



ESOTERA
Secure Storage Solutions

dataSentinel User Manual

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Section 1

Introduction

Welcome to the future of Internet file storage. Your dataSentinel client will allow you to store as much data as you wish, permanently and securely, across the Esotera suite of file servers. This User's Manual will describe how to use your dataSentinel client to maximum advantage.

You will find that it is simple and intuitive, especially if you are familiar with the Microsoft Windows Operating System. It also has some features that will help automate the way you work with your files. Please take the time to review the entire document to learn what dataSentinel can do for you.

The Esotera file system is a new architecture which is revolutionizing the way data is protected, accessed, and stored. Since the 1960's, the computer industry has been 'machine-centric' where the equipment owned your data, but Esotera gives users control: a 'user-centric' view of their data where the computer becomes just a commodity. The dataSentinel client is a computer program capable of managing the user's lifetime collection of data from any machine, anywhere on the Internet.

The dataSentinel client will allow you to migrate your data from all of the machines you currently have been using and store it safely for access from anywhere with a technology that provides a higher level of security than any other conventional solution.

General Information

The User-Centric Data Concept

The Esotera solution redefines how you think about digital data. The economics of computer manufacturing that date back to the 1960's have dictated that storage was associated with the computing device which in most cases was not portable. Data belonged to the computer, not to the author or editor. Today, because you own many computers each with their own independent storage function, your personal collection of data is chaotically scattered. This is the 'Machine-Centric' view of data.

The Internet offers a way to change this. By leveraging the vast numbers of data centers across the globe through a new architecture based on distributed storage and advanced cryptology, Esotera offers a User-Centric perspective for your data. Each time you sit down in front of a computer, you work with our dataSentinel data browser that displays your entire collection of personal and business data in one place.

When you start using dataSentinel you will likely have data on many different machines. We show you how to migrate this into the Esotera File System by setting up simple synchronization profiles for the various computers that you use. Over time, your dataSentinel browser will accumulate and display all these pockets of data as one coherent tree of resources. All your data will be at your fingertips no matter where you are.

Fault Tolerance and Security

Esotera and dataSentinel form a mobile solution. Its software allows the user access to their data from any PC that is connected to the Internet. Your files are not stored on the computer that you are using, instead client data is broken into thousands or millions of anonymous encrypted blocks which are scattered across the Internet. Each block is stored in three different places to ensure that equipment failure can have no effect on data integrity. This technique makes current backup and restoration methods obsolete. The blocks reside alongside billions of other blocks, indistinguishable from its neighbors. Only the encryption keys possessed exclusively by you can find these blocks, descramble them and recreate your files. It would take billions of years for a hacker to make the necessary guesses to reconstruct a single file; a process which would have to be repeated on each file. Your data is safe with Esotera.

Authentication: Simple or 2-Factor

Your data is stored across many different machines geographically distributed across the Internet. For your protection, the dataSentinel client asks you to log into a special server which can verify who you are before accessing the data on the other machines. This step allows you to shut down access to your files should you accidentally release your encryption keys.

Depending on the sensitivity of your files, you may choose one of the following techniques to authenticate yourself:

1. Simple Authentication: Enter a username and a password
2. 2-Factor Authentication with USB: Requires a USB stick containing an identity file be plugged in while entering password
3. 2-Factor Authentication with SMS: Requires a temporary pass-code delivered to your cell phone as a text message in addition to the password.
4. 2-Factor Authentication with VeriSign SecurID: Requires the temporary pass-code from a special piece of hardware carried with you in addition to the password.

The 2-Factor Authentication methods provide progressively better security because they require you to have something in your possession to supplement that password that you know.

Advantages of the dataSentinel Client

Simplicity

You visit the dataSentinel web site or click on link on the desktop. A password window pops up and you authenticate yourself. If this is the first time you have used a specific computer, you answer two Challenge Questions which you designed when you set up your account. On subsequent visits to this computer, or if you are using a USB stick, you can skip this step. Once this is done, a window pops up that looks very much like a Windows File Explorer or a Macintosh Finder. This represents all of the drives and directories of your personal view of the Esotera File System.

You can drill down into the directories of your file system and locate files. You can drag them back and forth with the computer file system, and you can create or edit them with a double-click. Each time you save the file is stored on the Esotera File System. When you close this client, no one can access them from this computer because they are not stored locally. Your files are safe and available exclusively to you by visiting any other computer and launching the client. Most importantly, you never have to worry about performing a backup or a restored.

Migrating your Files

You may also choose to synchronize the files of a computer with your Esotera file system. You simply start the dataSentinel client, press the synchronize button and choose the directories on the computer which are important. dataSentinel works in the background to silently transfer these files so that they are safely copied within the Esotera File System. You can synchronize with as many different computers as you like, forming independent collections within Esotera. Not only will these files be automatically refreshed as you run the dataSentinel client while visiting these computers, but you will have access through Esotera of the contents of all the other computers you have synchronized.

Versioning

Unlike conventional file systems, the Esotera File System will retain up to ten versions of each file as you save it from the dataSentinel interface. The versions are not visible by default, but by simply pressing a button, you will see a series of files with version numbers embedded in the name. You can open each of these versions or you can rename them back to the original to restore earlier work.

Section 2

Initial Setup of dataSentinel

dataSentinel is very simple to use. However, there are few steps you must perform the first time you use the client.

dataSentinel works on any computer running Windows Vista, XP, 2000, Linux, or Macintosh that is connected to the Internet and has a Internet Explorer, Firefox, Safari or any web browser that allows the launching of SUN Microsystems JNLP files.

