



adaware
keep on connecting

adaware **privacy toolbox**

SOFTWARE MANUAL

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Install and Uninstall

This chapter will help you to install adaware software.

Install Using a CD

Insert the adaware installation CD into your optical drive (CD-ROM or DVD).

Choose "Install" from the menu.

Follow the instructions on the screen.

Enter your personal license information when prompted.

The application will start automatically as soon as the installation process has been completed.

Install Using a File

Double click on the installation file.

Follow the instructions on the screen.

The application will start automatically as soon as the installation process has been completed.

Enter your personal license information when prompted or activate later for a trial version.

Uninstall the Application

Open the Control Panel.

Choose "Add/Remove Programs".

Select the application you wish to remove.

Follow the instructions on the screen.

Activation

This chapter offers an overview of how to activate your product subscription.

What is the Subscription Center

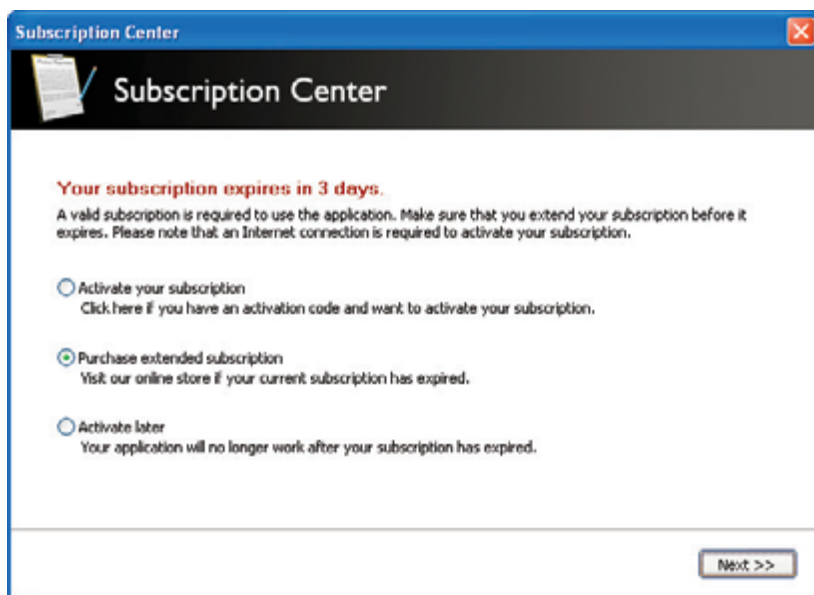
You will always need an active subscription in order to use the application. When you first install the application will be able to run the application for free during a “grace period”. When this evaluation period expires you will need to purchase an activation code. This code is used to activate your subscription. Use the Subscription button in the main window in order to handle your subscription.

Purchase and Activate your Subscription

Open the Subscription Center to purchase or activate your personal activation code.

When you have received your activation code simply enter it in the Subscription Center and enter your personal activation code. The code will automatically be validated against our server and your subscription will begin.

Important: Activating your subscription requires an Internet connection.



Re-activate an Existing Subscription

When your current subscription expires you will need to purchase an extended subscription. This can be done by using the Subscription Center. From here you will be able purchase additional time to your current subscription.

When you purchase additional time on your subscription, it will need to be re-activated against our server. Please use the Subscription Center in the program to do this. You will need to enter your new code into the program; therefore it is recommended that you enter your new code once your current license has expired so that you will not lose any time on your license.

Important: Re-activating your subscription also requires an Internet connection.

User Guide – File Shredder

This chapter offers a brief overview of the main functionality of File Shredder. Read below if you want to find out how to use the application in a safe and efficient manner.

About Digital Shredding

One aspect of computer security that is often overlooked is how information is stored on different storage media. Research has proven that it is dangerously easy to recover information that one thought to have deleted from hard disks. The only way to completely remove data from a hard drive is to overwrite that information with new data. Because physical destruction of a hard drive is relatively complicated and unsatisfactory, it is often preferred to use software to shred hard drive information by intentionally overwriting that data with other data so that the original data cannot be recovered.

Structure of the Hard Disk

The hard disk is the computer's primary storage medium. The disk surface is divided into concentric tracks. The thinner the tracks are, the more storage. The tracks are further divided into sectors. In order to update the disk, one or more sectors are read into the computer, changed and written back to the disk. The operating system figures out how to fit data into these fixed spaces. The File Allocation Table, a part of the DOS, Windows and OS/2 file system, keeps track of where data is stored on the disk. The directory list, which contains the file name, extension, date, etc., points to the FAT entry where the file starts.

File Shredder supports the following algorithms:

- HMG Infosec Standard 5, The Baseline Standard (1 pass)
- HMG Infosec Standard 5, The Enhanced Standard (3 passes)
- Peter Gutmann's algorithm (35 passes)
- U.S.Department of Defense Sanitizing (DOD 5220.22-M) (3 passes)
- Bruce Schneier's algorithm (7 passes)
- Navy Staff Office Publication for RLL (3 passes)
- The National Computer Security Center (4 passes)
- Air Force System Security Instruction 5020 (4 passes)
- US Army AR380-19 (3 passes)
- German Standard VSITR (7 passes)
- OPNAVINST 5239.1A (3 passes)
- National Security Agency (3 passes)
- U.S.Department of Defense Sanitizing (DoD 5220.22-M ECE) (7 passes)

How to Shred Data

One method of removing data from your hard drive is by using the built in features of the operating system, e.g. emptying the recycle bin or using DEL in the terminal. Unfortunately, this will only affect the File Allocation Table (FAT). That means that the information is still stored on the hard disk and it is therefore possible to recover that information.

