LockIT

User Manual

Version 1.0
Created by ComIT Solutions Pty Ltd
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Contents

OVERVIEW

LockIT has been specifically designed to record and encrypt sensitive information so that you can be assured your data is secure, even if your PDA is lost or stolen. It is ideal for recording bank details, pin numbers, passwords etc. which can be grouped into user defined categories. You no longer need to remember dozens of passwords, pin numbers or account details, just remember one simple phrase and you have access to all your information. Beware if you forget this phrase then your information is lost. Not even we (the developers) can recover your information.

LockIT also provides full two way synchronisation to a desktop PC application (Windows only) enabling easy maintenance and backup of your data.

QUICK START

So you have installed programs before and just want to get running. If you are using both the PC and PDA applications then perform the following. Otherwise simply install the LockIT.prc file to your PDA main memory.

Installation of PC and PDA applications

1. **Extract the zip file and run Setup.exe**
2. **Follow the prompts**
3. **Install LockIT.prc to your PDA main memory**
4. **Open LockIT on your PDA**
5. **Perform another sync**

LockIT should now be installed on both your PC and PDA. If you have any problems please refer to the detailed Installation instructions.

ARCHITECTURE

The LockIT application has three components as shown below.

1. Palm application
2. PC database
3. Synchronisation conduit
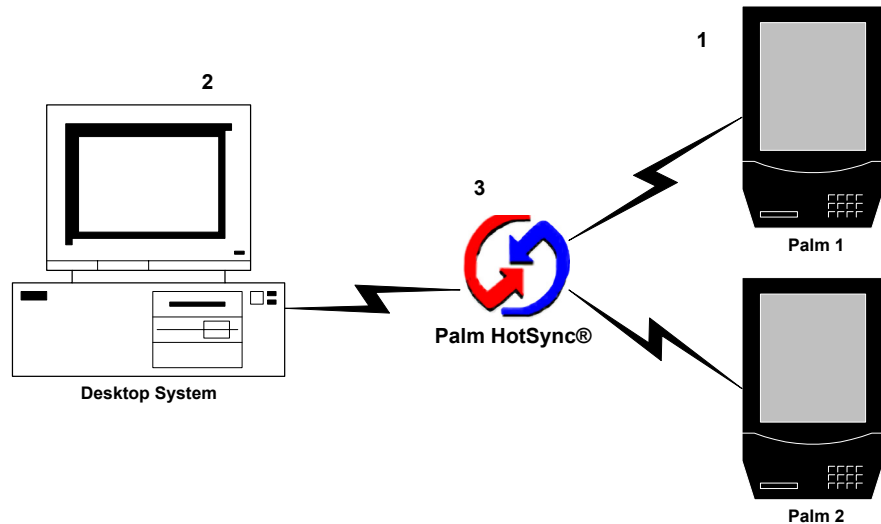
LockIT entries can be made on either the Palm, PC or both. When the Palm is synchronised using Hotsync manager the new or changed entries will be transferred between each system.

LockIT can be used by multiple users to sync back to the same PC. Each user will have a separate PC database and security logon to access only their information.

SYSTEM REQUIREMENTS

PC LockIT requires Windows NT, 2000, 2003, XP or above. In addition Microsoft DotNet framework 1.1 must be installed to run the PC application and synchronisation (already installed on most XP machines). If you do not have MS DotNet framework installed you will be prompted to download it and install it from either the MS Windows Update or here. Hotsync manager must also be installed and configured.

PALM LockIT is compatible with all devices running Palm OS 3.0 and above. This includes the Palm III, Palm IIIx, Palm V, Palm Vx, Palm VII, Tungsten, IBM WorkPad, Handspring, Clie, Trio, Palmone and many more. To determine your OS version click the Info menu item from the Home page on your Palm. When the info page is shown click the Version option. Your OS version will be displayed at the top of the screen.
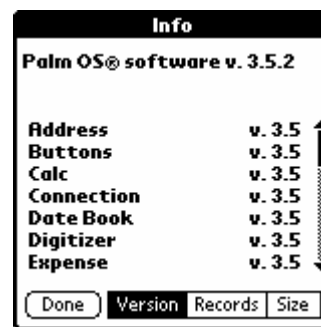
LockIT is not compatible with the original Pilot 1000 or Pilot 5000. If you have one of these then please donate it to you local science history museum and buy a new Palm PDA.

If you are unsure of your version then simply install LockIT and give it a try. If your PDA does not support the required version an error will be displayed when you launch LockIT.

