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(12) **United States Patent**
Bhansali et al.

(10) **Patent No.: US 8,506,649 B2**
(45) **Date of Patent: Aug. 13, 2013**

(54) **ELECTRONIC DEVICE SECURITY AND TRACKING SYSTEM AND METHOD**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 1075 days.

(21) Appl. No.: **11/484,100**

(22) Filed: **Jul. 11, 2006**

(65) **Prior Publication Data**

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Related U.S. Application Data

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(51) **Int. Cl.**
G06F 1/26 (2006.01)

(52) **U.S. Cl.**
USPC **726/35**; 726/1; 726/2; 726/22; 726/26; 726/34; 379/37; 379/38; 379/39; 379/40; 379/41; 379/42; 379/43; 379/44; 379/45; 340/287; 340/288; 340/289; 340/290; 340/291

(58) **Field of Classification Search**
USPC 726/34, 35; 713/162, 189; 379/37–51; 380/270–273
See application file for complete search history.

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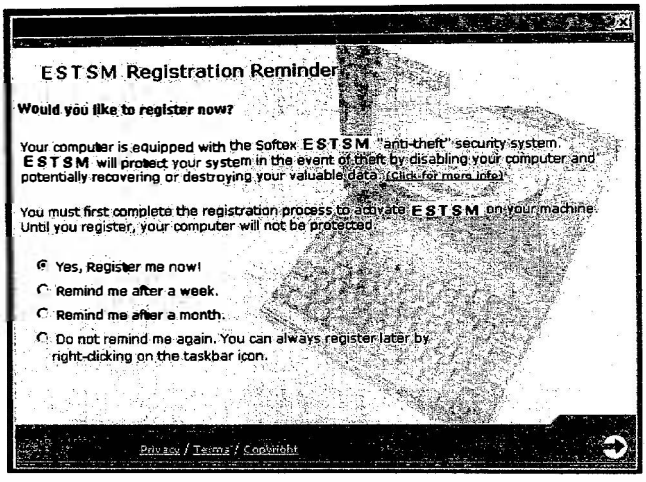
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Primary Examiner — Edan Orgad
Assistant Examiner — Roderick Tolentino
(74) *Attorney, Agent, or Firm* — Chowdhury & Georgakis, P.C.

(57) **ABSTRACT**

A system and method for securing and tracking an electronic device. The system includes hardware, software and firmware components that cooperate to allow tracking, disabling, and other interaction with the stolen electronic device. The system includes an application component, non-viewable component and Basic Input/Output Subsystem (BIOS) component that are present on the electronic device. The BIOS component maintains the secured environment of the application and non-viewable components. If only the application component was provided, a simple low level format of the hard disk drive would remove the application and bypass the security features. The system implements an "application and BIOS" based solution to electronic device security.

25 Claims, 79 Drawing Sheets



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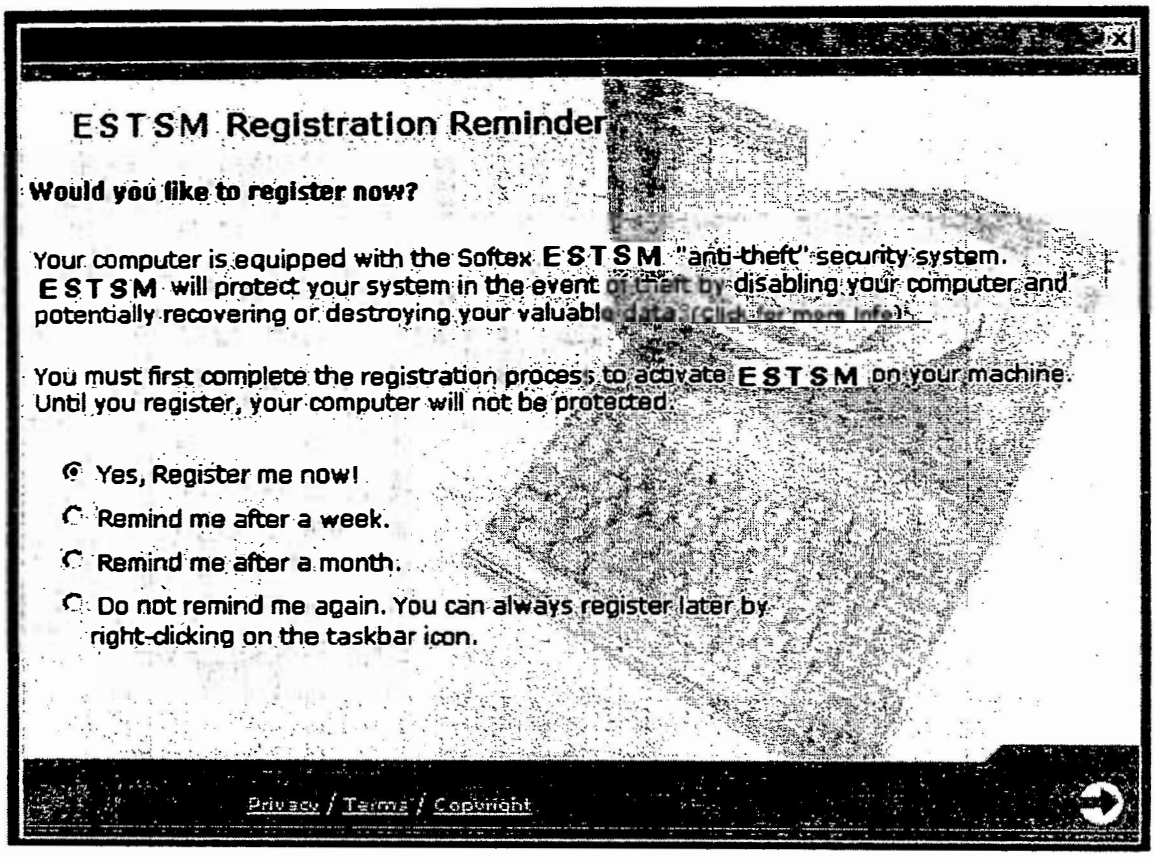

ESTSM Registration Reminder
Would you like to register now?
Your computer is equipped with the Softex ESTSM "anti-theft" security system.
ESTSM will protect your system in the event of theft by disabling your computer and potentially recovering or destroying your valuable data. (Click for more info).
You must first complete the registration process to activate ESTSM on your machine.
Until you register, your computer will not be protected.
Yes, Register me now!
Remind me after a week.
Remind me after a month.
Do not remind me again. You can always register later by right-clicking on the taskbar icon.
Privacy / Terms / Copyright

FIGURE 1

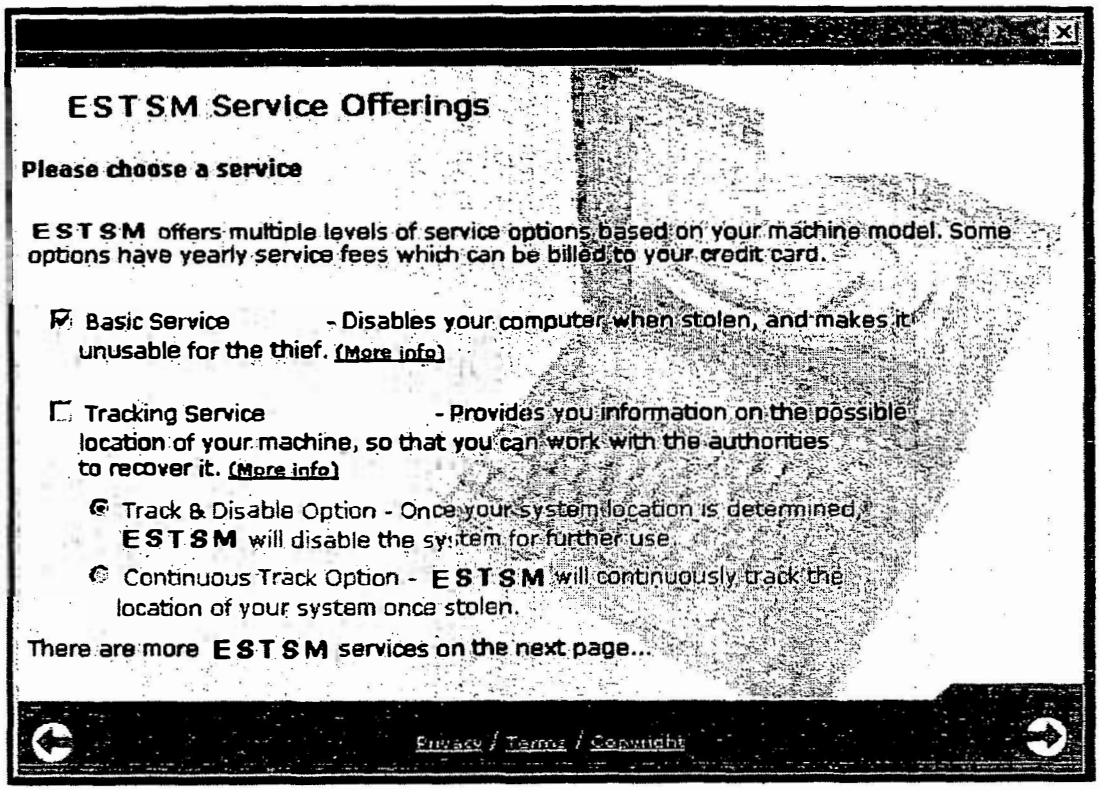

ESTSM Service Offerings
Please choose a service
ESTSM offers multiple levels of service options based on your machine model. Some options have yearly service fees which can be billed to your credit card.
Basic Service - Disables your computer when stolen, and makes it unusable for the thief. (More info)
Tracking Service - Provides you information on the possible location of your machine, so that you can work with the authorities to recover it. (More info)
Track & Disable Option - Once your system location is determined, ESTSM will disable the system for further use.
Continuous Track Option - ESTSM will continuously track the location of your system once stolen.
There are more ESTSM services on the next page...
Privacy / Terms / Copyright

FIGURE 2a

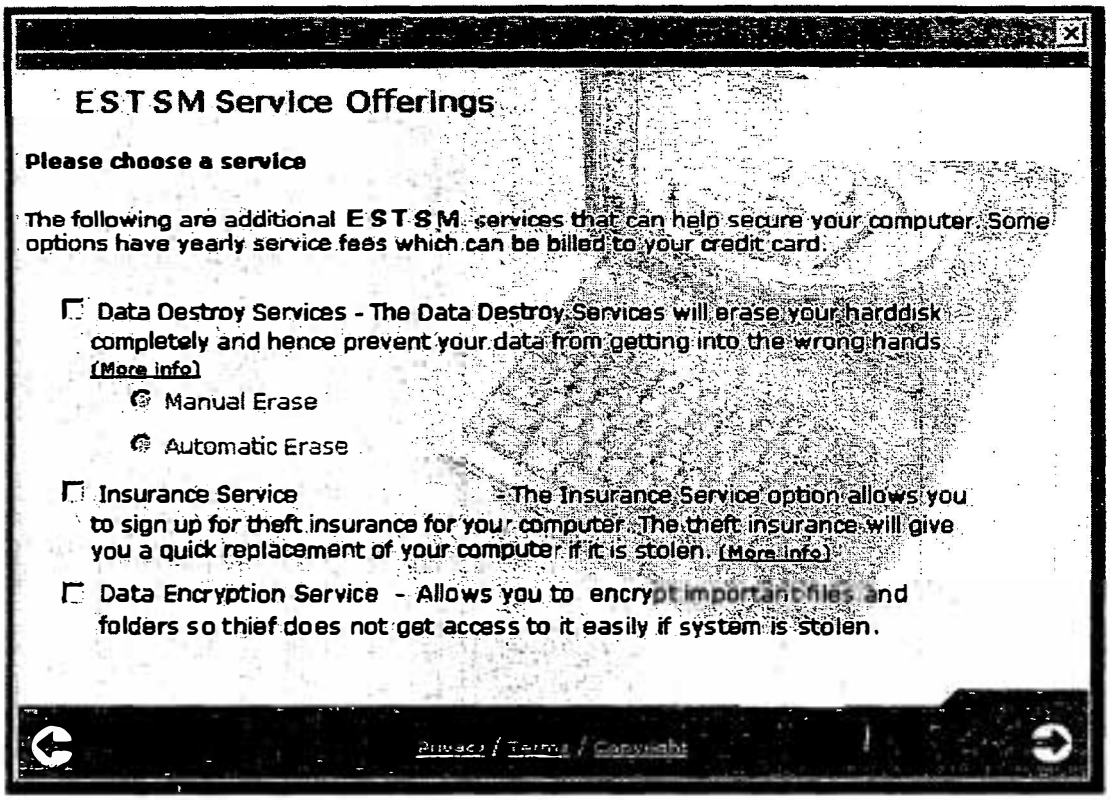

ESTSM Service Offerings
Please choose a service
The following are additional ESTSM services that can help secure your computer. Some options have yearly service fees which can be billed to your credit card.
Data Destroy Services - The Data Destroy Services will erase your harddisk completely and hence prevent your data from getting into the wrong hands (More info)
Manual Erase
Automatic Erase
Insurance Service - The Insurance Service option allows you to sign up for theft insurance for your computer. The theft insurance will give you a quick replacement of your computer if it is stolen. (More info)
Data Encryption Service - Allows you to encrypt important files and folders so thief does not get access to it easily if system is stolen.
Privacy / Terms / Copyright

FIGURE 2b

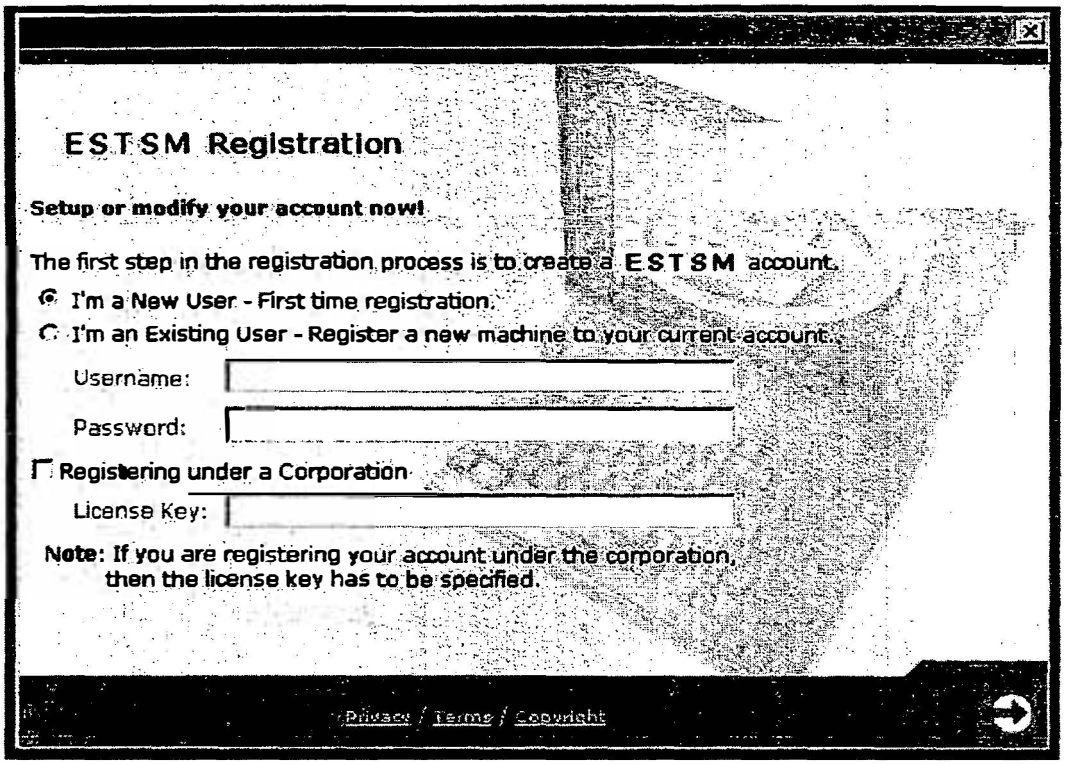

ESTSM Registration
Setup or modify your account now!
The first step in the registration process is to create a ESTSM account.
I'm a New User - First time registration.
I'm an Existing User - Register a new machine to your current account.
Username:
Password:
Registering under a Corporation
License Key:
Note: If you are registering your account under the corporation, then the license key has to be specified.
Privacy / Terms / Copyright

FIGURE 3a

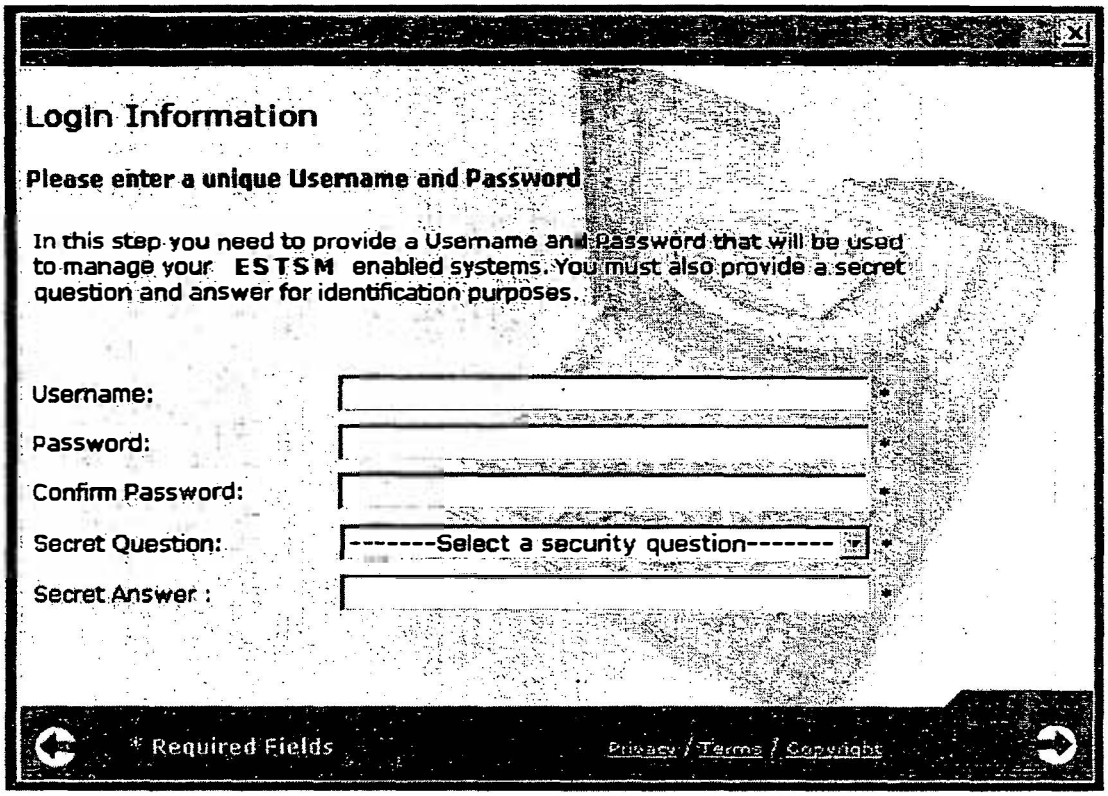

Login Information
Please enter a unique Username and Password
In this step you need to provide a Username and Password that will be used to manage your ESTSM enabled systems. You must also provide a secret question and answer for identification purposes.
Username:
Password:
Confirm Password:
Secret Question:
-------Select a security question-------
Secret Answer :
* Required Fields
Privacy / Terms / Copyright