Starting dataSentinel for the **First Time**

(!)Note: dataSentinel uses the Java run-time from SUN Microsystems which is installed by default on most Windows, Macintosh or Linux operating systems. If your computer was bought before 2008, you might be asked to install an updated version of Java. If your computer is older than that, you might find that the following step fails. If so, you must visit:

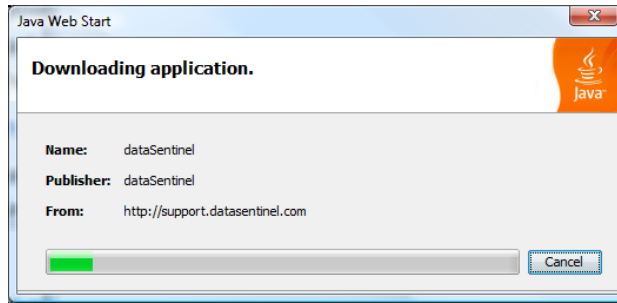
<http://java.sun.com/javase/downloads/index.jsp>

and click on the 'Download' button in the box titled of "Java SE Runtime Environment (JRE)" to manually initiate an installation.

You will have been given a URL to start dataSentinel when you subscribed to Esotera. You can enter that into the web browser URL field or click on a desktop link to start the client.

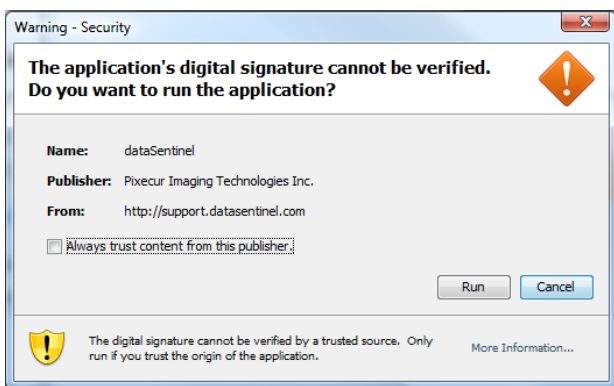
Depending on the age of your computer, you might see a dialog asking you to upgrade to JRE 6 of the Java runtime. Follow the defaults to proceed with the update.

You will then see the following download progress dialog:



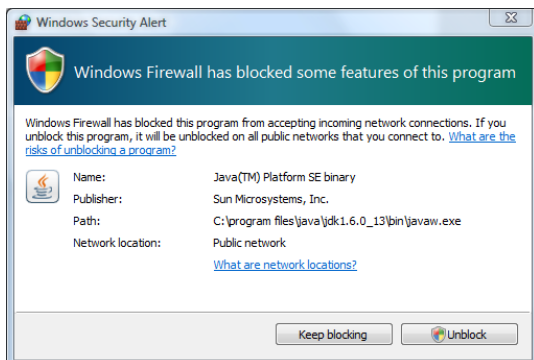
This will take about 30 seconds to complete for a high-speed connection.

You will then see two security dialogs which will permit dataSentinel to perform drag&drop operations with the local file system and perform encryption within the Esotera Files System. In each case, switch on the “Always trust content from this publisher” checkbox to avoid these dialogs appearing during each launch. Press ‘Run’.



The first time you launch dataSentinel and depending on the security products you use, you may see one of these dialogs from the Windows Firewall product (or a similar third-party firewall).

Windows Firewall: This may or may not appear. You can select 'Keep Blocking', however pressing 'Unblock' will avoid having the dialog appear again on the next launch of the client.



Norton Personal Firewall: Two dialog boxes may appear:

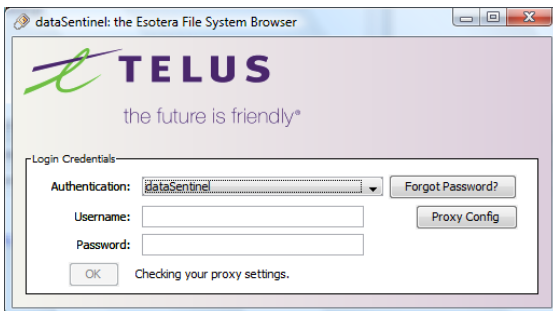
Dialog 1: You must select “Always allow connections to this program on all ports” and then select “OK”.



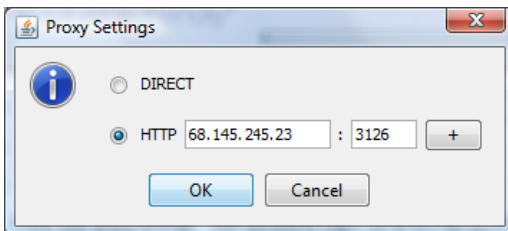
Dialog 2: You can select “Block” and then select “OK”.

Proxy Connections

Some organizations use routers to secure individual computers behind the corporate firewall. It may be necessary to use a 'proxy server' to establish a connection to the Esotera servers. The Esotera client will perform a check during its startup to ensure all is well. If you do not require a proxy or if the organization has set up their internal DNS server to advertise one, the Esotera client will connect automatically. If not, a new button entitled 'Proxy Config' will appear on the right-hand side of the login screen:



Press this button to summon the proxy configuration dialog:



Ask your local system administrator for the following information:

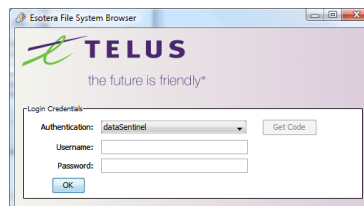
- IP address of outgoing https proxy server
- Port of outgoing https proxy server

Enter the appropriate settings in the fields and press the '+' button. The dialog will reopen with these settings. Press 'OK' to begin using them. The client will store these settings locally on the computer to consult on the next client startup.

