



Supplied with madeSafe

- **madeSafe CD-ROM**
- **madeSafe Feature Leaflet**
- **madeSafe Cover Leaflet**
- **madeSafe Sticker**
- **Tiscali Fast internet Access** – Tiscali offers the very best in internet access and services. Offering email, website hosting, multimedia content, and the latest in browser technology. Click the “Additional Software” shortcut in the Solarsoft directory. – **PLEASE BE AWARE YOU WILL NEED INTERNET ACCESS TO REGISTER madeSafe.**
- **PC-cillin 2002 (Trial Version)**- A complete internet-era virus and hacker security solution for your computer and PDA.
- **Ability Office** – all the software your business needs ... it offers you a powerful word processor; spreadsheet; relational database; and photo editor.



madeSafe Security Companion SE

This edition of madeSafe is part of a wider range referred to in this manual. Whichever edition you choose, upgrades and services are available via the Essential Services and Upgrade buttons along the top of madeSafe's Companion player interface

- This edition has Secure Email & Active Stealth Technology available as an upgrade £9.99
- Extra online storage is also available for Vault £9.99
- Internet Content Filtering is standard to the Home Edition, or available as an upgrade £19.99



Chapter 1	Getting started with madeSafe Companion What does madeSafe do? Companion Encryption Secure Emails Powerful Utilities Internet Content Filtering Ultra-Secure Storage & Retrieval Multi-User Cells Services & Options Upgrades & Updates Installing madeSafe System Requirements Installation and Registration Procedure
Chapter 2	Security Companion Configuration Master User Management & Business Set-up. Security Profiles Internet Content Filtering Configuration Encrypting Stealth Scan Clean Shred Secure Email (Wrapper) Vault Voice Commands
Chapter 3	What Does being safe mean to you?
Chapter 4	Troubleshooting Frequently Asked Questions How do I Encrypt\Decrypt files Can I send an encrypted email if the recipient does not have madeSafe? I have some sensitive information I wish to permanently remove from my computer, how do I do this? How do I identify/Decrypt an encrypted file? I have forgotten my password, how do I recover my data? Why can I not see the files I have encrypted?
Chapter 5	Glossary
Chapter 6	Technical Support
Chapter 7	Copyright Notice & Trademarks
Chapter 8	Contact Details
Chapter 9	Help Genie Information
Chapter 10	Quick reference Guide



Chapter 1 Getting started with madeSafe Companion

What does madeSafe do?

- Keep your personal and business information safe, secure & hidden.
- Protect your PC against hackers.
- Send completely private e-mails.
- Accept your voice commands.
- Manage and monitor your security needs from one simple-to-use interface.
- Keep your children safe on the Internet.
- Store and retrieve any secure files wherever you are in the world...even if your PC is stolen!
- Use madeSafe's multi-user capability...adds additional users at any time to keep your business or family safe.
- Choose from a range of additional features & upgrades to personalise madeSafe for your specific needs.
- Enhance your security environment at any time...take advantage of our comprehensive range of services & options.

We are committed to ensuring madeSafe gives you the very best in data protection and security. madeSafe is a world leading encryption software application that uses artificial intelligence to help you define and create your own personal space or cell. It's unique to you and is capable of evolving with you to deal with the ever more sophisticated nature of threat.



Your Security Companion

The madeSafe Security Companion™ is a console that is designed to bring together encryption in one easy to use environment. You are only ever one click away from the products and services that make your PC safe and gives you total peace of mind.

The madeSafe Security Companion™ has four distinct areas of functionality. Grouped together in a logical format, they secure your data and optimise your PCs performance

- Profile & Enhancement Buttons
- Optimisation & Storage Utilities
- File, Drive & Directories Windows
- Encryption





Encryption

Single click, super fast, world leading 448-bit encryption. Fully adjustable for speed or encryption strength. Protect your personal and professional confidential information from hackers or unauthorized users.

Secure e-mails

Send super encrypted e-mail attachments across the world with total peace of mind. The recipient can decrypt the message without having to have their own copy of madeSafe.

Powerful Utilities

A powerful set of security tools: -

Scan – Scan your chosen drive for material you deem forbidden.

Clean – Erase disused file clusters (free up extra hard drive space) and erase keystroke history (to prevent hackers discovering safe files, new files and file dates).

Shred – Securely erase any file or document beyond trace or recovery.

Stealth – For the ultimate in security, use madeSafe's unique Active Stealth Technology to cloak (hide) your most important encrypted data from view.



Internet Content Filtering – madeSafe Shield

Some of the key features of SHIELD are:

- ✓ Blocks distasteful web sites.
- ✓ Sites filtered using URL Database and Meta Tags I.E: - (Keyword & Description).
- ✓ URL Database of blocked sites constantly updated.
- ✓ The ability to disable window pop ups.
- ✓ Complete parental/administrator control (Software cannot be disabled by regular users).
- ✓ The ability to add custom URL's and Keywords.
- ✓ Monitors users trying to access blocked sites.
- ✓ The Program runs discreetly in the taskbar.
- ✓ Logs all Internet traffic (sites visited, times and users).





Ultra-Secure Storage & Retrieval

Use vault to mirror your most important confidential information on our ultra-secure madeSafe website. Secure data back up and retrieval, worldwide, 24 hours a day, 365days of the year. Only you have access.



Multi-user Cells – Network ready

Additional user licences – Company-wide data protection and security.