FIGURE 3b

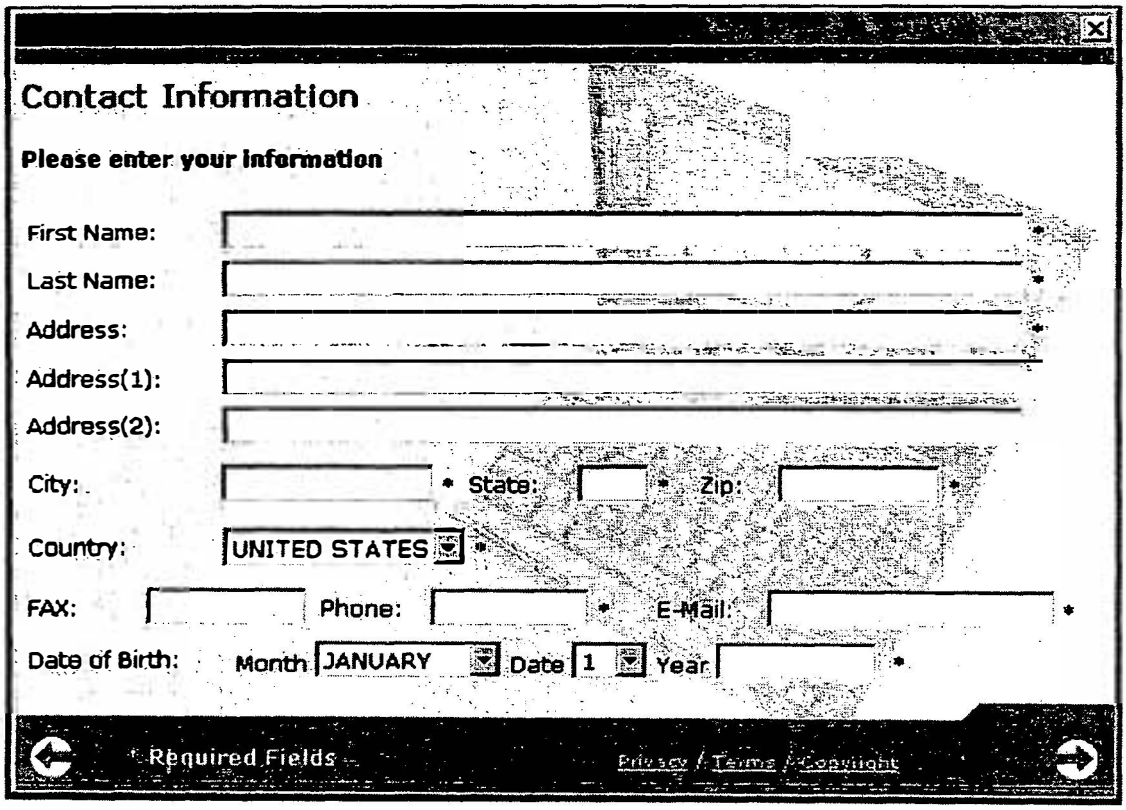

Contact Information
Please enter your information
First Name:
Last Name:
Address:
Address(1):
Address(2):
City:
State:
Zip:
Country:
UNITED STATES
FAX:
Phone:
E-Mail:
Date of Birth:
Month
JANUARY
Date
1
Year
Required Fields
Privacy / Terms / Copyright

FIGURE 3c

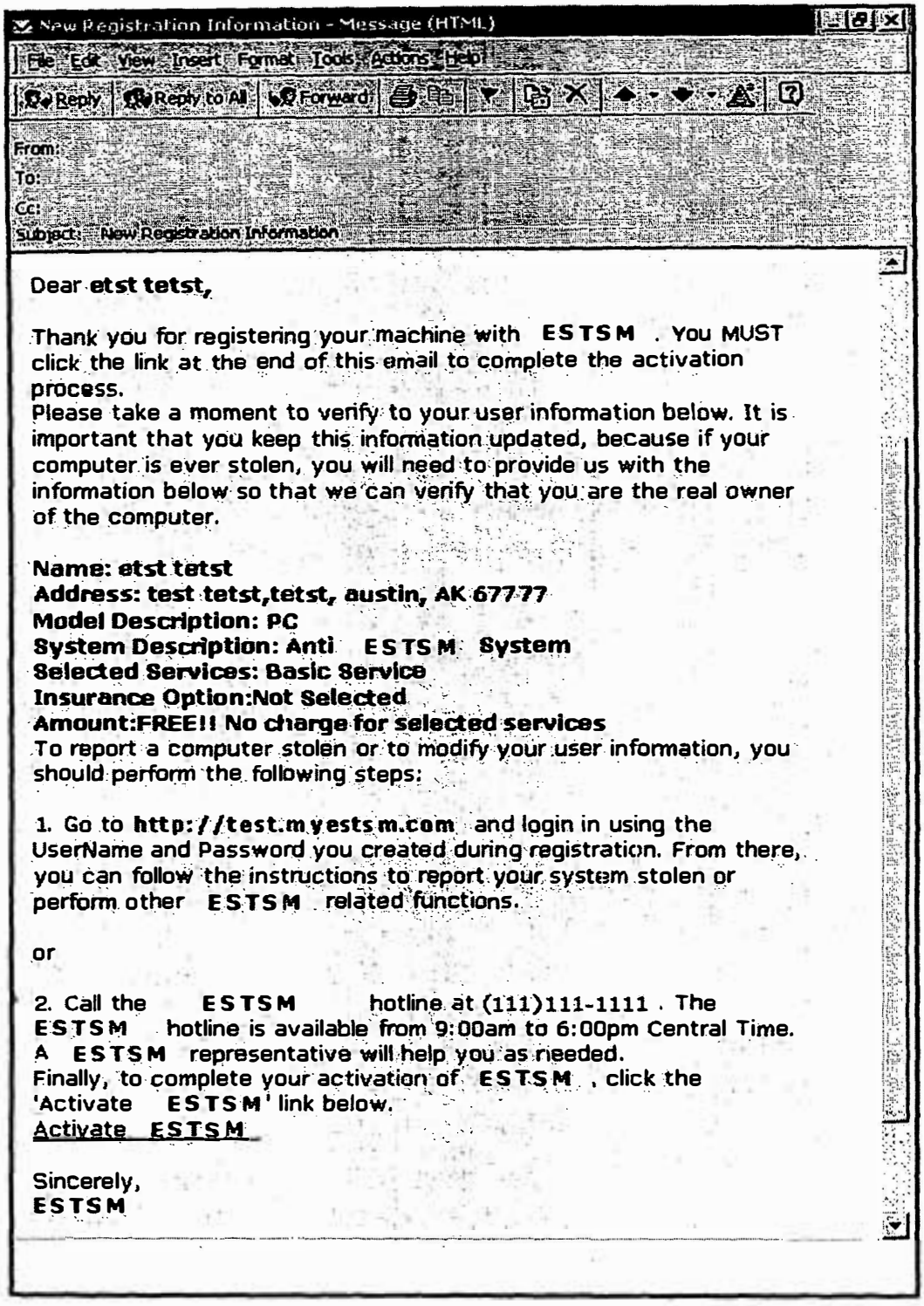

New Registration Information - Message (HTML)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From:
To:
Cc:
Subject: New Registration Information
Dear etst tetst,
Thank you for registering your machine with ESTSM . You MUST click the link at the end of this email to complete the activation process.
Please take a moment to verify to your user information below. It is important that you keep this information updated, because if your computer is ever stolen, you will need to provide us with the information below so that we can verify that you are the real owner of the computer.
Name: etst tetst
Address: test tetst,tetst, austin, AK 67777
Model Description: PC
System Description: Anti ESTSM System
Selected Services: Basic Service
Insurance Option:Not Selected
Amount:FREE!! No charge for selected services
To report a computer stolen or to modify your user information, you should perform the following steps:
1. Go to http://test.myestsm.com and login in using the UserName and Password you created during registration. From there, you can follow the instructions to report your system stolen or perform other ESTSM related functions.
or
2. Call the ESTSM hotline at (111)111-1111 . The ESTSM hotline is available from 9:00am to 6:00pm Central Time. A ESTSM representative will help you as needed.
Finally, to complete your activation of ESTSM , click the 'Activate ESTSM' link below.
Activate ESTSM
Sincerely,
ESTSM

FIGURE 4

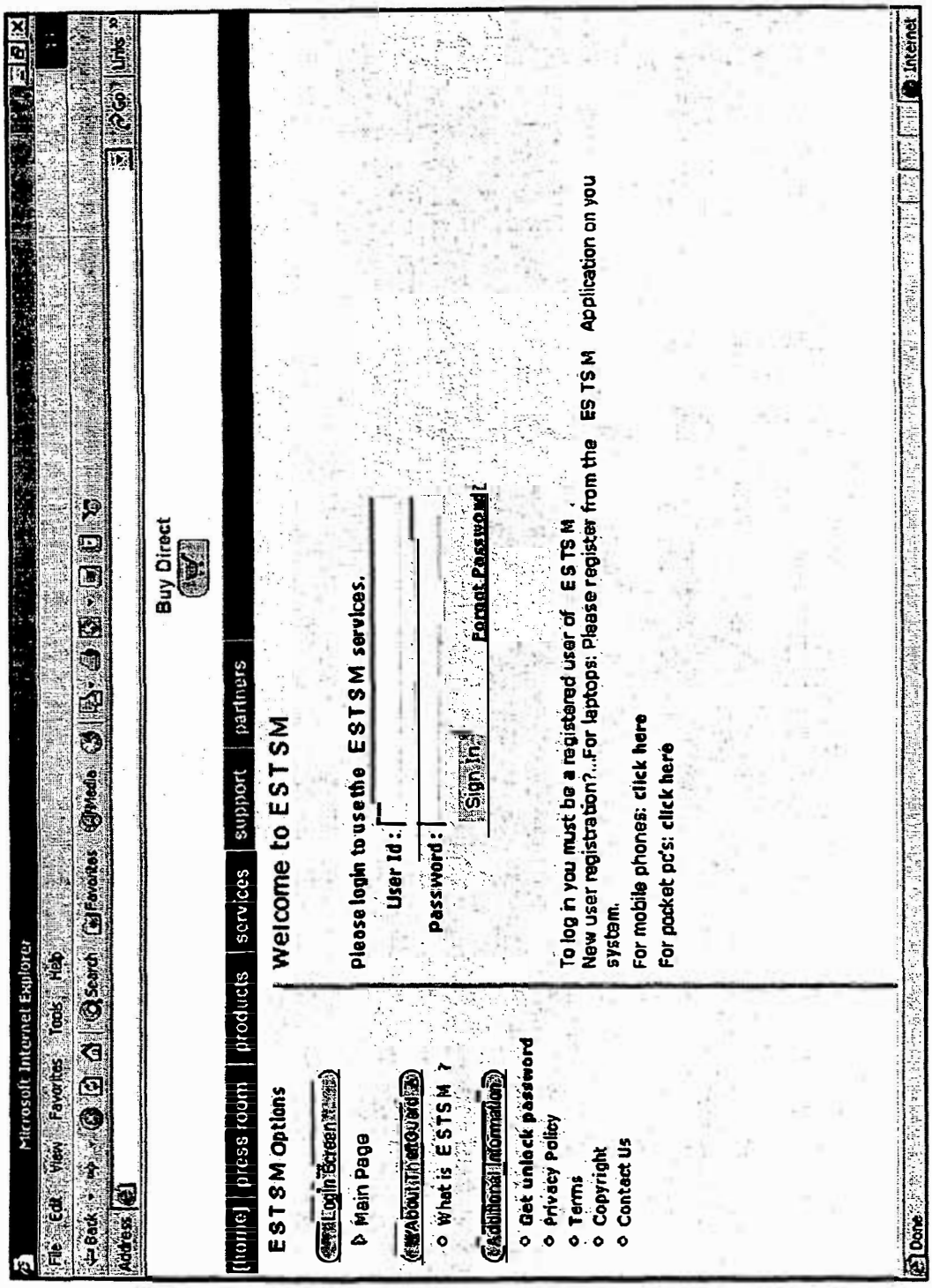

Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address
Buy Direct
[home] press room products services support partners
ESTSM Options
Login Screen
Main Page
About ESTSM
What is ESTSM ?
Additional Information
Get unlock password
Privacy Policy
Terms
Copyright
Contact Us
Welcome to ESTSM
Please login to use the ESTSM services.
User Id :
Password :
Sign in
Forgot Password
To log in you must be a registered user of ESTSM .
New user registration?...For laptops: Please register from the ESTSM Application on you system.
For mobile phones: click here
For pocket pc's: click here
Done
Internet

FIGURE 5

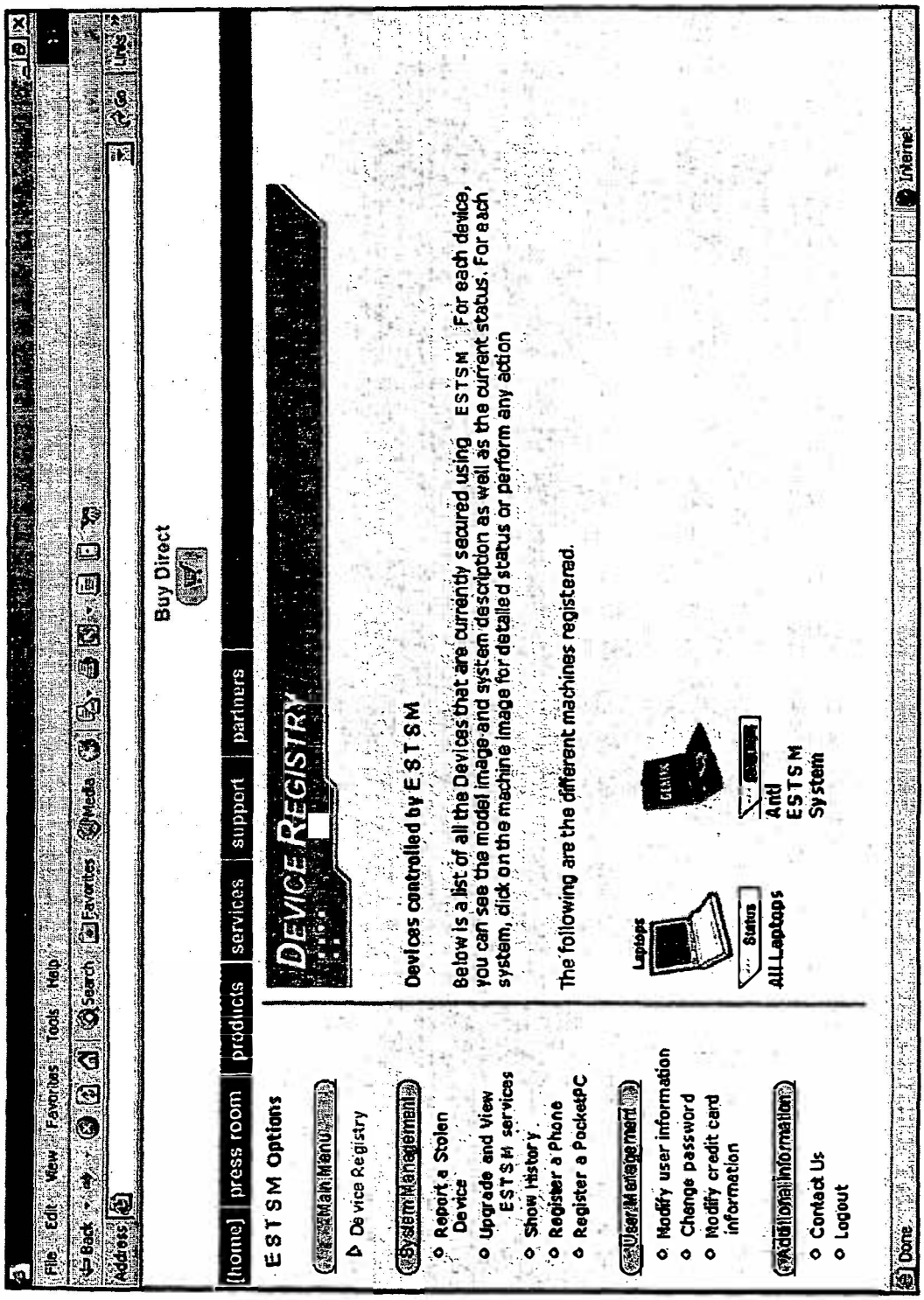

File Edit View Favorites Tools Help
Back Search Favorites Media
Address
Buy Direct
[home] press room products services support partners
DEVICE REGISTRY
ESTSM Options
Main Menu
Device Registry
System Management
Report a Stolen Device
Upgrade and View ESTSM services
Show History
Register a Phone
Register a PocketPC
User Management
Modify user information
Change password
Modify credit card information
Additional Information
Contact Us
Logout
Devices controlled by ESTSM
Below is a list of all the Devices that are currently secured using ESTSM. For each device, you can see the model image and system description as well as the current status. For each system, click on the machine image for detailed status or perform any action
The following are the different machines registered.
Laptops
Status
All Laptops
And
ESTSM
System
Done
Internet

FIGURE 6

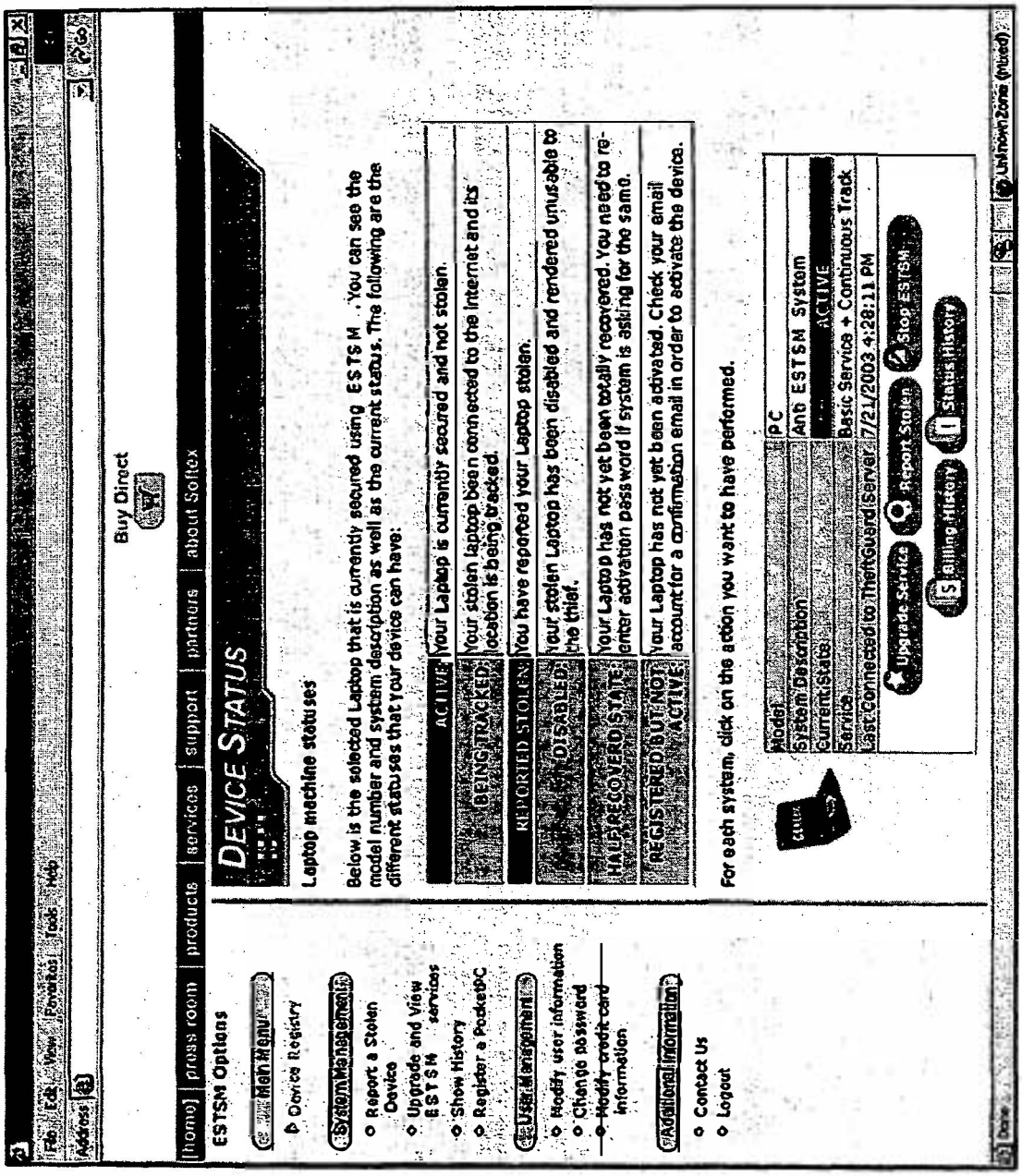

Buy Direct
home | press room | products | services | support | partners | about Softex
ESTSM Options
Main Menu
Device Registry
System Management
Report a Stolen Device
Upgrade and View ESTSM services
Show History
Register a PocketPC
User Management
Modify user information
Change password
Modify credit card information
Additional Information
Contact Us
Logout
DEVICE STATUS
Laptop machine statuses
Below is the selected Laptop that is currently secured using ESTSM. You can see the model number and system description as well as the current status. The following are the different statuses that your device can have:
ACTIVE
Your Laptop is currently secured and not stolen.
BEING TRACKED
Your stolen Laptop been connected to the Internet and its location is being tracked.
REPORTED STOLEN
You have reported your Laptop stolen.
DISABLED
Your stolen Laptop has been disabled and rendered unusable to the thief.
HALF RECOVERED STATE
Your Laptop has not yet been totally recovered. You need to re-enter activation password if system is asking for the same.
REGISTERED BUT NOT ACTIVE
Your Laptop has not yet been activated. Check your email account for a confirmation email in order to activate the device.
For each system, click on the action you want to have performed.
Model
PC
System Description
Anb ESTSM System
Current State
ACTIVE
Service
Basic Service + Continuous Track
Last Connected to TheftGuard Server
7/21/2003 4:28:11 PM
Upgrade Service
Report Stolen
Stop ESTSM
Billing History
Status History