Enter Username and Password

After the system completes loading, you will be prompted to enter your username and password. By default the Authentication drop-down box will be set to "dataSentinel" which indicates "Simple Authentication" requiring just a username and password. Choose either "RSA SecurID" or "SMS (Cell Phone)" if your account was set up with either of these 2-Factor options.

In future, if you run the dataSentinel client on the same computer, the username may be pre-filled for you. Enter your password in the box. Press the Enter key or the OK button when complete. The green progress bar will continue to advance until the dataSentinel system completes loading.



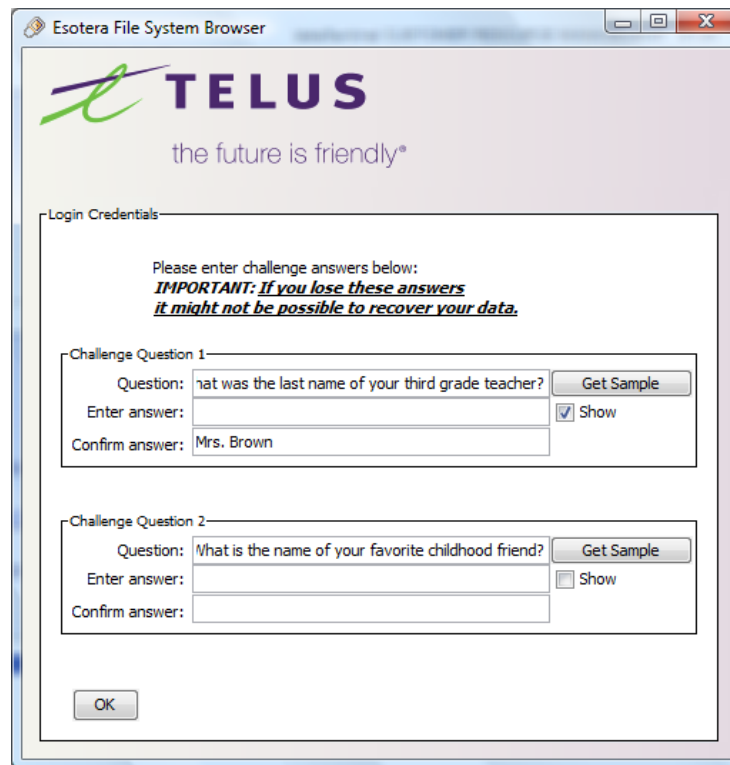
The Esotera EULA

You will be presented with a window showing the Esotera End User License Agreement. Please read it, and when finished, select the 'Accept' radio button and press the OK button. This will only occur during the first launch of the dataSentinel client.

Choosing your Challenge Questions and Answers

The Esotera file system uses the answers for two Challenge Questions to secure the 'key sets' to your data. We call those key sets Personal Encryption Codes or PECs. They are unique for each drive that you create. You will be creating a default 'private' drive next, and you will create more drives each time you decide to synchronize the directories of a computer. (This is described below as well.) The answers to the Challenge Questions are used to mathematically create a unique storage directory (called a credential registry) within the Esotera File System to store all of the PECs that you create so they can be retrieved to work with your drives each time you launch the dataSentinel client.

The following window will open:



The screenshot shows a window titled "Esotera File System Browser" with the TELUS logo and the tagline "the future is friendly®". Below the logo is a "Login Credentials" section. It contains a warning: "Please enter challenge answers below: **IMPORTANT: If you lose these answers it might not be possible to recover your data.**". There are two challenge question sections. "Challenge Question 1" has a question "What was the last name of your third grade teacher?", an "Enter answer:" field with "Mrs. Brown" entered, a "Confirm answer:" field with "Mrs. Brown" entered, a "Show" checkbox checked, and a "Get Sample" button. "Challenge Question 2" has a question "What is the name of your favorite childhood friend?", an empty "Enter answer:" field, an empty "Confirm answer:" field, a "Show" checkbox unchecked, and a "Get Sample" button. An "OK" button is at the bottom left.

A Challenge Question is offered in each section. Press the "Get Sample" button for a new suggestion of a Challenge Question. Feel free to edit these questions to your liking or make up new questions altogether. Once you are satisfied with the question, enter the Challenge Answer in the "Enter Answer" and "Confirm Answer" text boxes. They must be at least six characters, and are not case-sensitive. If no one is watching, click on the "Show" checkbox to see the characters as you type. You will need to create two Challenge Question and Answer sets.

Esotera will store your choice of Challenge Questions to help you answer them in future, but Esotera will not store the Challenge Answers. Make sure that you record these Answers and place them in a secure place. If storage is managed by your employer, they may have policies in place concerning the retention of these Challenge Answers.

(!)Note: Choose your Challenge Questions and Answers carefully. If you select trivial answers (or answers that can be determined easily, such as Mother's Maiden Name, etc.,) then your storage may be compromised by a third party.

