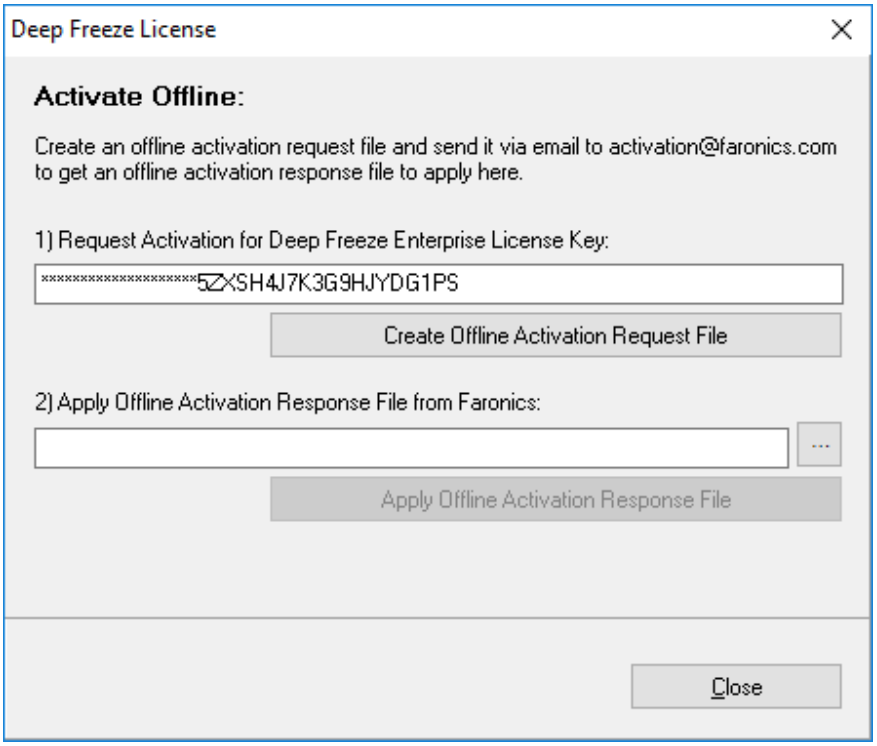


> Select *Activate Online* to activate Deep Freeze License online. Click *Next* after selecting this option. Deep Freeze is activated online on clicking *Next*.

The computer must be connected to the Internet to Activate Online.

> Select *Activate Offline* to activate Deep Freeze license by email or phone. Click *Next* after selecting this option. The *Activate Offline* screen is displayed.

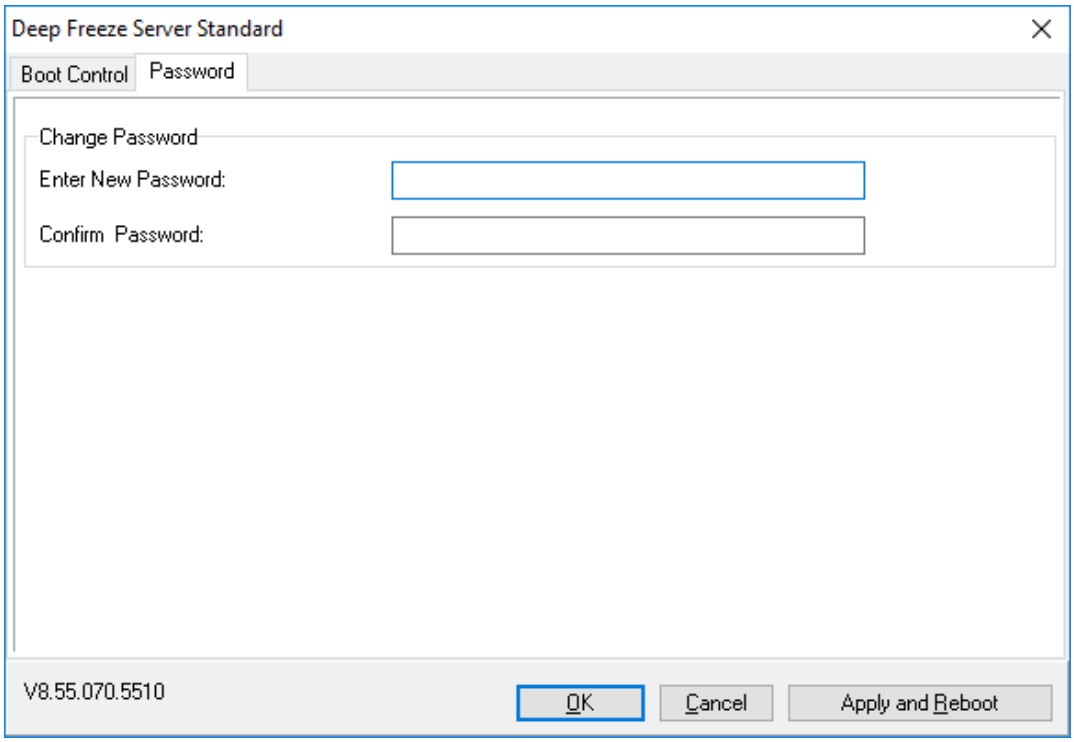
4. Click *Create Offline Activation Request File* to create a request file. Send the details to Faronics Activation Support via phone or email to receive an Activation Response File. Browse to select the Activation Response File received from Faronics.



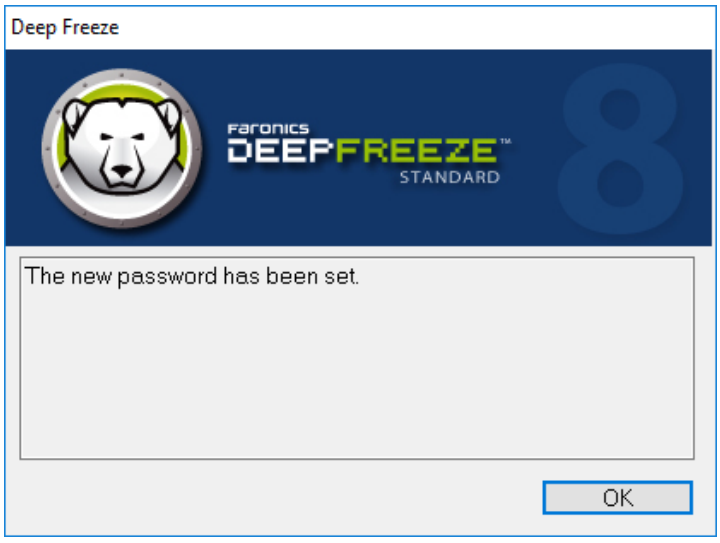
5. Click *Apply Offline Activation Response File*. Deep Freeze License is now activated.

Password Tab

The *Password* tab is used to set a new password or change the password that was used to log on to Deep Freeze.



1. Enter a new password, confirm the new password, and click *OK* to set the password.
2. The following message is displayed.



3. Click *OK*.

Permanent Software Installations, Changes, or Removals

Computers must be Thawed for any permanent changes to take effect. Installation of software often requires one or more restarts to complete the installation.

Deep Freeze helps administrators overcome challenges with maintaining the configuration of their computers in a production environment. Deep Freeze protects computers from unauthorized changes, viruses and malware, that can leave computers in a non-functional state. Deep Freeze also provides features to retain user data while protecting the computer.

For more information on how to implement Deep Freeze and ensure that the user data is retained, refer to *Deep Freeze - Retaining User Data available* at http://www.faronics.com/library.