Bug Hunter

We have a well-received "Bug Hunter Policy:"

Simply, if you are the first user to find a bug in our software that is not due to limited hardware, limited, deficient, or old versions of software, (in other words, if it is a first, real bug in our current software), the next version of our software is free. (And when we fix the bug, you'll get that - replacing your current copy, of course).
So, if you have a bug, we definitely want to hear about it.   And, if you are the first to report it - the next version is yours (the copy, not the bug).

Bug reports are to be emailed to:
Shredder-Bugs@Gale-force.com

(NOTE: We must receive the file called ERROR.LOG, and ERROR.TXT if it is present and a brief description of what you were doing).

THANKS and, we hope you don't find anything, but if you do, we hope that you are the first to find it.

Clear List (button) clears the list of files-to-Shred (Note: this will NOT Shred or delete these files, only clear the list of files-to-shred)

Contents
Shredder95/98/NT

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Welcome to Shredder95, the ultimate software tool for removing sensitive data.   Whether you want to hide an embarrassing letter from a family member, prevent coworkers' prying eyes, protect valuable corporate trade secrets, or hide sensitive data from foreign governments (or even worse, uninvited hackers), Shredder95 can sufficiently remove the data from your system.

<u>Frequently Asked Questions</u>

<u>How Shredder95 Works (the concepts)</u>

<u>How to best use Shredder95</u>

Main Screen/Toolbar (click on a button for more information)

[Options](#)

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[More Software!](#)

EMail us (click - runs normal email program) at Shredder95-Mail@Gale-force.com

Exit Shredder95 (click to exit)

Explorer (button) starts up the explorer for easy drag-and-drop or drag-and-shred operation (depending upon the optional automatic mode)

File Button allows a selection of one file using the standard windows file dialog

FileSpec (Spec button) allows manual entry of a file specification (such as c:\mydir\abc.*)

Frequently Asked Questions

Q: Can I select multiple files and drag them to Shredder95?
A: Yes.   In the Explorer, it is normal to use the shift key to highlight a range, and the ctrl key to highlight multiple files.   Once highlighted, drag and drop to Shredder95 (the running program).

Q: How can I automatically Shred multiple files at a time?
A: Register the software.   We have a small message between shreds in the UNregistered version only.   When you receive unlock codes (many times within a few of business-hours), you can shred an unlimited number of files (well, limited to the number on your hard drive, of course).

Q: When I Shred Files... sometimes they don't disappear from the Explorer Window, but if I close it and open it - they're gone. Why?
A: Internal to Windows95/98/NT is a 'refresh rate' that waits a certain length of time to refresh, or redisplay the contents of the Explorer Window.   To tell it to "refresh now!," simply press F5, while your Explorer Window is in focus.

Q: What is ShredCom.exe?   Can I run it?
A: A file used by Shredder95 in less than 1% of the circumstances to bypass possible Windows blocks.   It is useless by itself.

Q: What about the recycle bin?   Can you link to that?
A: We are looking at the best way to link to the recycle bin while still ensuring security by not having multiple files (even deleted) on the hard drive.   Stay tuned for this.

Q: What about previously deleted files?   Can I Shred those?
A: We are also reviewing the proper ways to accomplish this.   Right now, if you have a recovery tool, you can attempt recovery, and then Shred the files.   If the recovery engine cannot retrieve them, "chances" are that others won't either.   It requires scanning all sectors and piecing them together correctly.

Q: How does DEFRAG affect files?
A: DEFRAG (defragmenting) files simply 'packs' them together.   If sensitive files are at the end of the drive, sectors will be copied to the newly packed position, but left at the end where they are unsecure.   Even if sensitive files are overwritten, they may be done in a way not approved by government security measures, meaning they would still be recoverable.   Before using DEFRAG, copy your files to another secure location (diskette, other hard drive), use Shredder95 on your secure files, DEFRAG, and copy them back.