For highly confidential storage, the best Challenge Question and Answer set does not rely on actual facts but random characters that you record on paper for later use. For example:

Question:

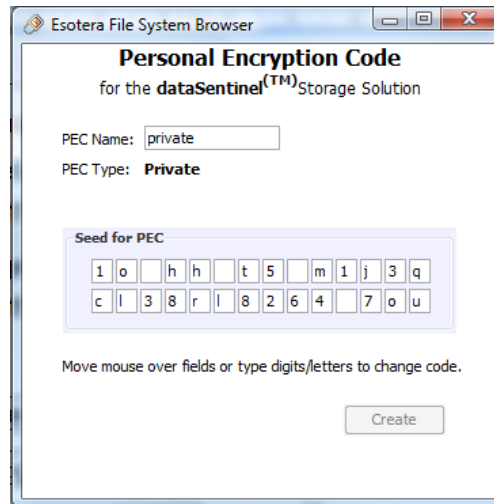
Enter Answer:

Confirm Answer:

Creating your Private Drive

As this is the first use of your storage account, a PEC must be created to define a starting place for your storage. This is known as your 'private' drive. It is unique to you and cannot be shared with others. Like all PECs, the drive is based on a set of mathematically complex numbers define how the files and directories and drives will be created. The private PEC is too difficult to remember, so it is stored in your Credential Registry where it can be retrieved using your Challenge Answers.

You will see the following window:



The small boxes will fill in randomly with letters and numbers. You can change them if you like by simply dragging the mouse over the boxes. Eventually all the boxes will contain characters and the

'Create' button will count down to press automatically. **Note that only you can create your private PEC and it will be unique. This ensures your data is private.**

Your account initialization is now complete.

Starting dataSentinel the next time

The next time that you launch dataSentinel you might be using the same computer or you might be on a different machine.

If you are using the same machine, your login step is very simple. An encrypted configuration file was written during your last use. This file will fill in the "username" field for you. All you will have to do is enter your password.

If you have moved to a different machine, you will have to enter both your username and password. Once completed, you will be presented with the Challenge Questions window. The questions will be hidden, but you can make them visible using the 'Show' checkboxes. You must then enter the Challenge Answers correctly to proceed.

If you use a lot of different computers, you can simplify this process by using a USB stick. Simply create an empty directory on the USB stick called "PixecurConfig". When you start the dataSentinel client, this directory will be used to store the encrypted configuration file. From that point onward, if you place this USB stick in any computer before launching the dataSentinel client, you will only need to supply your password. (This is 2-Factor Authentication.) Note that if you lose your USB stick your account can be instructed to remotely defeat the encrypted configuration file on that stick.

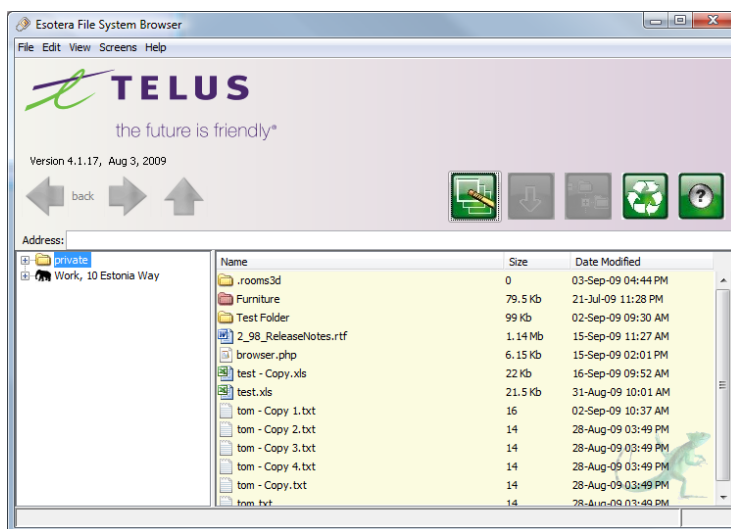
Section 3

Getting Familiar with dataSentinel



Viewing the Directory System

Launching the dataSentinel client and successfully authenticating will present the Files View. This view shows the entire directory system managed by your contents of your Credential Registry that contains your PECs. This is your personal view of the Esotera file system. You should recognize your name and company in the upper right-hand corner. If you are a new subscriber, this view may be empty of directories and files. To close this interface and protect all of your files, press the Close Window gadget (Red box with the 'X') and select "Close Application" from the confirmation dialog.



Folder Navigation

Most users will recognize the similarities of this interface with the Windows File Manager or Macintosh Finder. The left window pane shows a collapsible list of the folders, known as a directory tree. The first entry on the top is always your 'private' drive. Directly below are elephant icons which represent all of the computers that you have synchronized with the Esotera File System. Synchronization is explained below.

You may click on any of these icons to see their contents, or you may click on the small '+' signs to reveal folders which exist within the parent folders. Alternatively, you can click on the small '-' signs to collapse a folder and hide it from view.

The right window pane displays the file icons that exist with the folder selected from the tree in the left pane. It will also display folders that exist below the selected folder. The size, time, and date are listed to the right of each folder or file. You may click on the column headers to resort the list based on the column contents.

You can either use the left tree pane or you may double click on the folder icons in the right pane to move from directory to directory. The large arrow icons above can be used to help with this navigation to move you back and forth in your sequence of folder movements or to take you up to the parent folder.

