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User Guide

Activating Screen Lock

See also [Disabling Screen Lock](#)

Once activated, Screen Lock acts as a secure screensaver by automatically locking the keyboard and displaying a standard Windows screensaver. Screen Lock may be activated automatically after a specified period of keyboard inactivity, or manually as needed. To restore the screen and unlock the keyboard, you are required to enter your [User Password](#). This allows you to leave your computer unattended, but secure.

Important Note for Windows NT and Windows 2000 users: Screen Lock is not available for Windows NT and Windows 2000 workstations.

Activating Screen Lock:

1. At the EP Folders Main menu, choose Screen Lock.
2. Select your desired screensaver from the Screen Lock scroll-down box. You may select from any standard Windows screensaver.
Note: Screensaver files must reside in the C:\Windows\System folder, and be configured with the .scr extension in order to appear as a selection in the Screen Lock scroll-down box.
3. Choose Preview if you wish to preview your selected screensaver (optional).
4. Choose Settings if you wish to configure the screensaver settings (optional).
5. Set the [Wait Time](#) to the amount of time (in minutes) you wish to elapse before Screen Lock activates (zero disables Screen Lock). Any setting other than 0 activates Screen Lock.
6. If you wish to manually activate Screen Lock, choose Protect Now; otherwise, click OK.

Screen Lock will automatically activate after your specified period of keyboard inactivity. When the Screen Lock password entry screen appears, enter your EP Folders User Password to regain access to your computer.

Note: The EP Folders screensaver will override any other screensavers you have configured on your PC.



User Guide

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Add New User

EP Folders enables two or more users to share encrypted folders on a single computer. With an easy point-and-click method, a user can choose to share selected folders with any of the other EP Folders' users listed on that computer.

To add a new user:

1. At the EP Folders Main menu, click Add New User.
2. Enter and confirm a [User Name](#) and [Password](#).
3. Click Add to complete the process.

EP Folders will create a new [RSA public/private key](#) for that user, and when finished will display the new user's name in the [Existing Users List](#) of the Add New User screen.

The first time the newly added user logs on to EP Folders they will be prompted to change their password to something unique, as well as provide at least one question/answer for [Authenti-Check®](#) (user password recovery feature).

In mathematics and computer science, an algorithm is defined as a set of rules or instructions for solving a problem or procedure. During the encryption process, the algorithm—also referred to as a cipher—is employed to systematically scramble data. EP Folders uses the Blowfish algorithm to encrypt data.

You are prompted to assign a **User Name** the first time you log onto EP Folders. Along with your User Password, your User Name is used to identify you to EP Folders - it is needed to gain access to your protected folder, and to perform other tasks in EP Folders. The User Name can be 1-20 characters in length.

If you forget your password, **Authenti-Check®** is a feature that uses questions and answers as a way to authenticate yourself as a user and regain access to your protected folder.

Encryption Plus® Folders - Authenti-Check (TM)

PC Guardian's Authenti-Check(TM)

Fail-safe Password Recovery

Please enter 1 to 3 questions with answers in the boxes below.

Note: Your questions and answers should be unique to you and easy to recall. You will need to remember the answers if you forget your password. Your answers are secure and cannot be accessed or read by others.

Question number one (required):
(Note: you may enter a maximum of 99 characters for each question)

What is my favorite dessert?

Answer one (required):
(maximum length: 24 characters)

cheesecake

Re-enter:

cheesecake

Question number two (optional):

What was my first pet's name?

Answer two:

Ginger

Re-enter:

Ginger

Question number three (optional):

What does Sebastian eat on Friday nights?

Answer three:

tuna

Re-enter:

tuna

<< Back

Next >>

Clear Form

Exit

Help



Working with Protected Folders

{button See Also,AL(`rtoCopy Move',0,`,`')}

Backing Up Your Protected Folder

As part of any normal use of a computer, it is suggested you back up on a regular basis. This is your security net if your hard drive crashes and data is lost. When backing up protected folders, remember that:

- Any file you copy or move from a protected folder to an unprotected location, such as a network drive, and unprotected folder, or a floppy disk, will be unencrypted.
- You must be logged on to EP Folders in order to copy your protected folder to any location.



Working with Protected Folders

Backup EP Folders Database Files

Extremely Important!

During the EP Folders installation, database files are created and saved to your hard drive. It is extremely important that the following files be backed up to a different storage medium other than the hard disk in case of hard disk failure.

C:\Program Files\Common Files\epplusfolders\epfpfdbk.mdb

and

C:\Program Files\EPFolders\epplusbak.mdb

Note: These are the locations of the files if you have performed a standard installation.

The reason for the importance of these files is that they are used to restore the user [public/private key](#) pair and to gain access to protected folders.

- ✓ **If these files are lost or destroyed, any information contained within protected folders will be lost to you.**



Working with Protected Folders

Bypass Recycle Bin When Deleting Files

There will be times when sensitive files in your protected folder are no longer needed. While the file can be deleted, you may still not want other people to have access to the file. The solution is to use Shift-Del from Windows Explorer. This method of deleting completely bypasses the Recycle Bin, which also means there is no recovery (other than a disk recovery program) for files or folders deleted in this manner.

Use caution when deleting files or folders using Shift-Del, but remember that it is the most secure way to delete sensitive data.



User Guide

Changing your User Password

You have the option to change your User Password at any time.

Note: There is no password expiration feature. To ensure security, PC Guardian recommends that you periodically change your User Password.

To change your User Password:

1. From the EP Folders Main menu, choose Change Password.
2. At the Change Password screen, enter your current User Password.
3. Enter and confirm a new User Password, and then click OK.
4. The next time you log on to EP Folders you will need to enter your new User Password.

The **Confirm Addition to Protected Folders List** dialog box prompts you for confirmation that the selected folder is to be protected.

Note: You do not have the option of protecting the selected folder's subfolder(s). This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

The **Confirm Removal from the Protected Folders List** dialog box prompts you for confirmation that the selected folder is to be unprotected. Caution should be used to prevent unprotecting folders containing sensitive data.



Reference

Contacting PC Guardian

For more information on all of PC Guardian's products and services, please visit our Web site at <http://www.pcguardian.com>.



Working with Protected Folders

{button See Also,AL(`rtoCopy Move',0,`,`')}

Copy/Move/Delete Files in Protected Folders

Any file you copy, move, or delete from a protected folder to an unprotected location will automatically be decrypted. This is an important consideration when doing a hard drive backup (see [Back Up Protected Folders](#) for more detailed information on backing up your protected folder).

Also, unless you are logged into EP Folders, you will receive an Access Denied error message if you try to perform any action (copy/move/delete) on a file contained within your protected folder. Make sure you're logged into EP Folders before performing any action on a file in your protected folder.



Working with Protected Folders

{button See Also,AL(`rtoCopy Move',0,`,`')}

Copy/Move/Delete Protected Folders

The only time you can perform any action on an EP Folders-protected folder is if you are logged into the program. If you fail to log into EP Folders and attempt to copy, move, or delete your protected folder, you will receive an Access Denied error message.

Also, should you copy or delete (to the Recycle Bin) a protected folder, the copied/deleted folder will automatically lose its encryption and will therefore be vulnerable to unauthorized users (the original folder will retain its encryption).



User Guide

Disabling Screen Lock

While it is recommended that you use Screen Lock, you do have the option to disable the feature. Disabling Screen Lock will reactivate your Windows-configured screensaver (should you have one set up).

Important: Screen Lock allows you to leave your computer unattended, but secure. Make sure you want to disable this feature before proceeding.

To disable Screen Lock:

1. At the EP Folders Main menu, click Screen Lock.
2. Set the Wait Time to 0 and then click OK to return to the Main menu.



User Guide

{button See Also,AL(`General User Functions rto',0,`,`')}

User Login Screen

After the initial setup, you must log on at the EP Folders login screen with your EP Folders [User Name](#) and [Password](#) anytime you wish to:

- Access the Encryption Plus® Folders Main menu
- Access files contained in your protected folder

Each time you start or restart your computer, you will see the EP Folders login screen. When you log on with your EP Folders user password, you will then see the EP Folders icon in the status area of the taskbar (near the clock).

