

# laplink® PC Lock™

## User Guide

### Laplink Software, Inc.

For technical support issues or questions, please visit:  
<http://www.laplink.com/help>

For other inquiries, please see contact details below:

E-mail: [CustomerService@laplink.com](mailto:CustomerService@laplink.com)

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Over 1,700 laptops are stolen every day and someone's identity is stolen every two seconds! If files on your PC are not encrypted you are risking identity theft, privacy invasion and significant financial loss. PC Lock secures your privacy with powerful and sophisticated encryption that automatically protects personal and sensitive data, keeping you safe from hackers and thieves.

Laplink recommends you make a complete backup image of your PC using Laplink DiskImage before installing PC Lock. For more information or to purchase, go to: [www.laplink.com/diskimage](http://www.laplink.com/diskimage)

## Pre-Installation Checklist

### System requirements:

- CPU: Intel® or compatible Pentium® or higher processor.
- RAM: Same as minimum required by operating system.
- Windows 7/Vista/XP.
- A working Internet connection.
- A valid e-mail account.
- Administrative rights.

**IMPORTANT: When you purchase PC Lock, you are purchasing a single license. This license is a 12 month subscription to PC Lock. For complete details, refer to the End User License Agreement (EULA).**

**If you would like to uninstall PC Lock, you must be running PC Lock and logged on. If your subscription ends and you have not uninstalled the program, all your files will remain encrypted. You must extend your subscription to PC Lock or contact customer service to gain access to your encrypted files.**

**To extend your subscription to PC Lock, please visit the Web Management Console at [PClock.laplink.com](http://PClock.laplink.com) or contact our sales department at (800) LAPLINK (527-5465) or (425) 952-6001.**

## Installing PC Lock

**IMPORTANT: Before installing or running PC Lock, exit all other applications running on your PC.**

**Screen savers, hibernation protocols, and power-saving options on the computer should be turned OFF (i.e., all power management options in the Control Panel should be set to "Never" so they are completely disabled). The computer needs to remain on and completely "awake" during the installation and must not go into screensaver or sleep/hibernation mode.**

**If you are installing PC Lock on a laptop, keep the computer plugged in for the duration of the installation.**

**To Install PC Lock from a downloaded file, follow these steps on your PC:**

1. Double-click on **pcllock\_en.exe** and continue to **Setup and Registration** on page 2.

**To install PC Lock from a CD, follow these steps on your PC:**

1. Insert the CD into the CD-ROM drive.
2. If the autorun feature is enabled, the installation begins automatically. Please continue to **Setup and Registration** on page 2.

If autorun is disabled, use Windows Explorer or another file management program to display the contents of the CD. Browse to the file to begin the installation. If you cannot find this file on the CD, click on **Start**, then **Search**, and type **pcllock\_en.exe**, making sure that the search is centered on your CD-ROM drive.

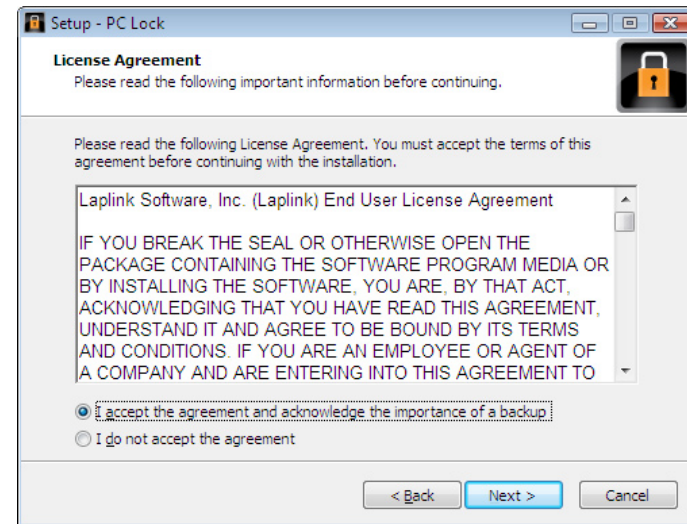
## Setup and Registration

### 1. Welcome to the PC Lock Setup Wizard



Click **Next** to proceed with installation. Continue to follow the on-screen prompts.