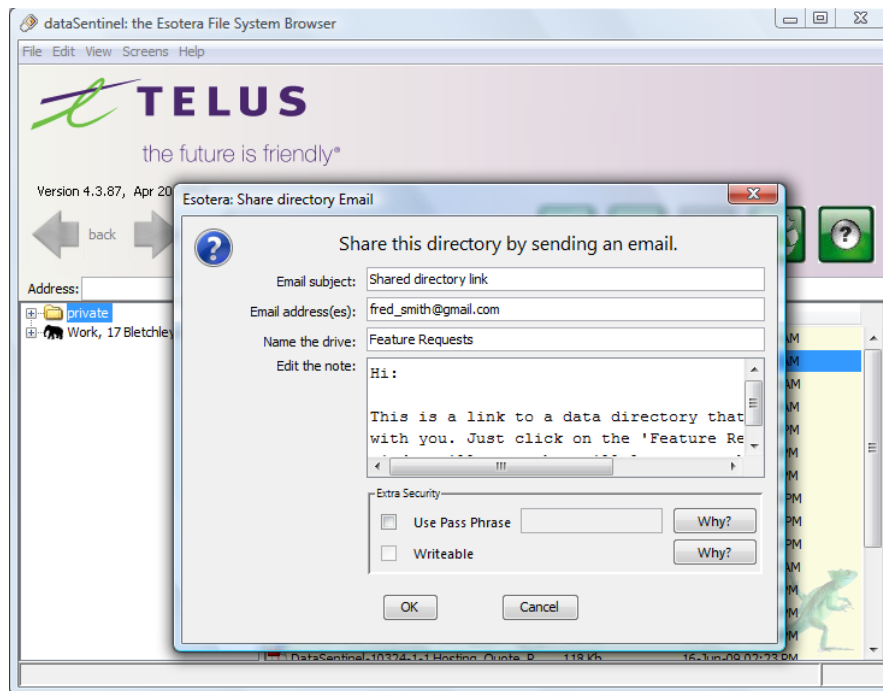
Once you have entered a folder you can do the following:

- Double-click on the icon of any file to open it in the application which created it. Saving from the application replaces the file.
- Click once on the name of any file to edit its name
- Click once to select a file (or drag to select a range of files) move the mouse away, then return to click and drag the selected files to your local desktop or file system view.
- Drag files from the local file system view and drop them in the dataSentinel window.
- Right-click in the right pane to expose a menu with additional commands

Folder Sharing

You may share folders with other users. This allows others to view the files of the shared folders from their own computers. You may optionally give them the right to modify files in this shared folder.

To share a folder, drill down in the Files View until the desired folder is in the right-hand pane. Select the folder by itself, and right-click to expose the menu. A dialog box will appear asking whether you wish to share this folder. Press OK. The following dialog box will now appear:



The name is independent of your actual folder name; it becomes the suggested name of the folder when it is created for the other user. Next you must specify the email address of the person with whom you wish to share the folder. Separate multiple addresses with a comma. You may also edit the message that will be sent.

You may also use some of the Extra Security features. Switching on the Pass Phrase checkbox will associate a four digit code with the Shared directory link which the recipient must type in. Most emails are not secured, so this prevents any unintended third party from gaining access to this folder. The Pass Phrase should not be given in an email; we recommend that you place a phone call, leave a voice-mail or use conventional mail to deliver the Pass Phrase to the recipient.

By default the Shared directory is not writeable. The contents may only be read by the recipient. You may to choose to allow the recipient to change or add new files to the Shared directory by checking the "Writeable" box.

Press OK. A final confirmation dialog will appear.

An email has been sent on your behalf. The URL that defines this folder has been automatically copied to your clipboard should you wish to add a link to some other email. Simply perform a 'paste' operation (usually a right-menu click). The URL should be at the beginning of its own line in an email – it should not wrap across two lines as some email clients will not cope properly with this.

(!)Note: The Pass Phrase is an important security mechanism for emails. It is defeated by default. If you do not select the 'Use Pass Phrase' checkbox, you are creating a URL that will allow anyone to visit this folder. Do this only if you are willing to create a folder that you are willing to make public.

Menus

There are two types of menus.

Right-clicking on the right pane provides a context-sensitive set of file commands.

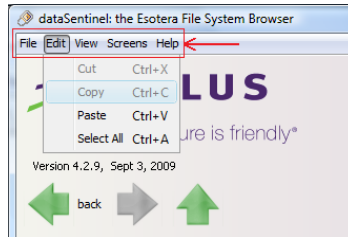
There is also a drop menu on the title bar of the dataSentinel client.

Right Click Menu

- Download ... – automates the drag-out function for a set of files.
- Refresh – updates the right files pane view
- Cut – places the selected file(s) the system paste buffer and Performing a Paste in the local file system will move the file to this new local position and remove it from the Esotera File System.
- Copy – makes a copy of the selected file(s) into the system paste buffer but leaves it intact in the Esotera File System. Performing a Paste the local file system will place this copy in this new local file system.
- Paste – will place a file in the Esotera File System. The file can come from a Cut or Paste within the dataSentinel client, or it may be from a Cut or Paste in the local file system.
- Delete – will delete the file from the Esotera File System.
- Rename – will place the currently selected file into editing mode to allow you to change the name.

- New – brings up a sub-menu that allows you to create empty new files which can be opened in an application.
- Share – allows you to make a folder visible to another user on a different computer.
- Import – allows a shared folder from another user to be integrated into your view.

Drop Down TitleBar Menu



Click on the menu choices with the left mouse button to display the sub-menu options.