Q: How can I get the latest copy of Shredder95?
A: Visit http://www.gale-force.com/shredder/updates/index.html (or just click there)

Gale-Force

www.Gale-force.com

Shredder95

Please check the web site for the latest information and updates.   Chances are if you have a question, problem, or even a bug, someone else has had it too, and reported it, its workaround or we've fixed it.

The web site is:
http://www.Gale-force.com/shredder/

Technical Support is available via email for individual users.

For questions, write to
ShredderQuestions@Gale-force.com

For bug reports, write to
Shredder-Bugs@Gale-force.com

What to do if you find a bug!!

Our mailing address is:
Gale-Force
P.O. Box 2237
Sun City, CA 92586
(909) 672-2731 fax

Help (This file, and this page)

How Shredder95 Works

Did you know that 'normal' deleting of files simply changes the first letter of the filename as calls the file's data 'available?'   That's the same as changing the first number of your home's address, opening the door and calling your home (with all of its possessions left intact) "for sale!"   Only when someone else moves in will they remove some of your things, hopefully, eventually all.   That's why data retrieval programs such as Norton Disk Doctor are able to recover your files, because they are still there until, eventually, used up.

If you have sensitive or valuable data, and you wish to remove it from your hard drive, or diskette, the worst thing you can do is delete it.   You need to Shred it with Shredder95.

Shredder95, the engine, works by overwriting the file seven (7) times with an alternating pattern of bits (the smallest form of computer data storage) which not only stops all software programs from retrieving data contents, but also helps to prevent physical magnetic data sensors from retrieving a proper image of the data.   This much is standard government regulation for secure data erasure. (Conforms to Department of Defense specification DOD-5220.22)   Shredder95 takes it farther than that.   Shredder95 also truncates the file to 0 bytes, renames the file to a randomly generated name, and then deletes it.   This way, nothing can be truly retrieved (name, size, or contents).   For all software purposes, It's Gone!   And, for overwhelming safety, you can even enable our CRAZY-SHRED option for maximum shredding power.

Shredder95, the application, works by employing an easy-to-use interface where you can drag-and-drop files & folders, as well as name them explicitly for Shredder95 to create a list of files to Shred.   (You can also tell Shredder95 to work in automatic mode, to drag-and-shred, without listing them first).   Options include prompting on error, including subdirectories, processing read-only files, automatic mode, and password setting.

In a world of open networking and connectivity, Shredder95 provides an invaluable service of helping to keep sensitive data from falling into the "wrong hands."

How to best use Shredder95

The easiest way to use Shredder95 is to run the program and click the "Explorer" button which opens the Windows95 explorer.   Highlight the files you want to shred and drag-and-drop them onto the Shredder95 window.   If you want to Shred a folder, simply drag-and-drop the folder onto Shredder95.

For safety, leave the option of "Confirm Shredding" and "Prompt for each warning/error" ON and the "Automatic Operation" OFF.   This way, you would have less of a chance to make an error in choosing which files to Shred.

You can drag-and-drop files onto the non-running icon of Shredder95, but be aware that due to common limitations of programs, only a few files can be sent at a time to a program on startup.   If you exceed that number, a harmless, simple, standard Windows error message will occur.

The Password Option is so that kids or unknowing individuals cannot use Shredder (to accidentally Shred important files).   Even if they know enough to delete the INI file which contains the password, it will then require reinstallation of Shredder95 to operate. Reinstallation will *overwrite* the password file, causing your password to be lost and requiring you to reenter a password, should one be desired.

When you decide to Shred files, and then realize that you didn't want to do so, there are a number of options to stop Shredder95: You can click the STOP button, the CANCEL button, press [Enter] (which is focused on the STOP button), or even press ALT-F4 to end the program, which stops Shredder95 also.   Be aware that some files will have been Shredded, however all remaining listed files are intact.   The Shredding process will not stop DURING a file, only between files.

If you wish to Shred a large number of files (over 4,000), you will need to shut off the listing option in the options entitled "Bypass List (shred on contact, NO LISTING)." **WARNING: This will cause instant shredding of anything dropped onto it or chosen as a file or folder to add!!!**   This is required for large lists as Shredder95 can only list 4,000 files at a time.

