Frequently Asked Questions - FAQ's

We strongly recommend that you carefully read the User Manual, shipped with the device or available for download on our website before contacting us for technical support. There are no 'Back Doors' to our products, we cannot retrieve a forgotten PIN or retrieve any data off the drives unless the PIN is known. Below are answers for the most frequently asked questions:

Q: How do I use the diskAshur Pro for the first time?
A: The iStorage diskAshur Pro comes without any default PIN's and so needs to have an Admin PIN setup before 1st use as below:

• Connect the iStorage diskAshur Pro to your computer's USB port, you will get a solid BLUE and GREEN light.

• Press UNLOCK + 9. The LED will change to solid BLUE and Blinking GREEN.

• Enter the new Admin PIN and press UNLOCK key. If accepted the GREEN LED will flash for 3 short blinks, then return to solid BLUE and blinking GREEN.

• Re-enter the Admin PIN and press the UNLOCK key. If accepted the GREEN LED will be solid for 3 seconds. LED will then turn BLUE and remain in Admin mode for 30 seconds or if the LOCK key is pressed and then will return the drive to a standby state.

• The Admin PIN is now set and will allow access to the drive or the Admin features.

• To UNLOCK the drive to use it, exit Admin by pressing the LOCK button. Then enter the new PIN and press UNLOCK.

Q: What length does my new Admin or User PIN need to be?
A: Any new Admin or User code that is setup has to be a minimum of 7 digits and be no more than 16 digits long (7-16 digits).

Q: How do I setup a User PIN in addition to the Admin PIN?
A: You have to go into Admin mode so follow the steps below:

• Enter the Admin Mode (UNLOCK + 0 for five seconds. Enter Admin PIN and press UNLOCK)

• Press and hold UNLOCK + 1 until the LED turns to solid BLUE and blinking GREEN.

• Enter a User PIN and press UNLOCK (a minimum of 7 digits and a maximum of 16 digits).

• The LED flashes GREEN three times, and then returns to solid BLUE and blinking GREEN.

• Re-enter the new User PIN and press UNLOCK.

• If the LED stays solid GREEN for two seconds and then solid BLUE, the User PIN was successfully added.

Q: What can I do if I forget the Admin PIN?
A: There is no other way to retrieve the Admin PIN except a complete reset of the iStorage diskAshur Pro. After a complete reset, all data will be lost and you will need to initialize, allocate and format the iStorage diskAshur Pro manually. You then will need to setup an Admin PIN again as was done when first using the iStorage diskAshur Pro from new.

Q: Why did the operating system not recognize the diskAshur Pro after I enter the User Mode after complete reset of the diskAshur Pro?
A: You need to initialize, allocate and format the diskAshur Pro drive manually. For more information, refer to "Initializing and formatting the Hard Drive after a complete reset" in the product manual.

Q: Can I initialise and format the diskAshur Pro with Windows user account?
A: No, this is a Windows limitation, you must use the Admin account to initialize and format the iStorage diskAshur Pro.

Q: How do I use the iStorage diskAshur Pro without a password?
A: As a full disk encryption product, the iStorage diskAshur Pro can never be used without a password.

Q: **What encryption algorithm is used in this product?**
A: The iStorage diskAshur Pro uses AES 256-bit algorithm.

Q: **Why could I not change my User PIN which has the same digits as the Admin PIN?**
A: You can change it only in the Admin Mode. In the User Mode, the User PIN which has the same digits is created in the Admin Mode cannot be changed or deleted.

Q: **Why could I not initialize, partition or format the iStorage diskAshur Pro?**
A: Ensure that you have administrator privileges for your computer. You can use only the administrator account to initialize partition or format the iStorage diskAshur Pro in the User Mode.

Q: **How many unique User ID's can I create?**
A: The Administrator feature allows enrolment of up to FIVE (5) unique User ID's and ONE (1) Administrator. If a User forgets their PIN, the diskAshur Pro can be unlocked using the Admin PIN.

Q: **Do I require "Admin Rights" for the iStorage diskAshur Pro to work?**
A: No, since the iStorage diskAshur Pro does not require any software to be installed and the encryption/decryption is performed in Hardware on the drive itself, "Admin Rights" are not required.

Q: **I'm getting a continuously flashing RED light - what is wrong?**
A: You may have entered an incorrect PIN too many times and have triggered the Brute Force Attack Protection; you can reset this counter by referring to the `Brute Force Attack Protection` section of the iStorage diskAshur Pro manual.

Q: **My diskAshur Pro locks for no reason when connected to my computer whilst I am using it, what is causing this?**
A: The issue you are having is being caused by power saving settings on your computer so please see below and make the appropriate changes to your computer and this will stop the iStorage diskAshur Pro from locking.