This means that EP Folders is active and you may access your protected folder. Click the icon in the status area to access the User program Main menu.

If you cancel the EP Folders login screen, you may access EP Folders later through the Windows Start menu.

The **Failsafe Checklist** dialog box is a visual interface of the actions being performed by EP Folders while encrypting or decrypting the selected folder.



Understanding EP Folders

{button See Also,AL(` Understanding Encryption',0,`,`')}

Features and Benefits

Protect Your Data with a Powerful Algorithm

EP Folders uses the well-known and documented Blowfish algorithm; a fast block cipher designed by Bruce Schneier.

Maximize Your Security, Minimize Your Risk

EP Folders transparently protects your data with a true on-the-fly encryption process. Other products that claim to be on-the-fly decrypt an entire file and load it into memory, creating significant security risks. EP Folders is smarter and more secure because it decrypts only the specific portion of a file that is in use.

Eliminate the Danger to Unattended Computers

EP Folders automatically locks your keyboard and displays a password-protected Windows screensaver. To reactivate your workstation, you must correctly enter your User Password. You can then operate your computer as you would normally.

Easy to Install & Use

EP Folders requires minimal administration and user training. It is completely transparent to you, requiring no change in the way you work with your computer.



Frequently Asked Questions

For updates and new Frequently Asked Questions, visit our searchable Knowledgebase at <http://www.pcguardian.com/support/index.html>.

Note: While a majority of these Frequently Asked Questions were written for the full version Encryption Plus® Folders, they will also apply to EP Folders Freeware. There may be references to some features and functionality that may not be available in the freeware version. See the [Program Overview](#) for a summary of available features.

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[I ran the uninstall program for EP Folders Lite, but now whenever I boot I get a DOS text message telling me that](#)

[system.ini or the registry is looking for epf100.vxd and it doesn't exist. How do I completely uninstall the software?](#)

[I want to uninstall EP Folders Lite, but cannot find it on the Add/Remove Program option on the Control Panel. How do I uninstall the software?](#)

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Access Questions

[I installed EP Folders on a Windows NT system and encrypted the temp folder along with other sensitive folders. When I rebooted, I got an error message that said, "The Microsoft Jet database engine cannot open the file. It is already opened exclusively by another user, or you need permission to view its data \[3051\]." How do I get to my data now that I can't launch EP Folders?](#)

[I tried to access a Microsoft Word document and got an error message that said Microsoft Word can't import the specified format. This feature is not currently installed. Would you like to install it now? How can I access the document?](#)

[Can I access files in encrypted folders over the network if NT sharing is on?](#)

[I tried to delete a protected folder and received an Access Denied message. How can I delete the folder?](#)

[I can no longer access the files contained in a protected folder, no matter what I try. How can I regain access to these files?](#)

[I have recently downloaded EP Folders Lite and everything went well. However, when I go to the encrypted folder it still opens up. It isn't a program folder, and I followed all the steps but I thought that EP Folders was supposed to protect it.](#)

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Compatibility Questions

[I have a third-party software package called Encrypted Magic Folders on my system, and when I tried to install EP Folders I received two error messages, "Error after InitProtectDB\(\)" followed by "Error #102 EPF cannot communicate with the VxD VxD error #1." Is there a compatibility issue between the two programs?](#)

[Does EP Folders cause problems with ScanDisk accessing the hard drive if there are protected folders on it?](#)

[What hardware and software are supported?](#)

[Is EP Folders compatible with a Windows 95 PC running the hard drive with DOS compatibility?](#)

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Crash Questions

[Why do I get an error message that looks like my system has crashed when I try to open a Word document in a protected folder from Windows Explorer?](#)

[The EP Folders screen lock freezes my computer, forcing me to reboot.](#)

General Questions

[Why do I receive an error that says the EP Folders device driver is not in memory?](#)

[Can anyone copy, delete or modify files that I have protected?](#)

[Does EP Folders support hibernation?](#)

[How can I improve the general performance of EP Folders?](#)

[How do I use EP Folders?](#)

[When I log in to my system, I am automatically prompted for the EP Folders user name and password. Is there any way to turn this off so I am not automatically prompted for the user name and password? In other words, I want to be able to run EP Folders only when I choose to, instead of it always running.](#)

[Is EP Folders easy to use?](#)

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[Is EP Folders safe?](#)

[What algorithms are used in EP Folders? What are their bit lengths?](#)

[What happens when I copy a file from a protected folder into an unprotected folder? To a floppy disk? To a network](#)

[drive?](#)

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[What is Blowfish?](#)

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[Why can't I open a Help file \(.hlp\) from within a protected folder in Windows Explorer? When I double-click the file, nothing happens – the file doesn't open, nor do I receive an error message.](#)

[Why can't I rename some protected folders?](#)

[Why should I use PC Guardian's EP Folders?](#)

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Screensaver Questions

[I am receiving an error that indicates that there is another PC Guardian screensaver running and the EP Folders screensaver will not run.](#)

[I would like to use my own screen saver in the EP Folders Screen Lock options; however, when I select my personal screen saver and click Protect Now, my computer screen turns black and freezes up. The only way for me to restore my computer is to reboot it.](#)

[What is Screen Lock?](#)

[What screen savers can I use with Screen Lock?](#)

[Why can't I activate the Screen Lock feature?](#)

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Password Questions

How do I change my password?

To change your password, click Change Password on the EP Folders Main menu. EP Folders will prompt you for your old password, your new password, and then ask you to verify your new password. Be sure to write down your password and store it in a safe place.

What if I forget my password?

Authenti-Check® prevents loss of your valuable data by providing an emergency password recovery feature. After installing EP Folders and setting up your password, you will be given the option to establish one to three personal questions and answers for emergency password recovery. Questions can be up to 99 characters and answers can be up to 24 characters. It is suggested that you enter questions for which only you will know the answer and that the answer is one word that is easy to remember. If you need to use the emergency password recovery feature, Authenti-Check requires that you type the answers exactly as you typed them during the setup process or access is denied. Authenti-Check is automatically activated when you enter your password incorrectly three times at the EP Folders logon screen. Once activated, Authenti-Check will prompt you to answer your security questions, and if answered successfully, you will be prompted to establish a new password and will have complete access to your protected folders.

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Encryption Questions

Are there any folders that I cannot protect?

EP Folders will not permit you to protect folders that, when encrypted, might inhibit the operation of your system. These are:

Entire drives, such as the C:, D: and A: drives

The Windows directory and its subdirectories (except for the C:\Windows\Temp folder)

The EP Folders directory

Program files (Subfolders in the Programs folder, except for EP Folders and Common, may be encrypted)

C:\Temp directory (NT systems only)

Can I encrypt a folder on a compressed drive?

Yes. EP Folders fully supports all types of disk compression. The process for encrypting folders on a compressed drive is identical to the process for encrypting on an uncompressed hard drive.

Can I encrypt folders on network drives?

No. Folders on network drives cannot be encrypted.

How do I know which folders I have protected?

You can easily view a list of your protected folders at the EP Folders Main menu. Click Protected Folders to view a list of files on the Protected Folders list.

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Is EP Folders exportable? Can I take my laptop out of the U.S. if EP Folders is installed on it? Can my company send EP Folders to employees who work out of the US?

The Department of Commerce has cleared EP Folders for exportation. You can send files encrypted with EP Folders out of the United States, including international employees. This is possible because EP Folders implements the Blowfish algorithm in a modified form to address the requirements of the export laws.

Currently, the US government permits PC Guardian to export EP Folders to any country except Cuba, Iran, Iraq, Libya, North Korea, Sudan, and Syria. PC Guardian cannot provide assurances about the laws of any particular country in respect to the use of encryption.

