

- FAQ: Q: I lost the induction card how do?
- A: External box factory configuration are two cards, if you can't see one, please back up your information, prepare for the second-induction Card, and re-initialization encrypted hard drive, if you lost two, we are sorry, encrypted information can not be restored
- Q: Can I use other induction cards?
- A: Yes, you can use compatible with the ISO14443 of the entry forbidden card or car road cards.
- Q: Why my entry forbidden card and car road card can not induce?
- A: Your card is not compatible with the ISO14443 cards, please use the card of the factory configuration or change another to try again.
- Q: I have encrypted a hard disk, can we have another hard disk encryption?
- A: Yes, in accordance with the "initialization encrypt disk" process, encrypt another hard disk. Attention, the system supports maximum up to three different hard disk encryption.
- Q: Why I initialized and induced two cards later, and still can not see disk machine in the File Manager.
- A: Because hard disk encryption to the creation of district and sub-grid format can be seen in the File Manager disk machine, in accordance with the "beginning of the encrypted disk" in the third step process, re-formatting and production division.
- Q: Why am I in early induction of the two cards later, uprooting hard to repeat, but also re-identification cards?
- A: Because after hard disk encryption, it needs to be re-made partition and formatted, and then can start encryption function, if don't finish the above work, please in accordance with the "initialization encrypt disk" in the third step process, re-make partition and formatting.
- Q: Why after I initialized and induced two cards, when pull out hard drive, it still needs to re-identify cards?
- A: When you finish the "initialization encrypt disk" process, the hard disk has been encrypted, but its external box does not support encryption and so it can not read data.
- Q: If my external box is bad, how to recover the encrypted information?
- A: You must re-purchase an external box with same system, in accordance with the following steps to re-construct environment and can use.
- Put the encrypted hard drive into the new external enclosure, connect to the USB line with the computer, re-implement initialization encrypt hard drive's three steps, keep in mind using the original encrypted hard disk by the second induction card until after the completion of induction, and at this time red light turn into green color state, and then can be used.