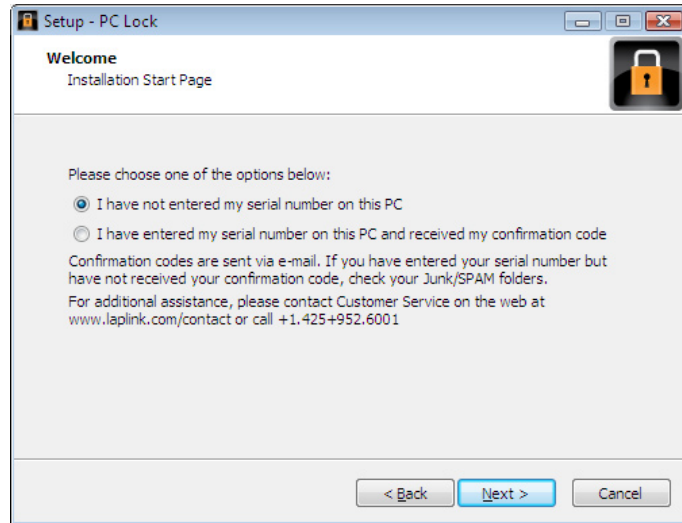
### 2. License Agreement



Review the license agreement, select "I accept the agreement and acknowledge the importance of a backup" and click **Next** to continue.

### 3. Installation Start

Have your serial number available when you reach the **Installation Start** screen.



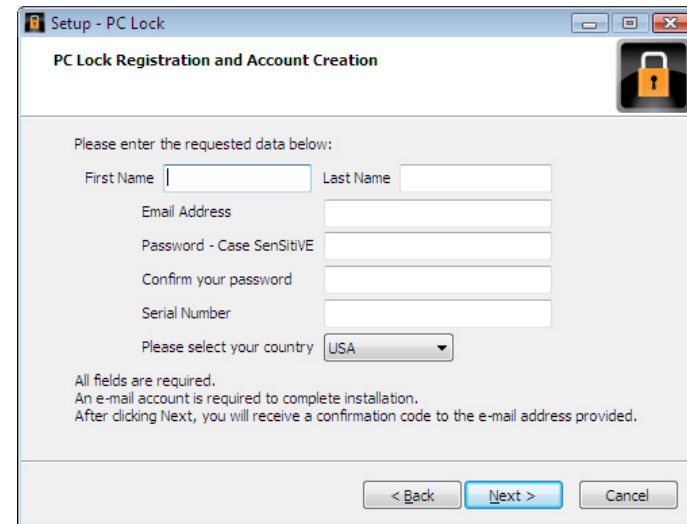
- Accept the selection, 'I have not entered my serial number on this PC'.
- If you have already entered your serial number, select "I have entered my serial number on this PC and received my confirmation code". Then go to step 5 of this guide.

**IMPORTANT: Confirmation codes are sent via e-mail. If you have entered your serial number but have not received your confirmation code, check your Junk/SPAM folders.**

**For additional assistance, please contact Customer Service on the Web at: [www.laplink.com/contact](http://www.laplink.com/contact) or call +1 425-952-6001.**

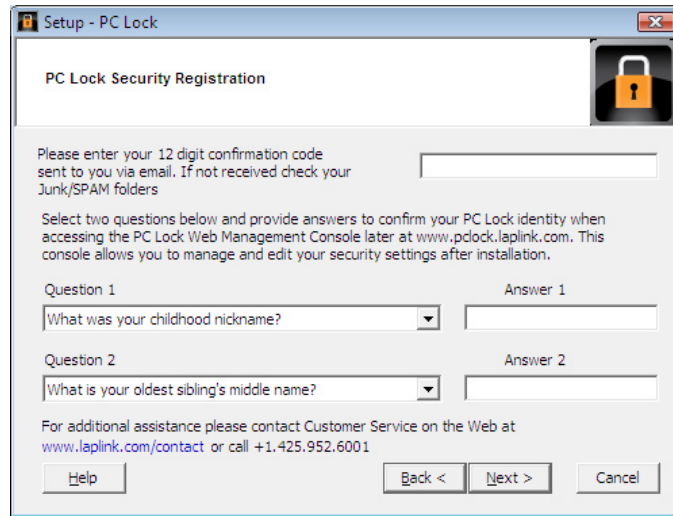
### 4. Registration and Account Creation

Enter all requested fields on the **Registration and Account Creation** screen.



Create a unique PC Lock password for your PC Lock account. You will need this password whenever you start your PC. Click **Next** when you have entered all your information.