The Department of Commerce Export Commodity Control for EP Folders is 5D002.C.

More information on exportation regulations can be found through the Bureau of Export Administration (<http://www.bxa.doc.gov/Encryption/>).

What if my machine loses power while encrypting?

EP Folders encrypts data very quickly; even large folders will be encrypted in a matter of seconds. However, in the unlikely event of a power failure or other interruption during the encryption process, EP Folders has an automatic recovery process which restores the folder so no data is lost or corrupted.

What is encryption on-the-fly?

Encryption on-the-fly means that the data on the hard disk is decrypted only as it enters the computer's memory. With EP Folders, you select the individual folders you want to protect. As you access files within your protected folders, EP Folders' encryption/decryption engine transparently decrypts data before it is loaded into your computer's memory. Before data is written back to the hard disk, it is automatically re-encrypted.

EP Folders is the only true on-the-fly encryption product. Other products that claim to be on-the-fly decrypt an entire file and load it into memory, creating significant security risks. EP Folders is smarter and more secure because it decrypts only the specific portion of a file that is in use.

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What is the RSA Public/Private key?

The RSA Public/Private key is a mathematically generated algorithm that depends on the use of very large numbers to not only encrypt data, but to also provide authentication (a way of ensuring that encrypted data was protected by a certain user). The user's Public key gets encrypted along with the data being protected. EP Folders stores all Public keys in a database, thereby keeping track of who protected what and granting access to protected data when a user's Public key and the Public key encrypted with the data matches. In essence, the Public Key is used to grant shared access to encrypted files.

When are my files and folders protected?

If a folder has been added to the EP Folders Protected Folders list, it remains protected at all times except for when any part of the data contained in the protected folder is written into your computer's memory. Files that are copied into a protected folder will be automatically encrypted as well.

Note: Your files are accessible if you are logged on.

Why should I use encryption?

Encryption is the most secure and the only practical way to protect your private files from being read by others. During the encryption process, a mathematical formula is employed to transform data into some unreadable form.

In order for someone to access the data, a correct password must be entered to launch the decryption process. Decryption is the reverse of encryption; it is the transformation of encrypted data back into readable form.

PC Guardian's EP Folders brings the power and security of encryption to a simple, effective, and transparent application that users at all levels of ability can quickly learn to use.

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Will backups of my protected folders be encrypted?

No. Any file you copy or move from a protected folder to an unprotected location, such as an unprotected folder, a floppy disk, or network drive, will automatically be decrypted.

Will viruses affect the encryption/decryption process?

EP Folders will not be affected by and does not have any effect on viruses present on a computer before, during, or after installation. You should always use a virus-checking program to maintain the integrity of your computer.

Can I protect just one file in a folder?

No. EP Folders was designed to automatically encrypt all the files in protected folders for more effective management of your encrypted files. We suggest that you select specific folders for protection and then create, view, and save sensitive data files inside of these protected folders. If you create a file outside of a protected folder and later decide that you want to encrypt this file, simply copy it into a folder on your Protected Folders list. If you want to encrypt a single file, another option is to use EP Personal.

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Decryption Questions

The power on my computer went out while I was unprotecting a folder. Some of the files in this folder are now unreadable.

PC Guardian recommends connecting to a permanent power source during the encryption/decryption process. However, if power is lost, simply reboot your computer again and you should be able to access all of the files in your protected folders.

When trying to unprotect a folder, I received a message that a file in a protected folder is open; however, I've checked and no files are open.

This message has been sporadically reported on Windows NT (NTFS) systems. If you are using a virus protection application (e.g., Norton AntiVirus), temporarily disable the virus protection while you are unprotecting folder(s). You may also need to reboot your computer. If the problem persists, please contact our Technical Support department for additional assistance.

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Installation Questions

How do I install EP Folders?

EP Folders is easy to install. Simply run the setup.exe file and follow the straightforward on-screen directions. Installation will only take a few minutes and requires no training or prior experience.

What should I do before installing EP Folders?

The following steps represent common sense precautions that should be performed before installing any type of security application.

Run a hard disk performance scanner such as Microsoft ScanDisk.

Run a virus scanner to ensure an infection free hard disk then temporarily disable your anti-virus program.

Backup your hard disk data.

I purchased EP Folders a few months ago and it worked fine until I deleted a large number of encrypted files. Now, each time I try to re-install, I get an error message that the Jet VBA file failed to initialize when called.

In order to make sure that the modules that support database processing used by EP Folders are present on the target machine, PC Guardian distributes and installs these files during the Setup procedure. The database files are

overwritten on the target machine only if a newer version of the files exists in the Setup program. In this case it appears that the Microsoft database files have problem with backward compatibility.

In order to resolve the problem, manually delete the following list of database-specific files and reinstall EP Folders: vbar332.dll, msjter35.dll, Msvcrt40.dll, vbajet32.dll, msjint35.dll, msjet35.dll, msrd2x35.dll, dao350.dll, dao2535.tlb

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Uninstall Questions

How do I uninstall EP Folders?

Use Add/Remove Programs in the Windows Control Panel. Important Note: Be sure to decrypt all folders before uninstalling. Otherwise, you will no longer be able to access the encrypted contents.

Also, if you downloaded and installed the freeware (Lite) version of EP Folders from September 1999 to May 31, 2000 (versions 1.0 through 2.10), you may experience problems when you uninstall/remove the program. PC Guardian has produced a patch that resolves this potential problem and updates the program. While most users won't encounter this problem, PC Guardian recommends that anyone who is running the affected versions download and run the patch. This takes about five minutes. You can find more info and a link to the patch at

http://www.pcguardian.com/software/patches/epfl_062200.html

I ran the uninstall program for EP Folders Lite, but now whenever I boot I get a DOS text message telling me that system.ini or the registry is looking for epf100.vxd and it doesn't exist. How do I completely uninstall the software?

Here are the steps to manually uninstall EP Folders Lite.

1. Make sure your folder is decrypted before attempting to uninstall EP Folders
2. Back up the registry.
3. Remove the following folders, if present: C:\Program Files\EPFolders and C:\Program Files\Common Files\epplusfolders
4. >From Start>run... launch Regedit and remove the following keys, if present:
HKEY_LOCAL_MACHINE\Software\PC Guardian\Encryption Plus® for Folders
HKEY_LOCAL_MACHINE\Software\PC Guardian\EPF
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\Current
Version\Uninstall\Encryption Plus® for Folders
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Service\EPF
5. Right-click the start button, choose explore, and Look for:
PC Guardian\Encryption Plus® for Folders, or
Encryption Plus for Folders
and delete.
4. Reboot.

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I want to uninstall EP Folders Lite, but cannot find it on the Add/Remove Program option on the Control Panel. How do I uninstall the software?

If EP Folders Lite is not showing on the Add/Remove Programs menu, then you must perform the uninstall manually by erasing it from Windows Explorer and the Registry.

Warning: Before proceeding, back up the Registry on your workstation. An error may occur during the uninstallation process that may delete other programs from your computer.

1. Unprotect any folder that may still be protected.
2. Right click on the Windows Start button and choose Explore.
3. From Windows Explorer, find and delete: C:\Program Files\EPFolder, and C:\Program Files\CommonFiles\epplusfolders.

4. From the Windows Start>Run menu, type regedit and click OK.

5. Look up the following keys and delete their folders:

HKEY_LOCAL_MACHINE\Software\PC Guardian\Encryption Plus for Folders-Single User

HKEY_LOCAL_MACHINE\Software\PC Guardian\EPF

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\Current Version\Uninstall\Encryption Plus for Folders-Single User

HKEY_LOCAL_MACHINE\System\Current Control Set\Services\VxD\FSMGR\Encryption Plus for Folders-Single User

HKEY_LOCAL_MACHINE\System\Current Control Set\Services\VxD\EPF100

HKEY_LOCAL_MACHINE\Software\EPF

HKEY_LOCAL_MACHINE\System\Current Control Set\Service\EPF

6. In MS-DOS, delete C:\Windows\System\vm32\epf100.vxd

7. Reboot your computer.

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Access Questions

I installed EP Folders on a Windows NT system and encrypted the temp folder along with other sensitive folders. When I rebooted, I got an error message that said, "The Microsoft Jet database engine cannot open the file. It is already opened exclusively by another user, or you need permission to view its data [3051]." How do I get to my data now that I can't launch EP Folders?