By intentionally overwriting data on your hard disk with new data, it is possible to prevent the original data from being recovered. The number of times and byte patterns that should be used for overwriting the original data are determined by different algorithms. The simplest algorithms only use one pass, while some of the most advanced overwrite the data up to 35 times (i.e. Peter Gutmann's algorithm). The byte patterns that are used by the algorithms are both random and determined, which ensures an even higher level of security.

Levels of Information

There are a number of different levels of information stored on your hard disk. These include:

Regular Files - Information contained in the file system. This includes file names, file attributes, and file contents.

Deleted Files - When a file is deleted from a file system, the operating system does not overwrite the blocks on the hard disk that the file is written on. Instead, they simply remove the file's reference from the File Allocation Table.

System Files - Temporary files, including print spooler files, browser cache files and files for "helper" applications. Most users either expect the system to automatically delete this data or are not even aware that they exist.

"Free Space" - Includes information in slack space, backing store for virtual memory, and old data that has been partially overwritten.

Real-life Example

Two graduate students from Massachusetts Institute of Technology have exposed a treasure trove of personal and corporate information on used disk drives: They bought 158 disk drives for \$1,000 on the Web and at swap meets. Scavenging through the drives, they found more than 5,000 credit card numbers, medical reports, and detailed personal and corporate financial information. The information was either freely readable or could be read with data recovery software that is commercially available for about \$150.

Source: "Remembrance of Data Passed: A Study of Disk Sanitization Practices", Massachusetts Institute of Technology, IEEE 2003.

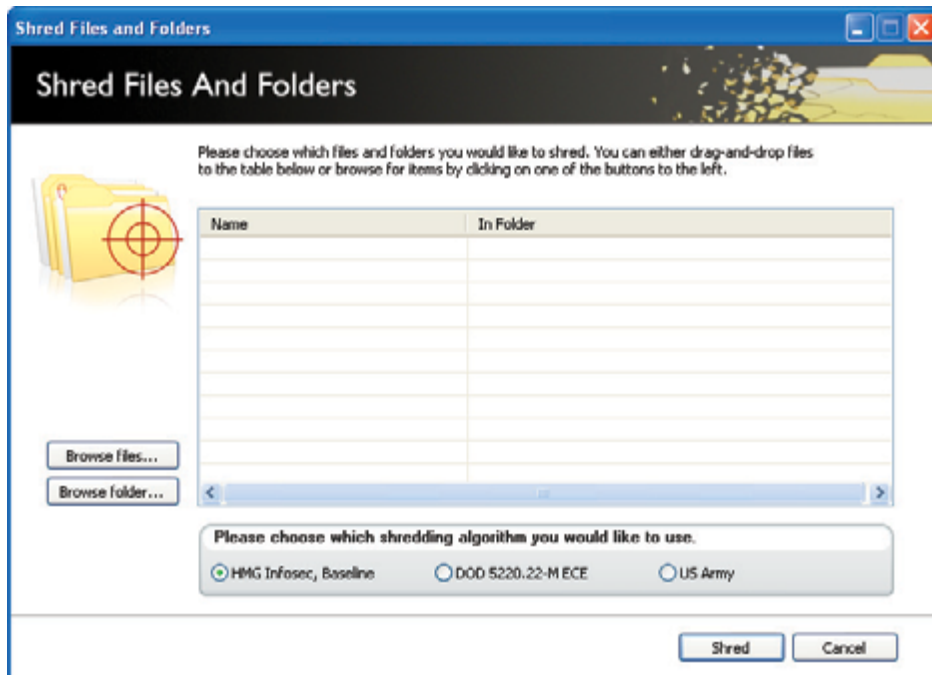
Main Shredding Menu

This is the main menu of the application and the user interface. There are other ways to interact with the application but this is where you will spend most of your time. The buttons on the left represent the different program functions. Each one is described in detail on the following pages.



Shred Files and Folders

Click on the “Files and Folders” - button to display the desired function window (see below). In order to shred individual files and folders, you can simply drag and drop them into the window and they will be automatically added or you can use the Browse-buttons on your left to add objects to the list.



The different algorithms available in the shortcut menus are listed in order of speed. Left is the fastest and right is the most secure. The middle alternative is the algorithm you have selected in the settings menu.

You can easily change the default shredding algorithms. Simply go to Settings in the main menu and select the shredding algorithm of your choice.