FIGURE 7

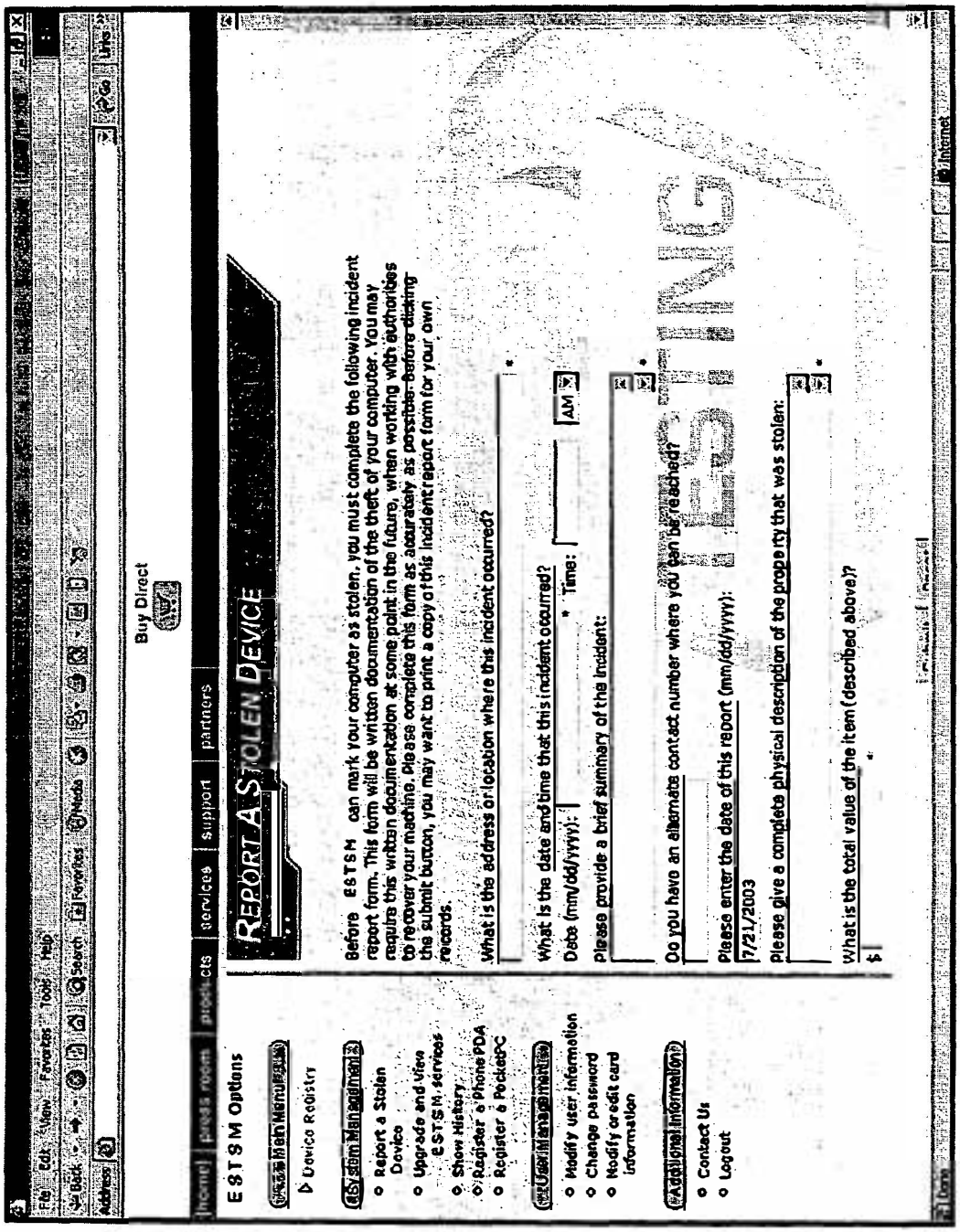

Buy Direct
products
services
support
partners
ESTSM Options
Device Registry
System Management
Report a Stolen Device
Upgrade and View ESTSM Services
Show History
Register a Phone/PDA
Register a Pocket PC
User Management
Modify user information
Change password
Modify credit card information
Additional Information
Contact Us
Logout
REPORT A STOLEN DEVICE
Before ESTSM can mark your computer as stolen, you must complete the following incident report form. This form will be written documentation of the theft of your computer. You may require this written documentation at some point in the future, when working with authorities to recover your machine. Please complete this form as accurately as possible before clicking the submit button, you may want to print a copy of this incident report form for your own records.
What is the address or location where this incident occurred?
What is the date and time that this incident occurred?
Date (mm/dd/yyyy):
Time:
AM
Please provide a brief summary of the incident:
Do you have an alternate contact number where you can be reached?
Please enter the date of this report (mm/dd/yyyy):
7/21/2003
Please give a complete physical description of the property that was stolen:
What is the total value of the item (described above)?
$
Internet

FIGURE 8a

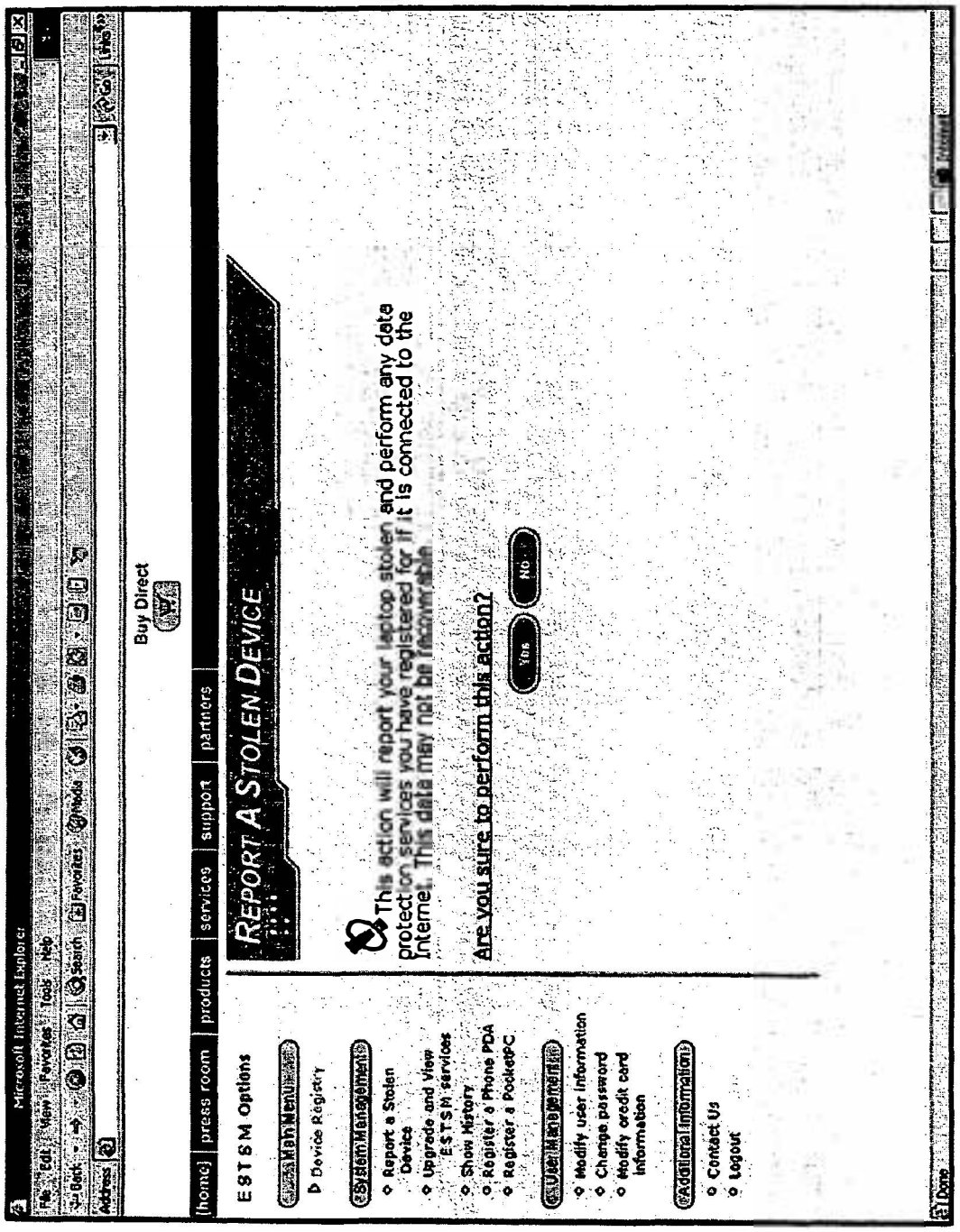
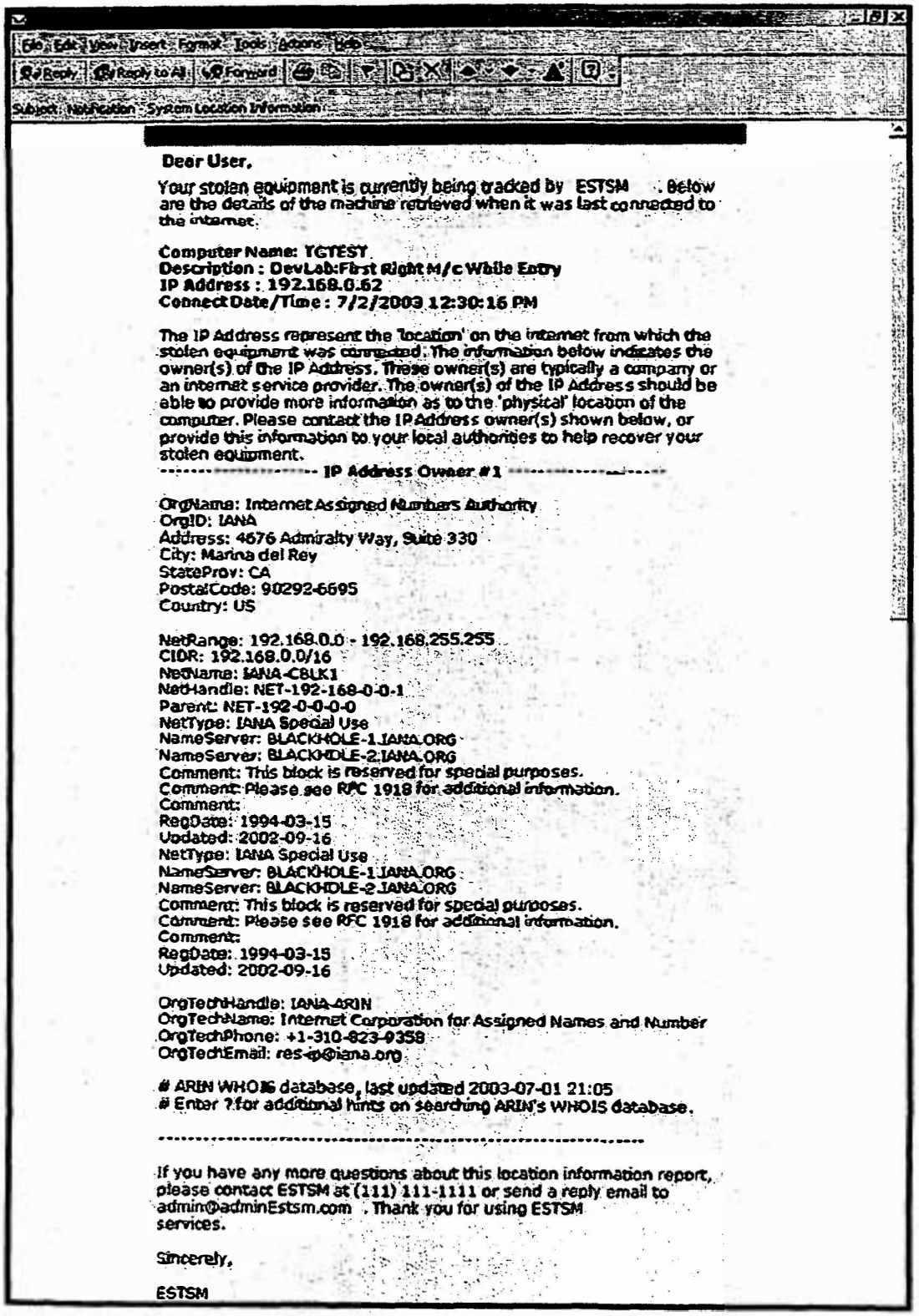

Microsoft Internet Explorer
Buy Direct
home
press room
products
services
support
partners
ESTSM Options
Main Menu
Device Registry
System Management
Report a Stolen Device
Upgrade and View ESTSM services
Show History
Register a Phone PDA
Register a PocketPC
User Management
Modify user information
Change password
Modify credit card information
Additional Information
Contact Us
Logout
REPORT A STOLEN DEVICE
This action will report your laptop stolen and perform any data protection services you have registered for if it is connected to the Internet. This data may not be recoverable.
Are you sure to perform this action?
Yes
No
Done

FIGURE 8b



File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

Subject: Notification - System Location Information

[redacted]

Dear User,

Your stolen equipment is currently being tracked by ESTSM . Below are the details of the machine retrieved when it was last connected to the internet.

Computer Name: YGTEST
Description : DevLab:First Right M/c While Entry
IP Address : 192.168.0.62
Connect Date/Time : 7/2/2003 12:30:16 PM

The IP Address represent the 'location' on the internet from which the stolen equipment was connected. The information below indicates the owner(s) of the IP Address. These owner(s) are typically a company or an internet service provider. The owner(s) of the IP Address should be able to provide more information as to the 'physical' location of the computer. Please contact the IP Address owner(s) shown below, or provide this information to your local authorities to help recover your stolen equipment.

---------- **IP Address Owner #1** ----------

OrgName: Internet Assigned Numbers Authority
OrgID: IANA
Address: 4676 Admiralty Way, Suite 330
City: Marina del Rey
StateProv: CA
PostalCode: 90292-6695
Country: US

NetRange: 192.168.0.0 - 192.168.255.255
CIDR: 192.168.0.0/16
NetName: IANA-CBLK1
NetHandle: NET-192-168-0-0-1
Parent: NET-192-0-0-0-0
NetType: IANA Special Use
NameServer: BLACKHOLE-1.IANA.ORG
NameServer: BLACKHOLE-2.IANA.ORG
Comment: This block is reserved for special purposes.
Comment: Please see RFC 1918 for additional information.
Comment:
RegDate: 1994-03-15
Updated: 2002-09-16
NetType: IANA Special Use
NameServer: BLACKHOLE-1.IANA.ORG
NameServer: BLACKHOLE-2.IANA.ORG
Comment: This block is reserved for special purposes.
Comment: Please see RFC 1918 for additional information.
Comment:
RegDate: 1994-03-15
Updated: 2002-09-16

OrgTechHandle: IANA-ARIN
OrgTechName: Internet Corporation for Assigned Names and Number
OrgTechPhone: +1-310-823-9358
OrgTechEmail: res-ip@iana.org

ARIN WHOIS database, last updated 2003-07-01 21:05
Enter ? for additional hints on searching ARIN's WHOIS database.

If you have any more questions about this location information report, please contact ESTSM at (111) 111-1111 or send a reply email to admin@adminEstsm.com . Thank you for using ESTSM services.

Sincerely,

ESTSM

FIGURE 9

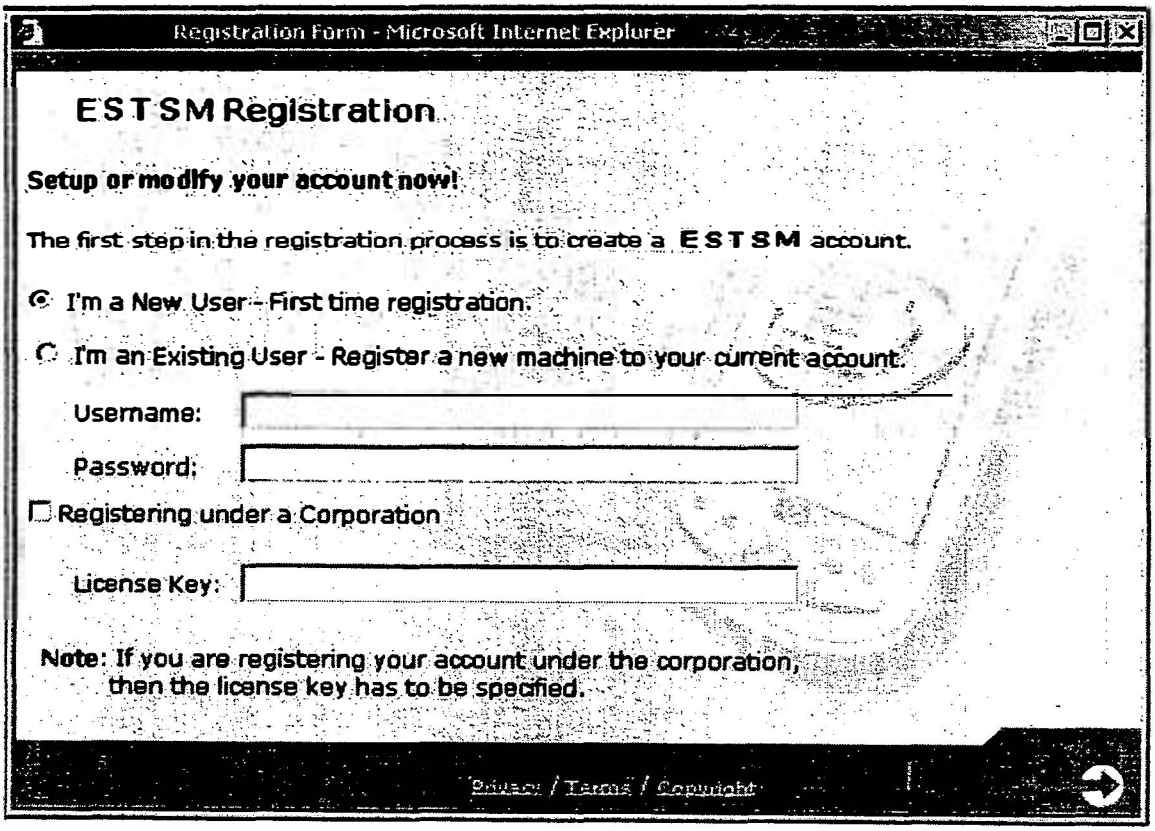

Registration Form - Microsoft Internet Explorer
ESTSM Registration
Setup or modify your account now!
The first step in the registration process is to create a ESTSM account.
I'm a New User - First time registration.
I'm an Existing User - Register a new machine to your current account.
Username:
Password:
Registering under a Corporation
License Key:
Note: If you are registering your account under the corporation, then the license key has to be specified.
Privacy / Terms / Copyright

FIGURE 10

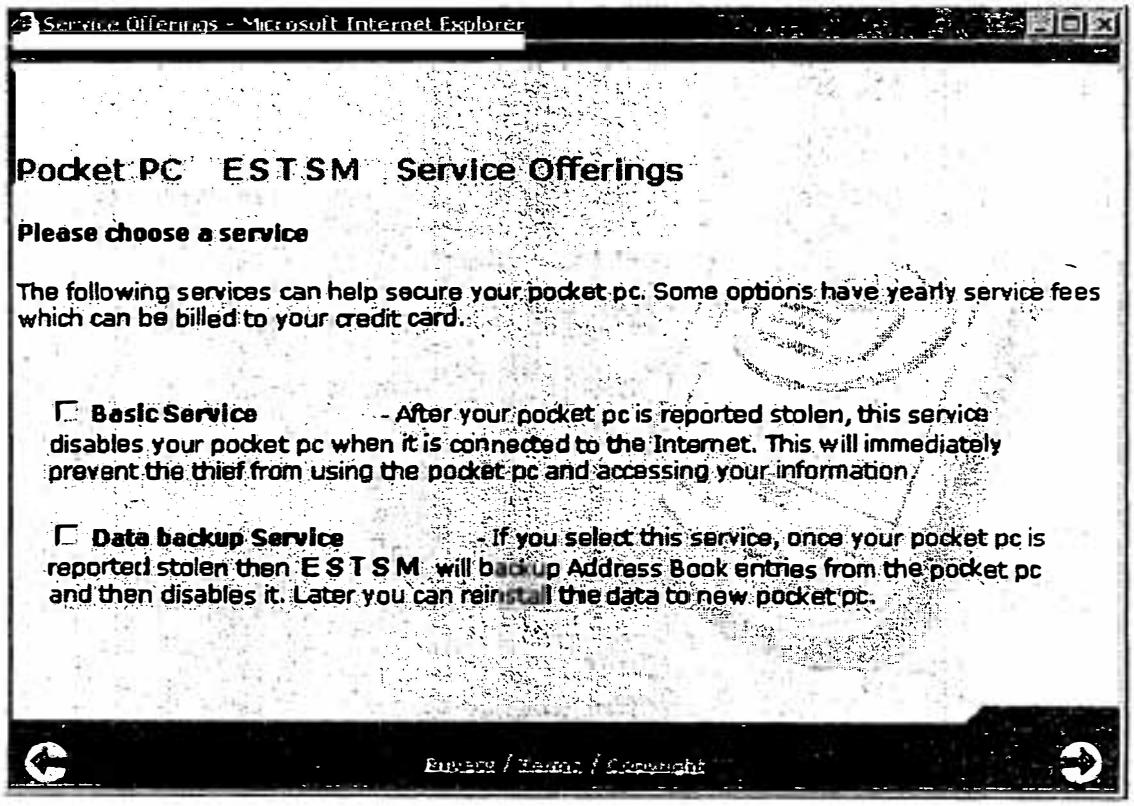

Service Offerings - Microsoft Internet Explorer
Pocket PC ESTSM Service Offerings
Please choose a service
The following services can help secure your pocket pc. Some options have yearly service fees which can be billed to your credit card.
Basic Service - After your pocket pc is reported stolen, this service disables your pocket pc when it is connected to the Internet. This will immediately prevent the thief from using the pocket pc and accessing your information.
Data backup Service - If you select this service, once your pocket pc is reported stolen then ESTSM will backup Address Book entries from the pocket pc and then disables it. Later you can reinstall the data to new pocket pc.

