

## CURRENT VERSION OVERVIEW

Thank you for choosing Elite Keylogger as your all-in-one PC surveillance solution! Elite Keylogger is the most stealth keyboard monitor and is completely undetectable even by most up-to-date anti-keyloggers and anti-spyware tools. You can be sure that it is the best software for:

- PC activity monitoring
- E-mail capturing
- Child safety
- Passwords recording
- User accounts monitoring
- Applications history logging
- Printed documents monitoring
- etc

Most recent version: Elite Keylogger 4.7 [Build 430]

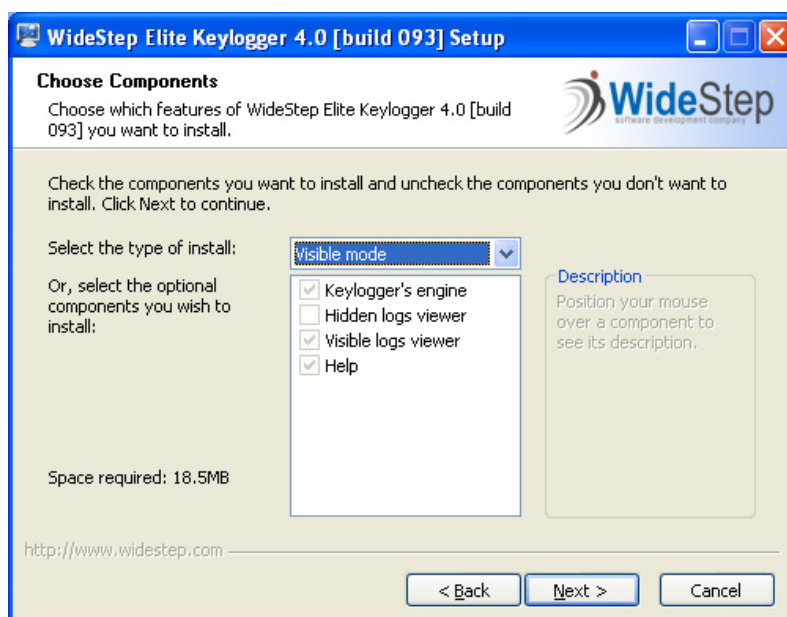
This version was released on 19th April 2010

### Most recent changes:

- Full Windows 7 compatibility (32-bit editions)
- Email configuration wizard to help you get the recorded logs delivered to your mailbox
- Full Unicode support
- Large logs reading support: logs are loaded in portions to prove the smoothest experience
- Logs can be e-mailed to any mailbox now: SMTP authentication support added
- Totally undetectable to anti-viruses and anti-spyware
- Improved filtering and remote delivery options
- Passwords capturing mechanisms enhanced
- Configuration options re-considered
- Some enhancements in GUI and user interaction
- New unhide mechanism: runelitekeylogger keyword is now replaced with 'unhide'
- Special instructions screen after installation
- New stealth mechanisms to protect Elite Keylogger from anti-spyware tools
- and more stability fixes and functionality improvements...

## VISIBLE MODE INSTALLATION

There are three modes of Elite Keylogger installation, each for a definite purpose. Still you might easily switch between them according to your requirements



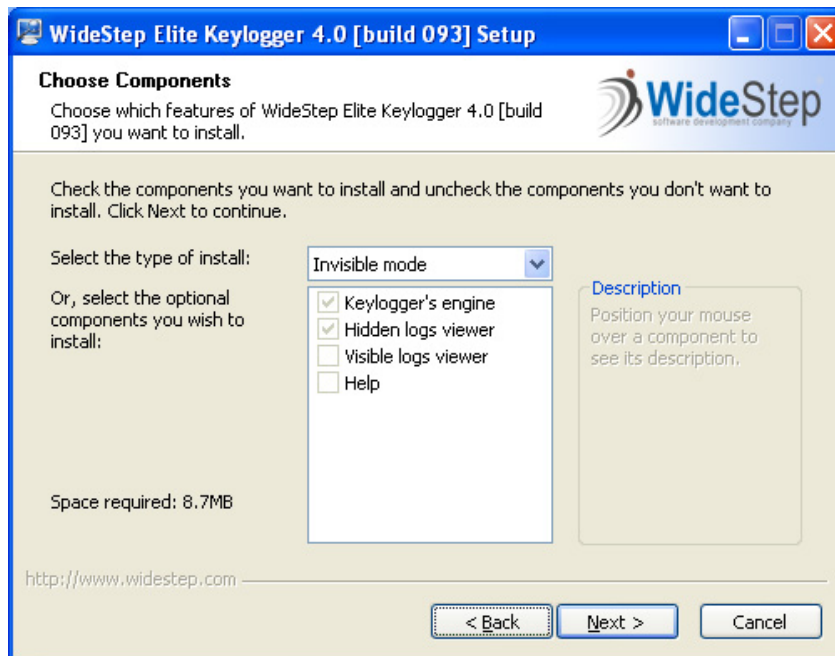
Installing in visible mode is recommended for the first acquaintance with Elite Keylogger. In this case the installation of Elite Keylogger will not be hidden and a standard set of shortcuts will be created for Logs viewing and Uninstallation in your Start menu. Additionally, Elite Keylogger will show up in "Add/Remove programs" section of Control Panel, so that you can easily uninstall the software.

In fact, you shouldn't select this mode for actual installation when your task is to monitor the computer and retrieve recorded information for surveillance, as the Keylogger can be easily located and removed by any person who has administrator rights. This installation mode is a kind of real-life trial for a beginning user and should not be considered stealthy.