Extend your existing madeSafe Business to include other users. Each upgrade comes in increments of three users.

Services & Options

For total peace of mind we provide a wide range of services: -



Lost Password Protection

If you are worried about losing your secure data passwords, then let us store them for you in our secure encrypted vault.



Security Audit

Download our security audit software and find out how secure your PC or network really is.



Theft Detect

If your PC is stolen, this utility will automatically e-mail you as soon as someone is connected to the Internet, to let you know it has been stolen.



madeSafe Care

Telephone Support – Let us give you the very best in technical support and help you get the most from your madeSafe product.



madeSafe Cover

Insurance – Take full advantage of our fully comprehensive, worldwide insurance cover for your laptop or PC.



Upgrades & Updates

A lifetime of security – For product enhancements, free updates, savings discounts and special offers.



Vault Upgrade – Tell us how much data storage you need and add to it anytime.



Internet Filtering Upgrade – Get regular updates to your Internet content filtering product, keeping up-to-date and safe from objectionable material.

Installing madeSafe

Systems Requirements

madeSafe operates in the Microsoft Windows environment. Users already familiar with using Windows will appreciate that the madeSafe Security Companion is designed to compliment your current desktop.

To complete your madeSafe installation, make sure you have the following minimum system requirements:

The minimum system requirements for installing madeSafe are:

- IBM™ PC or Compatible
- Microsoft® Windows 95, 98, 2000, NT, ME or Windows XP
- 486 Processor or higher
- 16MB RAM
- 100MB Hard Drive Space
- A Web Browser (Preferably IE4 or Netscape 4 or above)
- VGA or higher with 256 Colours
- CD-ROM
- Internet access with a **Valid** Email account
- Sound card & Microphone (Optional)

Installation

Follow these steps to install your madeSafe product

To install:

- 1 Start Windows (if not already running).
- 2 Insert the madeSafe CD into the CD-ROM drive.
- 3 In the opening screen, click Install madeSafe and follow the on-screen instructions.

4

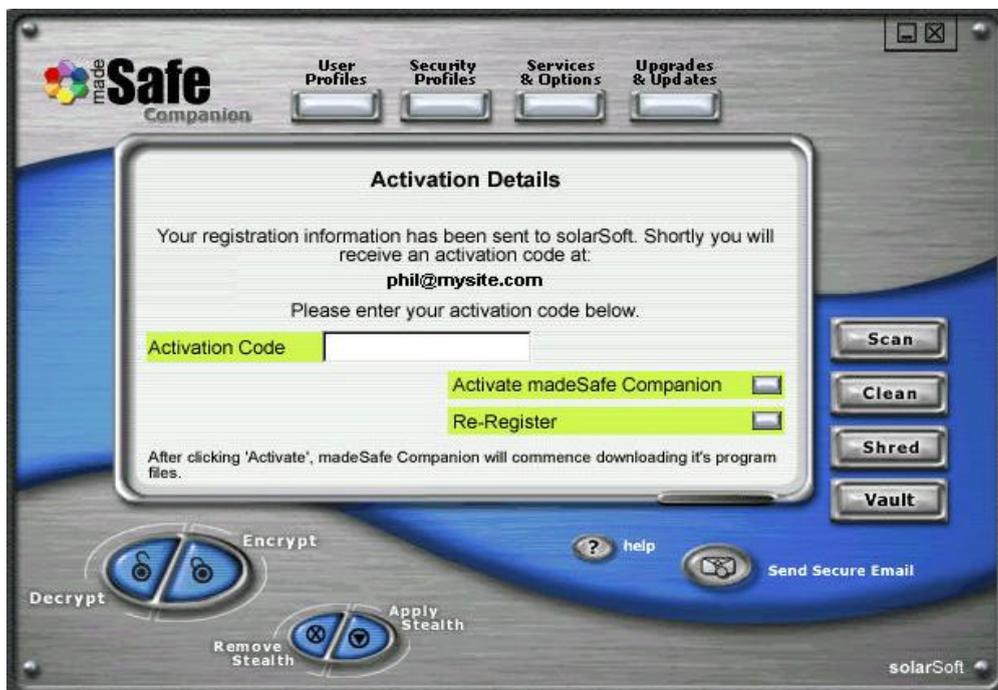
Installation & Registration

Once installed, the program will require you to set up a Master\Administrator account. Simply fill in your name, your email address and a confirmed min 8-character password. **(IMPORTANT! DO NOT FORGET YOUR PASS PHRASE)** and then enter the CD Key to register.





This information will prompt our server to issue you with an activation code (In a secure email). Just enter the code into the activation box, (best done with copy and paste) then click activate. This will download vital components to enable you to use your product.





Chapter 2 Security Companion Configuration



The master user will have been set during the installation and registration.

The master pass phrase cannot be changed but the name can. To do this simply highlight the name, type in the new one then click apply change.

To add a user, click on the user drop down menu, select a new user, then enter the name and pass phrase. Once complete click apply changes.

To delete a user is just as simple. Select the user from the drop down menu and click delete selected user. Click finish to return to the main menu.

The master user will have total access to other user files.

Business Set-up

The master user must install & activate madeSafe Companion on the master users computer. The master user then must install madeSafe Companion onto the sub users computers. This time during the installation, instead of inserting the CD Key the master user types in "Network" and clicks activate.