The problem is that, on NT, the temp folder (D:\TEMP) is a system folder needed by many applications for proper operation. Encrypting the folder may cause improper operation of some of those applications, and prevents EP Folders from running. The workaround to this is a simple process.

1. Create a folder in the D drive and name it newtemp

2. Run Regedit and edit the following lines in both HKEY_CURRENT_USER\ENVIRONMENT and HKEY_USERS\.\DEFAULT\ENVIRONMENT from TEMP=D:\TEMP TMP=D:\TEMP to TEMP=D:\NEWTEMP TMP=D:\NEWTEMP

3. Close Regedit and reboot so the settings take effect. EP Folders will launch and allow you to decrypt the temp folder.

4. Run Regedit again and restore the original settings. Reboot again.

I tried to access a Microsoft Word document and got an error message that said Microsoft Word can't import the specified format. This feature is not currently installed. Would you like to install it now? How can I access the document?

This message could appear when you have attempted to open a file that resides in an encrypted folder to which you do not have access. Make sure that the user who owns the folder has responded yes to sharing the folder with you.

Can I access files in encrypted folders over the network if NT sharing is on?

No, you are not able to access encrypted folders over the network on Windows NT, even if sharing of that folder or its parent folder is turned on in NT.

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I tried to delete a protected folder and received an Access Denied message. How can I delete the folder?

If the folder is still protected, you must be logged into EP Folders to delete it. If you are not logged on to EP Folders as an authorized user, you cannot delete protected files. Additionally, the administrator may have chosen the option of only giving folder owners the ability to delete files.

I can no longer access the files contained in a protected folder, no matter what I try. How can I regain access to these files?

If you have more than one logon, first make sure that you have used the correct user name and password. If you still cannot access the files contained in a protected folder, then you will need to reinstall EP Folders using the EP Folders backup database files.

Note: You must use this method to restore access to these files. You cannot immediately uninstall and reinstall – to do so would result in loss of information.

From Windows Explorer, copy the epfpfdbk.mdb file (located in the c:\program files\common files\epplusfolders folder) to the c:\windows\temp folder (or some other temporary location that you will be able to access later).

Next, copy the eplusbak.mdb file (located in the c:\program files\epfolders folder) to c:\windows\temp folder.

From the Windows Settings>Control Panel screen, click Add/Remove Programs.

Remove the EP Folders program. Follow all the prompts to complete the removal of EP Folders.

After EP Folders is uninstalled, reinstall it again. Important: Do not restart your computer when prompted to do so.

Once EP Folders is reinstalled, copy the epfpfdbk.mdb file from its temporary folder, back into the c:\program files\epfolders folder.

Then copy the eplusbak.mdb file back into the c:\program files\common files\epplusfolders folder.

Rename epfpfdbk.mdb to efpfd10.mdb.

Rename eplusbak.mdb to epluscom.mdb.

Reboot your computer.

When EP Folders starts, you will be prompted for your User Name and Password. Enter the User Name and Password that you used with the version you had previously installed – you do not need to create a new User Name or Password.

If this procedure does not work, do not do anything further and contact PC Guardian support at support@pcguardian.com.

I have recently downloaded EP Folders Lite and everything went well. However, when I go to the encrypted folder it still opens up. It isn't a program folder, and I followed all the steps but I thought that EP Folders was supposed to protect it.

The folder opens because you are logged into EP Folders. Right-click the EP Folders icon in the status area of the task bar (by your clock) and choose Close. This will log you out of EP Folders. Then try and open the folder. You will find that when you are logged out the folder will be protected.

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Compatibility Questions

I have a third-party software package called Encrypted Magic Folders on my system, and when I tried to install EP Folders I received two error messages, "Error after InitProtectDB()" followed by "Error #102 EPF cannot communicate with the VxD VxD error #1." Is there a compatibility issue between the two programs?

Yes, EP Folders will not install if Encrypted Magic Folders is installed on your workstation. The workaround is to uninstall Encrypted Magic Folders before installing EP Folders.

Does EP Folders cause problems with ScanDisk accessing the hard drive if there are protected folders on it?

ScanDisk will execute normally when EP Folders is installed.

What hardware and software are supported?

EP Folders is designed to run on Pentium (or equivalent) processors with Windows 95/98/ME and Windows NT/2000.

Is EP Folders compatible with a Windows 95 PC running the hard drive with DOS compatibility?

EP Folders supports Win95/98/ME and NT/2000. Because Windows 95 and 98 run on DOS then yes it is DOS compatible; however, EP Folders does require the presence of Windows as it is a Windows application.

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Crash Questions

Why do I get an error message that looks like my system has crashed when I try to open a Word document in a protected folder from Windows Explorer?

This problem only occurs on NT systems with a FAT partition. It is part of EP Folders' security control to disable opening documents by double-clicking them from Windows Explorer. Although this is normal operation for all platforms, for NT systems that have a FAT partition, a second error message is produced which makes it appear as if your computer has crashed when in fact it hasn't. There should be a fix for this in a future release.

The EP Folders screen lock freezes my computer, forcing me to reboot.

There are some reported conflicts with Office 97 and EP Folders screen lock. To eliminate this conflict, disable your Microsoft Office Find Fast Indexer. To disable the Find Fast Indexer,

From your Windows Start menu, select Settings/Control Panel.

Double-click Find Fast.

Delete any existing indexes using the Delete Index command on the Index menu.

Click Close and Stop on the Index menu.

Remove Find Fast from the Startup group or folder.

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General Questions

Why do I receive an error that says the EP Folders device driver is not in memory?

First try rebooting your computer. If this does not solve the problem, you will have to re-install EP Folders.

Re-installing EP Folders:

1. Before uninstalling the EP Folders program, copy the following .mdb files to another location on your hard drive, a floppy disk, or another safe location.

epfpfdbk.mdb

eplusbak.mdb

Important: Keep track of the location that you temporarily store these .mdb files, you will need them later

2. Then follow the instructions outlined in the Uninstalling EP Folders topic in the online help to uninstall the EP Folders program. You do not need to decrypt your protected folders.

3. Once EP Folders has been removed, you will need to re-install.

4. Install EP Folders as usual, following the instructions given.

Important: Do not reboot the machine when prompted

5. Once EP Folders has been re-installed, you will need to copy the .mdb files back into their original folder, reboot, and use your user name and password to access your folders.

If this procedure does not solve the problem, contact PC Guardian Technical Support.

Can anyone copy, delete or modify files that I have protected?

Only authorized users (users who have logged on to EP Folders with a valid user name and password, or users who have authorized sharing privileges) may access protected folders or files within these folders. If an unauthorized user starts your computer and does not log on to EP Folders, this user will not be able to access, copy, move, or delete files in protected folders.

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Does EP Folders support hibernation?

EP Folders has no effect on the hibernation process.

How can I improve the general performance of EP Folders?

If you are running EP Folders on Windows NT, it is recommended that you update to the latest service pack. This is

suggested not just for our product, but to improve the general performance of your system.

It is also highly recommended that you run disk utilities to check the performance of your hard drive as well as make regular backups of all important files as a general precaution against data loss.

If Microsoft Office 97 Find Fast Indexer is enabled while you are running EP Folders, it may cause your system to freeze up randomly. To prevent this, disable the Find Fast Indexer using the following steps:

1. From your Windows Start menu, select Settings/Control Panel.
2. Double-click Find Fast.
3. Delete any existing indexes using the Delete Index command on the Index menu.
4. Click Close and Stop on the Index menu.
5. Remove Find Fast from the Startup group or folder.