FIGURE 11

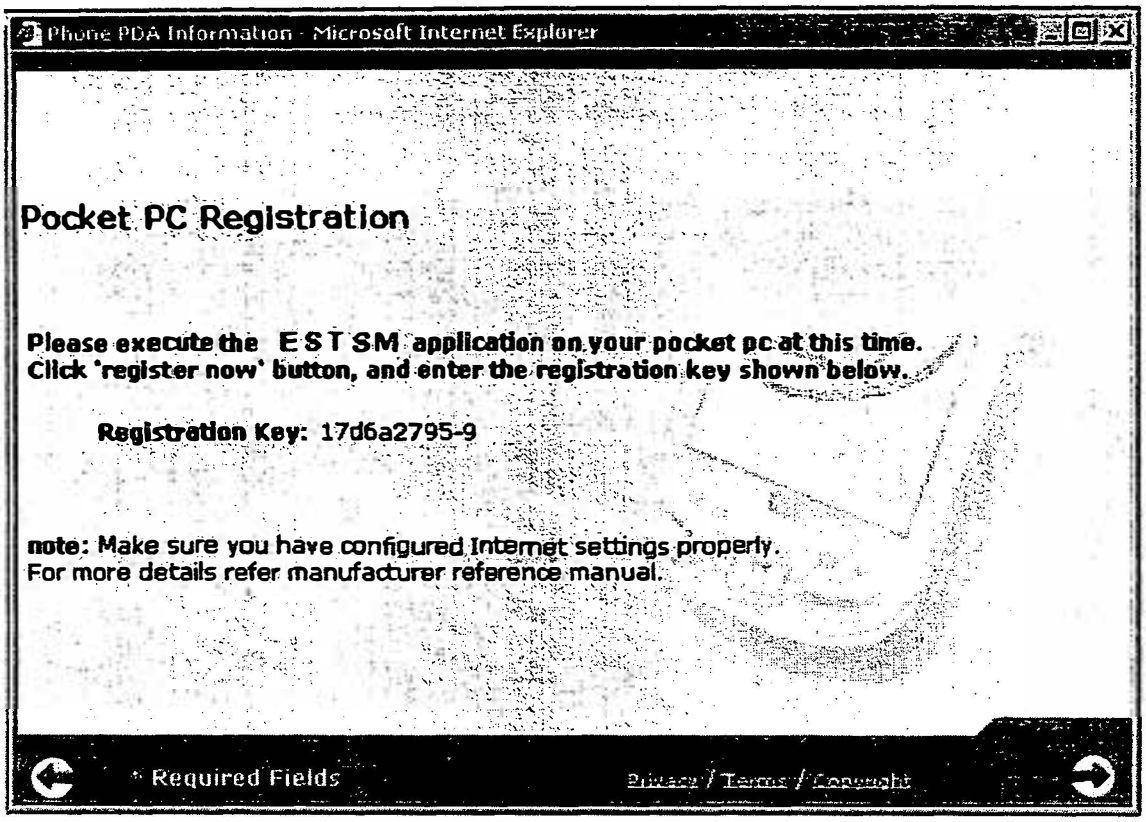

Phone PDA Information - Microsoft Internet Explorer
Pocket PC Registration
Please execute the EST SM application on your pocket pc at this time.
Click 'register now' button, and enter the registration key shown below.
Registration Key: 17d6a2795-9
note: Make sure you have configured Internet settings properly.
For more details refer manufacturer reference manual.
* Required Fields
Privacy / Terms / Copyright

FIGURE 12

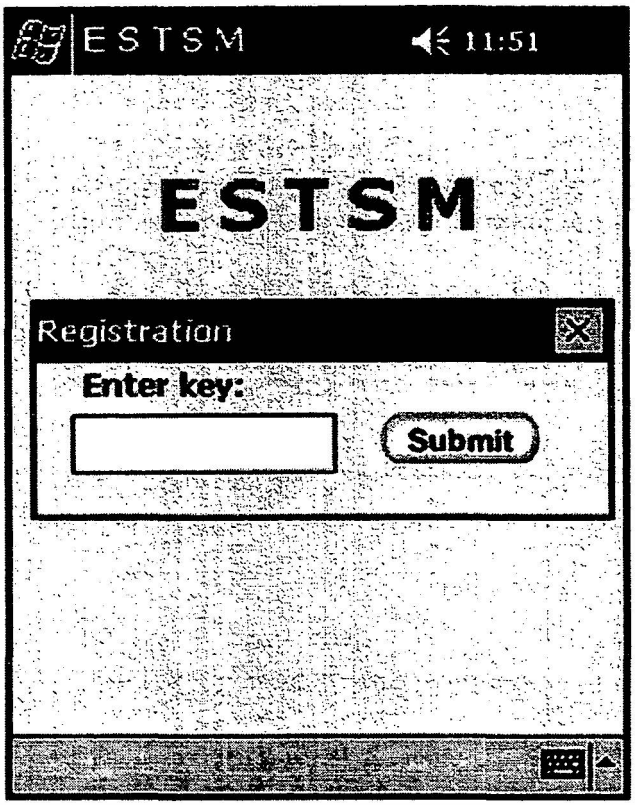


FIGURE 13

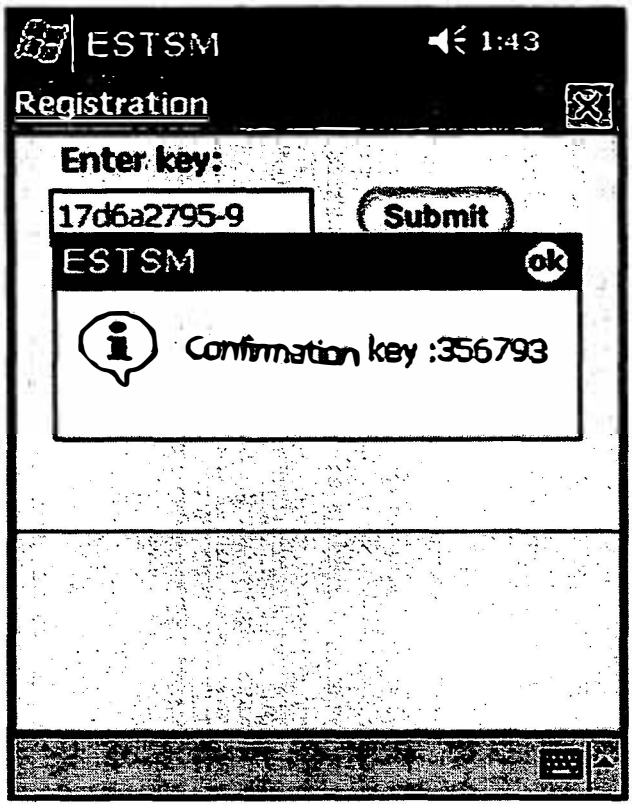

ESTSM
1:43
Registration
Enter key:
17d6a2795-9
Submit
ESTSM
ok
Confirmation key :356793

FIGURE 14

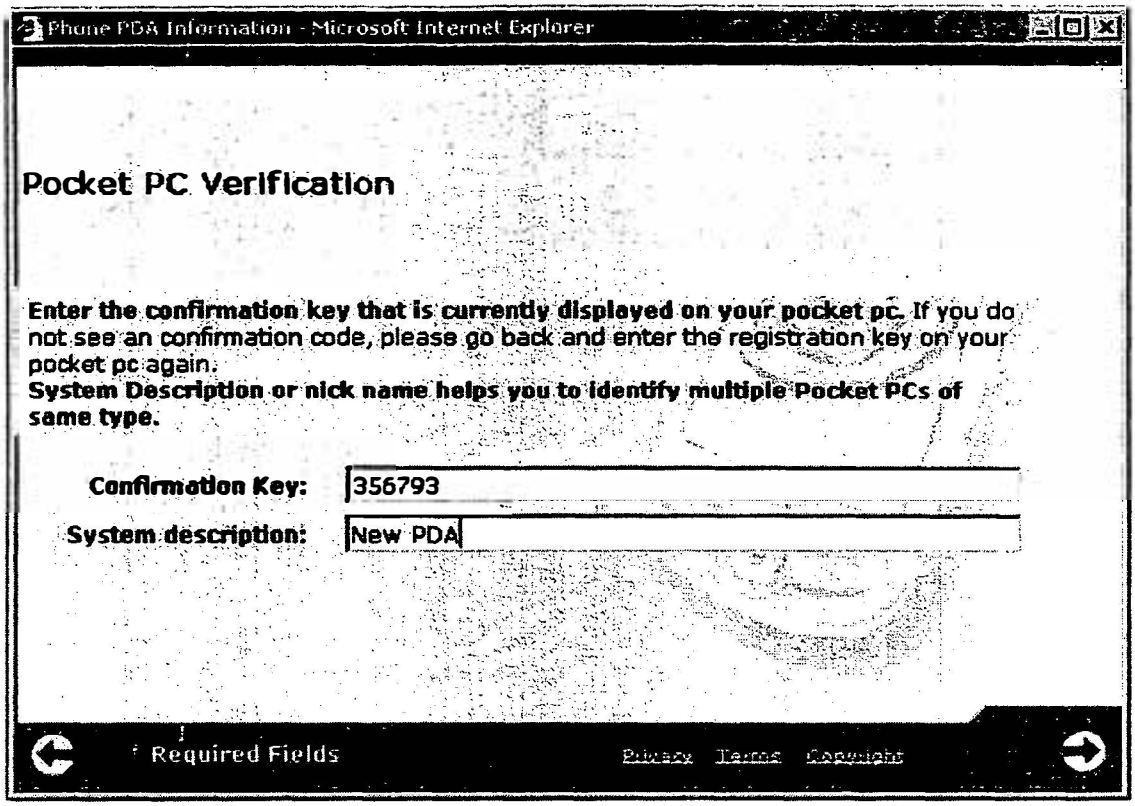

Phone PDA Information - Microsoft Internet Explorer
Pocket PC Verification
Enter the confirmation key that is currently displayed on your pocket pc. If you do not see an confirmation code, please go back and enter the registration key on your pocket pc again.
System Description or nick name helps you to identify multiple Pocket PCs of same type.
Confirmation Key:
356793
System description:
New PDA
* Required Fields
Privacy Terms Copyright

FIGURE 15

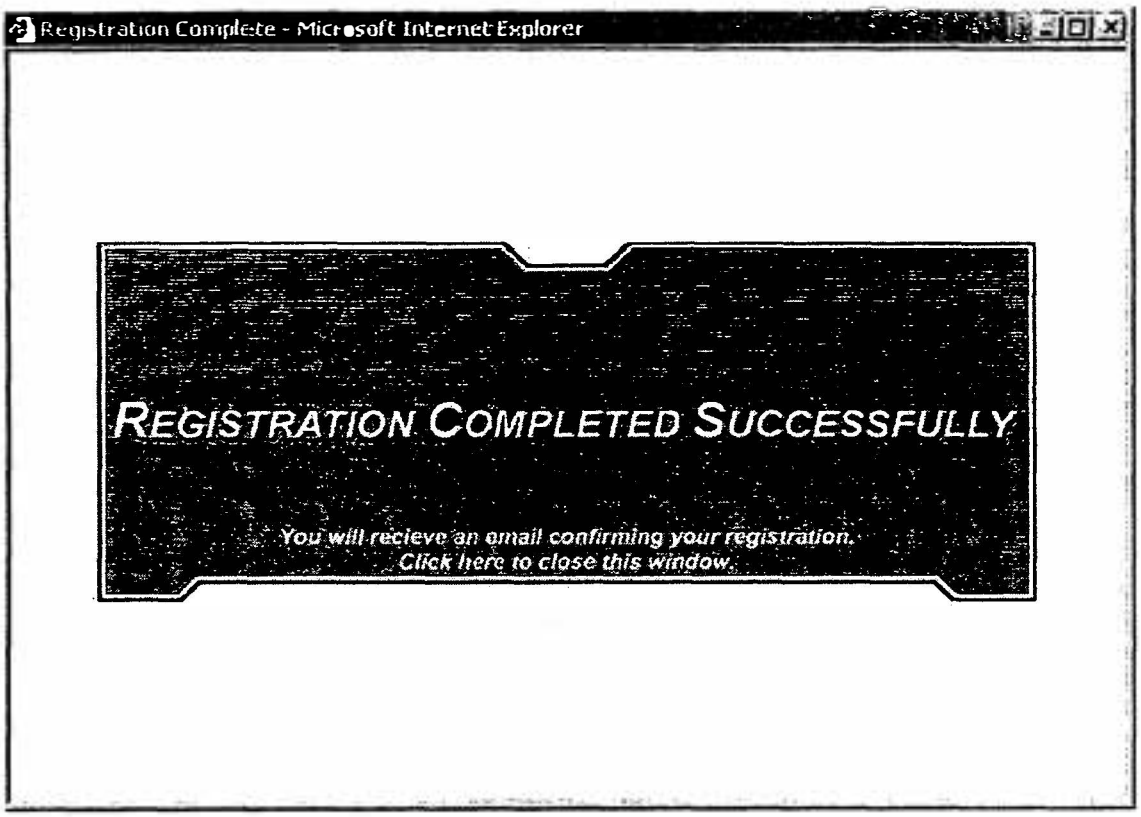

Registration Complete - Microsoft Internet Explorer
REGISTRATION COMPLETED SUCCESSFULLY
You will recieve an email confirming your registration.
Click here to close this window.

FIGURE 16

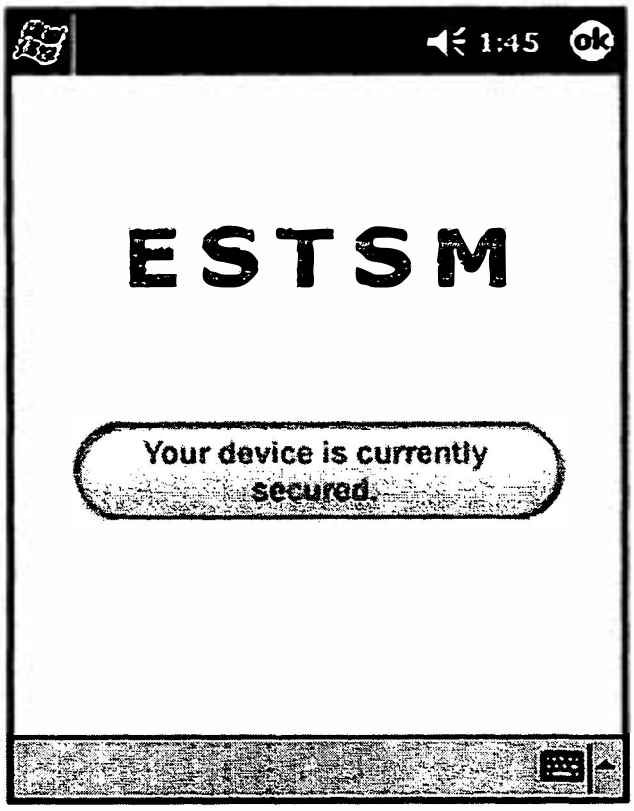


FIGURE 17

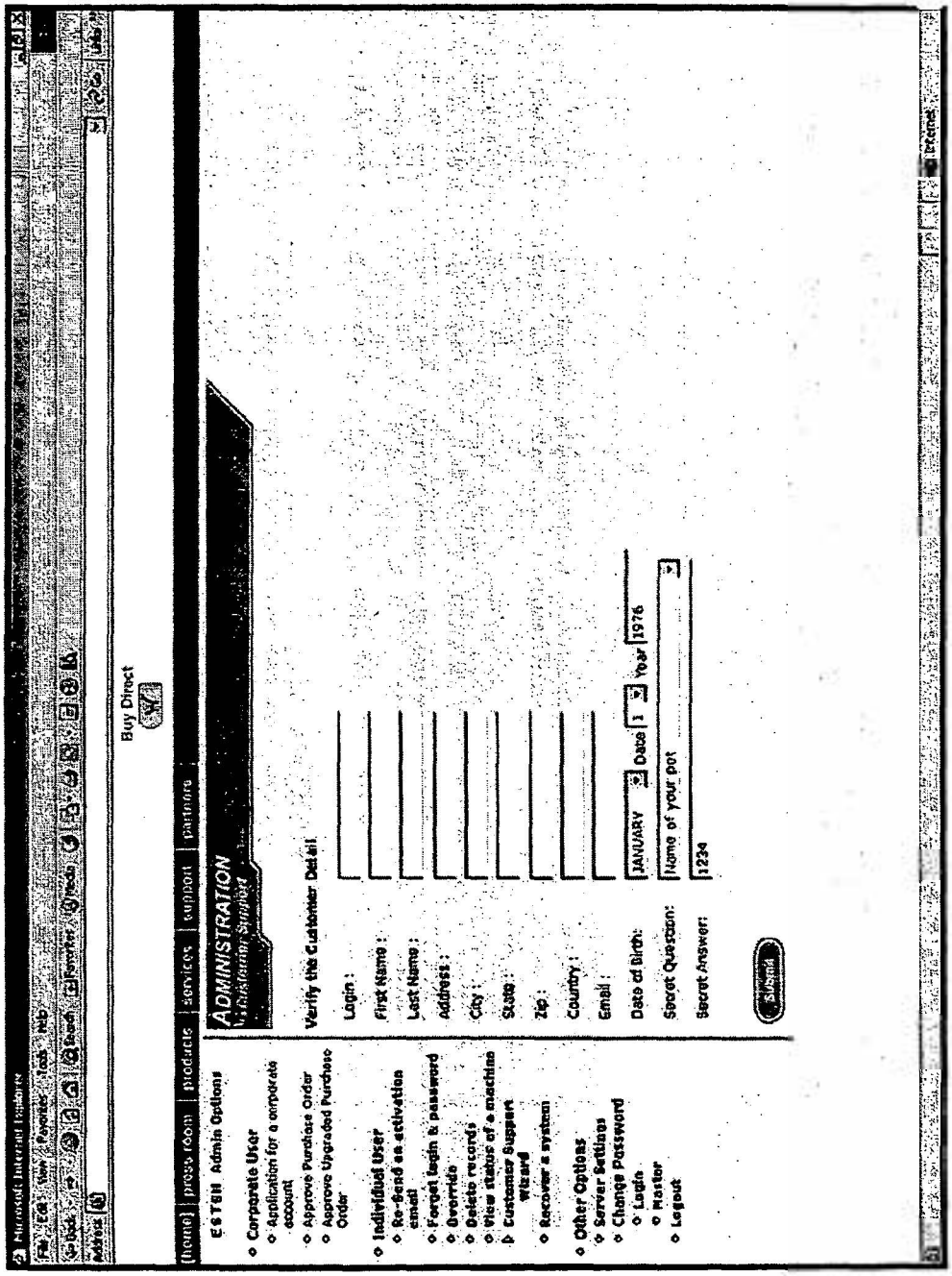

Buy Direct
(home) | press room | products | services | support | partners
ESTSH Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forget login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Verify the Customer Detail
Login :
First Name :
Last Name :
Address :
City :
State :
Zip :
Country :
Email :
Date of Birth:
JANUARY
Date
1
Year
1976
Secret Question:
Name of your pet
Secret Answer:
1234
Submit

