

System Sentinel User's Guide



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CHAPTER 1. INSTALLING SENTINEL

INTRODUCTION

Identity theft costs individuals and businesses billions of dollars each year and it's on the rise. Spyware, adware and other unwanted programs (all of which Sentinel can handle) are among the leading contributors to this problem. These vicious programs can steal your bank account information, personal information and even your social security number and driver's license. System Sentinel provides continuous protection from data mining, aggressive advertising, parasites, scumware, key loggers, selected traditional Trojans, dialers, malware, browser hijackers, and tracking components.

INSTALLATION

System Sentinel installs in a few easy steps:

1. Download your licensed copy of System Sentinel and save to your desktop.
2. Locate and double-click the Sentinel Windows Installer package (i.e. Sentinel.msi)
3. Sentinel will begin installing and you need only follow the directions on the screen.
4. It is important that you click the Live Update button before your first scan as this will download the spyware and adware definitions to your newly licensed copy of Sentinel. This process may take up to 15 minutes.

Note: If you see a Windows warning during the installation process please disregard this warning and continue the installation process.

CHAPTER 2. RUNNING YOUR FIRST SCAN

GETTING STARTED

When System Sentinel is first launched the Status screen is displayed. This screen provides updated information about the program, including the version number, definition file number, the number of Adware/Spyware applications it protects you against, the number you have removed, and the date your last scan was completed.

SCAN NOW

Click the Scan Now button to scan your computer for adware/spyware. You will be brought to the Scan section of the program, which will be empty before you start your scan:

To start the scan, click the **Start** button.

To pause the scan at any time, click the **Pause** button.

To stop the scan before it finishes, click the **Stop** button.

Any threats that are discovered will be shown in the scan status window:

When the scan is finished the **Continue** button will appear.

You will then be presented with a list of threats that were found on your computer. This list will also provide you with valuable information regarding each threat including their threat category (spyware, keylogger, etc.). Check the box next to each one you would like to remove from your system.

You can use the **Select All** button to check every entry in the list automatically.

To remove the threats you have checked off, click the **Remove Selected** button.

Any threats that are deleted will also be backed up to the Quarantine folder in the directory that you installed this program in.

If you would like to exclude specific entries from being detected in future scans, check off their entry in the list and then press the **Exclude** button.

UNDERSTANDING YOUR SCAN OPTIONS

You have four options that essentially control how the software will operate:

Scan Options

We recommend leaving all of the scan options enabled at all times for complete and permanent protection.

Scan Running Processes

Running processes are programs that are open on your computer. If adware or spyware is currently running on your computer it will be detected by scanning running processes.

Scan Windows Registry

Many spyware and adware programs place entries into your system registry. These programs are executed as soon as you turn on your computer and they can track information about you. If these registry entries are present on your computer they will be detected and destroyed.

Scan Internet Cookies

Many websites track personal information using cookies. Most cookies are harmless, but some are used to track your browsing habits and target you with advertising, or store your personal information without your consent. If these cookies are present on your computer they will be deleted.

Save Scan Results to Log

This option will allow you to view a log of your scans using the View Log button.

Proactive Protection

Auto-Protect

Auto-Protect continuously monitors your system memory in search of threats. Some threats can cause harm to your computer just seconds after running, so enabling Auto-Protect is an important step to stopping those threats dead in their tracks.

If a threat is detected you will be alerted automatically, and you will be given the option to stop the threat from running. We recommend performing a system scan immediately afterwards to remove any files or registry entries that the threat may have created.

Home Page Hijack Protection

Many spyware and adware programs will attempt to change your Internet Explorer Home Page and direct you to another site. Their motivation might be to get you to download new adware/spyware, display ads to bring in revenue, or direct you to a web page that pays them for web traffic. Enabling Home Page Hijack Protection will allow us to alert you whenever your homepage changes, and allow you to choose whether or not to allow that change to be made.

Run at Windows Startup

Enabling this option will allow this program to run automatically whenever you turn on your computer. We recommend leaving this option checked all the time.

Schedule

You can schedule scans to run automatically using the schedule section of the program.

To start a new scheduled scan, check the **Enable Scheduled Scans** checkbox.

Next, select an item from Run On list.

To choose a particular day of the week, select the day in the list

To run scans daily, select the "Daily" option.

To choose a particular date and time, select the "Date/Time" option. Then select a date and time for the scan to be run.

When you are finished, click the **Apply** button.

To reset your changes, press the **Reset** button.

Keep in mind that you must leave the program open, or minimized in the task bar, in order for scheduled scans to run, and your computer must be turned on.

Auto Update

Enabling Auto Update allows your computer to periodically run Live Update and ensure that you always have the most recent definition files available. Definition files are updated as new threats emerge, and we recommend that you leave this option checked all the time.

CHAPTER 3. TROUBLESHOOTING SENTINEL

COMMON PROBLEMS

I downloaded my licensed copy of Sentinel but receive an error message indicating that it is not a valid Windows Installer package.

This is an indication that the installer is corrupt. Try downloading it again. If the Windows Installer is still corrupted please contact Oversight Technology support by opening a Help Desk ticket.

The installation is incomplete but the Windows Installer runs itself automatically.

Our software uses Microsoft Installer files (MSI), and one feature of MSI installations is that they will continually monitor the installation to ensure that it is not corrupted.

When you see the installation start on its own it means that a part of the program has been removed. This can happen for a number of reasons:

- You have deleted an essential file
- An antivirus or antispysware program has detected our software by accident and removed it
- The program start menu folder has been moved or deleted
- Another program has uninstalled a shared file

A reinstallation should fix the problem. If not, check for any antivirus or antispysware programs that might be accidentally deleting related files.

GETTING HELP

Oversight Technology offers many support options to licensed users.

Support Center: <http://www.oversightcorp.com/support/>



FAQs: The Sentinel Frequently Asked Questions is kept updated and can answer most questions right away. Please visit the Sentinel FAQs at <http://www.oversightcorp.com/support/faqs-sentinel.php>



User Guides: Check to make sure you have the most recent version of this guide and download manuals for other Oversight Technology products.



Help Desk: Still need help? Open a ticket and a support representative will resolve your problem within 24 hours. Visit the help desk at <http://www.oversightcorp.com/helpdesk/>