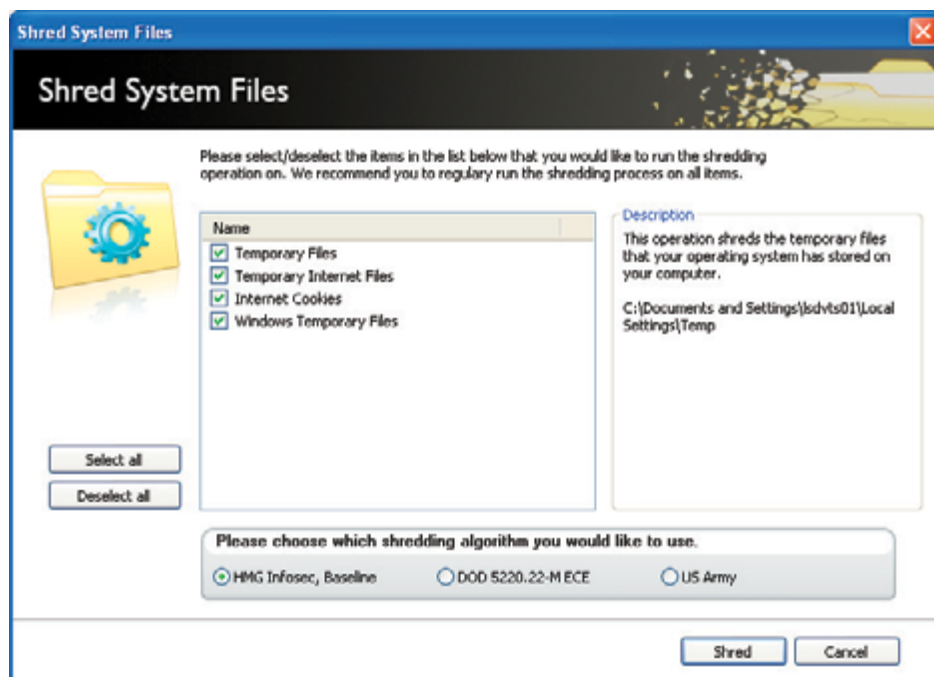
Shred the Recycle Bin

Simply click on the button to shred the content of your recycle bin. You will be prompted to confirm the operation after you have reviewed it's content.

Shred System Files

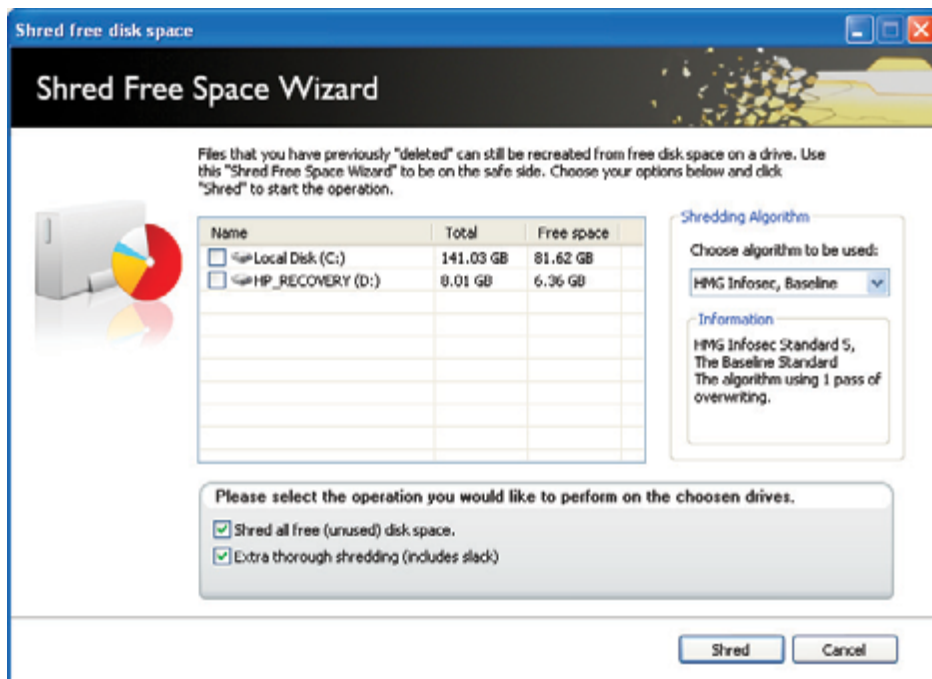
Simply click on the button to shred your temporary files and your temporary Internet files. This operation will shred unused files in the selected temporary directories.

The location of the system files differs depending on the version of Windows you are using. For example: in an English version of Windows XP, the default directory for the temporary folders are "C:\Documents and Settings\<your name>\Local Settings\Temp".



Shred Free Space Wizard

This guide is used for shredding all your available free hard disk space. This should be done regularly in order to maintain the confidentiality of your information.



Add the hard disks that you want by selecting them with the box to the left. The amount of free space gives an indication of how long the process will take. The different shredding algorithms are available on your right. For increased security, select an algorithm that uses multiple overwriting passes. However, be careful as this will greatly increase the time of the operation.

“Shred all free (unused) disk space”

This option will create a temporary folder on your selected drive and fill it with a number of large files until there is no more space left on the disk. The application will then continue to shred the files using the selected algorithm. Please note that Windows might warn you that you are running out of available disk space. It is safe to ignore this warning since the disk space will be made available once the shredding is done.

“Extra thorough shredding (includes slack)”

A cluster is a small part of the hard disk – usually only a few kilobytes in size. Each file is distributed over a number of clusters depending on its size. Even if the actual data being stored requires less storage than the cluster size, an entire cluster is reserved for the file. The unused space in a cluster is called the slack space. It is sometimes useful to shred the slack space since there might be a lot of sensitive information stored there.

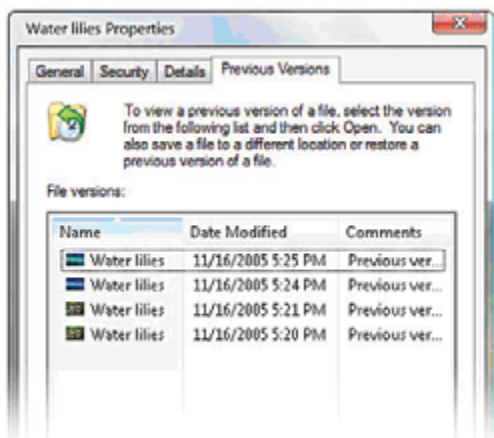
You also have to select if you want to shred all free disk space and the slack space of your hard disks. Shredding the slack will take a long time to complete but is recommended for increased protection.

Previous Versions

Windows Vista introduced a new functionality entitled “Previous Versions” which will have an impact on your privacy and data. This feature is not available in Windows XP or 2000. This section is only relevant to those who are using or are considering using Windows Vista.