INSTALLATION
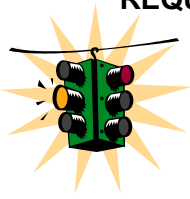
REQUIREMENTS   Prior to installing LockIT the PC must have the following software installed:
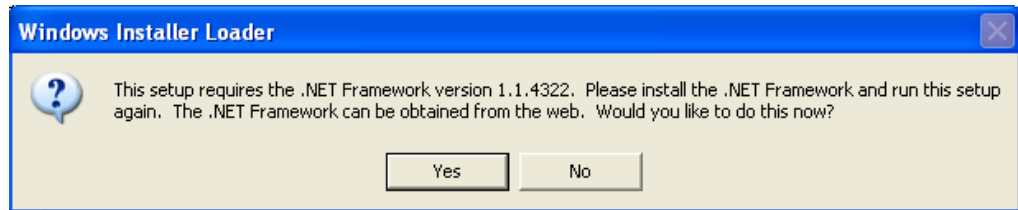1. Palm HotSync® manager with a connection to your PDA.
2. If the PC application is required then MS DotNet 1.1 must be installed. If you do not have this you will be prompted with the message below during the install to download it from here.

Windows Installer Loader

❓ This setup requires the .NET Framework version 1.1.4322. Please install the .NET Framework and run this setup again. The .NET Framework can be obtained from the web. Would you like to do this now?

[Yes]   [No]

Note: The LockIT PDA application can be installed without the PC application and Synchronisation conduit. In such cases only HotSync® is required for the install.

EXTRACTING THE   This step is required for all installations.
SETUP FILES
1. Download the LockITSetupFull.zip file to a temporary directory.
2. Unzip LockITSetupFull.zip to a temporary directory
3. In Explorer locate the directory where you extracted the files.

PDA Install

This step must be repeated for each PDA that requires LockIT to be installed.

1. Using Explorer locate and double click on the LockIT.prc file.
2. You may be prompted to select the user of the palm to install to, if so select the appropriate user and click 'OK'.
3. When the Install Tool window appears ensure you select the main PDA memory and click 'Done'.
4. Perform a Hotsync to install LockIT to your PDA.
5. Open LockIT on your PDA
6. Perform another Hotsync

PC Install

This step is only required if you wish to use the PC application to synchronise with your PDA. **Note:** You must be logged on with administrative privileges to install the PC software

1. Locate the Setup.exe file and run it.
2. The program will prompt for an installation directory. We recommend using the default.
3. Follow the prompts to install the application

The PC application is now installed. You may start the application by selecting the Start/Programs/LockIT/LockIT icon from your start menu.

Note: You must install the PDA application and perform a Hotsync before using the PC application, otherwise you will receive a data file not found error. See Starting LockIT section for details

Conduit Configuration

The LockIT Conduit is a small application which interfaces into Hotsync to synchronise the LockIT records during the Hotsync process. This application is installed when you run Setup.exe. After installing you will notice a LockIT entry under the Hotsync Custom menu option. You can select this entry and click Change to show the Hotsync options for LockIT.
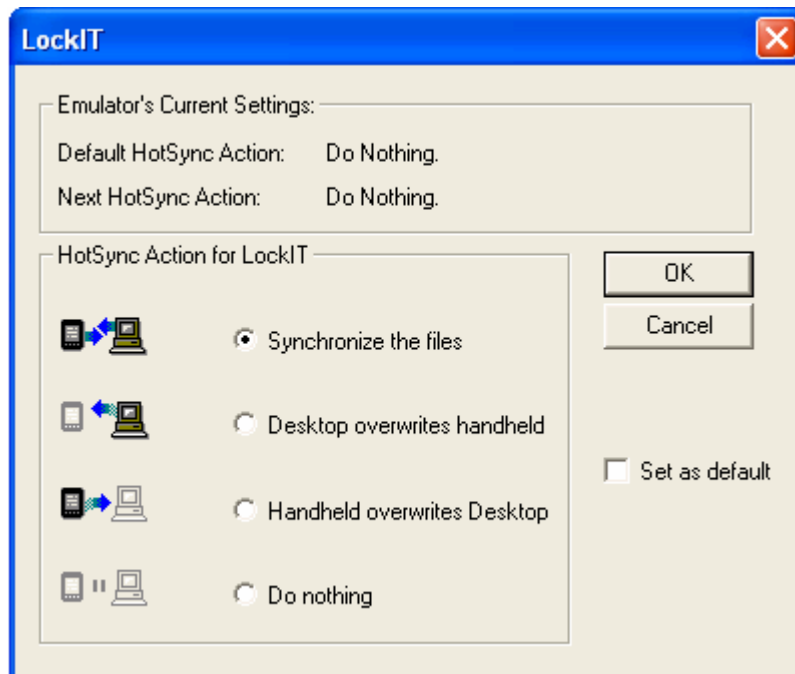
Click OK to save your changes.