This will prompt the master user to browse the network for the location of the master users installation.

IE [\\Admin\C:\ProgramFiles\solarsoft\madesafe](IE://Admin/C:/ProgramFiles/solarsoft/madesafe).

Note – Please ensure that the drive on the master users computer is shared.

Once the directory has been located, click "OK" to complete the installation.

The master user can then administer all accounts from their computer.

The master user can then log into any computer (Using a second or third user name and password), that madeSafe is installed on, and access any encrypted data.

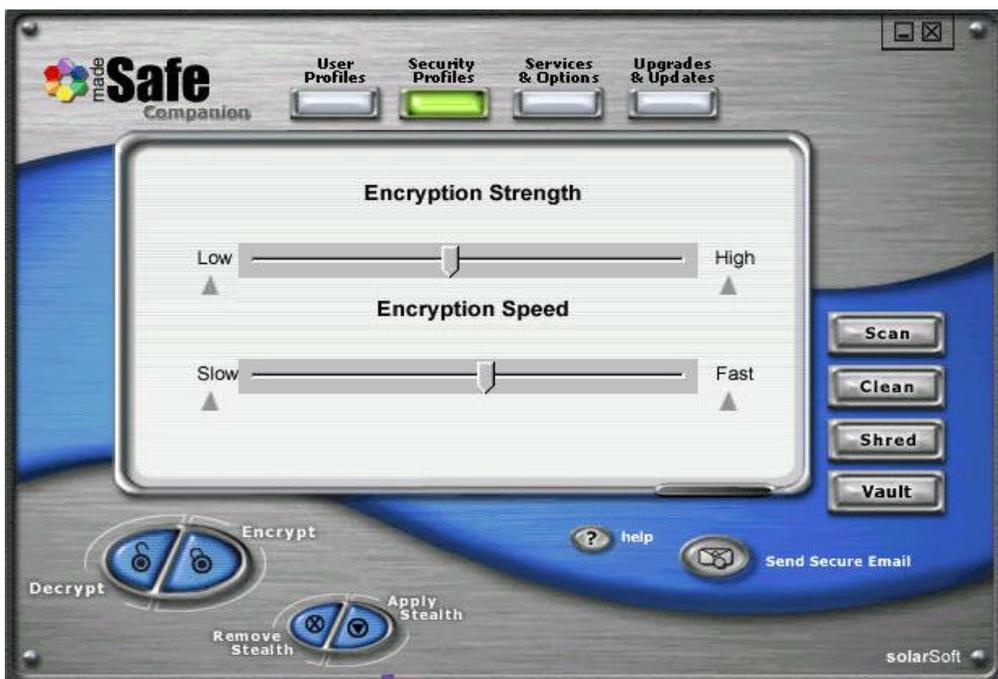
WARNING: - DO NOT ATTEMPT TO DECRYPT ANY DATA THAT YOU DID NOT ENCRYPT!!!

IE - SECOND USER TRIES TO DECRYPT A FILE ENCRYPTED BY THE MASTER USER, THIS WILL RESULT IN THE FILE BEING DESTROYED!!!

Security Profiles



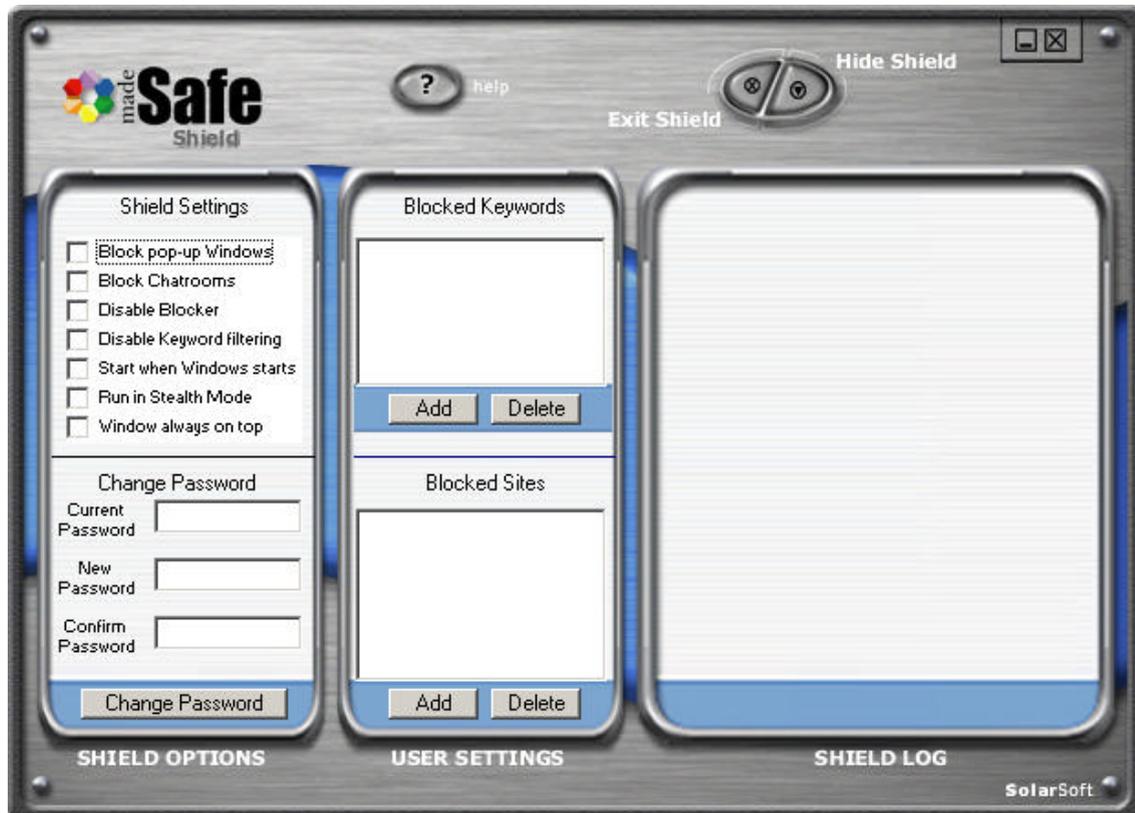
Three options are presented here, Encryption set-up, Filtering and database. Encryption set-up has two slider bars (see below), which can determine either the strength or speed of the encryption. If you increase the power of the encryption the speed will reduce. As with the encryption, if you increase the speed the encryption strength will reduce.