How do I use EP Folders?

Once you install EP Folders, you can select individual folders for protection. You will find the EP Folders menu intuitive and easy to use. After installation, you will be prompted for a password each time the PC boots. You can easily add, view, or remove folders from your protected folders list, change your password, and restrict access to your computer with Screen Lock, a secure screen saver.

Note: Screen Lock is not available for Windows NT or Windows 2000.

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When I log in to my system, I am automatically prompted for the EP Folders user name and password. Is there any way to turn this off so I am not automatically prompted for the user name and password? In other words, I want to be able to run EP Folders only when I choose to, instead of it always running.

EP Folders creates the following key/value in the Registry:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Current Version\Run =>key = EPFolder + value
=installation folder\epf.exe

You can manually remove the key + value and EP Folders will NOT run automatically. Important Note: There shouldn't be side effects, but this has not been tested and is not a supported modification. Please be sure to make a backup before attempting this.

Is EP Folders easy to use?

EP Folders was designed to be installed and operated by computer users of all experience levels. EP Folders is simple and very easy to use.

Is EP Folders safe?

Yes. EP Folders has been used in a broad range of environments. Academic institutions, private corporations of all sizes, and military sites have all found EP Folders to be a simple and intuitive way to protect sensitive files. The encryption algorithm that EP Folders uses is very powerful. At the same time, the engine used to encrypt and decrypt is simple enough to work without any safety concerns.

What algorithms are used in EP Folders? What are their bit lengths?

EP Folders uses two algorithms: a 192-bit Blowfish algorithm to encrypt the data, and a secure 1024-bit RSA public/private key algorithm to encrypt user passwords. The RSA algorithm allows key recovery and enables the administrator to read encrypted data.

What happens when I copy a file from a protected folder into an unprotected folder? To a floppy disk? To a network drive?

If you are logged onto EP Folders, any file you copy or move from a protected folder to an unprotected location will automatically be decrypted. Caution should be used when copying/moving files from a protected folder. If you are not logged on to EP Folders as an authorized user, you cannot move or copy protected files.

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What is an algorithm? What algorithm does EP Folders use?

In mathematics and computer science, an algorithm is defined as a set of rules or instructions for solving a

problem or procedure. During the encryption process, the algorithm—also referred to as a cipher—is employed to systematically scramble data. EP Folders uses the Blowfish algorithm to encrypt data.

What is Blowfish?

Blowfish is a speedy, well-documented algorithm developed by Bruce Schneier. EP Folders is available in both a 56-bit block cipher, and a 192-bit version that is available for use in the U.S., Canada, and other selected countries.

What is EP Folders?

PC Guardian's EP Folders combines the efficiency and security of on-the-fly encryption with the flexibility of the Windows 95/98/2000/ME and NT operating environments. EP Folders provides a safe and simple way to select individual folders for protection. Protection means that designated folders are encrypted on the hard drive. As files contained in the folders are accessed, they are decrypted on-the-fly with no user intervention. Files are re-encrypted as they are written back to the hard drive. Unauthorized users cannot access or modify protected folders.

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Why can't I open a Help file (.hlp) from within a protected folder in Windows Explorer? When I double-click the file, nothing happens – the file doesn't open, nor do I receive an error message.

Windows handles file types differently. In the case of a Help file, it is not on the same level as an executable file (.exe), and therefore does not receive the same error messages or prompts. Also, EP Folders prohibits the opening of files in protected folders from Windows Explorer, which is why you weren't able to open it. Make sure that you have access rights to the folder in which it resides.

Why can't I rename some protected folders?

EP Folders' renaming protocol follows a standard directory structure convention, which means that protected folders, and any folders above it (protected or unprotected) all the way to the root directory, cannot be renamed. The following are examples of what folders can and cannot be renamed:

Parent folder and its subfolders are protected: You can rename the protected subfolders, but the protected parent folder cannot be renamed.

Parent folder is protected, but its subfolders are not protected: You can rename the subfolders, but you cannot rename the protected parent folder.

Parent folder is NOT protected, but its subfolders are: You cannot rename either the unprotected parent folder or its protected subfolders.

You have two workaround options: the first is to unprotect your folder, rename it, and then protect it again.

The second option is to protect the folder above the protected folder that you are trying to rename (this option only works if there is a folder above the protected folder). The original protected folder now becomes a protected subfolder. EP Folders permits the renaming of protected subfolders of protected folders.

Why should I use PC Guardian's EP Folders?

EP Folders provides exceptionally simple, on-the-fly automatic protection of user-specified folders. Ideal for home and business use, EP Folders allows you to protect confidential or sensitive data from unauthorized access and prevents deliberate or accidental alteration of your protected files by others.

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Screensaver questions

I am receiving an error that indicates that there is another PC Guardian screensaver running and the EP Folders screensaver will not run.

If you already have EP Hard Disk installed on your machine, and have the Screen Lock option activated, then EP Folders will not allow you to run the EP Folders Screen Lock program as well. The EP Hard Disk settings will override your EP Folders settings. However, you will still have a secure screensaver to protect your unattended computer.

I would like to use my own screen saver in the EP Folders Screen Lock options; however, when I select my personal screen saver and click Protect Now, my computer screen turns black and freezes up. The only way for me to restore my computer is to reboot it.

If you would like to use your own screen saver, make certain that all necessary screen saver program files reside in your c:\windows\system directory. For instance, you may need to copy .dat files in addition to the .scr file.

What is Screen Lock?

Screen Lock protects your computer by automatically locking the keyboard and mouse after a designated length of time when there is no keyboard activity. A standard Windows screen saver is displayed. To unlock the keyboard, simply type in your password.

Note: Screen Lock is not available on Windows NT or Windows 2000.

What screen savers can I use with Screen Lock?

You can use any standard Windows screen saver. Simply click the Screen Lock button on your EP Folders Main Menu and follow the on-screen instructions to browse for and select your preferred screen saver. Screen saver files must reside in your C:\Windows\System folder and be configured with the *.scr extension in order to appear as a selection in the Screen Saver Settings window. You may change your screen saver at any time through the Screen Lock's settings screen.

Why can't I activate the Screen Lock feature?

There are two possibilities as to why this function will not work. The first is that your workstation may be an Windows NT or Windows 2000 workstation. The screen lock feature is not available to Windows NT or Windows 2000 users.

The second possibility is that your administrator may have disabled the Screen Lock function (for EP Folders Enterprise versions only).

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Reference

Glossary

Click on the term below to see its definition.

[Algorithm](#)

[Authenti-Check®](#)

[Existing Users List](#)

[Mount Device](#)

[On-the-fly](#)

[Removable Media](#)

[RSA Public/Private Key](#)

[Screen Lock](#)

[User Name](#)

[User Password](#)

[Users List](#)

User Guide

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Mount Device

Because the Windows operating system does not automatically scan for removable media, EP Folders cannot automatically give access to protected folders on [removable media](#). Therefore, each time you insert removable media you must notify EP Folders so that it can scan the removable media for protected folders and update the Protected Folders list.

You have two methods of notifying the system that new removable media has been inserted: 1) from the EP Folders User program Main menu; or 2) from the EP Folders icon in the Windows taskbar.

To notify the system that new removable media has been inserted:

1. Insert the removable media into your computer.
2. Click Mount Device on the EP Folders Main menu.
Or right click the EP Folders icon in the right-hand corner of your taskbar/clock area and choose the Mount Device option.
3. At the Mount Device screen, select the drive with the removable media and click OK.
4. EP Folders will scan your removable media for protected folders and will prompt you with the message Update Completed Successfully when finished.
5. Your Protected Folders list will be updated with any protected folders that are on the removable media. You can then access the protected folders that you have been given access to with the password assigned to the protected folders contained on the removable media.

EP Folders does not automatically scan [removable media](#) for any possible protected folders. Therefore, each time you insert removable media you must notify EP Folders so that it can scan the removable media for protected folders and update the Protected Folders list.