PDA APPLICATION

Starting LockIT

Once LockIT is installed on your PDA a new Icon will appear as shown below.

LockIT

Click on this icon to start LockIT.

TIP *If after synchronising your Palm you cannot see the icon, try selecting the "All" category from the top right hand side of the screen. If the icon is still not displayed then the application has not been installed correctly. Please repeat the Palm Install procedure again.*

LOGON You need to enter a secret paraphrase key to decrypt the information stored in LockIT. If this is the first time you have launched the application then enter a new phrase which will be used to encrypt entered information.

LockIT Logon

ComIT™ LockIT

Enter your secret key

You MUST not forget this key.
If lost it can not be recovered.

☑ Hide Text

Done   Cancel

This key is used to encrypt your records, do not forget it. If lost it can not be recovered! The longer the key, the more secure your data. For added security do not use names, dictionary words or other terms which may be easily guessed. It is recommended to combine numbers, letters and case. e.g. SaF321

TIP *Click Hide Text if you do not want to show the key as you are entering it. Note you cannot use the virtual keyboard if you select Hide Text.*

REGISTRATION LockIT is a licensed application. To purchase please go to http://www.handango.com/ and type in ComIT into the search field. Select the LockIT link and click **Add to Cart**. Once you have paid the small licence fee you will receive your Serial Key in your order confirmation email. **When registering you will be required to quote your Hotsync User ID.** This (Palm OS Emulator in the case below) will be used to create your serial key. If you do not supply this code then we cannot create your serial key. **Note: the User ID is case sensitive.**

REGISTRATION FORM

TRIAL   You may use the LockIT application for a trial period to assess its performance. Whilst in trial mode the application is fully functional though the number of entries and days has been limited. Once this limit is reached no more records can be entered or edited. To start the trial click on the *Register Later*. Whilst in trial mode the Register form will appear each time you start the application.
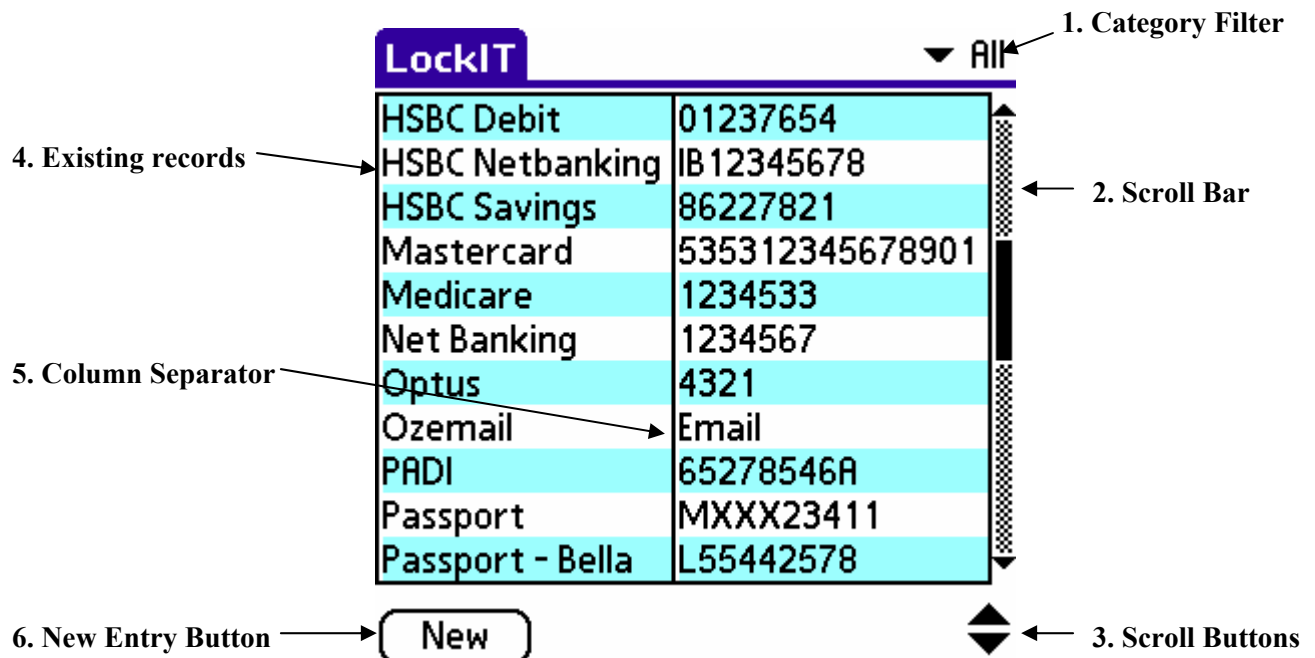
Main Form

Please follow the <u>Installation</u> instructions if you have not already done so before continuing with this section.