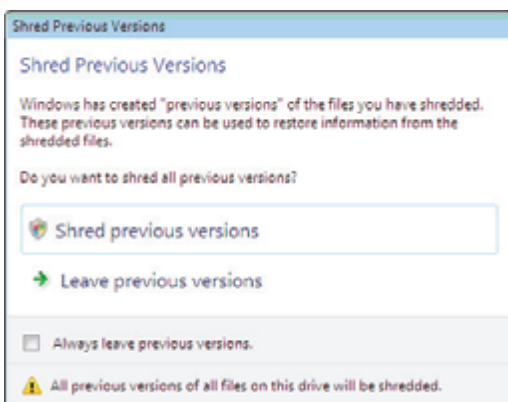
What are Previous Versions

Windows Vista includes a useful innovation to help you protect your data: Previous Versions. This feature automatically creates point-in-time copies of files as you work, so you can quickly and easily retrieve versions of a document you may have accidentally deleted. This feature is a potential security risk as sensitive files can be recreated – even if they have been shredded.



How to Shred Previous Versions

When you shred files and folders or the recycle bin, a dialog will be displayed after they have been shredded. This dialog asks you if you also wish to shred previous versions of the selected files. This is an operation that requires you to elevate your privileges using the User Account Control. Enter your password of an administrative account and wait while the previous versions are being shredded. You can verify that the files have been removed by right clicking on a drive in Windows and selecting “Restore previous versions”.



Disable Dialog

This dialog can be disabled by selecting the option “Always leave previous versions”. This can also be modified in the Settings dialog. Since shredding previous version requires elevated privileges, you will always receive this prompt if you have not disabled the feature. This is the reason why it is not possible to always shred previous versions automatically.

User Guide – Digital Lock

This chapter offers a brief overview of the main functionality of Digital Lock. Read below if you want to find out how to use the application in a safe and efficient manner.

About Digital Encryption

Encryption is the cryptographic transformation of data (called “plaintext”) into a form (called “ciphertext”) that conceals the data’s original meaning to prevent it from being known or used. If the transformation is reversible, the corresponding reversal process is called “decryption”, which is a transformation that restores encrypted data to its original state. A cryptographic algorithm, also called a cipher, is a mathematical function used for encryption or decryption.

With most modern cryptography, the ability to keep encrypted information secret is based not on the cryptographic algorithm, but the key that must be used with the algorithm to encrypt or decrypt the information. Decryption with the correct key is simple. Decryption without the correct key is very difficult, and in some cases impossible for all practical purposes. Encryption strength is often described in terms of the size of the keys used to perform the encryption: in general, longer keys provide stronger encryption. Key length is measured in bits. For example, the adaware algorithm uses key lengths of 480 bits.

Good password practices:

When creating a password...

- Use longer passwords (at least seven characters)
- Include upper and lower case letters, numerals, and symbols
- Use at least one symbol character in the second through sixth position
- Use at least four different characters (don’t repeat the same characters)
- Try to use random numbers and letters
- Do not use adjacent keys on your keyboard (e.g. “qwerty”)
- Do not use consecutive letters or numbers (e.g. “234567”)
- Do not use a real word in any language
- Do not use all or part of your login name

When using it...

- Always keep your password secret
- Never write it down
- Use different passwords for different web sites
- Disable the “remember my password” features on the web
- Periodically change your passwords at least every six months

Symmetric Encryption

In symmetric-key encryption, a private key is an encryption/decryption key known only to the party or parties that exchange secret messages. Implementations of symmetric-key encryption can be highly efficient, avoiding any significant time delay as a result of the encryption and decryption. Symmetric-key encryption also provides a degree of authentication, since information encrypted with one symmetric key cannot be decrypted with any other symmetric key. Symmetric-key encryption is effective only if the symmetric key is kept secret by the two parties involved. If anyone else discovers the key, it affects both confidentiality and authentication.

Asymmetric Key Encryption

Asymmetric encryption (also called “public key encryption”) involves a pair of keys - a public key and a private key - associated with an entity that needs to authenticate its identity electronically or to sign or encrypt data. Each public key is published, and the corresponding private key is kept secret. Data encrypted with your public key can be decrypted only with your private key.

TIP: You can also create platform independent encrypted files that can be opened on any platform. All the recipient will need is a browser and the correct password to unlock the encrypted information.

“Security is a chain; it’s as strong as the weakest link. Mathematical cryptography /.../
is the strongest link in most security chains. The computer security, the network security,
the people security - these are all much worse”
Bruce Schneier

Main Encryption Menu

This is the main menu of the application and the user interface. There are other ways to interact with the application but this is where you will spend most of your time. The buttons on the left represent the different program functions. Each one is described in detail below.



Main Encryption Menu

This is the main menu of the application and the user interface. There are other ways to interact with the application but this is where you will spend most of your time. The buttons on the left represent the different program functions. Each one is described in detail below.



Encrypt Files and Folders

Click on the "Encryption"-button to display a new window (see below). In order to encrypt files and folders, simply drag and drop them to the window and they will be automatically added. You can also use the Browse-buttons on your right to add objects to the list. Remember to choose what you wish to do with original files. You can choose to leave the files, delete the files or shred the files. Please be advised that you will not be able to recover any shredded files.