Options
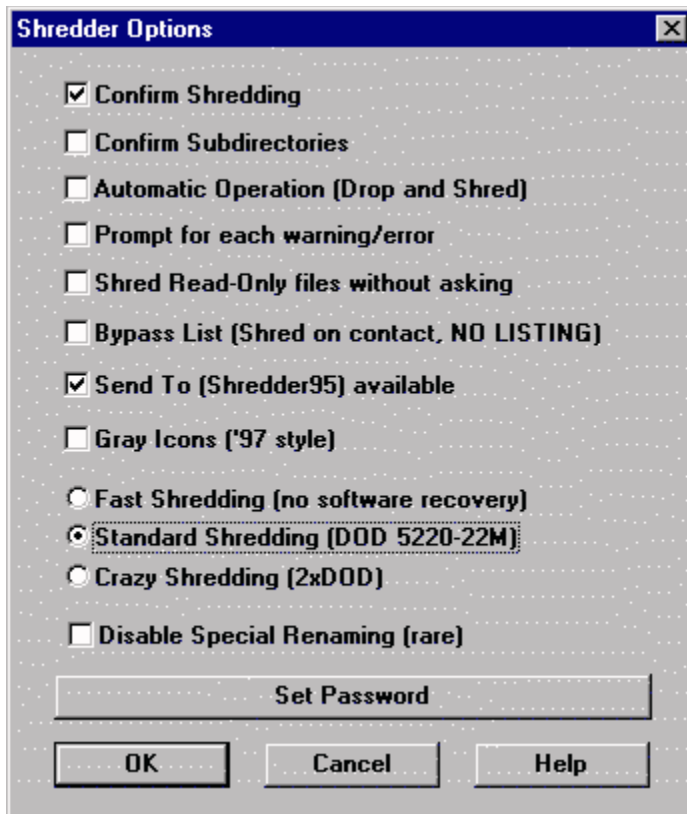
Shredder Options:

Confirm Shredding : ON (default) this will ask before Shredding files, OFF it will begin on click.
Confirm Subdirectories : ON (default) this will ask if you wish to include subdirectories, OFF it will include them without asking.
Automatic Operation : OFF (default) this will *list* the files and then allow a separate click to Shred them, ON it will Shred upon receiving the files.
Prompt for each warning/error: ON (default) this will prompt for every question, error, or warning (recommended), OFF it will do everything it can and redisplay failed files without mentioning the reason.
Shred Read-Only files without asking : OFF (default) this will ask for read-only files, ON it will treat read-only files like any other file.
Bypass List (Shred on contact, NO LISTING): OFF (default) allows Shredder95 to make a list of files before Shredding them (automatically if Automatic Operation is ON), ON it shreds without making a list (this is required for large lists (whole hard drives, etc), since the list can only hold 4,000 files at a time).
Send To (Shredder95) available: OFF (default) allows the right click's SendTo capability (MS PowerToy) to display Shredder95 (this works for a few files when Shredder95 is not already running).
Gray Icons ('97 style): OFF (default) causes the icons to show gray until highlighted with mouse.

Fast Shredding (no software recovery): This option allows Shredder95 to work faster by only overwriting the files twice.   This method, when used, still will not allow any software programs to recover your data, however, this method is insufficient for government standards for wiping in case someone wishes to recover data using physical magnetic devices.   If you have no worries that anyone will attempt to recover your data with physical magnetic devices, you can use this option for speed.

Standard Shredding (DOD 5220-22M): This option is government standard and allows Shredder95 to overwrite files a total of seven (7) times with the last write being random. This, according to the United States Department of Defense, is sufficient to frustrate physical magnetic devices in addition to being totally unrecoverable to unerase programs.

Crazy Shredding (2xDOD): In case you truly wish to "overdo it," this option is for you. Although Shredder95 works more slowly, it overwrites files 13 times, the last write being random.   This is beyond sufficient and beyond DOD standards.