OVERVIEW   LockIT is a secure means of recording sensitive information. Each piece of information is stored in a record, each record consists of 10 user defined labels and 10 detail fields. Records can be associated to a category in order to group like information, e.g., Financial, Internet, Personal etc.

Labels are restricted to 30 characters and details to 250. There are no restrictions on the number of records you can create which is only limited by your available memory.

MAIN FORM   The main form is the first form to be displayed after logging on to the LockIT PDA application. This is a simple list of the records you have already entered as shown below. From this list you can scroll through the records and select a record to view/edit.

1. Category Filter

4. Existing records

2. Scroll Bar

5. Column Separator

6. New Entry Button

3. Scroll Buttons

LockIT	▼ All
HSBC Debit	01237654
HSBC Netbanking	IB12345678
HSBC Savings	86227821
Mastercard	535312345678901
Medicare	1234533
Net Banking	1234567
Optus	4321
Ozemail	Email
PADI	65278546A
Passport	MXXX23411
Passport - Bella	L55442578

New

1. The category filter is used to display only those records of the specified category. Select All to display all records
2. Use the scroll bar (when visible) to scroll down through the list
3. Use the scroll buttons to scroll through the list one record at a time
4. Records matching the category filter are displayed in the list sorted alphabetically. The first two detail fields of each record are displayed. Select a list item to edit the record. Refer to Edit Form for details
5. The column separator can be dragged left or right to change the column widths
6. The **New** button creates a new blank LockIT record. Refer to Edit Form for details

MENUS Within LockIT there are number of menus that can be accessed by clicking on the menu icon in the bottom left hand corner. These menus provide access to other forms and functions within the application.
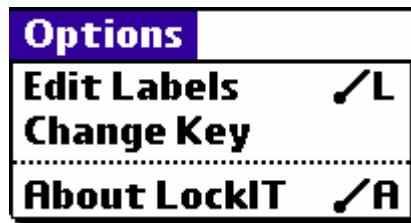

The menu shown above is from the main form. The function of each menu item is described in the following sections.

Edit Form

OVERVIEW

The Edit form is used to create or edit LockIT records and is accessed from the Main form by either selecting an existing record or clicking on New. The form consists of two columns of ten rows where information can be stored, see below.

Labels · **Category** · **Details**
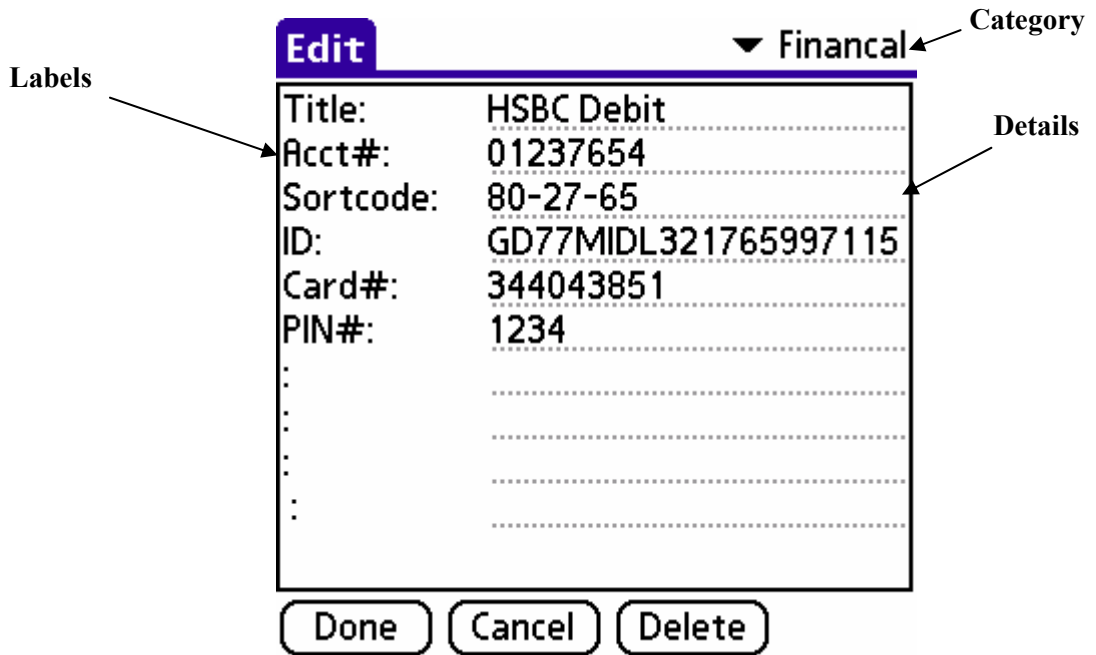
SELECTING LABELS Labels define each piece of information to be stored in the current record. The use of labels is optional. Typically the first Label would relate to the name or identifier of the record, ie Title in the example above. You can select a predefined label by clicking on the Label field to display the selection list.
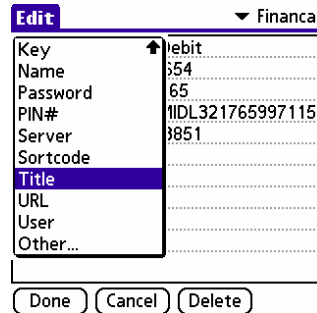
Use the up and down arrows to scroll through the list if necessary.