Decrypt Files and Folders

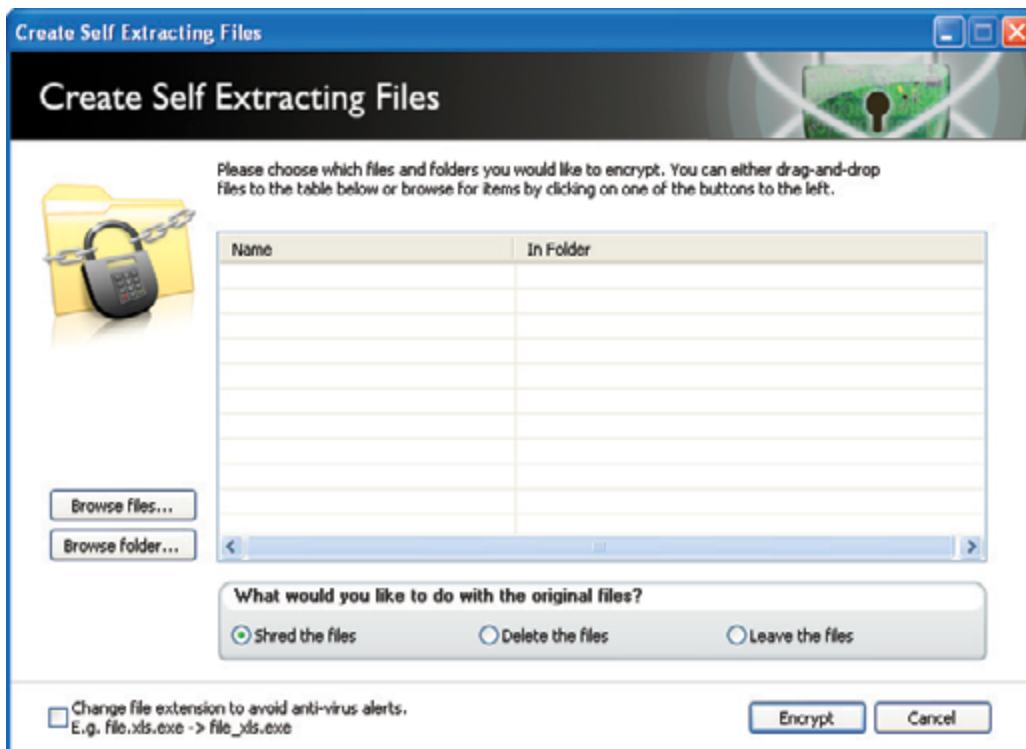
Click on the “Decryption”-button to display a new window (similar to the Encryption window above). In order to decrypt files and folders, simply drag and drop them to the window and they will be automatically added. You can also use the Browse-buttons on your left to add objects to the list. Remember to choose what you wish to do with original files. You can choose to leave the files, delete the files or shred the files. Please be advised that you will not be able to recover any shredded files.

You can always decrypt adaware encrypted files (*.safe) on computers that doesn't have the software installed. Simply download our free encryption reader - all you need is the correct password to unlock the files. Visit our homepage to download this free reader application.



Create Self Extracting Files

If you wish to be able to protect your files without being restricted to Digital Lock, you can create self extracting files. The files you encrypt will be protected by the password of your choice and then turned into executable files. These files can then be decrypted without requiring a software installation.



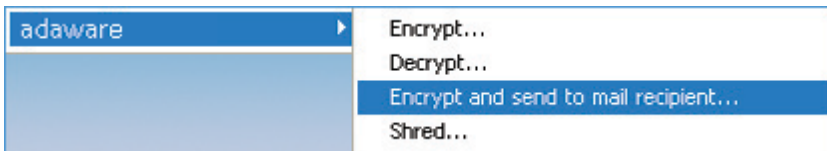
How to Create a Secure E-Mail

adaware Secure E-mail is a portable document encryption component included in Digital Lock. The component includes functionality for creating encrypted documents to any recipient, independent of the recipient's platform.

adaware Secure E-mail includes functionality for converting a file into an HTML document with the original file embedded in cipher text. The embedded file is secured with strong encryption using a secret password. The HTML document can be opened and viewed in any web browser (such as Microsoft Internet Explorer, Mozilla Firefox, and Apple Safari). This is achieved by having the HTML document reference a Java applet that can decrypt the cipher text and open/save the original file to a desired location. The benefit of this functionality is to secure sensitive information being sent through an open network, either internal or external, with a bare minimum of requirements of the recipient side. In order to access the encrypted files the user only needs the correct password, a web browser and a Java engine installed.

How to create a secure e-mail:

Select the files you wish to encrypt by selecting a file in Windows Explorer. Right click on the file and select the "adaware" menu. In the sub-menu select the option "Encrypt and send to mail recipient..."



A new dialog will open where you will be prompted to enter a password. Select the default option "Platform Independent Encrypted File (.html)". You can also select one of the other options if you prefer a different encryption format.

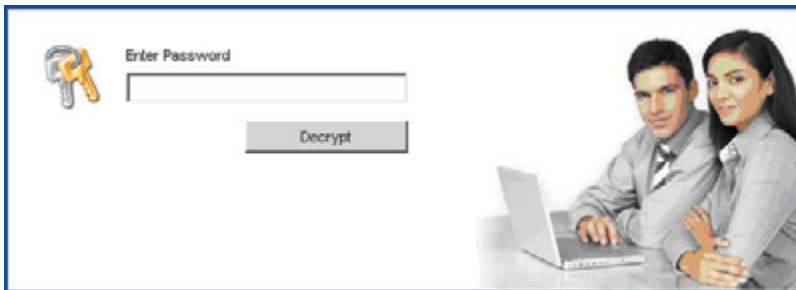


Select the option "Place the file in a compressed folder (.zip)" if you wish to decrease the size of the files to send.