Internet Content Filtering

Filtering Set-up – You can completely customise the way your computer surfs the Internet with these options. Only the master user can configure the filtering options



When accessing the Shield from the task bar, you will be prompted for a password. The default password is **Password**. This should be modified at a suitable time.

Filtering Options

Block pop-up Windows – Enable this function to stop annoying advertising windows.

Block Chat rooms – This will deny access to all chat rooms.

Disable Blocker – This will simply disable the filtering program.

Disable Keyword Filtering - This gives you the freedom to disable the keyword blocker.

Windows Start up – This function will load the filter automatically with windows.

Stealth – This enables the program to run discreetly in the background.

Windows always on top – This makes shield remain in the foreground of any window.

Blocked Keywords – madeSafe has a built-in list of keywords; you may add keywords to this database to your own preference.

Blocked Sites – This option allows you to add web sites you deem forbidden.

Shield Log – This lets you view Internet activity on the computer. Information stored is name, date, time and sites accessed.



Security Database

This function will enable the master user to customise security settings. If for example, your business deals with car sales and you do not wish people to know profit margins, you would simply add, “profit margins” to your database and madeSafe would deny access to any file regarding “profit margins” apart from the master user. Any amount of keywords can be added to the database for total piece of mind.

Encrypting

Encrypting could never be easier, Simply select your drive, then the folder the file is in, and finally select the file\files you wish to encrypt and then click the encrypt button.



That's it! Now those files are **only** accessible to you.

To unlock (decrypt) any files is just as simple. Select the encrypted files, and then click decrypt.

Encrypted files can be identified by their .ENC extension



Stealth

For the ultimate in security you can apply Stealth to your encrypted files. This will make encrypted files invisible to casual browsing of hard drives. Simply select the folder the encrypted files are located in, and then click apply Stealth. The encrypted files will now be hidden from view.

To view cloaked files, simply select the directory they are located in, and press the Remove Stealth button.

Stealth only hides encrypted files; non encrypted files will remain visible in the folder.

Scan

This function will scan your hard drive for a number of different types of objectionable material. You can scan for images, video and text in fact any type of file you feel is objectionable or a risk.