MANUAL LABELS If you do not wish to use a predefined label you can create a custom label by selecting **Other…** You will then be prompted to enter the text for the custom label.
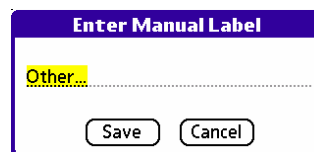
ENTERING DETAILS Detail fields contain the information you wish to be kept secure, ie your Account No, Pin No etc. These fields are free entry and can store up to 250 characters of text each. Typically the first and second fields would to used to identify the record as these fields are displayed in the Main form list, ie. Name, Number etc.

MENUS The Edit form has one menu as shown below. The basic functionality of Undo, Cut, Copy, Paste etc. relate to standard text operations performed on the Details field only.
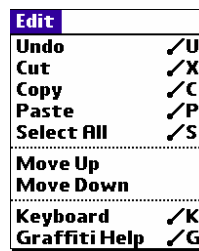
Move Up and **Move Down** are used to reorder the fields in a record. Simply select the Detail field of the row you wish to move and click Move Up or Move Down accordingly.

Edit Labels

Labels are used within records to identify individual pieces of information, e.g., Account No, Pin No etc. To improve consistency a standard list of Labels can be maintained for use in all records. Once created the labels become available as a drop down list within the Edit form. To edit the labels select **Edit Labels** from the Main form Menu.

The contents of the list will be displayed similar to below:

EDIT EXISTING To edit an existing entry first select the entry in the list and click **Edit**. The form below will be displayed allowing you to edit the selected entry

Once you have completed your changes click Save, or Cancel. If your edited value is the same as an existing list value then a **Record Already Exists** error will be displayed and your changes discarded

DELETING A LIST ITEM To delete an existing list item simply select the required item and click **Delete**. The item will be deleted immediately.

NEW ITEM To create a new item in a list, simply click **New**. The form below will be displayed where you can enter the new list item.

To confirm the new list item click **Save**, otherwise **Cancel** to discard.

Change Key (PDA only)

The Key is the security phrase you use to logon to LockIT. This phrase is also used to encrypt all records before saving. Thus if you change the key, all records will be re-encoded and saved with the new key. To avoid synchronisation issues this function can only be performed on the PDA, after which all records on the PC will be updated.

After selecting the **Key Change** menu item a warning will displayed as shown below
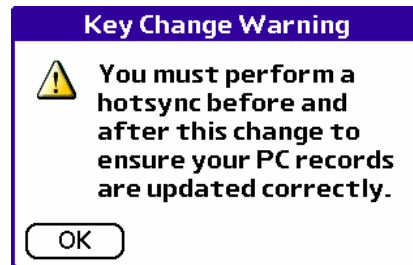
WARNING   If you are using the PC desktop application then you **MUST** perform a Hotsync before and after changing the Key. Otherwise any records changed on your PC will not be re-encrypted with the new Key and will become corrupt. Click **OK** and then **Cancel** to exit the **Key Change** function and perform the necessary Hotsync.

CHANGING THE KEY   After performing a Hotsync (if necessary) select **Key Change** again and click **OK** to the warning. The form below will be displayed.

Use this form to enter your existing **Key** at the top of the screen and the new **Key** in the middle and again at the bottom. Make sure you remember the new **Key,** if lost it can not be recovered!

Click Done to save your changes and update all records. If you receive any of the errors below then your existing key or new key is not valid and no changes have been made.
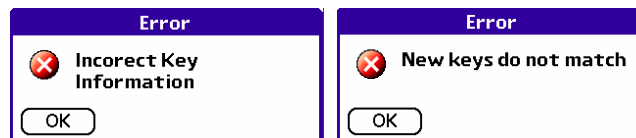
Remember to perform another Hotsync (if required) to ensure your new encryption key is saved to your PC.