FIGURE 18

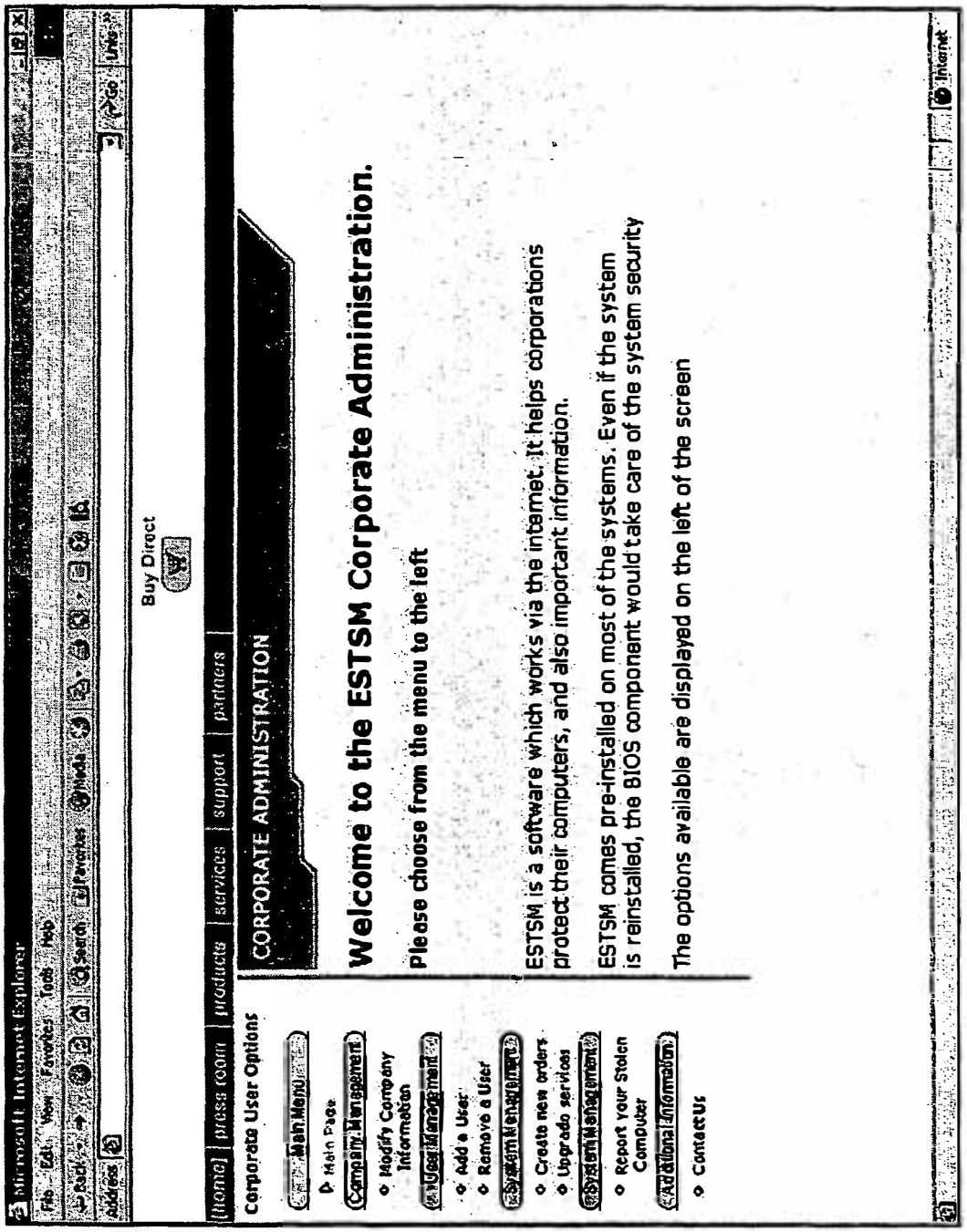

Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address
Buy Direct
Go
Links
Internet
home
press room
products
services
support
partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Welcome to the ESTSM Corporate Administration.
Please choose from the menu to the left
ESTSM is a software which works via the internet. It helps corporations protect their computers, and also important information.
ESTSM comes pre-installed on most of the systems. Even if the system is reinstalled, the BIOS component would take care of the system security
The options available are displayed on the left of the screen

FIGURE 19

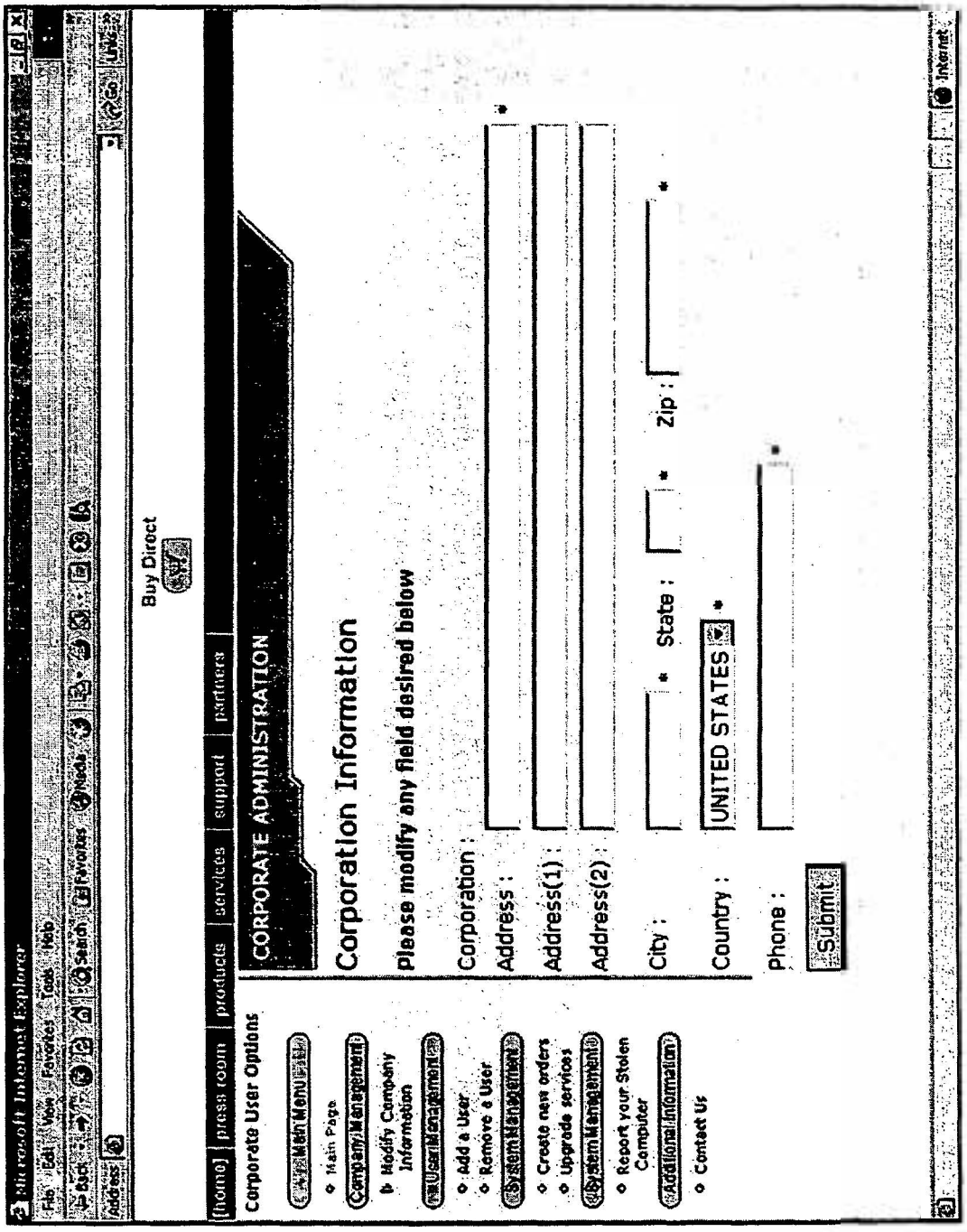

Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address
Buy Direct
[home] press room products services support partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Corporation Information
Please modify any field desired below
Corporation :
Address :
Address(1) :
Address(2) :
City :
State :
Zip :
Country :
UNITED STATES
Phone :
Submit
Internet

FIGURE 20

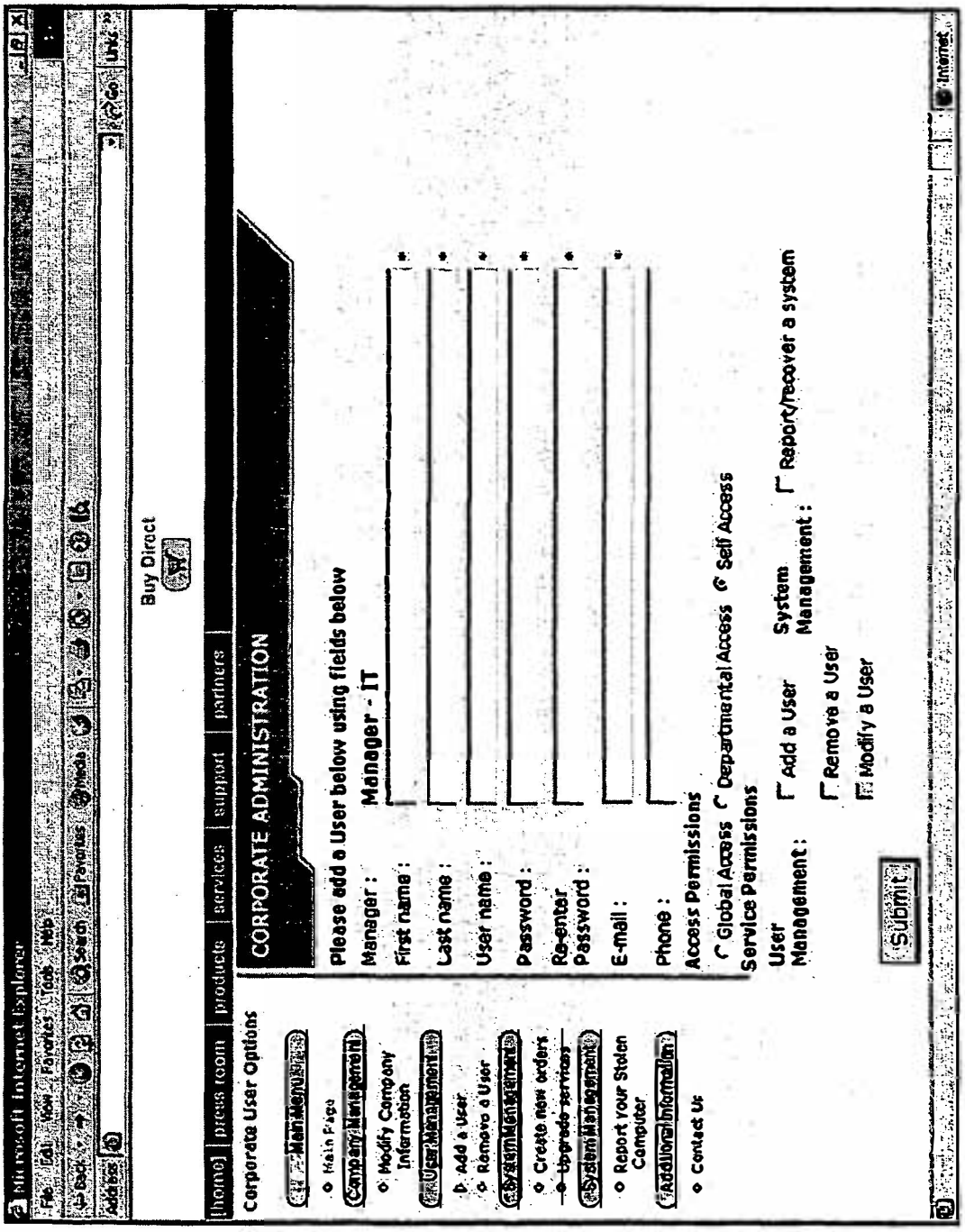

Microsoft Internet Explorer
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partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Please add a User below using fields below
Manager :
Manager - IT
First name :
Last name :
User name :
Password :
Re-enter Password :
E-mail :
Phone :
Access Permissions
Global Access
Departmental Access
Self Access
Service Permissions
User Management :
Add a User
Remove a User
Modify a User
System Management :
Report/recover a system
Submit
Internet

FIGURE 21

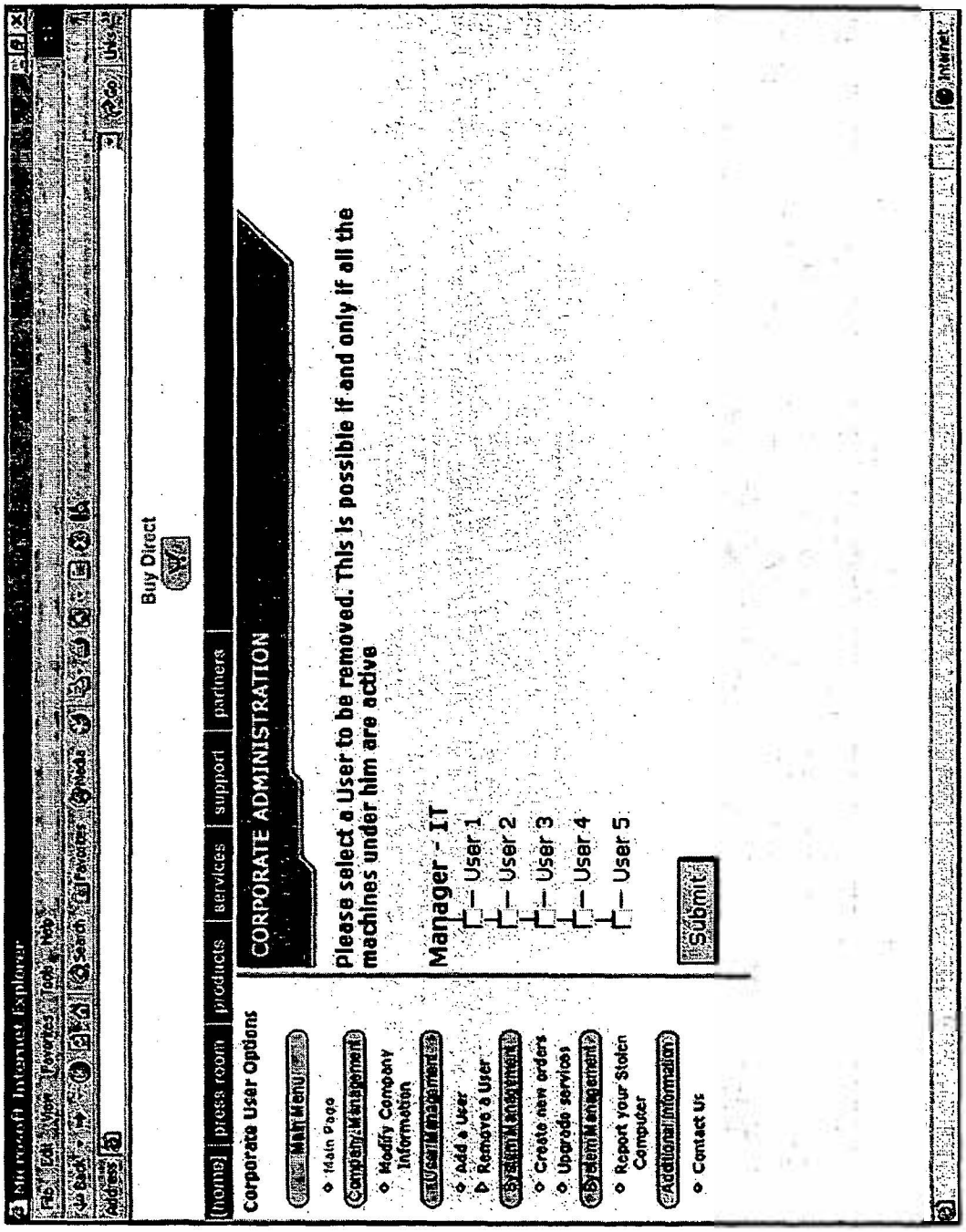

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support
partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Please select a User to be removed. This is possible if and only if all the machines under him are active
Manager - IT
User 1
User 2
User 3
User 4
User 5
Submit
Internet

FIGURE 22

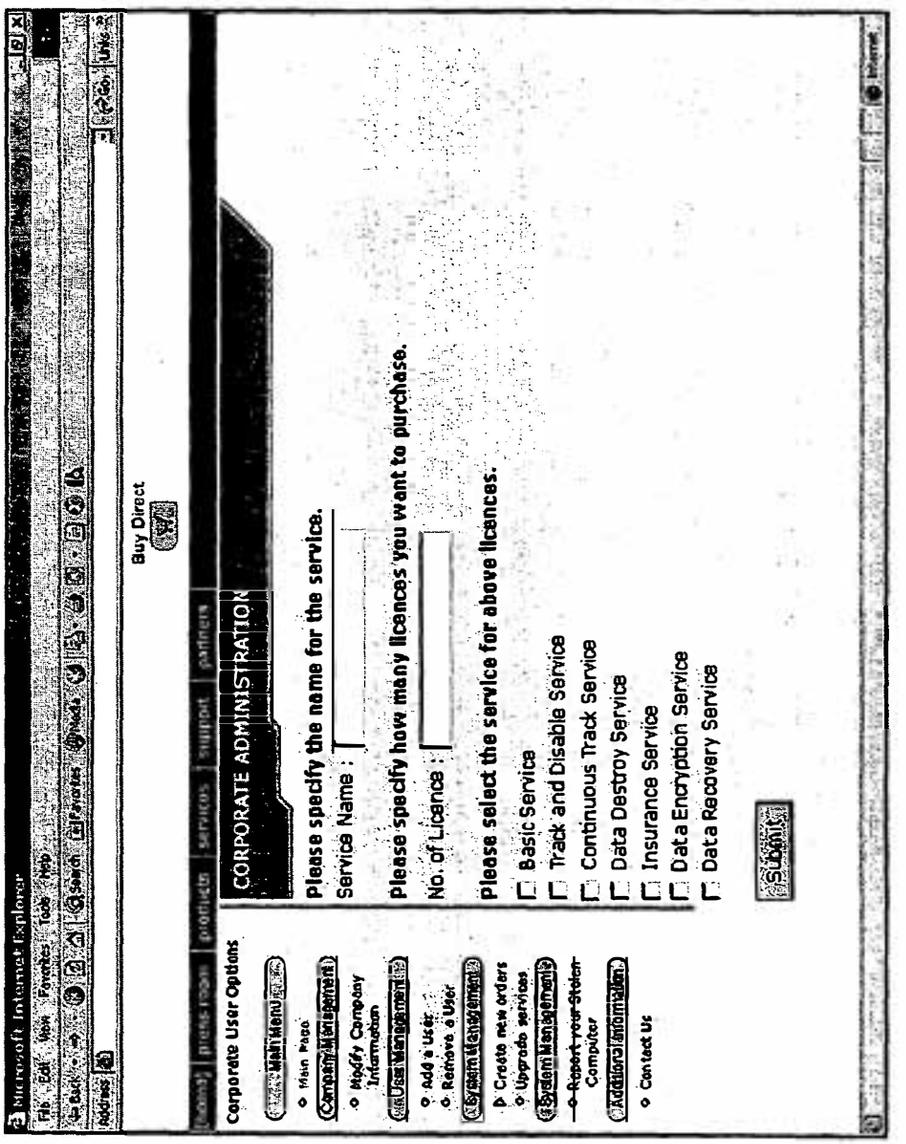

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products
services
support
partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report Your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Please specify the name for the service.
Service Name :
Please specify how many licences you want to purchase.
No. of Licence :
Please select the service for above licences.
Basic Service
Track and Disable Service
Continuous Track Service
Data Destroy Service
Insurance Service
Data Encryption Service
Data Recovery Service
SUBMIT