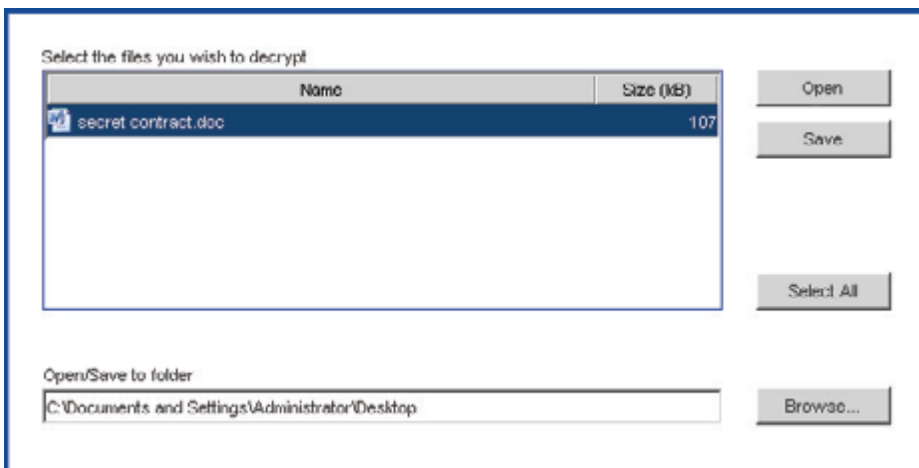
When you click "OK" an e-mail will automatically be created, complete with information on how to open the attached encrypted file.

How to Open a Secure E-mail

When you receive a adaware Secure E-mail, follow these instructions to decrypt the file(s). Open the attached file by double-clicking on it. This will open the file in your default browser (e.g. Internet Explorer). Make sure you allow all security warnings to be displayed in order to be able to decrypt the file. If Java is not installed, you will be prompted to install it. You will not be able to decrypt the attachment without Java. Enter the password the recipient has communicated to you and press the button "Decrypt".



When you enter the correct password a list of the encrypted files will be displayed. Select the files you wish to open or save. The path displayed in the dialog will be used when opening the file. If you prefer a different path click on the "Browse..." button to select a different path.



Recipient Requirements

These are the requirements for opening a secure e-mail:

- Web browser (i.e. Microsoft Internet Explorer, Mozilla Firefox, Opera, Netscape and Apple Safari)
- Java Runtime Environment 1.5.0 (if this requirement is not fulfilled, the necessary components will automatically be installed/updated after acceptance.)
- The correct password (required for decryption)
- An Internet connection

The functionality has been tested on Microsoft Windows, Apple Mac OS X, Red Hat Linux, Ubuntu Linux, Solaris. Any platform compatible with Java Runtime Environment 1.5 should be able to decrypt a secure e-mail.

Troubleshooting

If you are having problems decrypting a secure e-mail please make sure that...

- Your browser allows Java Components and that Java is enabled.
- You are connected to the Internet.
- The website www.adaware.com is available.
- You grant privileges when requested.

Please make sure that the above points are ok, and then try again.

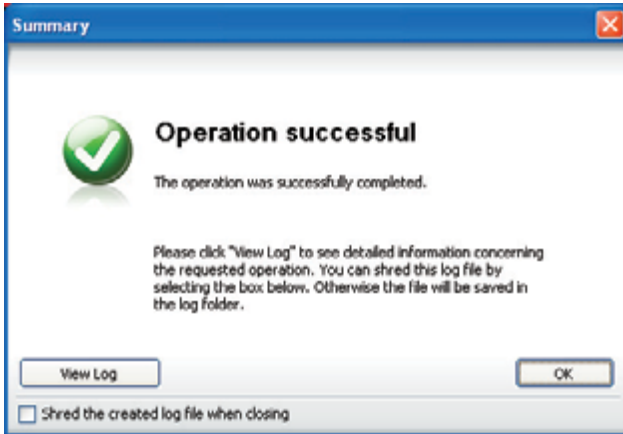
Contact the adaware Support Center at www.adaware.com if the above suggestions do not work.

Miscellaneous

This chapter offers some insight on various features in your adaware software.

Log Files

When the operation has finished, a summary window will be displayed with the result of the operation. Please read the text for a description of the summary.



If you want to inspect your operation you can click on the “View Log File”-button. This will open your default browser with detailed information about your shredding. The log files are automatically saved in the application directory. If you want to access your files there is a shortcut available in the Settings dialog and in the Start Menu’s program directory.

Settings

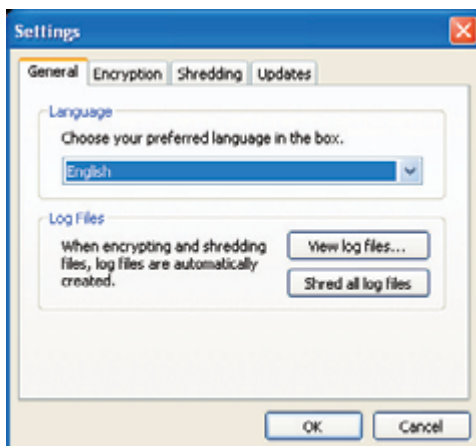
Use the Settings menu to change different aspects of the user interface. The different options include:

GENERAL – Provides options for changing languages and other miscellaneous settings. Also helps you to handle your log files.

FILE SHREDDING – Provides the option to change the default shredding algorithm and also contains brief information about them. Not available in Digital Lock.