PC APPLICATION

Starting LockIT

Once LockIT is installed on your PC a new Start Menu and desktop icon called LockIT will be created. Use this to start LockIT and display the Logon screen.

LOGON To logon to the PC application select the required PDA user and enter a secret paraphrase key. If you have multiple PDA users on your PC each will have their own paraphrase key.
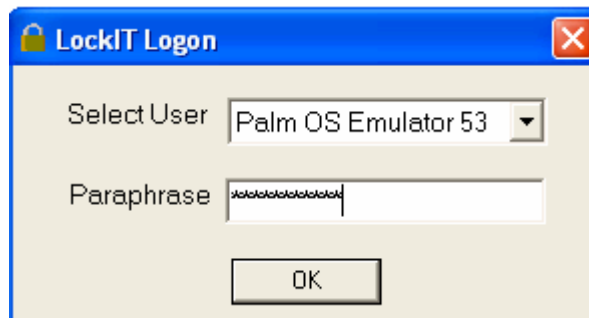
Note you must first install the PDA application and perform a Hotsync before using the PC application. Refer to the Installation section for details.

Main Form

The main form is displayed after logging on to the LockIT PC application. This is a grid containing a scrollable card view of the records you have already entered as shown below.

This form is used to perform most of the actions required to add, edit or delete your LockIT records. There are six main parts of the form as described below.
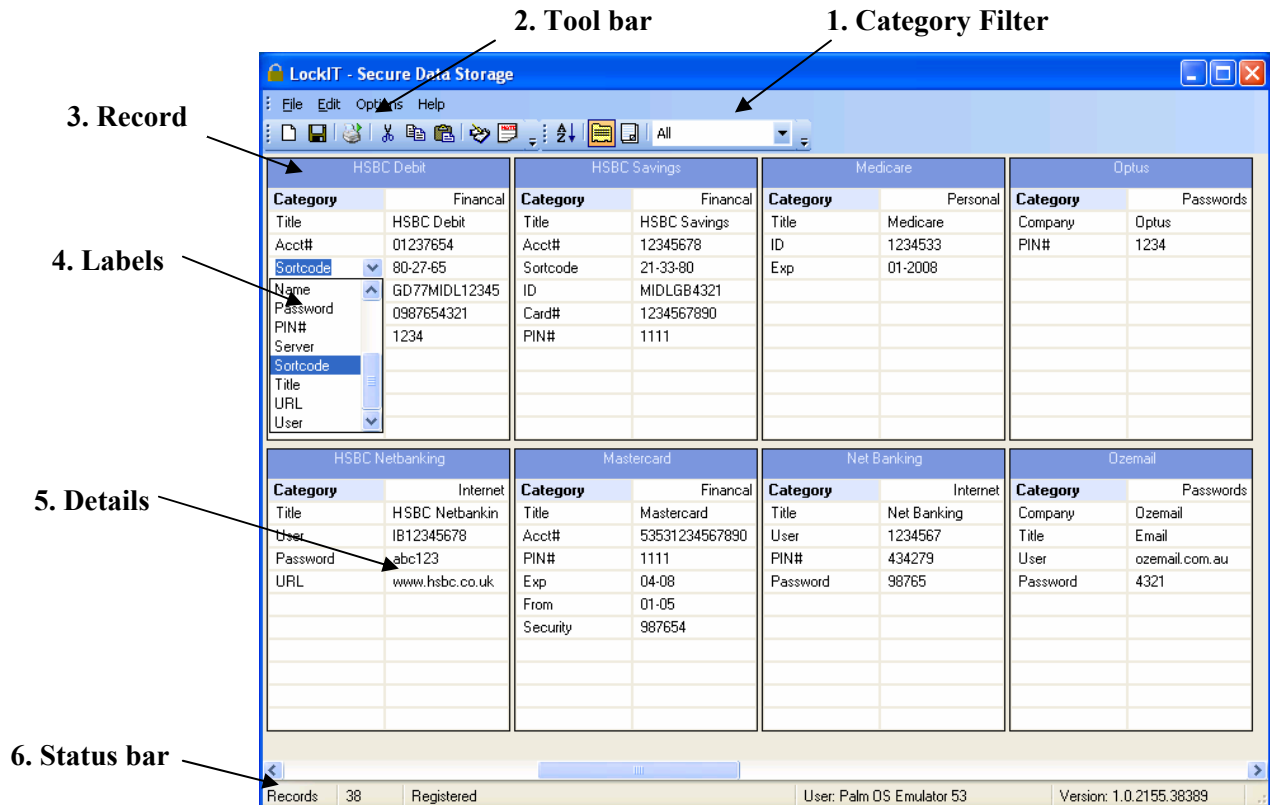
2. Tool bar　　　　　　**1. Category Filter**