There are five categories:

- File
 - Open – opens the currently selected file into its default application
 - New – creates a empty new file in the current folder
 - Delete – deletes the currently selected file from the Esotera File System
 - Rename – allows the name of the currently selected file to be changed
- Edit
 - Cut – places the selected file(s) the system paste buffer and Performing a Paste in the local file system will move the file to this new local position and remove it from the Esotera File System.
 - Copy – makes a copy of the selected file(s) into the system paste buffer but leaves it intact in the Esotera File System. Performing a Paste the local file system will place this copy in this new local file system.
 - Paste – will place a file in the Esotera File System. The file can come from a Cut or Paste within the dataSentinal client, or it may be from a Cut or Paste in the local file system.
 - Select All – Selects all of the files in the current folder

- View
 - Arrange by – sorts the right pane files list by the submenu parameter
 - Goto – moves to the specified folder from a list is a history of folders you have visited
 - Refresh – updates the right files pane view
- Screens
 - Moves to the indicated display window
- Help
 - User Manual – displays this user manual in a web browser
 - Issue Report – Allows a problem report to be entered and sent to Customer Support
 - Revision History – Lists the new features and bug-fixes introduced in the newest version

Short-Cut Keys

There are many short-cut keys associated with the menu choices. For example, you can use “Ctrl-C” (this is the ‘Ctrl’ Key held down while the ‘C’ key is pressed) to perform a file copy. Operating the menus will show all the possible the short-cut keys.

Current Software Version

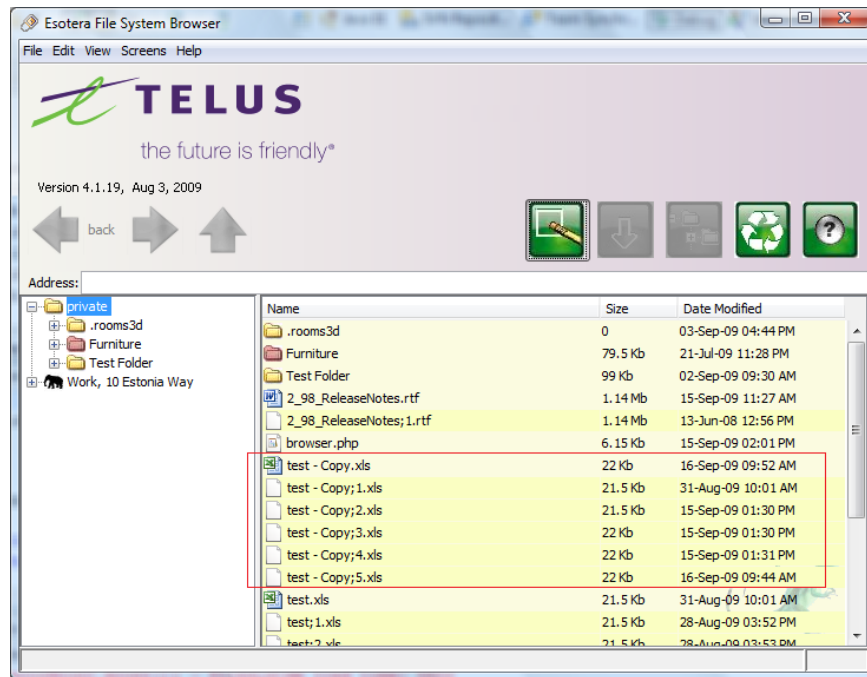
This current version of the dataSentinel client software and its date of release is displayed below the large logo.





Versioning Function

Files are versioned automatically when you work with files. Up to ten versions are kept. Pressing the Versioning icon allows you to view the previous versions of saved files that exist.

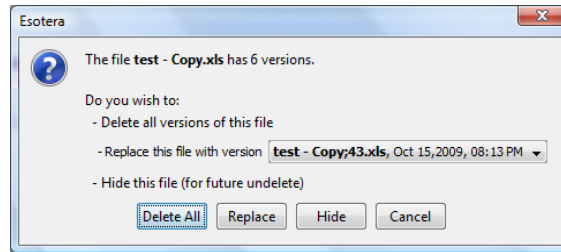


An original file has a name such as “test.xls”. When it is resaved (or re-synchronized from a local file system) the original is renamed with an increasing version number (between a ‘;’ character and the ‘.’ extension) as follows:

File name	Version
Test.xls	Current version
Test;5.xls	Most recent version
Test;4.xls	2 nd most recent
Test;3.xls	3 rd most recent

File versions can be renamed. For example, editing the name of ‘Test.xls’ to ‘Test;6.xls’ and changing ‘Test;5.xls’ to ‘Test.xls’ changes the current version that is displayed when Versioning display is turned off.

Selecting the current version of a file (a file not containing a version number) and pressing the ‘Delete’ key or operating the ‘Delete’ menu item brings up the following dialog:



You may choose to delete the current file and all versions in one step, or you may delete the current version and choose one of the previous versions to be renamed as the current version.

Your other option is to have the current version renamed to the next available version number. The file will remain, but it will not be visible if the Versioning view is turned off.



Help Function

If you require help while you're using the dataSentinel client, select the Help icon to bring you to a web support page. If you can't find any solutions to your issues, you can contact the Esotera support team at support@esoteraS3.com or you can [issue a report](#).



Synchronization Function

Synchronization is the process of transferring files from the local computer into the Esotera File System. You choose the directories you would like protected and the dataSentinel file browser will make sure that up-to-date copies of all the files in these directories are maintained. Initially, the process of copying the contents of a large directory of file may take considerable time, but dataSentinel will operate transparently in the background without affecting the normal usage of the computer. Eventually copies of all files will exist in the Esotera File System and further transfers will only occur when dataSentinel notices that you have changed a file.