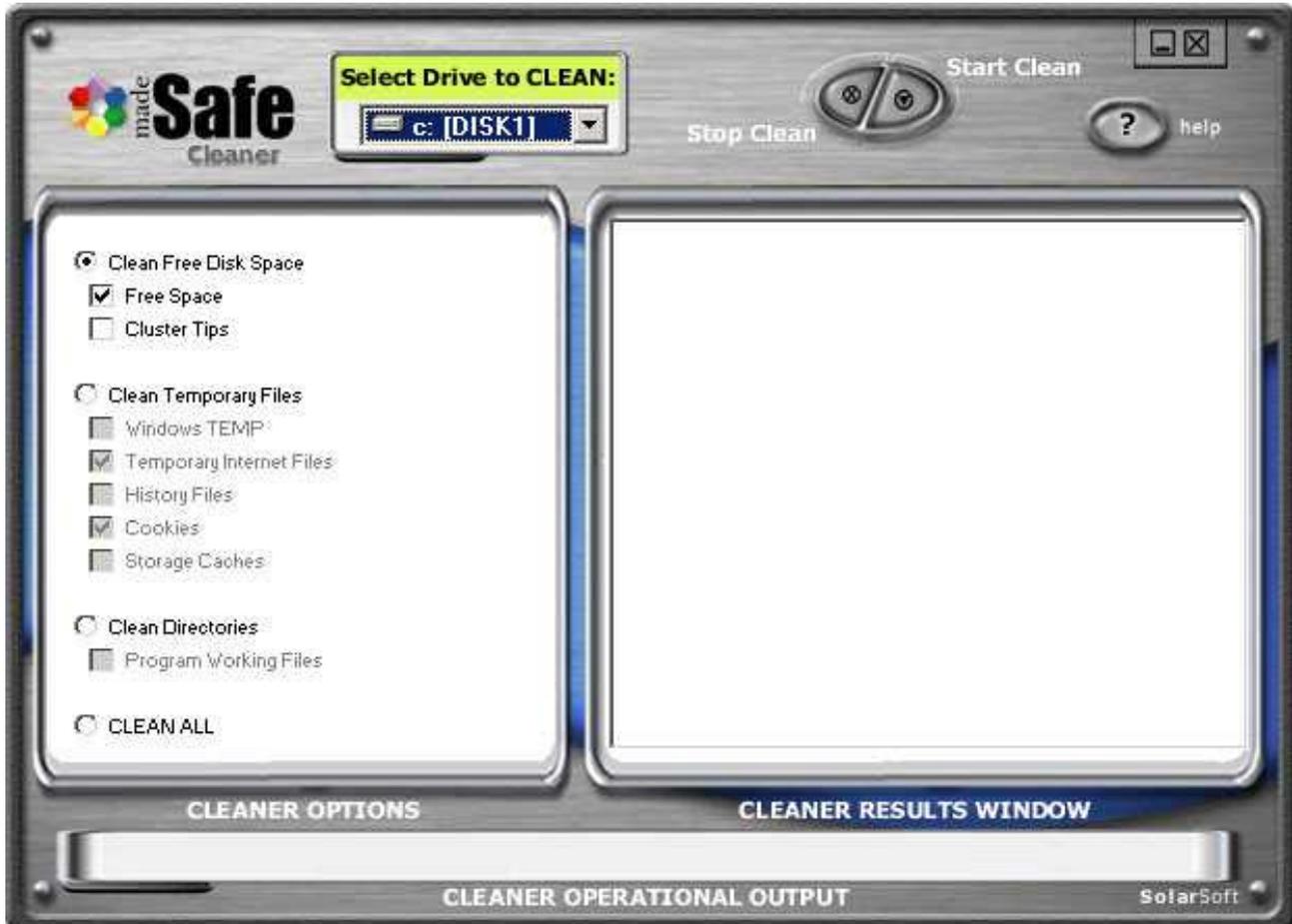


Just select the type of scan you want and click start. The centre window will display files found, this process can be slowed to view the files. In the right hand window, a list of found files will be displayed and can be viewed at leisure.



Clean

This function will securely clean and free up drive space on your computer. It erases disused file clusters and removes keystroke history to prevent hackers from discovering passwords and files. This function is ideally used after shredding a file/files. Because this function is so thorough, it may take some time to complete, depending on the clean option selected.





Shred

A very powerful tool for destroying any file on your computer. Before applying shred to any file, please understand that any file shredded can never be recovered.



You will be prompted to make sure you are sure you want to erase this file.



Secure E-Mail



This procedure will allow you to send super encrypted files to anyone in the world, without the need for the recipient to have madeSafe installed on their computer. To use this function, select your security requirement (High or Low Security). You will now be prompted to select the email attachment you wish to secure; the madeSafe Genie will guide you through the entire process. Within the email sent, there will be instructions on how to retrieve the mail. (This will require the recipient to have WinZip installed on their computer). The recipient will require a password from you to decrypt the attachment.



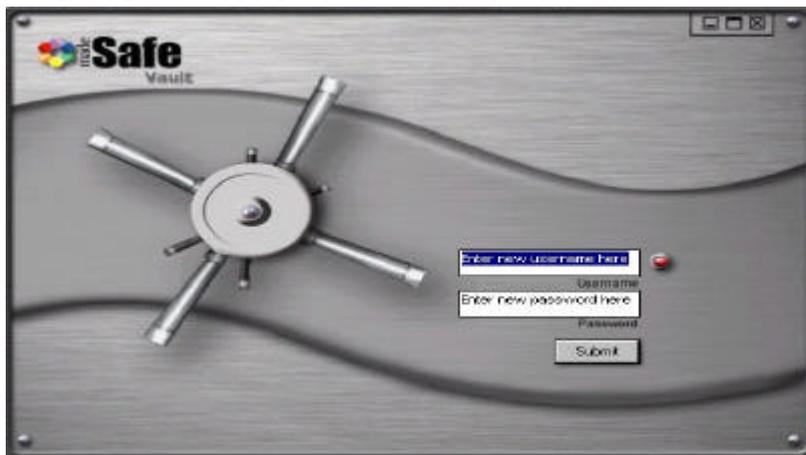
Vault Instructions

Vault is very easy to use. Once you have entered your user name and password, you will be presented with the above screen. There are 10 drawers to use; each can be renamed to anything you wish.

To open a drawer, simply click the corresponding green light, this will display the contents of that drawer.



To send files to your vault, simply drag and drop files into the open drawer. You will be asked if you wish to send the files now or later. If you select to send your files later, the files will be queued, when you have finished selecting your files, simply click the send files button. The procedure is reversed for retrieving files. Select the files within the vault and click the receive files button. As you fill your vault with files the capacity indicator will move accordingly to show how much space is left. Once the vault becomes 85% full you will be prompted to purchase more vault space. The prompt will take you to our web site for further instructions.



To access madeSafe Vault remotely

Remember: You do not require a copy of madeSafe to access your madeSafe Vault

To access your madeSafe Vault worldwide. 24/7, simply following the following steps:

- 1) Open your Internet browser and type in www.madesafevault.com
- 2) Enter your CD key (the number originally supplied on the CD sleeve for installation). Then input your current Vault password.
- 3) If you want to retrieve and decrypt secure files you will need to download the three files specified on the ***Welcome to your Vault*** page.
- 4) You will need to do this for each PC you use to access madeSafe Vault.



Chapter 3 What Does Being Safe Mean to you?