FIGURE 23

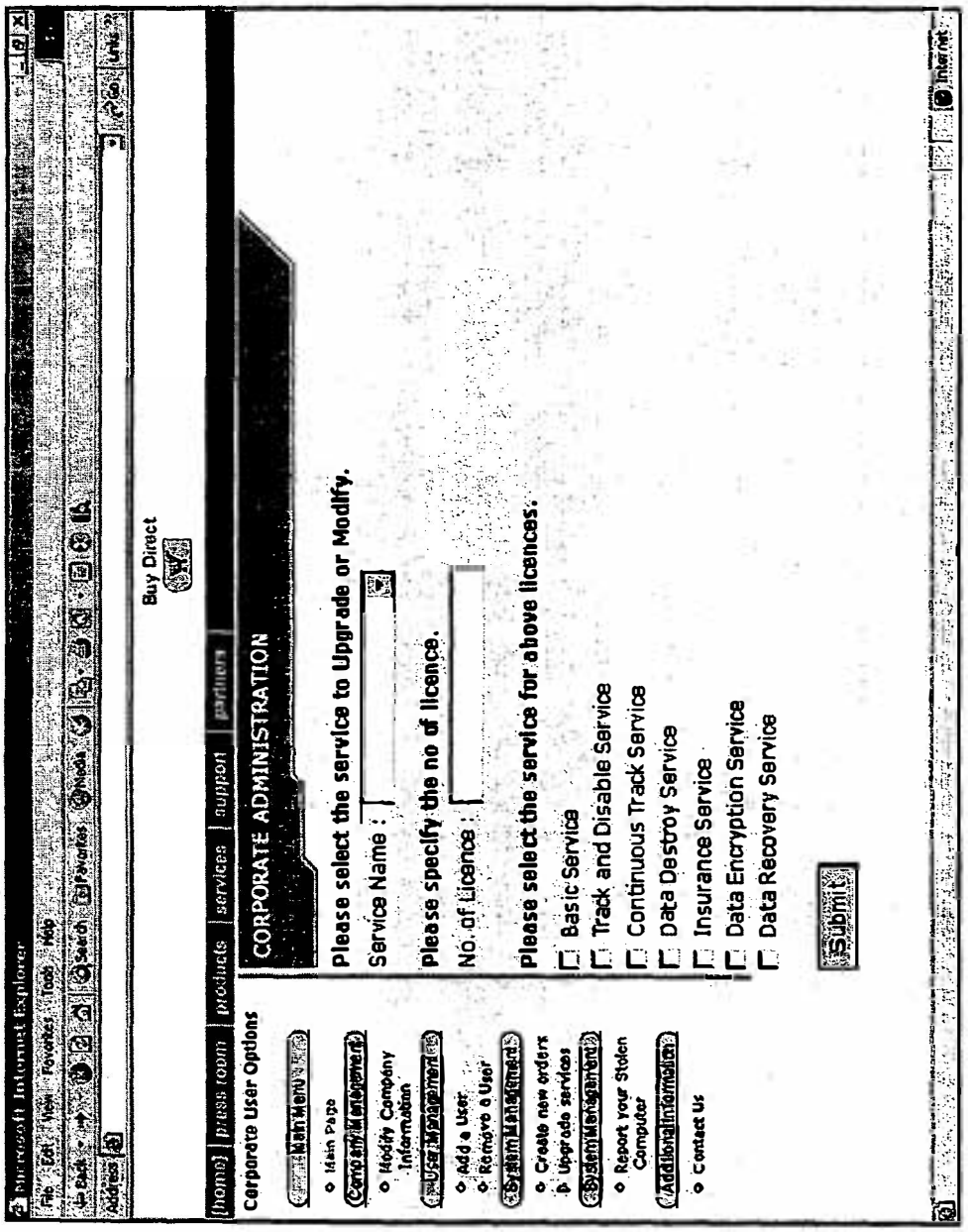

Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address
Buy Direct
home
press room
products
services
support
partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Please select the service to Upgrade or Modify.
Service Name :
Please specify the no of licence.
No. of Licence :
Please select the service for above licences.
Basic Service
Track and Disable Service
Continuous Track Service
Data Destroy Service
Insurance Service
Data Encryption Service
Data Recovery Service
Submit
Internet

FIGURE 24

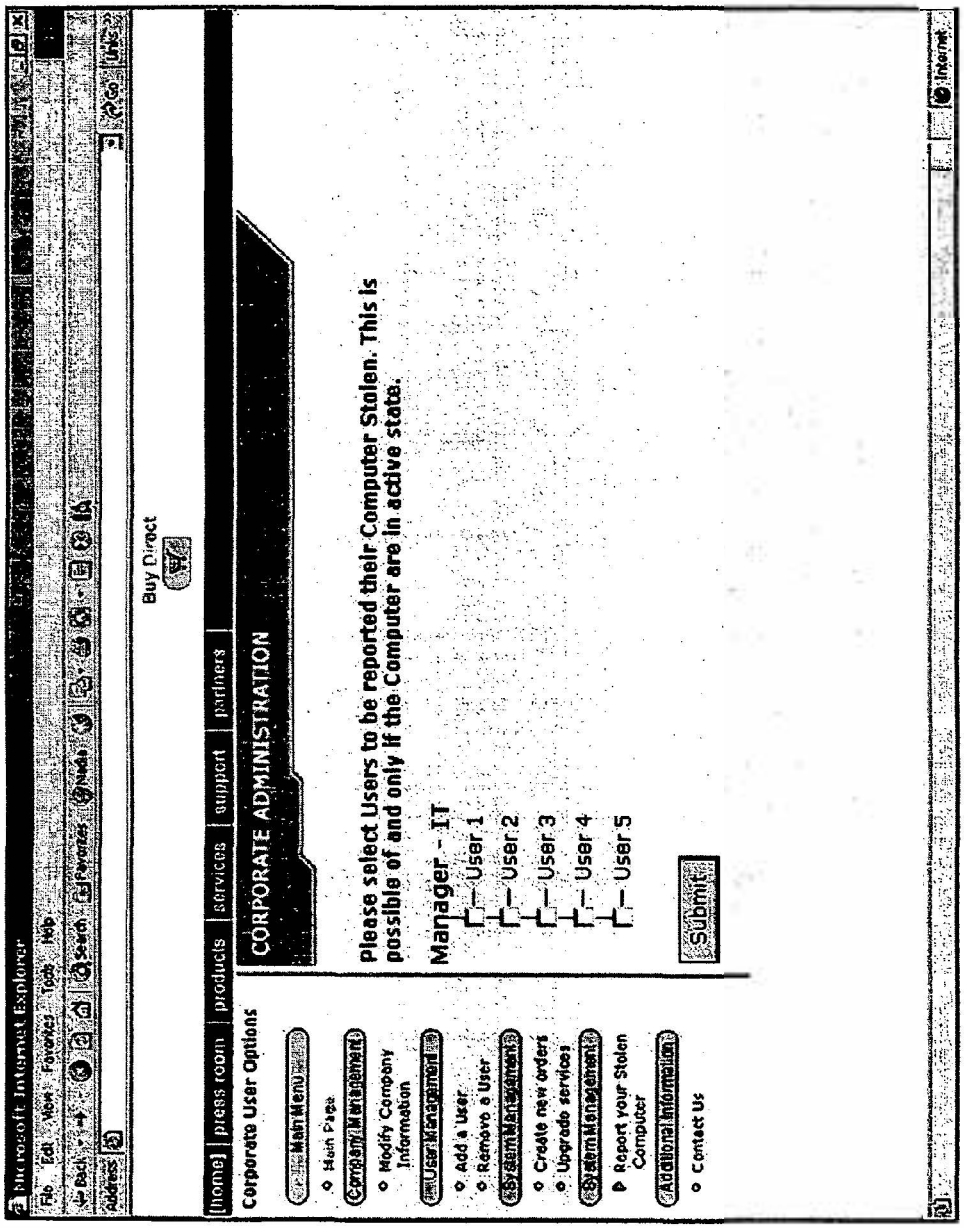

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home
press room
products
services
support
partners
Corporate User Options
Main Menu
Main Page
Company Management
Modify Company Information
User Management
Add a User
Remove a User
System Management
Create new orders
Upgrade services
System Management
Report your Stolen Computer
Additional Information
Contact Us
CORPORATE ADMINISTRATION
Please select Users to be reported their Computer Stolen. This is possible of and only if the Computer are in active state.
Manager - IT
User 1
User 2
User 3
User 4
User 5
Submit

FIGURE 25

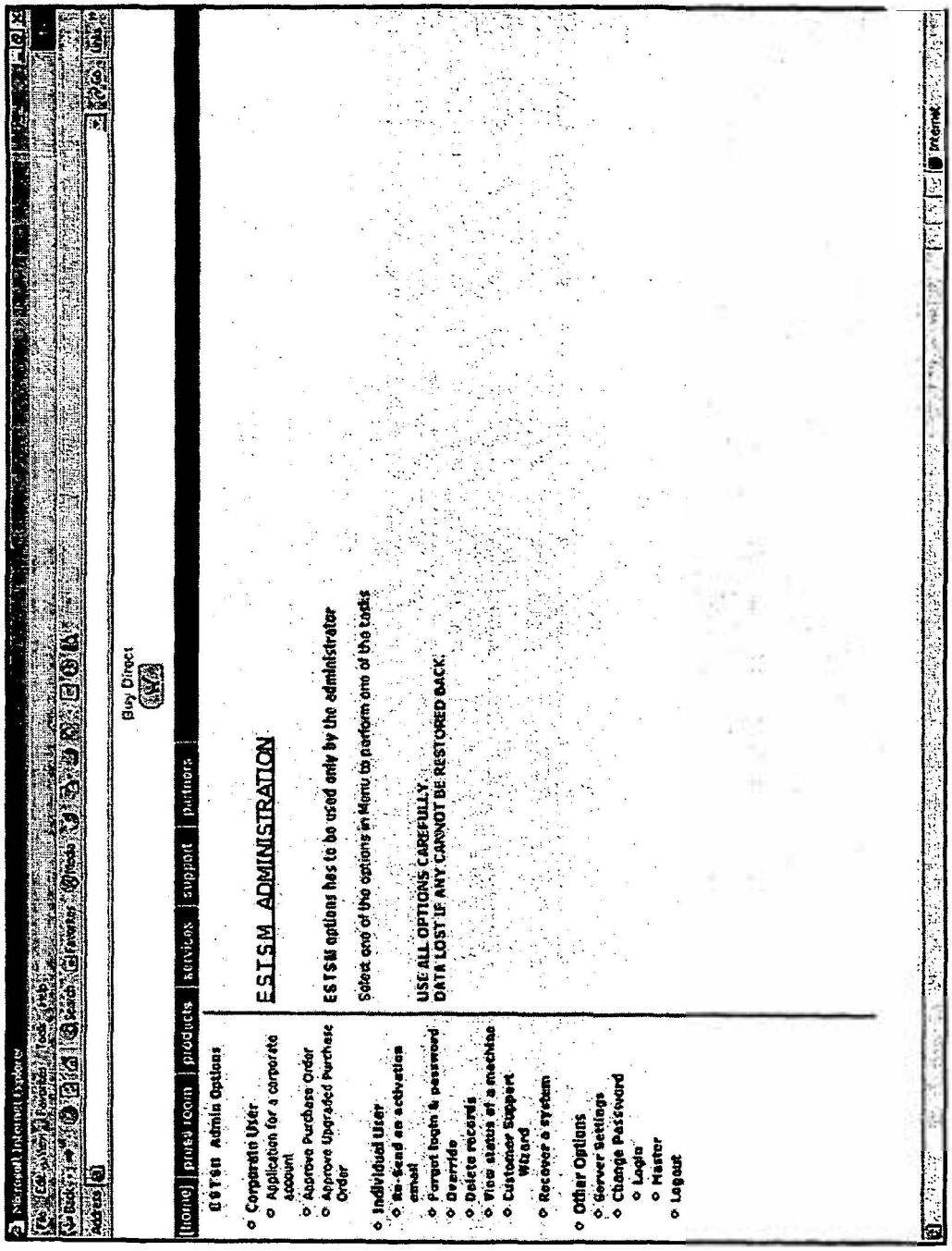

Buy Direct
[Home] | priority room | products | services | support | partners |
E S T S M Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
E.S.T.S.M. ADMINISTRATION
E S T S M options has to be used only by the administrator
Select one of the options in Menu to perform one of the tasks
USE ALL OPTIONS CAREFULLY.
DATA LOST IF ANY CANNOT BE RESTORED BACK.

FIGURE 26

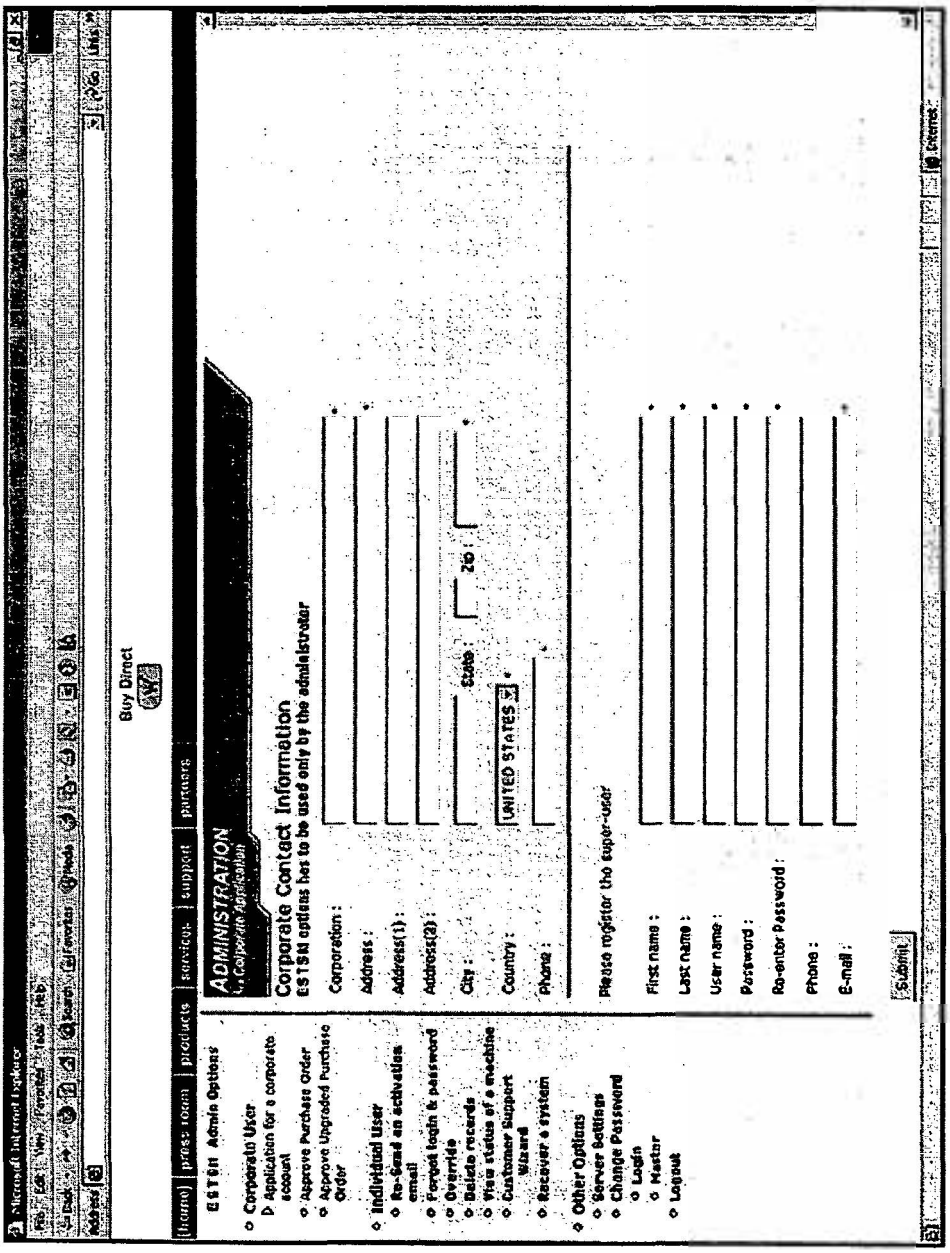

Buy Direct
home
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services
support
partners
ADMINISTRATION
Corporate Contact Information
Corporation :
Address :
Address(1) :
Address(2) :
City :
State :
Zip :
Country :
UNITED STATES
Phone :
Please register the super-user
First name :
Last name :
User name :
Password :
Re-enter Password :
Phone :
E-mail :
Submit

FIGURE 27

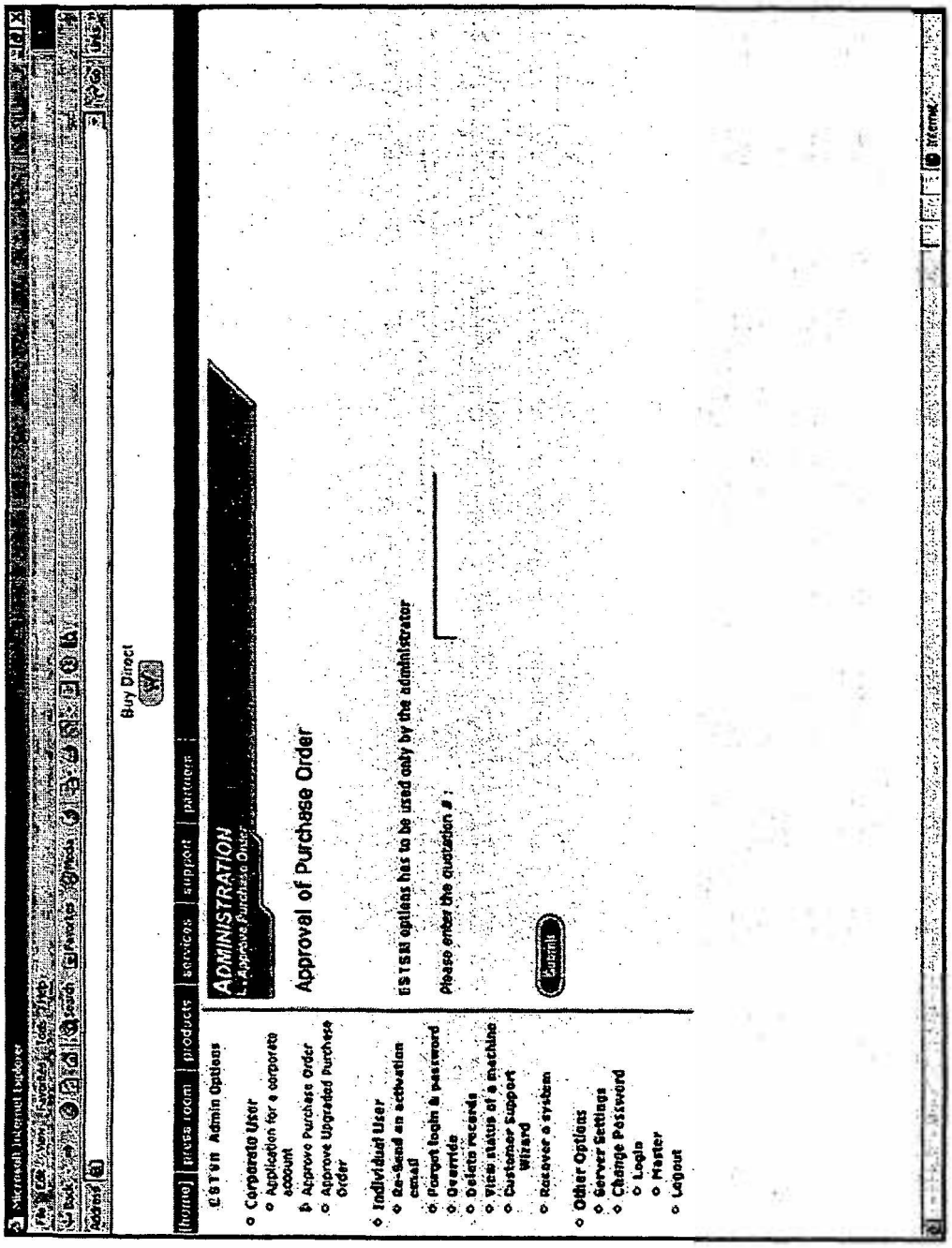

Buy Direct
favorites
prices room
products
services
support
partners
ADMINISTRATION
Approve Purchase Order
CSTSN Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
Approval of Purchase Order
CSTSN options has to be used only by the administrator
Please enter the quotation # :
Submit