5. Security Registration



Laplink will send a confirmation code to your e-mail address. Sign in to your e-mail account to copy the confirmation code and paste it into the appropriate field on the **Security Registration** screen.

Additionally, choose two secret questions and enter your answers.

**IMPORTANT:** You will need to remember these questions and answers to access the PC Lock Web Management Console at: [PClock.laplink.com](http://PClock.laplink.com)

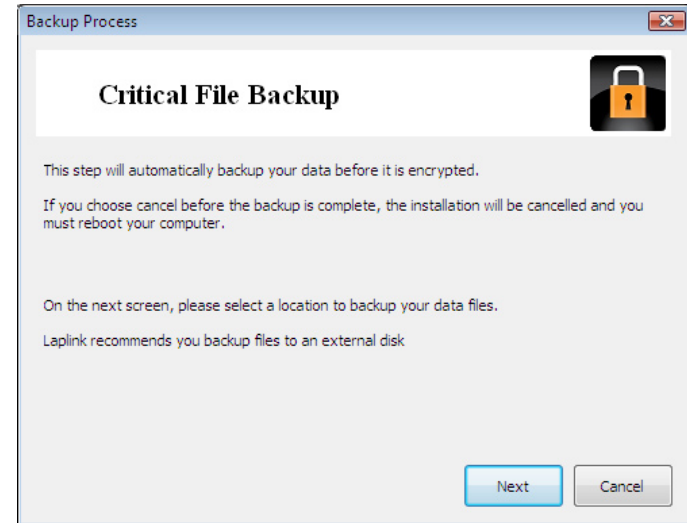
This website allows you to manage your settings and make changes to PC Lock. See the next section “Web Management Console” for more information.

**IMPORTANT:** If you install PC Lock on more than one computer, you **MUST** use the same e-mail address, password, and security questions. These elements are connected to your Web Management Console and **MUST** be consistent on ALL PCs.

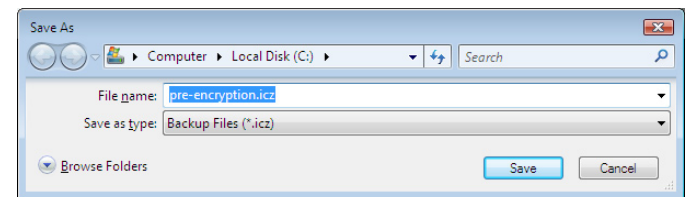
Click **Next** when you have entered all your information.

6. Create a Backup of your Files

Continue with the installation until you are prompted to create a backup of your data files before encrypting them.



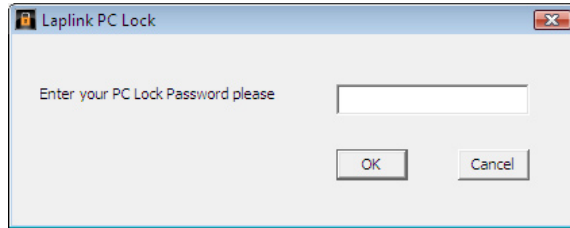
Click **Next** to create a backup file. You will be prompted to choose a location for the backup file. Choose your desired location and click **Save**.



**Note:** For security purposes, you should save the PC Lock backup file to an external media source (e.g., hard drive or USB stick).

**7. Enter your Password**

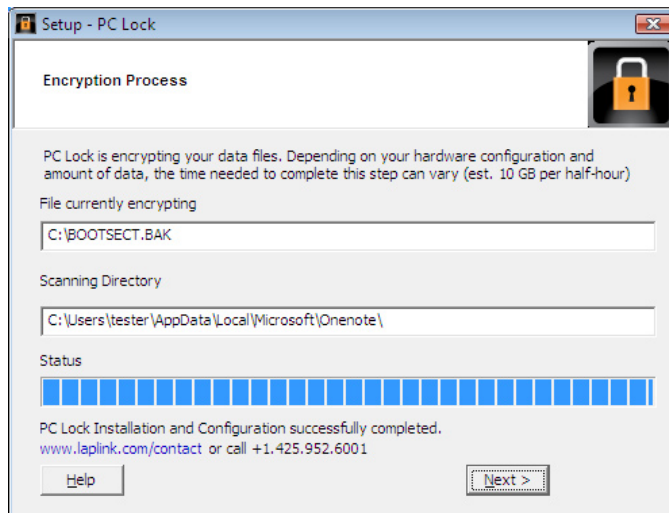
After you create your backup, you will be prompted to enter your PC Lock password.