Note: The Mount Device feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Encryption **on-the-fly** means that data in protected folders is decrypted and encrypted again only as it is called into use. On-the-fly encryption is the most efficient and secure way of implementing data protection because data never resides on your hard drive unprotected.

Working with Protected Folders

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Protected Folders on Removable Media

EP Folders gives you the ability to protect folders on [removable media](#). This feature allows two or more users to securely exchange or share data, and allows you to back up data and encrypt it for safe, long-term storage.

Note: You can encrypt files on removable media but, unlike files located on your hard drive, EP Folders will not prevent anyone from deleting or adding files, and will not automatically allow access to authorized users. If you try to view a protected file on removable media and it appears to be scrambled (encrypted), you will need to go back to the EP Folders Main menu and choose the [Mount Device](#) option.

The most important thing to remember when working with folders that have been protected on removable media is that you **must** use the [Mount Device](#) option on the EP Folders Main menu every time you insert removable media into your computer; otherwise, EP Folders will not recognize the protected folders on the removable media. This is the most overlooked or forgotten function, and it can cause much confusion to users when trying to figure out why they are unable to access their folders on removable media.

User Guide

{button See Also,AL('ManagingFolders',0,'','')}

Protecting Folders

Note: The ability to encrypt more than one folder and to encrypt subfolders is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

The following process will allow you to encrypt and protect a folder on your hard drive.

To protect a folder:

1. At the EP Folders Main menu, click Protected Folders.

The Select Protected Folders screen is broken into two panes:

Left Pane	Select a Folder to Protect list
Right Pane	Protected Folders list

The **Select a Folder to Protect** list allows you to select specific folders for encryption.

The **Protected Folders** list allows you to view the folder that you have protected.

Notes: There are certain [folders that you cannot protect](#).

You can only encrypt one folder with EP Folders Freeware.

2. To protect a folder, in the Select a Folder to Protect pane, browse to the folder, highlight it, and then click Add.
3. At the Confirm Addition to Protected Folders List screen, click OK to protect your folder.

Note: You will not be able to protect subfolders with EP Folders Freeware Freeware.

4. The folder you selected is now displayed in the Protected Folders list.
5. Return to the Main menu by clicking OK.

You can now proceed to use your workstation and access your folder as you normally would.

EP Folders Functionality

Protecting Folders-Overview

You can choose an existing folder, or create a new folder, that you wish to encrypt. The folder may contain files at the time of protection; or if it is a newly created folder, you can copy files to the protected folder later and have them be automatically protected.

Note: You may notice that the encryption processing time is significantly shorter if you copy a file into a protected folder, as opposed to when the folder was initially protected.

Once a folder has been added to the EP Folders Protected Folders list, all its contents are encrypted (the files contained within it), but you will still be able to open files as long as EP Folders is running. For this reason, we suggest you use the [Screen Lock](#) feature and set a short Wait Time so that when your computer is unattended it will be secure from unauthorized users.

EP Folders acts as an interface between you and your encrypted folder. If EP Folders is running (the EPF icon will be in the status or clock area of your screen) then any file contained within your protected folder will be accessible as if it was not protected. It is only when EP Folders is not loaded into memory (no EPF icon in the status or clock area of your screen), or when Screen Lock is activated, that your files are fully protected.

See the [Protecting Folders](#) topic for more information.

EP Folders Functionality

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Receive Protected Folders on Removable Media

While receiving protected folders on [removable media](#) is similar to shipping, remember that any time you insert removable media into your computer, you must first use the [Mount Device](#) feature before EP Folders will recognize the media.

Before you can access protected folders received on removable media, the user sending you the removable media must provide you with the password that was used to encrypt the folder. Once you have the removable media containing the protected folder(s) and the password, you are ready to work with the files in the protected folder.

See the [Receiving Protected Folders on Removable Media](#) topic for more information.

User Guide

{button See Also,AL('ManagingFolders',0,'','')}

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Receiving Protected Folders on Removable Media

In addition to protecting folders on your local computer, you can now ship and receive encrypted folders on [removable media](#). This capability is especially valuable for two or more users who need to securely exchange or share data, as well as for backing up data and encrypting it for safe, long-term storage.

Before you can access protected folders received on removable media, the user sending you the removable media must provide you with the password that was used to encrypt the folder. Once you have the removable media with the protected folder(s) and the password, you are ready to work with the files in the protected folder.

To receive protected folders on removable media:

1. Insert the removable media into your computer.
2. At the EP Folders Main menu, click Protected Folders.
3. In the left pane of the Protected Folders screen, select the folder you want to access on the removable device.
4. Click Receive.
5. Enter the password provided to you by the sender and click OK.
6. After entering the correct password, the folder(s) will be added to your Protected Folders list and you will be able to freely access the files contained in the folder(s).

User Guide

Recover Program

The Recover Program will allow you to recover your encrypted files if the EP Folders program files are damaged or corrupted.

Notes: Do not attempt to uninstall EP Folders before attempting the Recovery process.

Do not delete your original encrypted folder, as any subfolders within the folder will not be copied during the Recover process.

To recover user-protected folders

1. With Windows Explorer, browse to the location of your EP Folders program files. The default is C:\Program Files\EPFolders.
2. Double-click EPF-Recover.exe.
3. From the Recover screen, browse to the folder that you want to decrypt.
4. From the Recover screen, browse to the destination where you want the decrypted folder to be saved.
5. Click Decrypt Folder.
6. At the Folder Recovery Method Options dialog, click the Authenti-Check® button.
7. At the Authenti-Check® dialog, click the First Question button. Answer the question. Click OK.
8. Repeat Step Seven as necessary until all of the questions are answered.
9. Click Decrypt.
10. Click OK to confirm decryption.
11. Click OK to the Progress Indicator.
12. Click OK to Decryption is successful.

Your decrypted files will be saved to the location you specified in Step Four.

Removable Media is any external storage medium that can be connected to your computer. For EP Folders, floppy disks, Zip, and Jaz drives are supported. Protected folders can be shared with other EP Folders users via removable media.

Note: Sharing protected folders on removable media is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

User Guide

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Remove a User

Only the Primary User can remove users from the [Users List](#). Users who have been added to the Users List do not have this capability.

To remove a user:

1. Right-click the EP Folders icon in the clock area of the Windows taskbar (located in the lower right-hand corner of your screen).
2. A list of available functions that can be initiated from this menu will display. Choose Remove User.
3. In the Remove User Confirmation screen, click the arrow on the scroll-down bar to display a listing of all EP Folders users on that workstation. Select the name of the user you want to delete and click Yes.
4. EP Folders will confirm when the user has been removed.

User Guide

{button See Also,AL(`ManagingFolders`to',0,`,`,'')}

Unprotecting Folders

You must be logged into EP Folders before you can unprotect a protected folder. Attempting to unprotect a folder without EP Folders running will result in an Access Denied error message.

Important!! If you uninstall EP Folders without unprotecting your folder, the folder will then be unreadable, even if you were to reinstall EP Folders.

If you decide to remove your folder from the Protected Folders list, follow the steps below. EP Folders will transparently decrypt all the files in the folder and remove the folder from the Protected Folders list.

To unprotect your folder:

1. At the EP Folders Main menu, click Protected Folders.
2. From the Protected Folders list, select your folder.
3. Click Remove.
4. At the 'Confirm Removal from Protected Folders List' screen, click OK.
5. At the Failsafe Checklist screen, click OK.
6. The folder will be removed from the Protected Folders List. All files in the folder will be automatically decrypted and accessible to anyone.

Working with Protected Folders

Renaming Your Protected Folder

EP Folders will not allow an encrypted file to be renamed.

To rename your protected folder:

1. [Unprotect](#) your folder.
2. From the Windows Start menu select Programs and then Windows Explorer. Browse to your folder.
3. To rename your folder, right-click on the folder, select Rename, and type in the new name.

OR

Select the folder so that it is highlighted. From the File menu, select Rename and type in the new name.