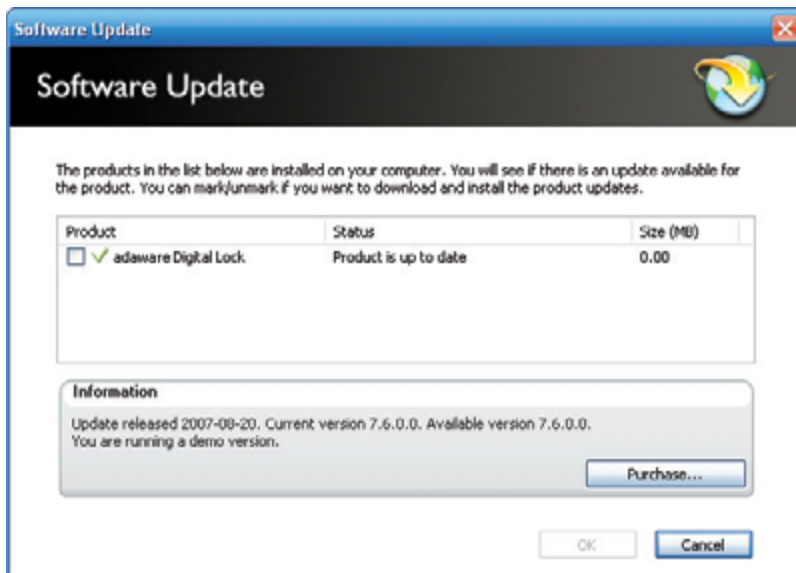
FILE ENCRYPTION – Provides the option to change the default encryption algorithm and also contains brief information about them. Not available in File Shredder.

UPDATES – Used for enabling and disabling automatic updates. Also lets you set the periodicity.



Software Updates

Make sure that you always have the latest version of the software you are using. Use the update feature in the main menu to download the latest version of our software. This can also be done automatically using the Settings menu.



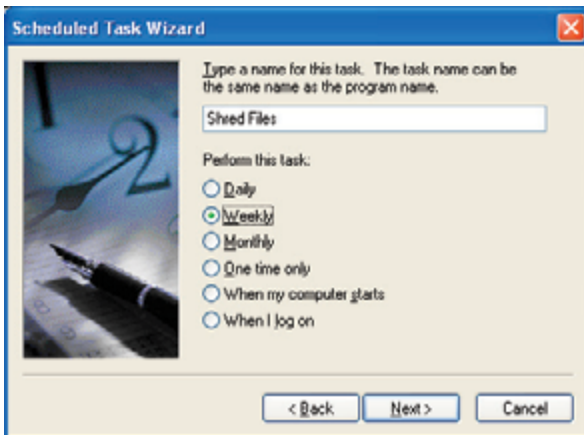
Schedule Operations

This software supports scheduling operations at regular intervals. This chapter offers some advice on how to schedule operations.

Schedule Tasks in Microsoft Windows

You can add a scheduled task in Microsoft Windows by opening the “Control Panel” and select “Schedule Tasks”. Open “Add Scheduled Task”. A guide will open. When you are requested to select an application. Select the appropriate adaware product in the program list. You can also browse to the correct application that is located in the adaware application directory (e.g. C:\Program files\adaware\).

Executables might be “LSFileShredder.exe”, “LSDigitalLock.exe” or “LSPrivacyToolbox.exe”

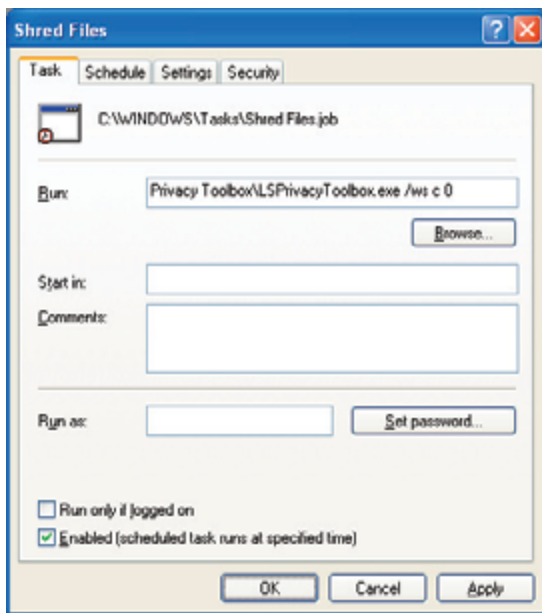


Continue through the guide and select time, date and frequency of the operation you wish to perform. You can also select the user that should run the operation. Before you finish the guide, make sure that you have selected “Open advanced properties when I click Finish”.

See the picture below.



The advanced properties window will open when you are finished. Go to the textfield “Run:” and enter the appropriate command after the quotation mark. This is an example of how the text in the “Run:” field could look like:



E.g. "C:\Program files\<Application directory>\LSFileShredder.exe" /ws c 0
The available commands are listed below.

Available Commands

Use the following parameters to achieve the desired operation. The parameters should be passed on to the operation according to the example above. Some operations require you to enter an algorithm – the list of available numerical representations are listed in the last table. Parameters listed in brackets “[]” are optional and not required for the operation.

Silent Encrypt Files and Folders (without the GUI). No log will be generated.	
Command	<code>/es /p:PASSWORD files</code>
Flags	
PASSWORD	Specifies the password to use for encryption. Insert the password after the colon. E.g. /p: qwer1234
files	One or more files to be encrypted.

Silent Shred Temporary Internet Files (without the GUI).	
Command	<code>/stifs algorithm [stifs]</code>
Flags	
algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
stifs	[optional] Run Shred Temporary Files after completing the Shred Temporary Internet Files operation.

Silent Shred Temporary Files (without the GUI).	
Command	<code>/stfs algorithm [stifs]</code>
Flags	
algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
stifs	[optional] Run Shred Temporary Internet Files after completing the Shred Temporary Files operation.