FIGURE 28a

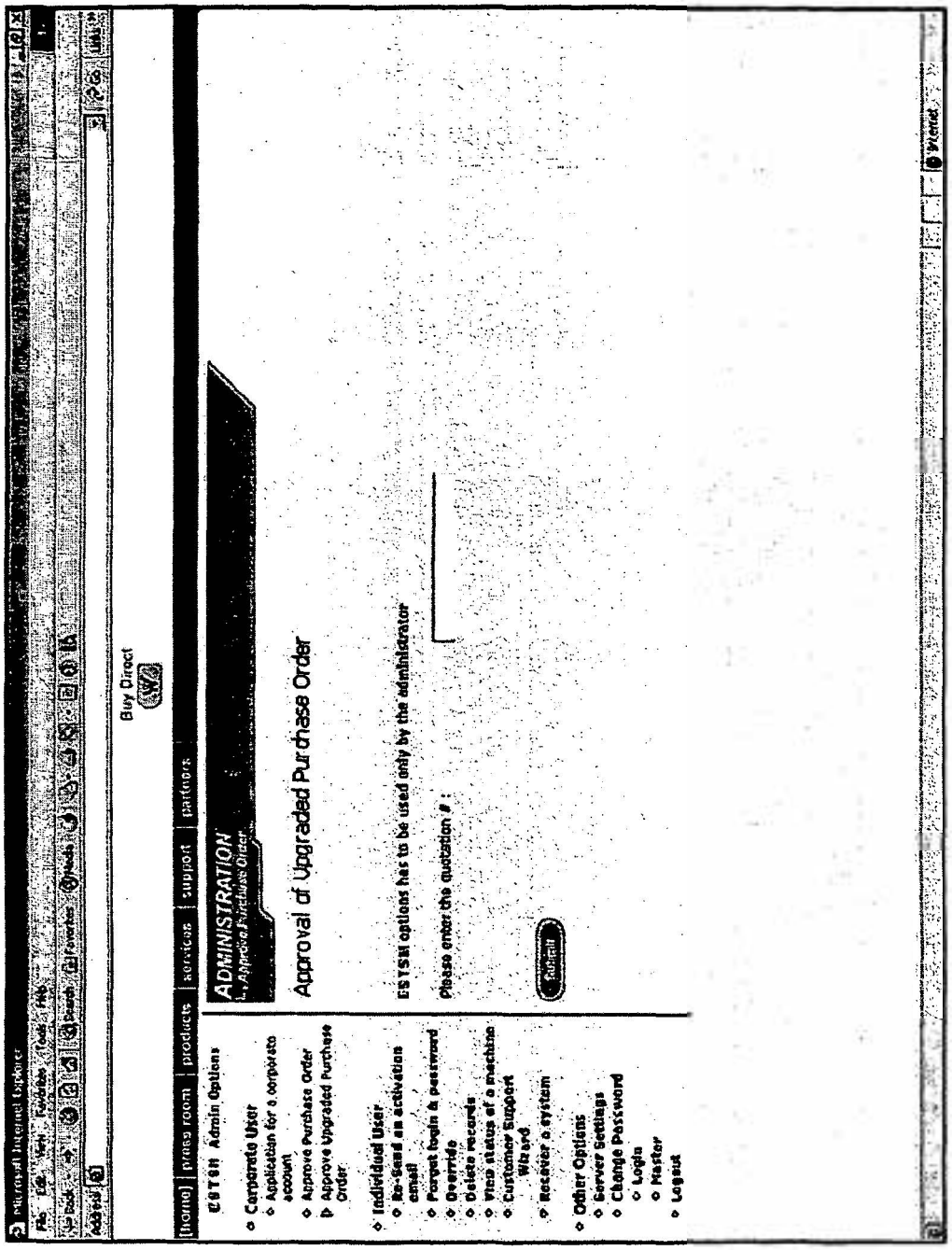

Buy Direct
[home] | promo room | products | services | support | partners
ADMINISTRATION
Approval of Upgraded Purchase Order
Please enter the quotation # :
Approve
Admin Options
Corporate User
Application for a corporate account
Approve Purchase order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Receive a system
Other Options
Server Settings
Change Password
Login
Master
Logout

FIGURE 28b

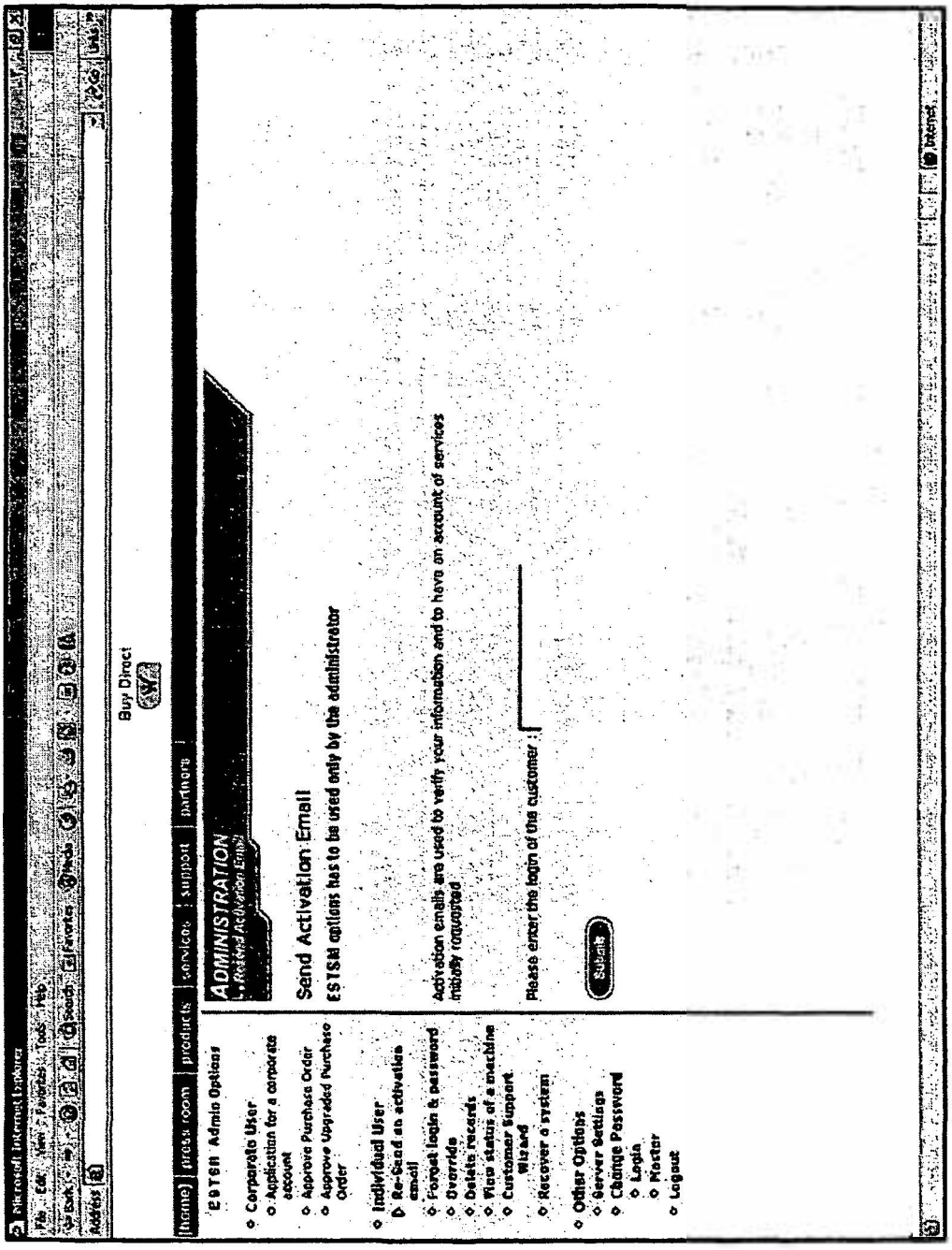

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services
support
partners
ESTSM Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Send Activation Email
ESTSM options has to be used only by the administrator
Activation emails are used to verify your information and to have an account of services initially requested
Please enter the login of the customer :
Submit

FIGURE 29

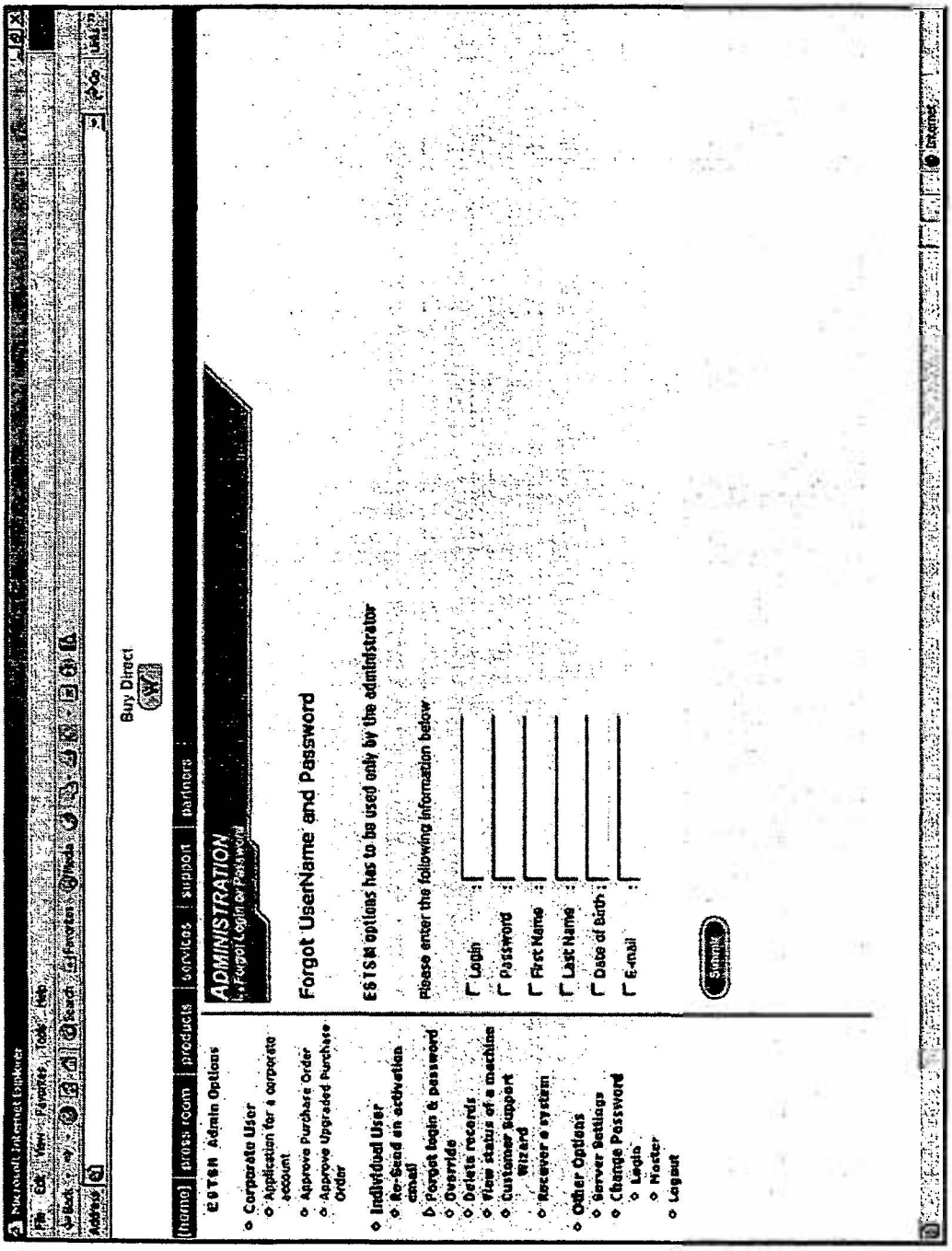

Buy Direct
home
dress room
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services
support
partners
ESTSH Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Forgot Login or Password
Forgot UserName and Password
ESTSH options has to be used only by the administrator
Please enter the following information below
Login :
Password :
First Name :
Last Name :
Date of Birth :
E-mail :
Submit
Reset

FIGURE 30

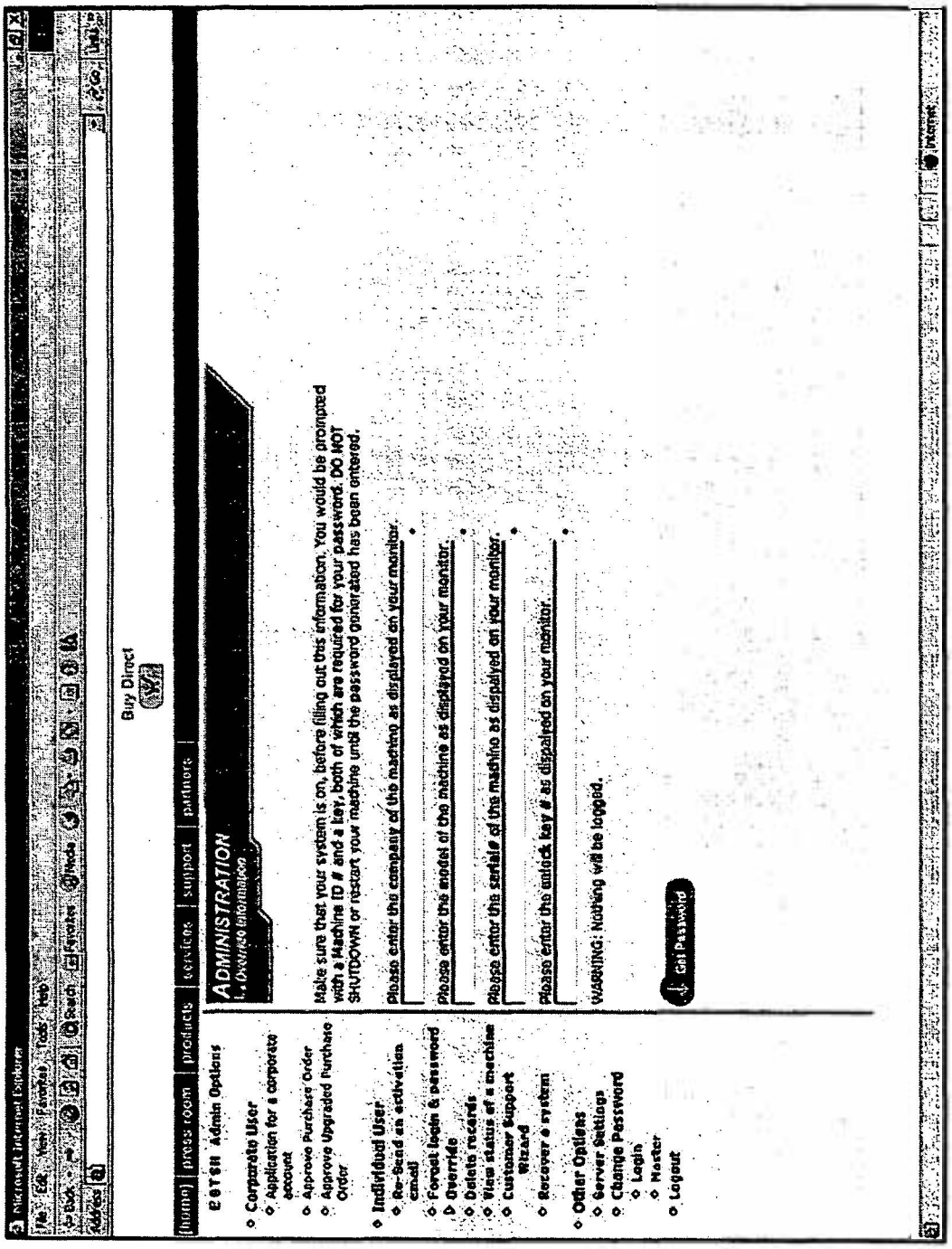

Buy Direct
[home] | press room | products | services | support | partners |
ESTSN Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
i.e. Override information
Make sure that your system is on, before filling out this information. You would be prompted with a Machine ID # and a key, both of which are required for your password. DO NOT SHUTDOWN or restart your machine until the password generated has been entered.
Please enter the company of the machine as displayed on your monitor.
Please enter the model of the machine as displayed on your monitor.
Please enter the serial# of the machine as displayed on your monitor.
Please enter the unlock key # as displayed on your monitor.
WARNING: Nothing will be logged.
Get Password

FIGURE 31

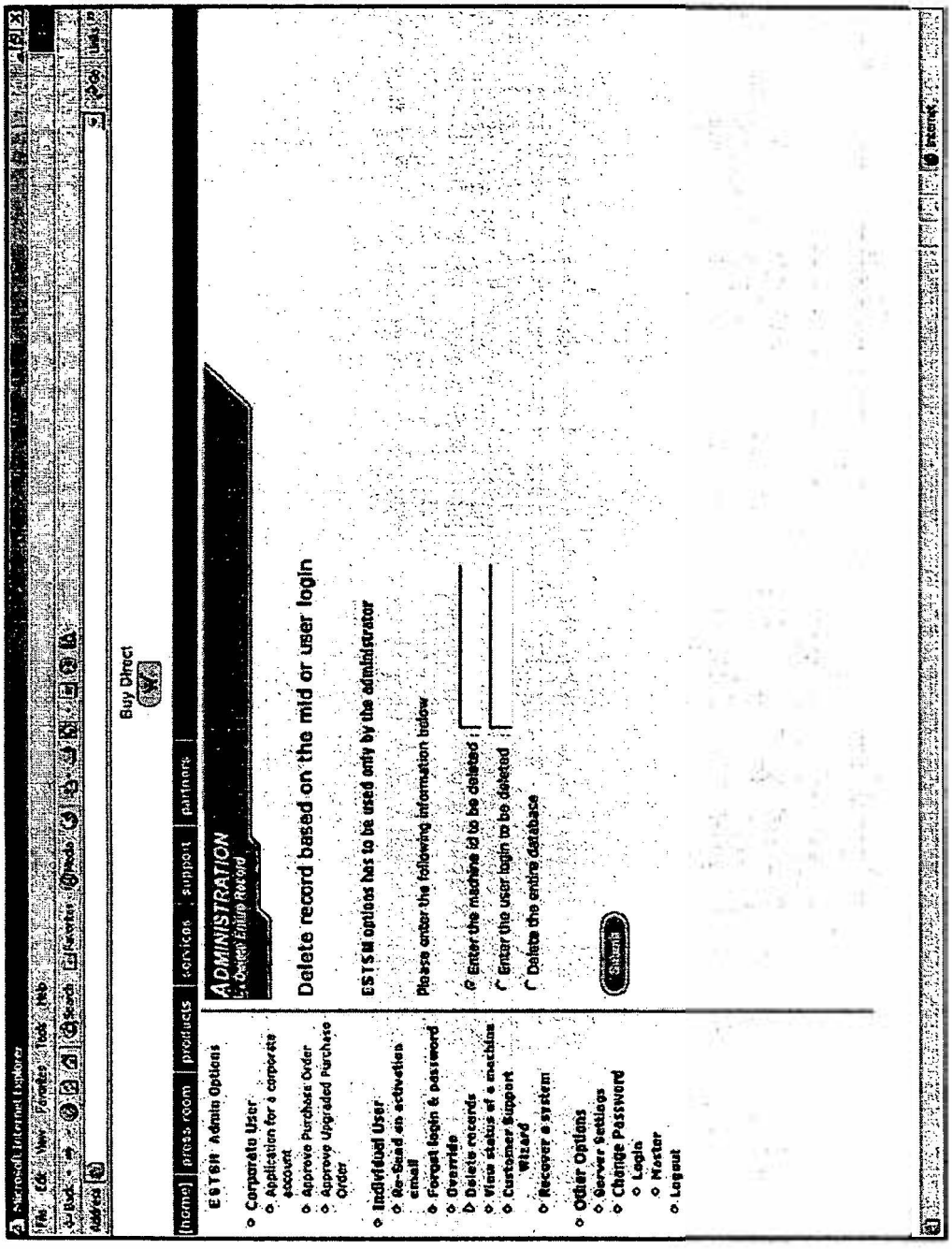

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ESTSM Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Delete record based on the mid or user login
ESTSM options has to be used only by the administrator
Please enter the following information below
Enter the machine id to be deleted :
Enter the user login to be deleted :
Delete the entire database
Submit

