

SafeStick

Frequently Asked Questions



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I insert SafeStick and nothing happens (maybe you have autorun disabled on your system).

- Open Explorer and click the volume marked SafeStick Login. Once unlocked the volume SafeStick Storage will be available.
- If SafeStick Login volume is not visible, please check if you have an extra CD-rom volume and click on that one.
- If no volume is visible at all, please check if your computer have got network drives mapped on all available drive letters in the beginning of the alphabet. This would mean that no removable drives can work on your computer.

The SafeStick login software keeps initializing

- Pull out SafeStick and insert again.

Does SafeStick work native on Mac/Linux?

- No, but all Unix-systems can access SafeStick if the device is first unlocked on the machine with virtualized Windows under VMware.

What operating system (OS) does SafeStick support?

- Windows 2000SP4, Server 2003, XP or Vista. Linux and Mac is not native but attainable with a VMware (Windows).

Does SafeStick require admin rights?

- No, not for any user operation. Only to make a factory reset of the device. Factory resets are not needed if SafeStick is accompanied by Remote Password Recovery or ZoneBuilder, these services are available with SafeConsole the SafeStick central management console.

I get a strange Windows error message when inserting and ejecting SafeStick?

- Probably synchronization software on your computer is causing this, Windows Media Player is one of the softwares known to cause this on all protected volumes. Try adjusting the synchronization software.

I'm being told to restart my computer when inserting SafeStick the first time, need I do that?

- No, this is not required. Please click 'No' when prompted to do this.

I have forgotten my password, can you help me?

- Can the hint help you? Take a break and save your password attempts. Ones all attempts are used there is no way to access or recreate any stored information. Remote Password Recovery and ZoneBuilder needs to be activated from the start to make this possible.

I can't copy files larger than 2GB to SafeStick

- This is because memory sticks are always formatted with the FAT file system. If you want to use larger files, please format the drive to NTFS. You will need to check Microsoft support material in order to do this. Please note that there is a risk of loosing data when using NTFS if the drive is not stopped and unmounted as required.