Enter your password and click **OK**. Your encryption process will now begin.

**Note:** After entering your password, all your data files will be encrypted. This encryption process will likely take under one hour for the average user.

**8. Encryption Process**



When the encryption has finished, click **Next**.

**9. Finishing Installation**

Congratulations! PC Lock setup is complete. Click **Finish**.

**IMPORTANT:** If you see encrypted files after installation, please restart your computer.

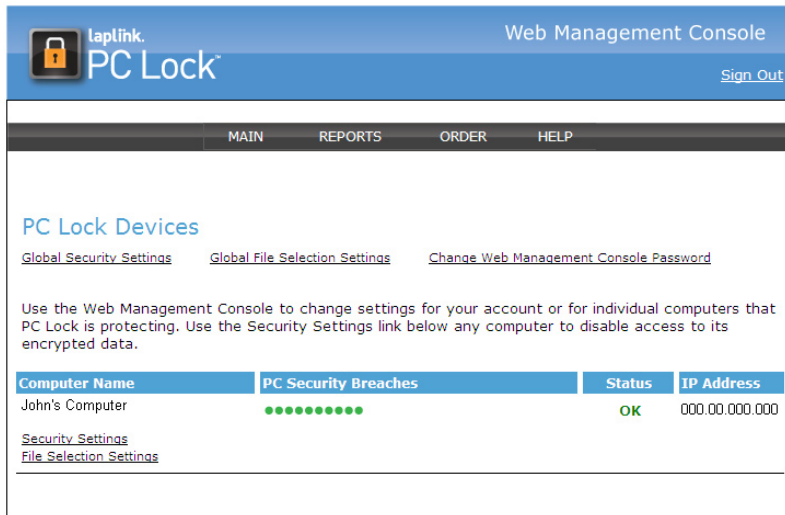
## Web Management Console

After installation, go to **PClock.laplink.com** to access the Web Management Console to make changes to your PC Lock settings.

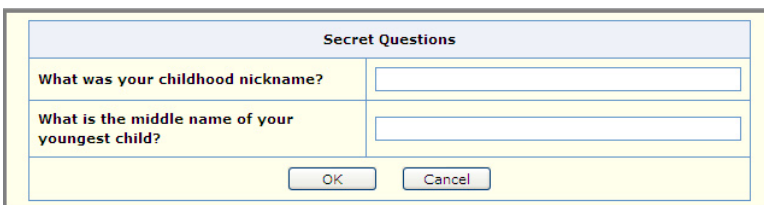
**Note: PC Lock does not encrypt images, videos and e-mails during initial installation. If you would like to encrypt these files, go to step 3 on page 7.**

### 1. Signing in to the Web Management Console

Open a web browser and enter **PClock.laplink.com** into the address bar.



When the website opens, enter your e-mail address and the password, which you created during the PC Lock setup, into the appropriate fields. You will now be prompted to enter the answers to your secret questions.

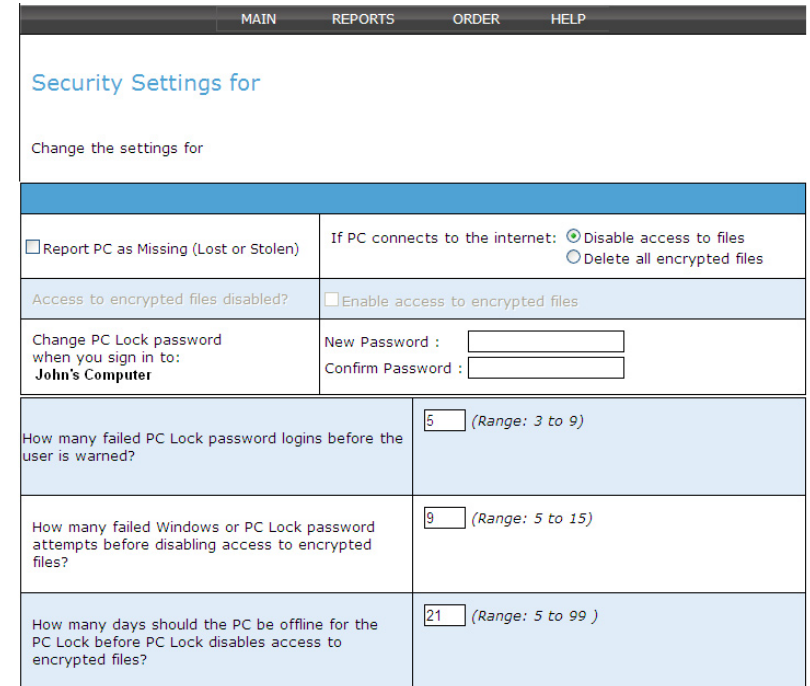


Enter the appropriate information and click **OK**.