3. Record

4. Labels

5. Details

6. Status bar

1. The category filter is used to display only those records of the specified category. Select All to display all records
2. The toolbar contains buttons to perform maintenance and control functions. See Toolbar section for more details.
3. LockIT records are listed down and across the main form. The record title is based on the first detail field of each record. Records can be resized by dragging the column and record separators.
4. Labels can be selected from a predefined list or manually entered. To edit a label click on the field and type the required value or select from the predefined list using the dropdown arrow.
5. Details relating to the record are entered by clicking on the required field
6. The status bar displays information about the number of records, registration status, username and application version

TOOLBAR The toolbar contains the main functions required to maintain your data. The operation of each is listed in order below.
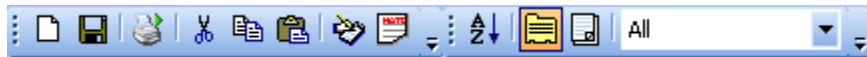
1. Create a New record
2. Save all records
3. Print all records.
4. Cut the selected text. Only relative to labels and details
5. Copy the selected text. Only relative to labels and details
6. Paste text into the selected label or detail cell
7. Edit the list of Labels (Edit Labels)
8. Edit the list of categories (Edit Categories)
9. Resort the records
10. Display the records in Card View format
11. Display the records in List View format
12. Category filter used to filter displayed records

Note: When printing or exporting to Excel the display will automatically change to List view. This is by design as Card View is not supported for printing or exporting.

MENUS The menu above the toolbar provides an alternative method for accessing the same functions contained in the toolbar.

In addition the File menu provides links to export all records in Excel, CSV or XML format.
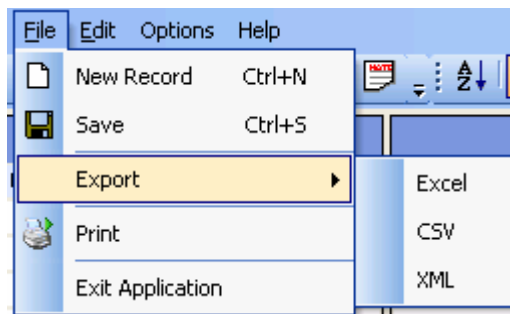
WARNING If you export data it is no longer encrypted or secure. Your exported data can be read by anyone who has access to the exported file.

Edit Labels

The list of Labels can be edited on the PC by clicking the **Edit Labels** button on the toolbar. This displays the form below:

EDIT EXISTING   To edit an existing list item select the required field and overtype with the new Label value. When finished either select a new record or close the form.

If your edited value is the same as an existing list value then a **Duplicate Label Value** error will be displayed and your changes discarded

DELETING A LIST ITEM   To delete an existing list item simply select the required Label using the record selector (the right pointing arrow above) and press the **Delete** key on your keyboard. A delete confirmation will be displayed which must be accepted before the record is deleted.

NEW ITEM   To create a new Label simply click in the last row marked by the ***** and type the required value. When finished either select a different record or close the form.

Edit Categories

The predefined list of Categories can be edited on the PC by clicking the **Edit Categories** button on the toolbar. The operation of this form is identical to the Edit Labels form. Please refer to this section for details.

Registration

LockIT is a licensed application. To purchase LockIT please follow the instructions in the PDA Registration section.

Once you have received your registration key you need to enter it into the PC application to unlock the record limit. Note each registration key is specific to each PDA user. If you have two PDA's syncing to the same PC then you need to purchase two registration keys.

Use the Help/About menu item to display the form below.

Type your registration key in the **Enter Key** box and click register. If the key is valid the form will be updated as shown below.
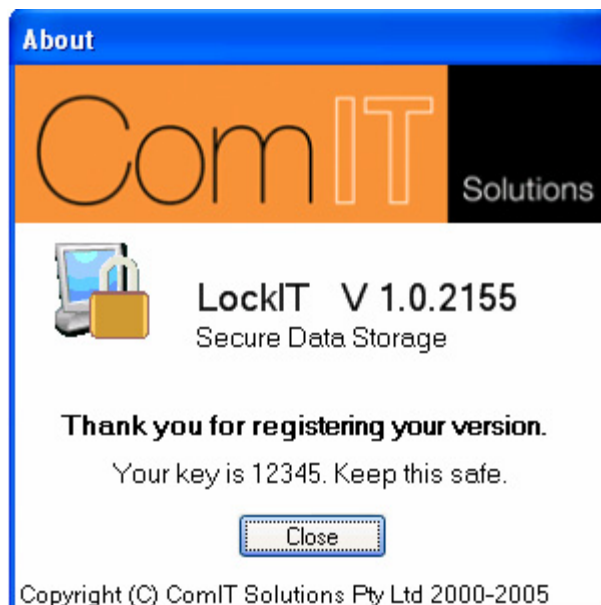
Otherwise an **Invalid Key** error will be displayed. Please check your registration key and retry.