The dominant issue of the 21st Century

In today's electronic age, the storage of sensitive personal and corporate data is becoming increasingly vulnerable to malicious threat (theft, fraud and destruction) from evermore-sophisticated intrusion.

The commercial necessity for electronic centralisation of sensitive data is creating obvious and identifiable points of attack for would-be hackers and cyber-terrorists. The emotional and financial disruption caused by such breaches can be catastrophic, and to make matters worse according to recent well-publicized findings from the FBI most fraud or threat occurs within an organization.

Everyone is at risk!

It is not just businesses that are vulnerable to cyber-threat. Every time you connect to the Internet from home you could be inviting intruders into your PC, exposing personal and private information, which could be used for inappropriate purposes. The risks to businesses and individuals alike are increasing rapidly.

Current Security Solutions

Current defence against threat falls into three categories:
Firewall, anti-virus and simple encryption products.

Anti-virus software is a clear necessity for both individuals and companies. The frequency and growing sophistication of viruses that can disable PC's disrupt applications and replicate by e-mail makes such software a must. But anti-virus software does little to actually protect data integrity.

Firewalls (both hardware and software) have historically proven to be relatively insecure against a dedicated hacker, and can be sometimes no use at all as protection against unauthorized access from within an organization.

Whilst encryption of data would seem to be the obvious solution to protect against such attacks, current offerings can be over complicated to use, or not very secure.

Current solutions are insufficient protection against increasingly sophisticated and very real threats.

New thinking and new technologies are needed to counter these threats...

The answer is: -





Imagine the following scenario:

You have been a good security administrator and have implemented the finest security measures on your network. The firewall is in place and has all of the latest patches. The routers are configured correctly. And all of the user and group permissions have been audited and verified. One day the CEO calls you into his office to report to you that several customers have called to complain that their credit card numbers have unauthorized charges on them. To make matters worse he also tells you that the company credit card also has about £15,000 of unauthorized charges on it. A detailed inspection of the log files shows a few intrusion attempts, but no successes. After going over them a second and third time your only conclusion can be that it is someone from the inside. You check the logins on the server that holds customer data and the only logins that are there are yours. You then go to the server that holds your company financial data and the only logins there are for the CEO himself. By looking at the login time stamp you see that there is a login for the CEO when you know that he was away at a conference and at least one of your own logins was during a time that you were in an all day meeting with the IT department head. Someone had physical access to your servers and stolen user information including user names and passwords.

This is a fictitious event, but one that happens all of the time in the real world. If someone can gain physical access to your server then they can get any and all of the information that they want. They can crack their way into your entire network and steal or copy any information. The only way to stop this from happening is to restrict access to your servers. Of course physical security is not just limited to servers. It also applies to laptops, and workstations. This affects you, the customer, and the IT professional. The answer is: -





Chapter 4

Troubleshooting

MOST FREQUENTLY ASKED QUESTIONS

1) How do I encrypt a personal file?

Simply open your companion, select the location of the file from the drive list, Select the directory the file is located in then highlight the file you wish to encrypt. Once the file is highlighted simply click the encrypt button. The file is now only visible to you.

2) How do I identify/Decrypt an encrypted file?

Your encrypted files will have an .ENC extension. Simply highlight them and click “Decrypt” to unlock these files

3) I have encrypted some files now I cannot find them. How do I find them?

You may have applied Stealth when you encrypted the files. Select your Directory then click remove Stealth. This will remove Stealth from ALL encrypted files.

4) I have forgotten my password, how do I recover my data?

Solarsoft strongly recommends that you take out the password protection plan to avoid this situation. If you have protection simply follow the lost password procedure to recover your password. If you don't have password protection the files are unrecoverable.

5) I have some sensitive information I wish to permanently remove from my computer how do I do this?

Within the companion you will notice a button named “Shred”. Highlight the file you wish to PERMANENTLY remove then click “Shred”. This will destroy the file beyond recovery.

6) I have got madeSafe Home and wish to have a Vault of my own. How do I do this?

To purchase Vault, simply click on the upgrade button within the companion and follow the on screen instructions.

7) The kids are complaining that the Internet doesn't work, what is wrong?

Some Internet pages popup in a new window. This function is enabled by default, to disable this function simply click the icon in the tool bar and check “Disable popup windows”.

8) Can I send an encrypted email if the recipient does not have madeSafe?

Yes, Simply click the “Send Secure Email” button, and the madeSafe genie will guide you through the process.



Chapter 5 Glossary

Active Stealth Technology™

madeSafe's Active Stealth Technology allows the user to hide already encrypted data in such a way that a hacker or intruder will find no single complete source or point of entry.

Algorithm (Encryption)

A set of mathematical rules (logic) used in the processes of encryption and decryption.

Algorithm (Hash)

A set of mathematical rules (logic) used in the processes of message creation and key/signature generation.

Anti-Virus

Software that protects a PC from Internet based viruses. Typically, such viruses corrupt or harm PC's in a way that can be both disruptive and costly.

Artificial Intelligence

A branch of computer science aiming to produce technology, which can imitate intelligent human behaviour

Asymmetric Keys

A separated but integrated user key-pair, comprised of one public key and one private key. Each key is one way, meaning that a key used to encrypt information cannot be used to decrypt the same data.

Authentication

The process of determining the identity of a user who is attempting to access a system.

Authorization

To convey official sanction, access or legal power to an entity.