Once you have signed in to your Web Management Console, you will be presented with your main page. This page will list the PC name, status, and IP address.

### 2. Security Settings

On your main page, under **PC Name**, click **Security Settings**. When the new page opens, you will have access to your security settings.



Review the PC Lock application security settings, which include:

- How many failed PC Lock password logins before the user is warned?

- How many failed Windows or PC Lock password attempts before disabling access to encrypted files?
- How many days should the PC be offline for the PC Lock application to disable access to encrypted files?
- Password change for your PC Lock application on your PC.

**Note: If you would like to change the password to your Web Management Console only, go to the main page and click 'Change Web Management Console Password'.**

If your computer has been lost or stolen, select **Report Computer as Missing**. You will have two options:

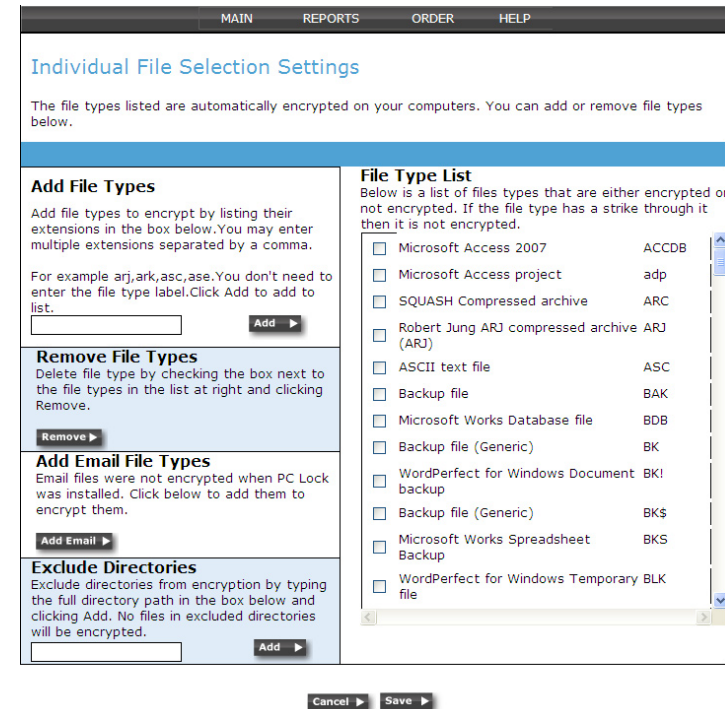
- Disable access to encrypted files.  
**Note: This will immediately disable access to all your encrypted files.**
- Delete all encrypted files.  
**IMPORTANT: If you select "Delete all encrypted files", all your encrypted files will be deleted off your computer and you will NOT be able to restore them.**

Make any changes to these settings and then click **Save**.

**Note: If you want to make security changes to MULTIPLE computers, click 'Global File Security Settings' on the main page of your Web Management Console.**

### 3. File Selection Settings

On your main page, under **PC Name**, click **File Selection Settings**. When the new page opens, you will have access to your file selection settings.



PC Lock only encrypts certain file types when initially installed. This page of the Web Management Console allows you to add or remove specific file types.

**Note: PC Lock does not encrypt e-mail files on initial install. If you would like to encrypt certain e-mail files, click on 'Add E-Mail' and select the appropriate files.**

Make any changes to these settings and then click **Save**.

**Note: If you want to make file selection changes to MULTIPLE computers, click 'Global File Selection Settings' on the main page of your Web Management Console.**

## Feedback and Support

We always invite your comments on how well PC Lock performed. Please feel free to contact us at:

[feedback@laplink.com](mailto:feedback@laplink.com)

In addition to the contact information for Customer Service at the top of this page, you can engage in a live chat online with a Technical Support Representative at the Web address below, during the hours listed on the page:

<http://www.laplink.com/contact/mychat.html>

**Laplink is fully committed to your satisfaction with PC Lock. Please do NOT contact your retailer for support. If you have any problems, please visit our website at <http://www.laplink.com/help> for information on the various methods of obtaining support directly from Laplink.**