Microsoft Windows

Doing the following will prevent Windows from switching off the diskAshur Pro, go to `Control Panel` & `Power Options` , the easier option is to disable power saving which means stopping the computer from `Sleeping` see below;

In addition go into Advanced Settings in Power Option to disable the following:

Ensure the computer is set to sleep: Never (as above)
Turn off hard disk after: 999999 Minutes
USB selective suspend setting: Disabled

This will keep any iStorage hard drive connected to the computer continuously on.

Note: For Windows 8.1 users You will need to install a Windows update (KB2919355) as well as follow the steps above. Please go to this link and choose Method 2: http://support.microsoft.com/kb/2919355.

Once the download option appears select KB2919355 and then download and install. For more detailed information and required fix please go to our support page, under the tab Firmware Updates and download Win8.1 USB suspend issue folder.

Apple Mac
Drives keep locking after 5-10 minutes on the Macs.
This will be due the Mac's power saving as there is a setting to switch off hard drives that are idle after a fix period of time see below. The settings in Energy Saver preferences affect what happens when your Mac is left unattended for a period of time that you specify.

Disable Put the hard disk(s) to sleep when possible to prevent the diskAshur Pro going to sleep and not locking. You will also need to stop the computer sleeping to prevent the diskAshur Pro from locking.
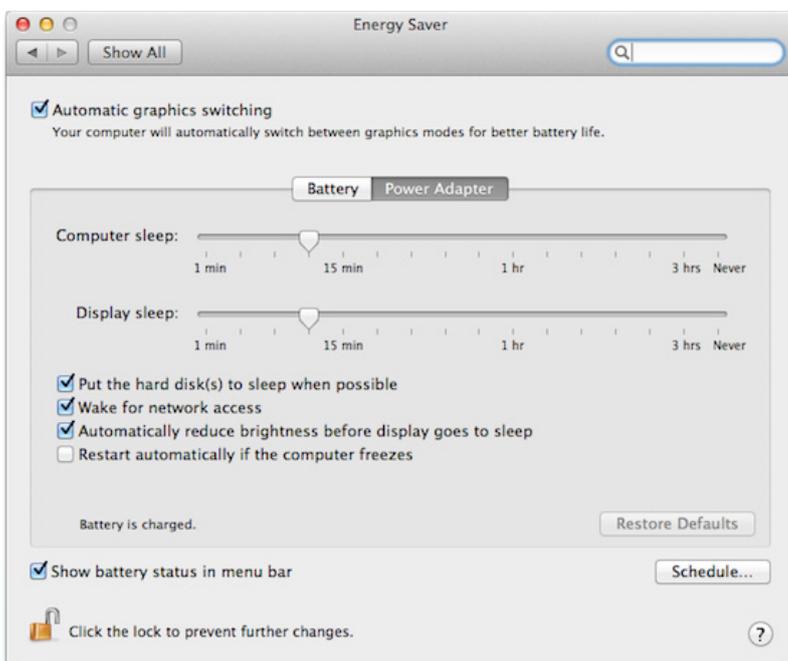
Q: My iStorage diskAshur Pro locks when my computer sleeps/hibernates. How can I stop this?
A: The only way to prevent this is by changing the power settings (Windows computers) of the computer so that it only switches of the monitor on hibernation/sleep and keeps power to hard drives and USB. On Apple MAC computers going to the power settings in `System Preferences` and clicking the do not suspend USB will keep the drive alive even if the MAC goes into full hibernation

Q: I'm not getting a RED light from iStorage diskAshur Pro when connected to my computer?
A: Your computer may not have enough power going through to the USB to power the iStorage diskAshur Pro. Use the supplied USB Y-Power cable to ensure full power to the iStorage diskAshur Pro.

Q: I want to use my iStorage diskAshur Pro with different Operating Systems how can that be done?
A: To make the iStorage diskAshur Pro universally compatible with all the most common Operating Systems requires the drive to be formatted using the FAT file system. This is done by using `Disk Management` in Windows, `Disk Utility` on MAC OS/x or MKFS in Linux. in Windows and Disk Utility on MAC OS/x or MKFS in Linux.

Q: What is BadUSB and are iStorage devices susceptible to this exploit?
A: BadUSB is a theoretical exploit that was presented by SR Labs at the Black Hat conference in August of 2014. SR Labs demonstrated a vulnerability in one USB device that allowed malicious code to be programmed into the USB controller through a firmware update process.

The attack described is very sophisticated and in the case of iStorage products would require advanced knowledge of our USB controller, a leaked version of our firmware, the programming tool to update our controller, the password used for our programming tool, and an in depth understanding of the device's functionality, etc.

According to SR Labs, the failsafe method to eliminate this threat is to simply disable the ability to update the controller's firmware.

iStorage devices shipping today, including all of our USB 3.0 security products already have the firmware locked which prevents field updates to the USB controller.

As a continuous improvement, iStorage is locking down the firmware on all USB controllers used in iStorage devices to safeguard against this vulnerability. We recommend checking our website periodically for notices regarding BadUSB and Security Updates.