Blind Signature

An ability to sign documents without knowledge of content, similar to a notary public.

Block cipher

A symmetric cipher operating on blocks of plain text and cipher text, usually 64 bits.

Blowfish

An enhanced block cipher, symmetric algorithm.

Certificates

A digital ID issued by a Certifying Authority (CA) to authenticate and validate Internet data transfer.

**Certifying Authority**

An organization, which issues digital certificates proving the identity of the sender of an e-mail message or file.

Cipher Text

Plain text converted into a secretive format through the use of an encryption algorithm. The original plain text can be unlocked from cipher text with an encryption key.

Clean Facility

madeSafe's Clean feature securely cleans and tidies your hard drive, freeing valuable space

Client

A computer requesting a service from another computer called the server. For example, if you are connecting to an ISP or company network computer, your computer is the client and the ISP or company network computer is the server.

Companion™

madeSafe Security Companion is an easy to use interface or player that provides the user with a single environment from which madeSafe's products, upgrades and services can be accessed.

Content Filtering Facility

Internet content filtering is a standard feature of madeSafe Home and an upgrade with madeSafe Mobile and Business.

Cookie

A small piece of information which a web server can store through your web browser onto your hard drive disk, and later read back from your browser.

Web sites collect this information from you based on a utility referred to as a Cookie. Cookie programs can collect information on where you have been on the Net. They are built-in automatically to both Netscape Navigator and Microsoft's Internet Explorer, but may be disabled. The information they collect is stored on your hard drive. Whenever you visit a site more than once, that site accesses your cookie file to see what you viewed before in order to know more about what you are interested in.

Cracker

Someone who removes or bypasses copy protection on software, generally by modifying the software.

Cryptography

The art and science of creating messages that have some combination of being private, signed, unmodified with non-repudiation.

**Data Integrity**

A method of ensuring information has not been altered by unauthorized or unknown means.

Decoding

Unprotect an e-mail message and its supporting documents.

Decryption

A method of unscrambling encrypted information so that it becomes legible again. The recipient's private key is used for decryption.

Digital Certificates

Documents issued by Certifying Authorities proving the authenticity of a web document or URL. A digital certificate is a password-protected, encrypted data file that contains message encryption and user-identification in addition to the message being sent. Though any computer on the Internet could still access the file in transit, only the intended receiver may decrypt and read the message.

Digital Signature

A security technique for uniquely identifying the source of a document or an application.

DES (Data Encryption Standard)

A 64-bit block cipher, symmetric algorithm also known as Data Encryption Algorithm (DEA) by ANSI and DEA-1 by ISO. A widely used standard.

Encoding

Protect an e-mail message and any of its sensitive documents.

Encryption

A security technique to prevent access to information by converting it to cipher text (scrambled, unreadable text). The cipher text must then be decoded by the Internet user before it can be read. Encryption can be used to secure everything from sensitive computer files to the transmission of financial data across the Internet to calls made on digital cellular telephones.

EES (Escrowed Encryption Standard)

A proposed U.S. government standard for escrow private keys.

Extranet

Extranets are networks that connect enterprise intranets to the global Internet.

Extranets are designed to be used by enterprise vendors and other trusted trading partners to expedite the exchange of products, services and other information key to the operation of the business.

**File Transfer Protocol (FTP)**

FTP is a program used to transfer files between computers either through the Internet or between PCs on a network.

Firewall

A security process which programs one computer system to control the flow of information between the Internet and other Intranet computers. The computer system barrier prevents outsiders from accessing an enterprise's internal network: the internal network, then, accesses the Internet indirectly through the firewall system. *See Proxy Server.* .

Hacker

A user who penetrates computers without authority. *See Cracker*

Hyperlink

A word or phrase underlined or otherwise accentuated to classify its ability to link to another document when clicked with a mouse.

Hyper Text Mark-up Language (HTML)

The authoring language used to develop web pages and e-mail messages.

Hyper Text Transfer Protocol (HTTP)

The protocol used for transporting HTML documents on the Internet.

HTTPS

Indicates a secure Internet server. It is the secure protocol used for transporting HTML documents on the Internet.

Integrity

Assurance that data is not modified (by unauthorized persons) during storage or transmittal.

Internet

The world's largest computer networks, connecting many campus, state, regional, national and enterprise computer networks.

Internet Content Filtering

In order to prevent children or employees viewing objectionable or harmful web sites whilst online, there are a number of software products that filter out material. *See Content Filtering*

Intranet

An internal Internet encased behind an enterprise's firewall.

Internet Service Provider (ISP)

A company which provides access to the Internet for dial-up users and/or corporate networks. It rents access to customers on a type of service basis.

**ISO (International Organization for Standardization)**

A body responsible for a wide range of technology standards.

Key

A digital code used to encrypt, sign, decrypt and verify messages as well as files. Keys come in key pairs and are stored on key rings.

Key Length

The number of bits representing the key size. The longer the key, the stronger it is.

Keyring

A set of keys. Each user has two types of keyrings: a private and a public keyring.

Key Management

The process and procedure for safely storing and distributing accurate cryptographic keys; the overall process of generating and distributing cryptographic key to authorized recipients in a secure manner.

Message Authentication

The process of validating the sender and recipient of an e-mail message.

Pass Phrase

An easy-to-remember phrase is used for stronger security than a single password; key crunching converts it into a random key.