Each computer is synchronized independently. This process occurs while you are working with that computer. It is interrupted when you exit from the dataSentinel data browser, but it will resume exactly where it left off when dataSentinel is restarted.

Over time, as you visit different computer and create synchronization profiles for them, you will see a number of drives (with elephant icons) listed in your Files View. This is your personal view of all of your data, and you can drill down any one of your drives to see your data at any time from any computer you happen to be operating.

Initial Profile Definition

Open the Synchronization window by selecting the Synchronization icon. What you see next depends on the computer that you are currently using. If this is the first time you initiated Synchronization on this particular computer, you will get the following window:



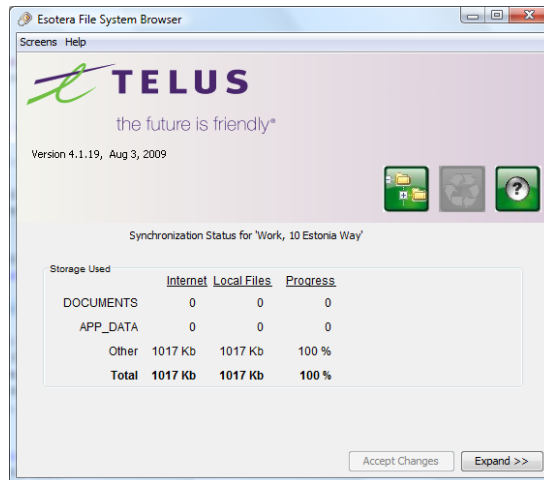
If you did not mean to press this button, simply press the Files View icon to return.

The computer is uniquely identified by its network card, but you should choose a meaningful name for that machine rather than the suggested default. Perhaps the model of the computer and the owner's name: e.g. "William's Presario".

Once you are satisfied with the name, press "Proceed". This will take you to the Profile Configuration window described below.

Profile Status

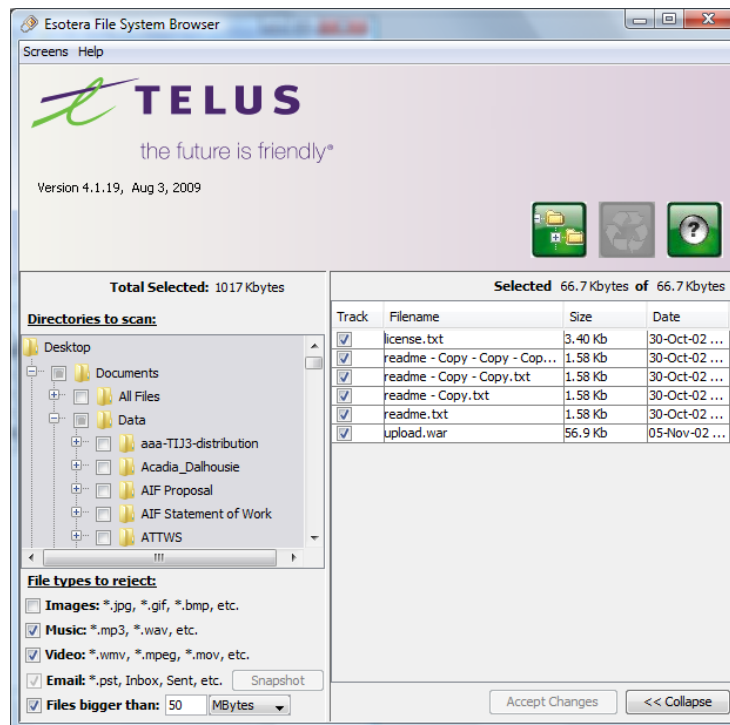
If you have initiated Synchronization before for this computer, you will see the status window.



This provides progress information for the current synchronization. The window will automatically close unless you select the expanded view.

Profile Configuration

Pressing the 'Expand' button within the Profile Progress window brings up the Profile Configuration window which controls the synchronization operation with the current computer.



Selecting Directories and Files

The pane on the left of the window shows the full directory system of the current computer. Select the directories that contain files that you have created or are working on.

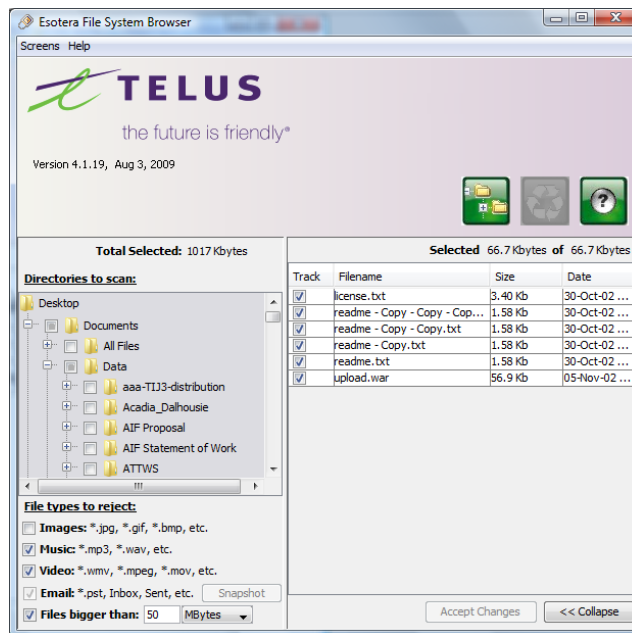
Drill down the computer's file system by operating the (+) and (-) controls to expand or collapse each sub-directory. Clicking to place a check mark in box indicates that you wish to protect all of the files in that directory or its children. After a number of selections have been made, you may notice that some boxes contain a grey circle rather than being empty or containing a check mark. This simply means that you have only selected part of the contents of that directory.