SUPPORT

LockIT has been thoroughly tested on multiple Palm devices. If in the unlikely event you experience a problem please first ensure you have followed the installation and setup instructions and reviewed the FAQ section and material on our website
http://www.comit.com.au/support.htm

If the problem persists please email all bugs and support related enquires to
support@comit.com.au

and include LockIT Support in the email header.

To assist us we will require the following information:
1. Registration No or serial key, purchase date and email address
2. Palm OS version
3. Your PC Windows OS version
4. Your Hotsync version
5. A copy of the Hotsync Log
6. A detailed description of the problem. If the issue is bug related then provide details of the operations performed to reproduce the problem.

FAQ

**INVALID SERIAL KEY.
KEY NOT SAVED.**

The serial key (registration key) is not valid for the current PDA user. Check the key and try entering it again. If you continue to have problems then check that you have supplied the correct Registration name (case sensitive) and contact the site where you purchased LockIT. If your registration name contains has non standard ASCII characters then you may need to contact us directly to obtain a valid key.

WHY DOES HOTSYNC CONSISTENTLY FAIL?

1. Have you installed the Conduit? It should be installed when you run Setup.exe. To check right click on your Hotsync icon and select Custom. If installed you should see a LockIT entry. If it is not there then run Reinstall Conduit from the LockIT Start menu.

2. Is the Conduit action configured correctly? From the Hotsync custom menu select LockIT and click change. Ensure the action is set appropriately for the sync method you require.

MS DOTNET FRAMEWORK MISSING

This error received when you run Setup.exe during the install or the LockIT application after installing. This is due to the MS Dot Net Framework 1.1 missing from the PC. The framework must be installed for the PC application to install and function. Refer to the <u>Microsoft web site</u> for details on installing the framework.

COULD NOT FIND FILE

This error is produced when you try to open the PC application before you have installed and setup the PDA application and completed a second sync. Refer to the install instructions for the correct installation sequence.

INVALID VALUE

This error occurs when the value entered is either blank or a space. Labels and categories must be non blank and unique values.

DUPLICATE VALUE

This error occurs when the value entered already exists in the Category or Label list. Labels and categories must be non blank and unique values.

SYNCING TO MORE THAN ONE PC

LockIT is not designed to sync to more than one PC since it supports two way data changes. The conduit is designed to try and ensure all data is maintained when syncing to different PC's or profiles, however this functionality is not supported. The only way to ensure the data is copied to multiple PC's correctly is to set both PCs to Handheld Overwrites Desktop sync for LockIT. This will overwrite the data on each sync to each PC.

DUPLICATE RECORD ERROR WHEN SYNCING

A duplicate record error in the Hotsync log file means that a record which was created on the PDA already exists on the PC, or that the same record has been modified on both the PC and PDA between syncs.

To resolve this issue determine which record should be deleted on either the PDA or PC, delete it and perform another Hotsync.

LICENCE AGREEMENT

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ComIT Solutions Pty Ltd. LICENSE AGREEMENT

This is a legal agreement between you and ComIT Solutions Pty Ltd.
covering your use of LockIT.  Be sure to read the following agreement
before using the software.  IF YOU DO NOT AGREE TO THE TERMS OF THIS
AGREEMENT, DO NOT USE THE SOFTWARE AND DESTROY ALL COPIES OF IT.

This ComIT End-User License Agreement ("EULA") is a legal agreement
between you (either an individual or a single entity) and ComIT Solutions
Pty Ltd. By installing, copying, or otherwise using LockIT ("the
Software") on any computer or device, you agree to be bound by the terms
of this EULA. If you do not agree to the terms of this EULA, you are not
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listed above;
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* modify, translate, reverse engineer, decompile, disassemble or create
derivative works based on the Software;
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* remove any proprietary notices or labels on the Software.

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substantially achieve the functionality described in the Documentation.
ComIT Solutions Pty Ltd. does not warrant, however, that your use of the
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be error-free or secure. ComIT Solutions Pty Ltd. also warrants that the
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ComIT Solutions Pty Ltd's sole discretion: (i) to replace your defective
media; or (ii) to advise you how to achieve substantially the same
functionality with the Software as described in the Documentation through
a procedure different from that set forth in the Documentation; or (iii)
if the above remedies are impracticable, to refund the license fee you
paid for the Software. Repaired, corrected, or replaced Software and
Documentation shall be covered by this limited warranty for the period
remaining under the warranty that covered the original Software, or if
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