FIGURE 32

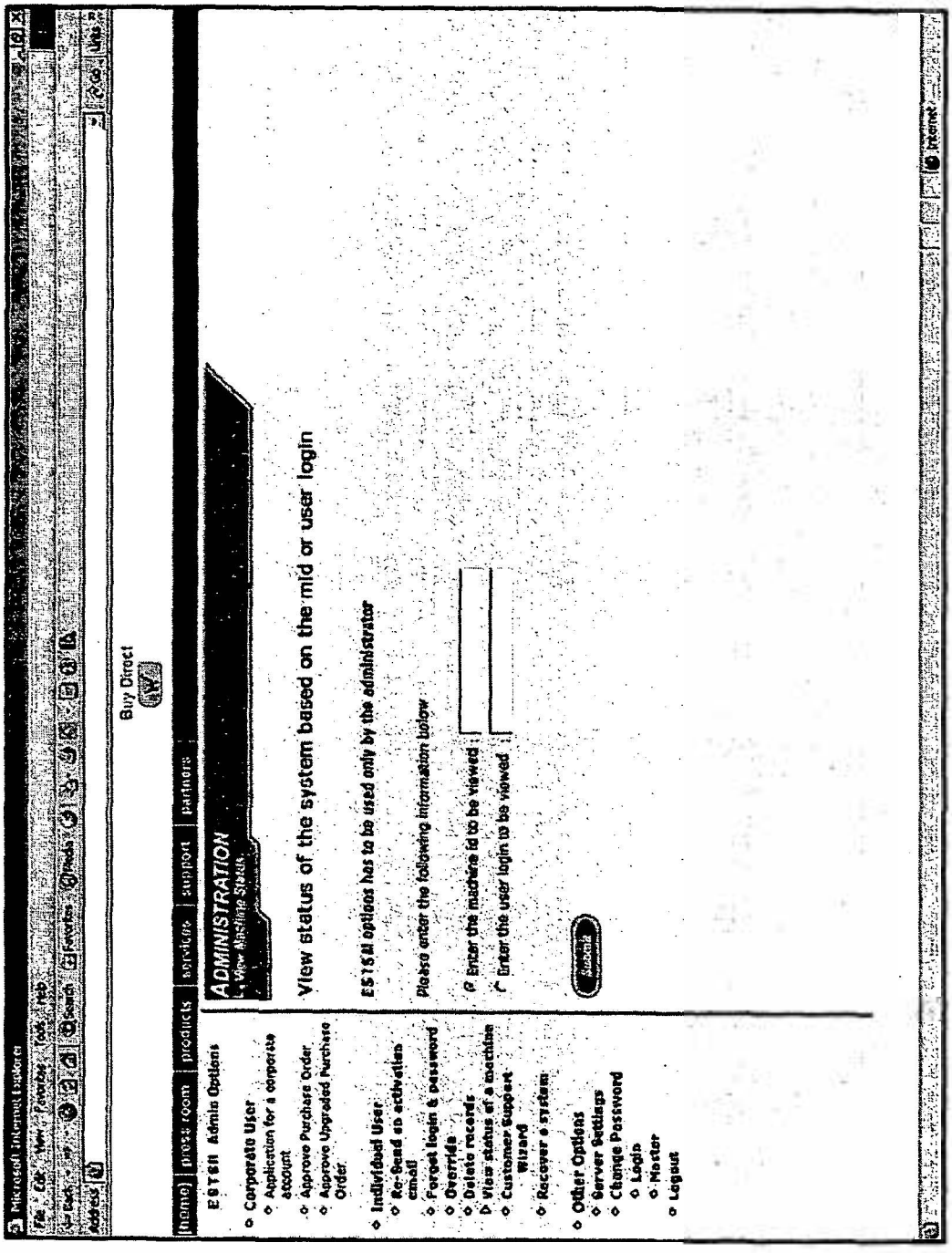

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support
partners
ESTeM Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send eb activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
View Machine Status
View status of the system based on the mid or user login
ESTeM options has to be used only by the administrator
Please enter the following information below
Enter the machine id to be viewed
Enter the user login to be viewed

FIGURE 33

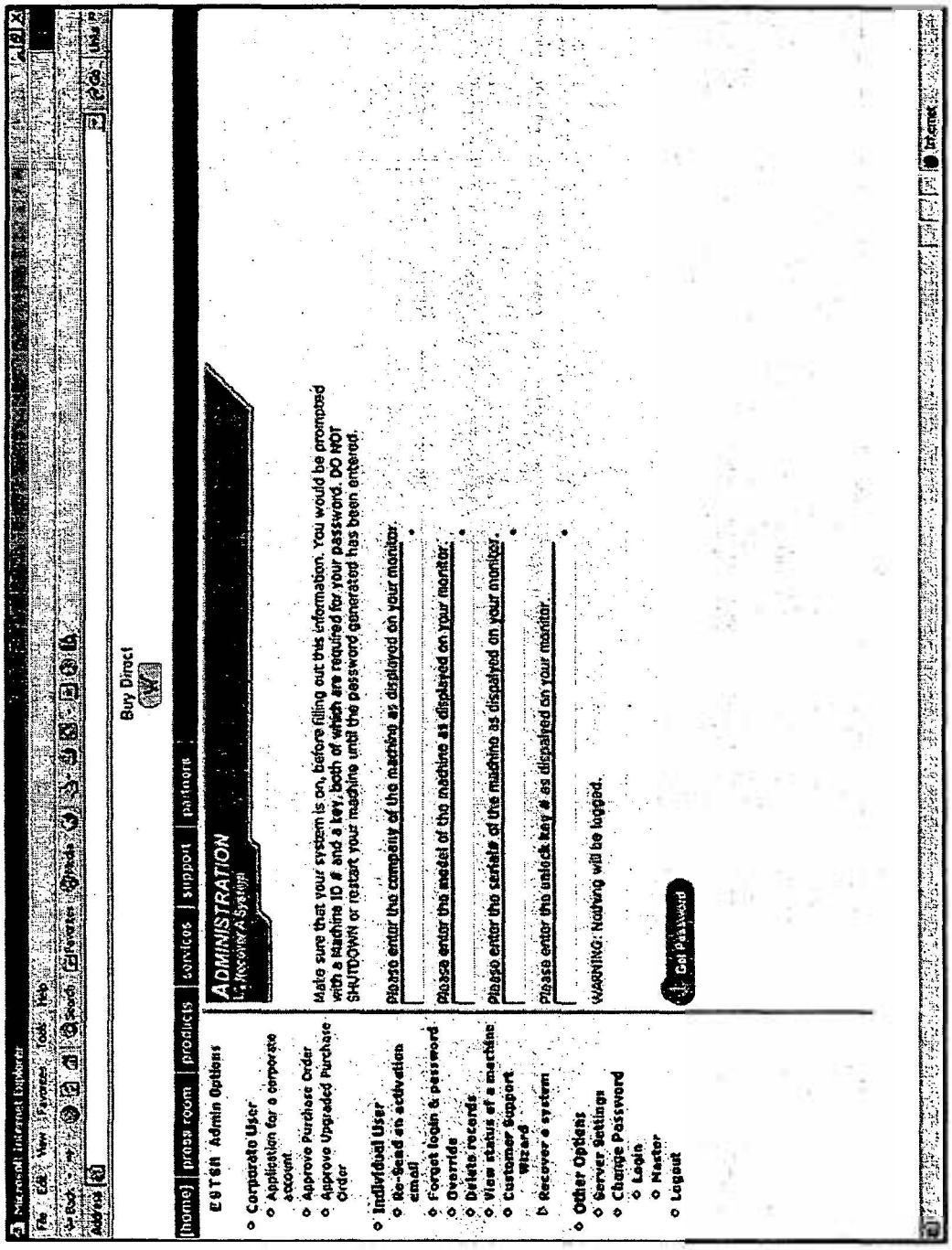

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home
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products
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support
partners
ADMINISTRATION
Recover A System
Make sure that your system is on, before filling out this information. You would be prompted with a Machine ID # and a key, both of which are required for your password. DO NOT SHUTDOWN or restart your machine until the password generated has been entered.
Please enter the company of the machine as displayed on your monitor.
Please enter the model of the machine as displayed on your monitor.
Please enter the serial# of the machine as displayed on your monitor.
Please enter the unlock key # as displayed on your monitor.
WARNING: Nothing will be logged.
Get Password
ESTER Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forget login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout

FIGURE 34

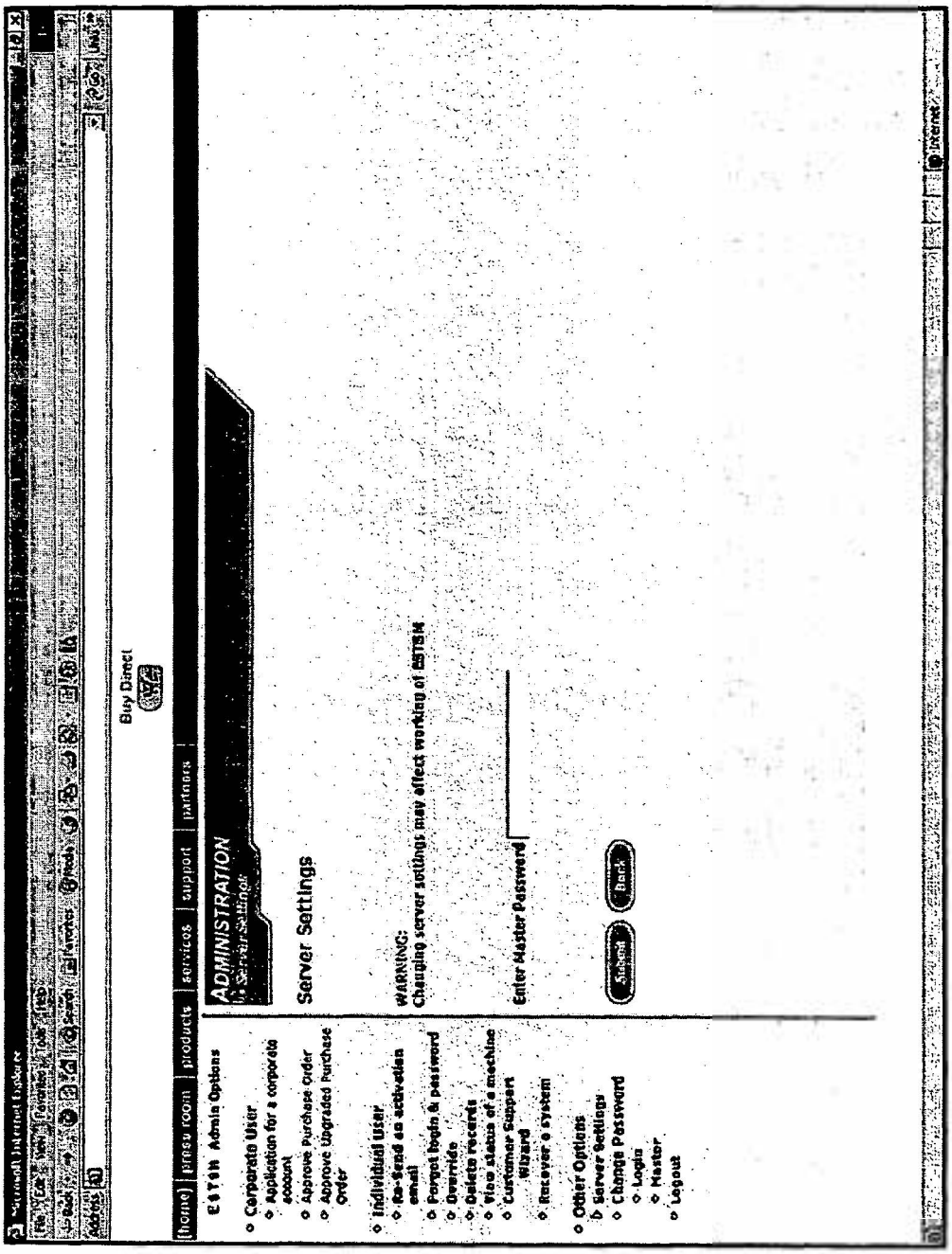

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enasu room
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services
support
partners
ESTEM Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Server Settings
Server Settings
WARNING:
Changing server settings may effect working of ESTEM
Enter Master Password
Submit
Back

FIGURE 35

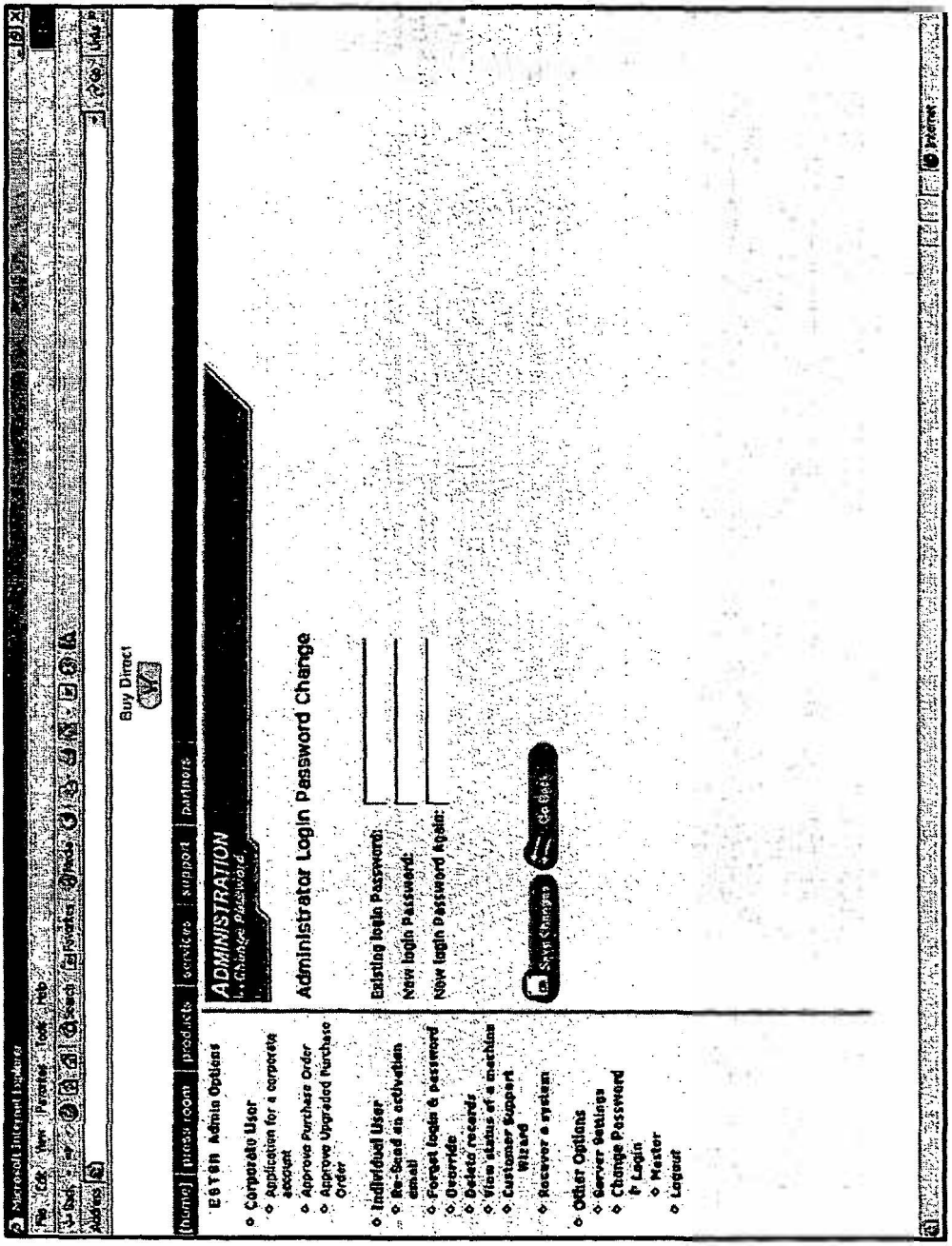

Buy Direct
ADMINISTRATION
Change Password
Administrator Login Password Change
Existing login Password:
New login Password:
New login Password Again:
Save Changes
Go Back
E STEIN Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forget login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout

FIGURE 36a

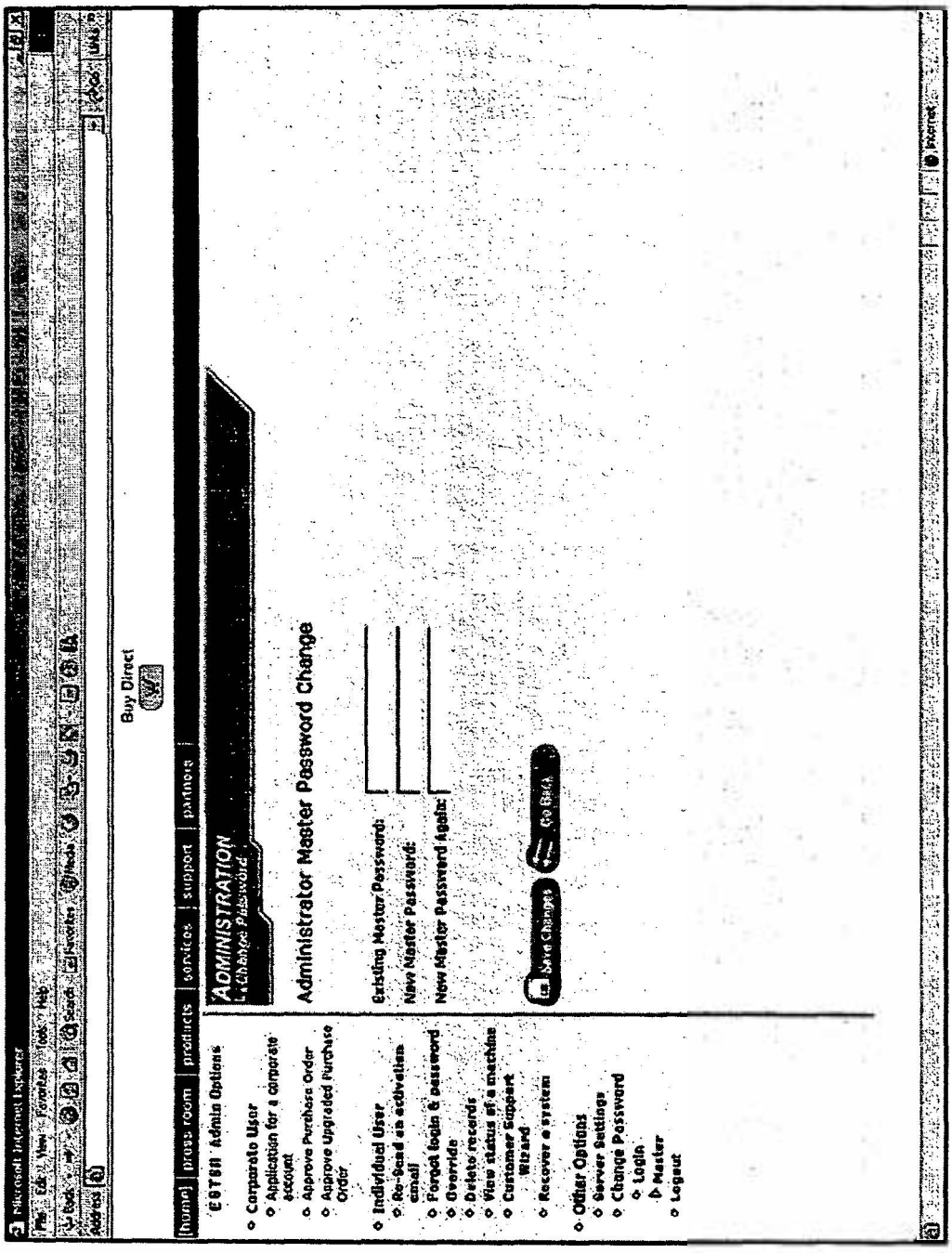

Buy Direct
[home] | press room | products | services | support | partners
ESTSH Admin Options
Corporate User
Application for a corporate account
Approve Purchase Order
Approve Upgraded Purchase Order
Individual User
Re-Send an activation email
Forgot login & password
Override
Delete records
View status of a machine
Customer Support Wizard
Recover a system
Other Options
Server Settings
Change Password
Login
Master
Logout
ADMINISTRATION
Change Password
Administrator Master Password Change
Existing Master Password:
New Master Password:
New Master Password Again:
Save Changes
Go Back

FIGURE 36b