(!)Note: Do not select your entire computer file system (by checking 'C:/' root directory). A typical Windows Operating System fills about 10 GBytes of your drive. This would take a long time to process, wastes space, costs you extra money and ultimately would not be helpful to you. Should the computer break down, a replacement computer or hard drive loads all of its Windows files from the Microsoft master installation set.

Most user files are found down the "Documents" (or "My Documents") directory or in directories directly on the user's Desktop.

Filters

This section allows you to control the types of files that will be protected and avoid the transfer of excessively large files. A checked box means that you do not want to protect files of this type.



Pictures: Pictures are generally personal to the user and should be protected. This box is unchecked by default.

Music: Music files are usually copies of publicly available content that is not owned by the user. This box is checked by default to save you the expense of protecting large public data files.

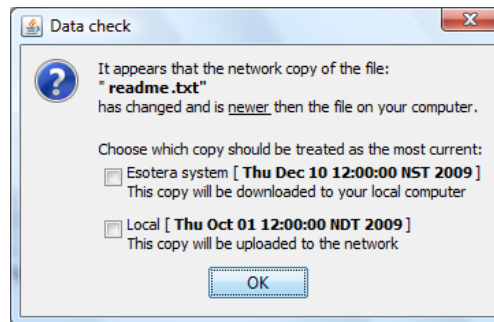
Video: Video files are typically very large. This box is checked by default to reduce storage requirements.

Accepting Changes

Once you have made your choices, press the 'Accept Changes' button in the lower right-hand side of the window to preserve your profile. This will return you to the Profile Status window. Synchronization will begin immediately. You can press the 'File View' icon to return to the Files View or wait until you are automatically returned there.

Synchronization Decisions

The synchronization function between Esotera and the local file system operates in both directions. If a file is resaved on the local file system and is newer than the version on the Esotera file system it will be silently transferred. If, however, you edit the same file both locally and from within the Esotera files view while on a different computer, the next time you launch dataSentinel on the computer containing the local file, you will be prompted to decide which of these files should be the current version:



If you choose the local file, the Esotera file will become the most recent version and the local file will be uploaded. If you choose the Esotera file, the existing local file will be renamed and the Esotera file will be downloaded to replace it.

Section 4

Troubleshooting

Problems during launch

The dataSentinel client software is updated automatically, if necessary, when you launch from a Desktop Short-Cut or Web page. The launch will fail if you do not have Internet connectivity. Open your browser and open a different web page to confirm that your Internet connection is working.

USB Stick Problems

If you are using a USB stick to manage your login, the following events may occur:

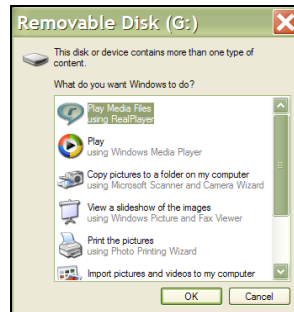
Scan and Fix Dialog

This is a dialog box which frequently appears in Windows Vista if the 'Safe Eject' button was not used before pulling the USB stick. It is harmless. Either press "Continue without scanning" or press the X in the top right corner of the box. This window may be displayed. When it does, do **NOT** choose Scan as it may corrupt your files. Select 'Continue without scanning'.



Auto-play Dialog Box

If you are using an Auto-play USB Stick, the following dialog box may appear depending on the computer's settings, close the window by selecting the Red X in the upper right corner.



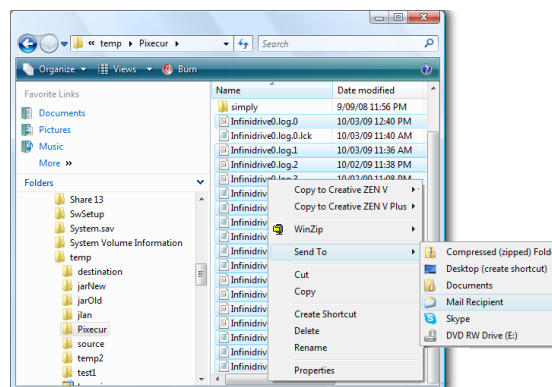
Other Errors

If you have successfully opened yourdataSentinel client but are experiencing a problem, click the Help Function button and review the FAQs on the web page that appears.

If you cannot find a solution to your problem, open on the "Help" menu at the top of the interface screen and select "Issue Report". This will prompt you to enter a description of the issue you are experiencing. Describe your problem in the space provided and then press 'OK'. An email will be sent to our Issue Tracking System. We will respond through the email address specified in your account. Always refer with the Issue Tracking Links Number in the subject line when you respond to these emails.

If you are not able to launch your dataSentinel client, you collect diagnostic information through the following manual steps:

1. Open 'Computer' (Vista) or 'My Computer' (XP) from the 'Start' Menu
2. Drill into 'C:\'
3. Drill into the 'Temp' folder
4. Drill into the 'Pixecur' folder



5. Select all files which look like 'Infinidrive0.log.2' (avoid the files that end in '.lck') and attach to an email to support@dataSentinel.com.
 - Include a brief description of your problem in the body of the email.
 - Specify the Version Number of the dataSentinel client
 - If the email address you are using does not match the address in your account, please quote your account address in the email.