Password

A sequence of characters or a word that a subject submits to a system for purposes of authentication, validation, or verification.

Plain Text

Characters in a human readable form or bits in a machine-readable form.

PGP

Stands for 'Pretty Good Privacy.' A public-private key cryptography system which comprises of two keys; one is a public key that you disseminate to anyone who you want to receive a message. The other is a private key that you use to decrypt messages that you receive.

PKI (Public Key Infrastructure)

A widely available certificate system for obtaining an entity's public key with a high level of certainty that you have the "right" key and that it has not been revoked.

Private Key

A secret portion of a key pair used to sign and decrypt information. A user's private key should be kept secret, known only to the user.

**Proxy (server)**

A server that acts as a firewall (barrier), mediating traffic between a protected network and the Internet.

Public Key

Data used to encrypt messages in Public Key Encryption. The public key cannot be used to decrypt any message; it is safe to pass this out in public, as the name implies.

Random Number

A means of generating a unique key(s) that is unpredictable to an intruder.

Scan Facility

madeSafe's Scan feature, scans your chosen drive for material the master user deems forbidden.

Search Engine

Programs that automatically search the Internet for user-specified information.

Secure Cellular Architecture™

madeSafe personal products (Home & Mobile) provide a secure encrypted 448-bit cell around the data or file(s) you choose. This provides secure multi-user access, authorised and controlled by the master user.

madeSafe Business provides a master user cell with additional cells for users they nominate. Each cell provides the same levels of encryption and functionality. However, the master user has overall access and control.

Secure Channel

A web site which guarantees the secure transmission of any information sent to it.

Secure Electronic Transactions (SET)

Secure Internet protocols for processing electronic money.

Secure Multipart Internet Mail Encoding (S/MIME)

The protocol used to send secure e-mail messages.

Secure Socket Layer (SSL)

Netscape's internal program security technology designed to clearly identify the sender and recipient of Internet transmitted information.

Security

Methods to protect computers resources, including data, hardware, telecommunications lines and software applications from unauthorized access.

Server

A computer which provides information or connections with other computers on a network. *See Client.*

**Shred Facility**

madeSafe's Shred feature, will securely erase any file or document beyond trace or recovery

Single Line Internet Protocol (SLIP)

An older communications protocol for dial-up serial Internet connections.

Simple Mail Transport Protocol (SMTP)

An Internet protocol for sending e-mail.

S/MIME

See Multipurpose Internet Mail Extensions (MIME).

Smart Encryption™

madeSafe's encryption technology, combined with artificial intelligence is termed Smart Encryption™. madeSafe's products are configured to default to 448-bit dual end super encryption. The level of encryption can be reduced (i.e. perhaps to speed up performance) within the Security Profile of madeSafe Companion.™

Steganography

The process of hiding data inside other data. For example, a text file could be hidden "inside" an image or a sound file. By looking at the image, or listening to the sound, you would not know

Symmetric Key

A conventional, secret key and single key algorithm where the encryption and decryption key are either the same or can be calculated from one another. madeSafe uses a symmetric key.

Time Stamping

Recording the time of creation or existence of information

Transmission Control Protocol/Internet Protocol (TCP/IP)

The set of standards (Protocol) for data transmission and error correction that allows the transfer of data from one Internet-linked computer to another.

Two Fish

A block cipher, symmetric algorithm.

The World Wide Web

(a.k.a., WWW, W3, The Web) A distributed Internet hypertext information system based on the HTTP protocol and the HTML language.

Uniform Resource Locator (URL)

The site address used to specify the location of a web page (HTML document). This is the formal, technical name of a text string that supplies an Internet address, and the method by which it can be accessed.

**Validity**

Indicates the level of confidence that the key actually belongs to the alleged owner.

Vault™

Vault allows you to mirror your encrypted data on our madeSafe ultra secure web site, giving you data back-up, worldwide, 24 hours a day, 365 days of the year. madeSafe Vault is upgradeable in 5MB increments.

Verification

Comparing a signature created with a private key to its public key.

VPN (Virtual Private Network)

Usually an Intranet based private network that spans a public network (Internet) to another network of choice.



Chapter 6 Technical Support

Solarsoft is committed to excellent service and support. Our aim is to provide you with all necessary professional assistance in the use of our madeSafe software and services.

Registration

Registering your madeSafe product qualifies you for web support, as well as updates and special offers.

Customer Service

There is an extensive range of information about madeSafe on our web site at www.madesafe.com. Alternatively, Email us at sales@makesafe.com.

Free Web Support

Free Web Support is available through the Help button on the madeSafe Companion. Or you can access it directly via www.madesafe.com/support. This is available 9AM-5PM Monday to Friday.

Telephone Support

Solarsoft provides fee-based telephone technical support for all its madeSafe products. Customers can access this via their Services & Options button on your madeSafe Companion



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Chapter 8 Contact Details

We are always pleased to hear from our customers. If you need to contact us than telephone us. If you need to keep updated or require support then take a look at our web site.

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Web: [http: www.madeSafe.com](http://www.madeSafe.com)



Chapter 9 Genie Help Information



When the help Genie is visible the functionality of the buttons will be disabled. To get information on any of the functions simply click the button you require help with. The madeSafe Genie will explain that function.

Once you have had the explanation either right click the Genie and select hide, or press the escape button to close the Genie.

Chapter 10 Quick reference Guide