4. [Protect](#) your folder again.

User Guide

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Retrieve Forgotten User Name

If you should forget your EP Folders [User Name](#), there is one way for you to retrieve it. This method only works if you have someone else added to your [EP Folders Users List](#). You would then have the other user log onto your workstation to retrieve your user name.

To retrieve a forgotten user name:

1. Have a user, with EP Folders access-rights to your workstation, log on to your computer using their own personal EP Folders user name and password.
2. At the Main menu, click Add New User.
3. The Existing Users List (left column of the dialog box) will list all users who have access to protected folders on that workstation.
4. From this list you can retrieve your forgotten user name.
5. You can now log on to EP Folders as you normally would.

The **RSA Public/Private key** is a mathematically generated algorithm that depends on the use of very large numbers to not only encrypt data, but to also provide authentication (a way of ensuring that encrypted data was protected by a certain user). The user's Public key gets encrypted along with the data being protected. EP Folders stores all Public keys in a database, thereby keeping track of who protected what and granting access to protected data when a user's Public key and the Public key encrypted with the data matches.

The **Screen Lock** feature acts as a keyboard lock that activates a screensaver after a specified period of keyboard inactivity. You can specify a maximum Wait Time (in minutes) between 0-60 minutes.

Important Note for Windows NT and Windows 2000 users: Screen Lock is not available for Windows NT and Windows 2000 workstations.

Once Screen Lock has been activated, enter your EP Folders User Password and click OK to restore your screen.

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

EP Folders allows you to send and receive encrypted data to and from other EP Folders users on removable media (for example, diskettes, Zip and Jaz drives). This feature allows two or more users to securely exchange or share data, and allows you to copy protected folders to [removable media](#) for safe, long-term storage.

For more information, see the following:

[Shipping Protected Folders on Removable Media](#)

[Receiving Protected Folders on Removable Media](#)

User Guide

Setting Up EP Folders

Once the EP Folders program files are installed, you must complete the installation process by setting up the program. This requires you to log into EP Folders and assign yourself a User Name and Password. These are used by EP Folders to identify you and grant you access to your protected folder.

To set up EP Folders:

1. At the User Name screen, enter a [user name](#). Click Next to continue.
Note: There is no way to recover your user name if it is forgotten. Be sure to write down your user name and keep it in a safe place. Do not store your user name and user password in the same location.
2. Enter and verify an EP Folders [User Password](#). This password must be 1-24 characters in length and is not case-sensitive. Click Next to continue.
3. At the [Authenti-Check®](#) Welcome screen, click Next.
4. At the Authenti-Check screen, enter at least one, and up to three, personal questions and answers. Questions can contain as many as 99 characters and answers can contain as many as 24 characters. You are required to enter at least one question and answer.
Tip: Enter questions and answers that **only you** will know, but at the same time, keep them simple (for example, one word answers) because if you need to use the feature, Authenti-Check requires that you type the answers **exactly** as you typed them during the setup process, or access is denied.
5. When you have completed all of your questions and answers click Next.
6. Click Finish to complete the installation process. This will load the EP Folders Main Menu.

The EP Folders program installation is now complete and the following items have been created:

- ✓ EP Folders icon in the status area of your Windows taskbar (near the clock)
- ✓ Encryption Plus® Folders icon on your Windows Start menu under Programs>PC Guardian
- ✓ The following new folders:
 - C:\[path]\EPFolders (Where [path] is the location to which you installed the EP Folders program files. The default location is C:\Program Files\EPFolders.)
 - C:\Program Files\Common Files\eplusfolders

User Guide

{button See Also,AL('ManagingFolders',0,'','')}

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Sharing Protected Folders

You have the option of selectively making protected folders available to other users who access your workstation (before you can share a protected folder you must first [add new users](#) to your Users list). While you have the option of sharing protected folders with other users, only you can unprotect the shared folders. This is an extra security measure to prevent folders from being unprotected without your knowledge.

Note: The Primary User's name does not appear in the Folder Sharing screen as they already have administrative access rights over all folders that have been protected on that workstation.

To share protected folders:

1. From the EP Folders Main menu, click Protected Folders; or right-click the EP Folders icon in the desktop tray and choose Protected Folders.
2. From the Protected Folders list, select the folder you want to share, and then click Share.
3. From the left column of the Folder Sharing screen, select the users with whom you would like to share the folder with, and then click Add.

Note: If the user's name does not appear on the All Users list, you must first add them as a new user. See the topic [Add New User](#) for more information.

4. Repeat for each user that you want to share the folder with.
5. When you are finished (all of the desired shared folder users are listed in the right-hand pane of the screen), click OK.
6. There will now be a "Y" displayed in the 'Shared Folders?' column of the Protected Folders screen.

Important! You are not able to access encrypted folders over the network on Windows NT or Windows 2000, even if sharing of that folder or its parent folder is turned on in Windows NT or Windows 2000.

EP Folders Functionality

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Ship Protected Folders on Removable Media

Shipping protected folders on [removable media](#) is a way for you to share a protected folder with another EP Folders user who doesn't have access to your computer. This process is different, but the concept is similar to sharing protected folders. "Sharing" folders is used when more than one person uses the same computer, and access is needed to the same files. The "ship" feature does not require this. By assigning a password to the protected folder, any EP Folders recipient who has the password can access the protected information on their own computer.

Note: You can encrypt files on removable media but, unlike files located on your hard drive, EP Folders will not prevent anyone from deleting or adding files, and will not automatically allow access to authorized EP Folders users. If you try to view a protected file on removable media and it appears scrambled (encrypted), you will need to go back to your Main menu and choose the Mount Device option.

See the [Shipping Protected Folders on Removable Media](#), topic for more information.

User Guide

{button See Also,AL('ManagingFolders',0,'','')}

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Shipping Protected Folders on Removable Media

EP Folders allows you to send encrypted folders to and from other EP Folders users on [removable media](#). This feature allows two or more users to securely exchange or share data, and allows you to back up data and encrypt it for safe, long-term storage.

Note: You can encrypt files on removable media but, unlike files located on your hard drive, EP Folders will not prevent anyone from deleting or adding files, and will not automatically allow access to authorized users. If you try to view a protected file on removable media and it appears scrambled (encrypted), you will need to go back to your Main menu and choose the Mount Device option. If it still appears scrambled, you may not have been the user who encrypted it originally.

Overview of steps:

- Organize the files into a folder on your removable media (you must have a folder on your removable media that contains all the files you want to ship)
- Protect the folder on the removable media
- Once the folder on the removable media is protected, use the Ship option - provide a password when prompted
- Convey the removable media, and the password you assigned to it, to the intended EP Folders user
- The recipient of the removable media will then follow the [Receiving Protected Folders on Removable Media](#) instructions to gain access to the files in the protected folder

Shipping protected folders on removable media:

1. Insert the removable media (floppy diskette, Zip or Jaz drive), containing the folders you want to encrypt, into your computer.

If the folder on the removable media that you want to send is already protected, proceed to step 7; otherwise, continue with steps 2 through 6 to protect the folder you want to send on removable media.
2. At the EP Folders Main menu, click Protected Folders.
3. In the left pane of the Protected Folders screen, select the folder you want to encrypt on the removable media, and then click Add.
4. At the Confirm Addition to Protected Folders List screen, you have the option of also protecting the folder's subfolders by selecting Protect Subfolders. If you select this option, all subfolders under your selected folder will also be protected.
5. Click OK to continue.
6. The folder you selected is now displayed in the Protected Folders list, and if subfolders are also protected, a "Y" will appear next to the folder name under the column 'Subfolders Protected?'.

7. Make sure the folder is highlighted in the Protected Folders list before continuing.
8. Click Ship - you will be prompted to assign a password that the recipient will use to gain access to the protected folder.
9. Enter and confirm a password and click OK.
10. The protected folder on the removable media is now ready to be forwarded to the EP Folders recipient. You will also need to relay the password to the recipient.