Silent Shred Recycle Bin (without the GUI). Log is created.	
Command	<code>/rs</code>

Silent Shred Free Disk Space (without the GUI).	
Command	<code>/ws drive algorithm [wfs]</code>
Flags	
drive	Defines one or more drives to run the operation on. I.e. “iok” should perform the operation on drive I; then O; and last K.
algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
wfs	[optional] Run Shred File Slack operation with the same parameters after completion of Shred Free Disk space.

Silent Shred Free Disk Space (without the GUI).

Command	<code>/ws drive algorithm [wfs]</code>
---------	--

Flags

drive	Defines one or more drives to run the operation on. I.e. "iok" should perform the operation on drive I: then O: and last K:.
algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
wfs	[optional] Run Shred File Slack operation with the same parameters after completion of Shred Free Disk space.

Silent Shred File Slack (without the GUI).

Command	<code>/wfs drive algorithm [ws]</code>
---------	--

Flags

drive	Defines one or more drives to run the operation on. I.e. "iok" should perform the operation on drive I: then O: and last K:.
algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
ws	[optional] Run Shred Free Disk Space operation with the same parameters after completion of Shred File Slack.

Silent Shred files or folders (without the GUI).

Command	<code>/ss algorithm file [file...]</code>
---------	---

Flags

algorithm	Specifies the algorithm to run. The value must be from 0-10. See below.
file	Specifies the file or folder to shred. Folders are shredded recursively. More files can be specified, separated by space. The whole path should be specified, ie c:\temp.txt

Shredding Algorithms (as used above)

0	HMG Infosec, Baseline
1	HMG Infosec, Enhanced
2	Peter Guttmann's Algorithm
3	U.S Department of Defense
4	Bruce Schneier's Algorithm
5	Navy Staff Office Publ.
6	NCS Center
7	Air Force System Security
8	US Army
9	German Standard VSITR
10	OPNAVINST
11	NSA 130-1
12	DoD 5220.22-M ECE

Examples

This operation will shred free disk space on C:\ with the HMG Infosec, Baseline algorithm:

```
LSFileShredder.exe /ws c O
```

This operation will shred the recycle bin with the default algorithm:

```
LSFileShredder.exe /rs
```

This operation will shred temporary system files and Internet files with OPNAVINST:

```
LSFileShredder.exe /stifs 8 stfs
```

Frequently Asked Questions

This chapter offers advice on known problems and frequently asked questions with adaware software. Please note that this is a compilation of our various security solutions. All of the below might not apply to the software that is currently installed on your computer.

Why do I receive an error while shredding empty folders?

An application error causes the shredding of an empty folder to fail. Shredding a single empty folder will give an “Operation Failed” result. The cause of this is that empty folders does not include any information to shred and this error is therefore safe to ignore.

Why does shredding system files not remove all the selected files?

Windows and many open applications are constantly using various temporary files. Since these files are in use, they cannot be modified by other applications. As a result, the operation “Shred System Files” will usually generate the result “Operation completed with errors”. If you wish to remove more files, simply restart your computer and try again. The operation “Shred Free Space” can also be used to ensure that there is a bare minimum of sensitive temporary files on your system.

Why does it take a long time to start a shredding of the Recycle Bin?

When you select the Recycle Bin Shredder this operation might take a while to complete depending on your configuration. This is usually caused by an unusually large amount of files in the root of the recycle bin. In order for File Shredder to be able to list the paths of the files to be shredded, a lot of processing power is required. In older systems, this can sometimes cause a delay of several minutes before the application can be used again. If this occurs, please make sure that you empty or shred the content of your recycle bin regularly to avoid this problem in the future.

What is the Subscription Center?

The Subscription Center is used to keep track of your software subscription and also helps you to keep your software up-to-date. You will always need an active subscription in order to use the application. When you first install the application will be able to run the application for free during a “grace period”. When this evaluation period expires you will need to purchase an activation code. This code is used to activate your subscription. This subscription feature is becoming standard for most security products and helps to ensures that you are using the latest version of your security software.

How can I activate my software subscription without an Internet connection?

Please contact us for more information on how to activate your software subscription if you do not have access to an Internet connection.

Why aren't my encrypted files received correctly when I send them?

It is likely that the receiver is using some sort of e-mail filtering software which removes the encrypted files attached in the e-mail. This software can be either installed locally or on the e-mail server. One reason can be that the filtering software does not recognize the file format since it is encrypted and therefore removes the file. Try to use different encryption formats the circumvent this problem. You can also try to send the encrypted file inside a compressed folder (.zip).

Why am I having difficulties opening a adaware Secure E-mail with Internet Explorer 7?

Microsoft has included new security features in Internet Explorer 7 that makes it difficult to run active content like to Java Applet used to decrypt adaware Secure E-mails. This can be solved by modifying the security settings of Internet Explorer 7. Contact your local administrator to change the appropriate settings. You can also use an alternative browser – like Firefox or Internet Explorer 6 or older to open the secure e-mail.

What is the folder “C:\SITShred” and why is it full of files?

You are currently running an operation for shredding free disk space. This operation creates a temporary folder on each selected drive and fills it with large files until there is no more space left on the disk. This folder can also be present if the operation has terminated unexpectedly. If this folder is present without the adaware application running it will automatically be removed the next time you start your application.

Why am I running out of this space when I try to shred free disk space?

This is Windows' reaction when the operation is shredding the empty disk space. It is safe to ignore this warning since the disk space will be made available continuously until the shredding is done.

Contact and Support

For support inquiries, please contact our customer support via the Support Center:

www.adaware.com/support/