Disable Special Renaming (rare): This option is only for very special situations. Some badly behaved software (including some antivirus programs) either view this renaming as intrusive or simply fails to work with our special renaming capabilities.   So far, our experience has been one out of 500 people may experience this.   By selecting this option ON, normal renaming is enabled and unerase software may be able to read the <u>names</u> of shredded files (although the contents are always shredded properly).

Set Password allows you to set a password for entry into the shredder.   This way you can prevent children or others who may accidentally use Shredder from gaining access. Even if they know enough to delete the INI file which contains the password, it will then require reinstallation of Shredder95 to operate.   Reinstallation will *overwrite* the password file, causing your password to be lost and requiring you to reenter a password, should one be desired.

Ordering

NOTE: CURRENTLY... By purchasing the 1.0 product - you will receive any and all revisions up to 1.x - (you need only to download it from www.Gale-force.com when it becomes available).   This means you will also be able to receive any and all 'revisions' at no charge (1.0 to 1.x).   And, any major version upgrades (2.0 and up) will be discounted to previous version owners.

Pricing:

```
1    Shredder95/98/NT BASIC EDITION .................   $29.95
     (Product ID #1651)
     + Shreds quickly, no software recovery of data!

     or


1    Shredder95/98/NT STANDARD EDITION ..............   $39.95
     (Product ID #3293)
     + Department of Defense Standard Compatible DOD-5220
     + the Choice for Government protection

     or


1    Shredder95/98/NT PROFESSIONAL EDITION ...........  $49.95
     (Product ID #3294)
     + Professional Shredder (2 times DOD standards),
     + no physical, magnetic recovery.
     + optionally recurses subdirectories.


10   unit site license of Shredder95/98/NT (Basic)     $249.50
     (Product ID #1652)
```

The fastest way to register is through the 'Net!!
(Visa/MasterCard/Discover card)
(CLICK HERE) or goto http://www.gale-force.com/shredder/order.html/

How to order: (many ways)

By check or money order:
   Mail to Gale-force
        P.O. Box 2237
        Sun City, CA 92586 USA
   (add tax of 7.75% if ordering from California by check/mo)
   (order form file is called ORDER.FRM)

For your convenience we have contracted another company, NorthStar Solutions, to

process any orders you may wish to place with your Visa, MasterCard, or Discover card.   Please be sure to mention you would like to order Product ID #(see above) when placing your order:

By VISA/MASTERCARD/DISCOVER:

   INTERNET:
     WEB: http://www.gale-force.com/   (click on ONLINE ORDER)   **fastest method**

   phone: (10am to 8pm EST, Monday thru Saturday) (orders only)
         (available thru Northstar Solutions)
         1-800-699-6395 (From the U.S. only)
      or 1-785-539-3731

   fax: (24 hours a day)
         (available thru Northstar Solutions)   (orders only)
         1-785-539-3743

   email (orders only): starmail@nstarsolutions.com

Thank you & again - please check www.Gale-force.com regularly for upgrades and announcements!

Password

Passwords are important in Shredder95 only to keep out unwanted individuals or children 'just pressing buttons' from truly harming your data.   IF you indeed forgot your password, you can simply reinstall the software which will overwrite the INI file where the password is kept.   (Simply deleting the password part or the ini file causes Shredder95 to see an attempt to bypass the password).   Reinstallation is required.

Remove/Trash (button) simply removes a file from the list of files to Shred. (Note: This will NOT shred or delete the file, only remove it from the files-to-shred list)

Shred

This is the process that eliminates all software traces of a file or data.   During this procedure, all the files in the list are processed one at a time.   Each file is overwritten with an alternating set of bits that destroy not only the data, but also the physical magnetic remnants of the software on the hard drive (or diskette).   (This does NOT damage anything physical, only removes the software properly).

See How Shredder Works for more information

Shred Free Space

Shredding Free Space involves shredding the empty sectors of a local drive that do not contain files, but perhaps once did.   The **data** that was once held in this space is shredded by the method & speed defined in the options.

Web Site (jumps right to it) contains updates and information on Shredder95 and other software.   Registered users (optionally) receive updated information by email.   Web address: http://www.gale-force.com/shredder/updates/