User Guide

{button See Also,AL(`rtoAuthenti-Check',0,`,`')}

Understanding Authenti-Check®

Authenti-Check is a feature that utilizes user-defined questions and answers as a way to authenticate yourself as a user and regain access to your protected folder if you've forgotten your password.

When you installed the EP Folders program, you were prompted to supply at least one, and up to three, questions and answers. In case you forget your password, EP Folders uses Authenti-Check to create a new password so that you can gain access to your protected folder.

Note: This procedure creates a new User Password for you (it does not restore your previous password).

[Click here](#) for an example of a completed Authenti-Check form.

Uninstalling EP Folders

STOP

Be sure to unprotect your folder before uninstalling Encryption Plus® Folders. All information in protected folders will be lost if the folder remains protected after you've uninstalled EP Folders.

Once your folder has been unprotected, follow steps 1 and 2 below to remove the EP Folders program from your PC.

Step 1 - Unload Encryption Plus® Folders

This step closes the EP Folders program (removing the program from your computer's memory).

1. Right click on the EP Folders icon on your taskbar (lower right-hand corner of the Windows display).
2. Select Close to exit EP Folders.
3. Choose Yes to confirm that you wish to close EP Folders.

Step 2 - Remove Encryption Plus® Folders Program Files

This step removes the EP Folders program from your PC.

1. From the Windows Start menu, choose Settings, then Control Panel.
2. Double-click the Add/Remove Programs icon.
3. Select the EP Folders program that is to be uninstalled.
4. Click the Add/Remove button.
5. Follow the on-screen instructions to complete the removal of EP Folders.

IMPORTANT! You may be prompted if you want to uninstall some shared files (dao35.dll, dao2535.tbl, cdk32.dll). If you are using Microsoft Access, or other Microsoft Office products, we suggest that you do not remove these files unless you are certain they are not being used by other applications.

6. Once the uninstall process is complete you will be prompted to reboot your computer. This is required so that your PC can update its registry settings.

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{button See Also,AL(`UserFunctionsrto',0,`,`',`')}

Overview

The following is an overview of EP Folders' functions. Very little user configuration is required. Once you've installed the program, you can immediately protect your folder.

EP Folders Freeware functions:

- [Protect a Folder](#) on your hard drive
- [Unprotect a folder](#) on your hard drive
- Set up your [Screen Lock](#) feature
- [Change your Password](#)
- [Recover Your Folder](#) if EP Folders program files are damaged
- 64-bit encryption key

In addition to the functions listed above, the following features are only included in the full version of EP Folders:

- [Add](#) and [remove](#) additional users
- [Share](#) access to protected folders with additional users
- Protect more than one folder
- Protect subfolders
- [Ship](#) and [receive](#) protected folders on [removable media](#)
- 192-bit encryption key

Note: These features are only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

The **User Name** is the name you assign yourself the first time you log into EP Folders. Along with your User Password, the User Name is used to identify you to EP Folders. It is used to gain access to your protected folder and perform other EP Folders tasks. The User Name can be 1-20 characters in length.

You are prompted to assign yourself a **User Password** the first time you log onto EP Folders. Along with your User Name, your User Password is used to identify you to EP Folders. It is needed to gain access to your protected folders, and to perform other tasks in EP Folders.

Your password must be between 1 and 24 characters in length and is not case-sensitive.

User Guide

{button See Also,AL(`General User Functions rto',0,`,`,`')}

Main Menu

Once EP Folders is installed on your PC it becomes a memory resident program. Because EP Folders automatically loads when you boot your PC, it acts as an interface between you and your protected folder, allowing you to work as you normally would while keeping your folder protected at all times. As long as EP Folders is running in the background you will have no problem accessing your protected folder.

After logging on to EP Folders, you may access the Main menu by:

- Opening it from the Windows Start menu;
- Clicking the EP Folders icon located in the status area of your taskbar; or
- Right-clicking the EP Folders taskbar icon and selecting Open.

At the EP Folders Main menu, you can access the protected folders list and change some user options.

Note: Clicking the Exit button or closing the window will not close EP Folders. See Closing EP Folders.

Note: This feature is only available in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

The **Existing Users List** contains the names of all users who have been added to EP Folders with access rights to protect and share folders on that workstation.

To view the Existing Users List, from the EP Folders Main menu, click Add New User. All users who have been added will be listed in the Existing Users List in the right-hand pane.

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Using Authenti-Check®

When you installed the EP Folders program you were prompted to supply at least one, and up to three, questions and answers. In case you forget your password, EP Folders uses Authenti-Check to create a new password so that you can gain access to your protected folder.

Note: This procedure creates a new User Password for you (it does not restore your previous password).

To use Authenti-Check

1. After entering an incorrect password three times at the EP Folders Login screen, you will be prompted with the Forgotten Password Options dialog box.
2. Click Authenti-Check to start the question/answer process.
3. At the Authenti-Check screen, click First Question.
4. In the answer box of the Answer the Questions screen, type your answer EXACTLY as you entered it when you set up Authenti-Check.
5. Depending on how many questions you provided when you installed EP Folders, you may be prompted up to three times for answers to questions.
6. Once all the questions have been correctly answered, click New Password.
7. At the Change Password screen, enter and confirm your new password, and then click OK.
8. You have now successfully changed your password and are logged on to EP Folders.

Note: If you still experience problems logging in to EP Folders after changing your User Password, make sure that it's not your User Name that is being entered incorrectly.

User Guide

{button See Also,AL(`ManagingFoldersrt',0,`,`')}

Note: You can protect more than one folder in the full version of Encryption Plus® Folders. To learn more or to order the full version, please visit <http://www.pcguardian.com/upgrade/epfoldersfree4.html>.

Viewing the List of Protected Folders

EP Folders provides a simple and easy way to view a list of folders that have been protected.

To view your list of protected folders:

1. At the EP Folders Main menu, click Protected Folders.
2. Review the folders in the Protected Folders list.
3. Click OK to exit.

Wait time refers to an elapsed time of keyboard inactivity. The EP Folders screensaver feature functions as a password-protected screen saver. It automatically activates the screensaver after a designated period of idle time and requires you to enter your User Password to deactivate and continue your session.

Understanding EP Folders

{button See Also,AL(' Understanding Encryption',0,'','')}

How Does Encryption Plus® Folders Work?

PC Guardian's Encryption Plus® Folders (EP Folders) combines the efficiency and security of on-the-fly encryption with the flexibility of the Windows 95/98/ME, Windows 2000, and Windows NT (Service Pack 4 and later) operating environments. EP Folders provides a safe and simple way to select an individual folder for protection.

Protection means that your designated folder is encrypted on the hard drive. As files within the folder are accessed, the specific information written from the file to RAM is decrypted on-the-fly with no user intervention. The information is then re-encrypted when it is written back to the hard drive. This prevents unauthorized users from reading or modifying protected folders.

EP Folders acts as an interface between you and your encrypted folder. If EP Folders is running (an EPF icon will be in the status area of the Windows taskbar (near the clock area of your desktop), then any file contained within the protected folder will be accessible as if it was not protected. It is only when EP Folders is not loaded into memory (no EPF icon in the Windows tray), or when Screen Lock is activated, that your files are truly protected.

Recognizing that a users are not going to want to keep loading and unloading EP Folders every time they are away from their desks, PC Guardian has provided users with the EP Folders [Screen Lock](#) secure screensaver feature. The Screen Lock feature allows you to safely leave your computer unattended, knowing that unauthorized users will not be able to open a file contained within a protected folder.

Note: If a folder is protected, anyone can still see the folder and the files within it. However, they will not be able to read the encrypted information in your folder unless EP Folders is running.

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Closing EP Folders

1. Right-click the EP Folders icon in the status area of your task bar (near the clock).
2. Select Close.

Your encrypted files will now be unreadable to anyone who accesses your computer.

In order for you to regain access your folder, you will have to log in to EP Folders with the correct user name and password or answer the Authenti-Check® questions correctly.