**As soon as you are fluent in manipulating Elite Keylogger, you should switch to invisible installation for complete stealthiness**

## INVISIBLE MODE INSTALLATION

There are three modes of Elite Keylogger installation, each for a definite purpose. Still you might easily switch between them according to your requirements.



Invisible mode installation is the key feature of Elite Keylogger which makes it completely stealth and actually invisible. When you select this mode for installation, the Keylogger will not create any shortcuts or uninstallation links in Control Panel that can make it visible to the monitored user, nor will it create any other visible traces in your system. After you reboot the PC when installation is over, Elite Keylogger will automatically start monitoring.

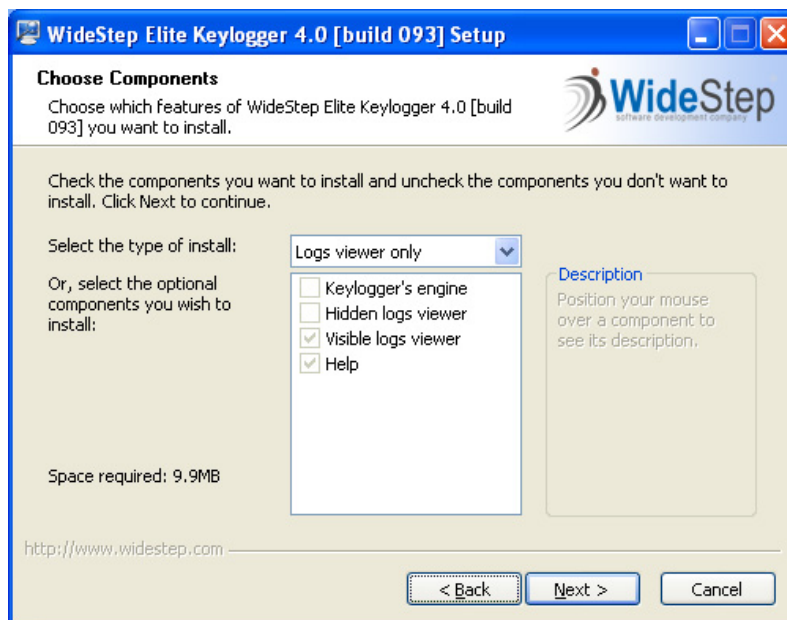
Your next step should be Unhiding and setting your protection password as well as customizing preferences and options to your needs. Since now on you have a great PC surveillance solution installed and ready to provide detailed information to you.

Please, note that since version 4.1 unhide keyword for Elite Keylogger is different it used to be 'runelitekeylogger' but is actually simply 'unhide' now. After you install Elite Keylogger and reboot, you will be presented with a special splash screen with unhide instructions. This screen will not be closed until you unhide Elite Keylogger for the first time. This ensures you are familiar with the way to manipulate and start working with Elite Keylogger. The instructions splash screen will look like this:



## LOGS VIEWER INSTALLATION

There are three modes of Elite Keylogger installation, each for a definite purpose. Still you might easily switch between them according to your requirements.



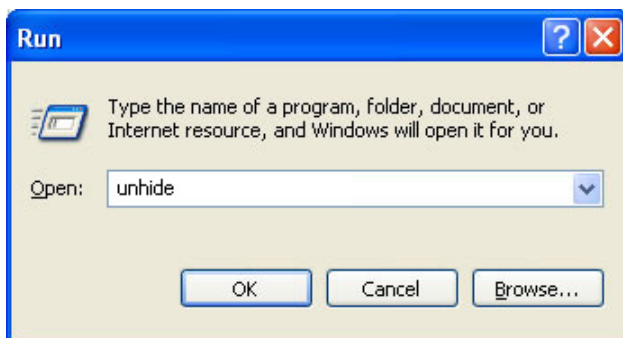
Installation of visible Logs Viewer only is required to review Elite Keylogger's logs that are coming to your mailbox from a remote monitored computer. This is useful when you have no intention to monitor the PC which you are viewing the recorded activity on. Keylogging driver will not be installed in this mode.

## UNHIDING

Elite Keylogger works absolutely invisibly in the background, so that your PC users will not spot that they are monitored unless you intentionally enable monitoring warning.

To unhide Elite Keylogger, please follow these simple steps:

1. Press WIN+R, or launch Run dialog going to Start menu -> Run
2. Type "**unhide**" (this is th default unhide keyword, you should change it in Main Options
3. **Do not press Enter, or click OK! Elite Keylogger tracks the sequence and will be unhidden automatically if the keyword is only typed.**

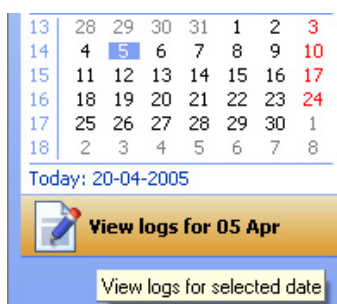


4. Type in your unhide password (if it is the first time you launch it, it will ask you to set the unhide password, type it in and go to Step 1)
5. If the unhide password is correct, you will be granted the access to Elite Keylogger.

## GENERATING LOGS

After you unhide Elite Keylogger, you need to generate logs for the date you are interested in to view them. Generating logs is really simple:

1. Unhide Elite Keylogger
2. Go to Logs tab
3. Select the date you would like to view the logs for in the calendar. Note: the name of the button that actually starts logs generating will be changed according to the date you selected
4. Press the "View logs for DD mmm" button to start logs generation



5. Elite Keylogger will now analyze, decipher and generate logs if there is any activity in the log for the date you selected



**Please, note: you may abort logs generation at any time. This may be useful if you have no time to wait for huge log to be built. You may always get back to viewing this log later, until the log is cleared.**

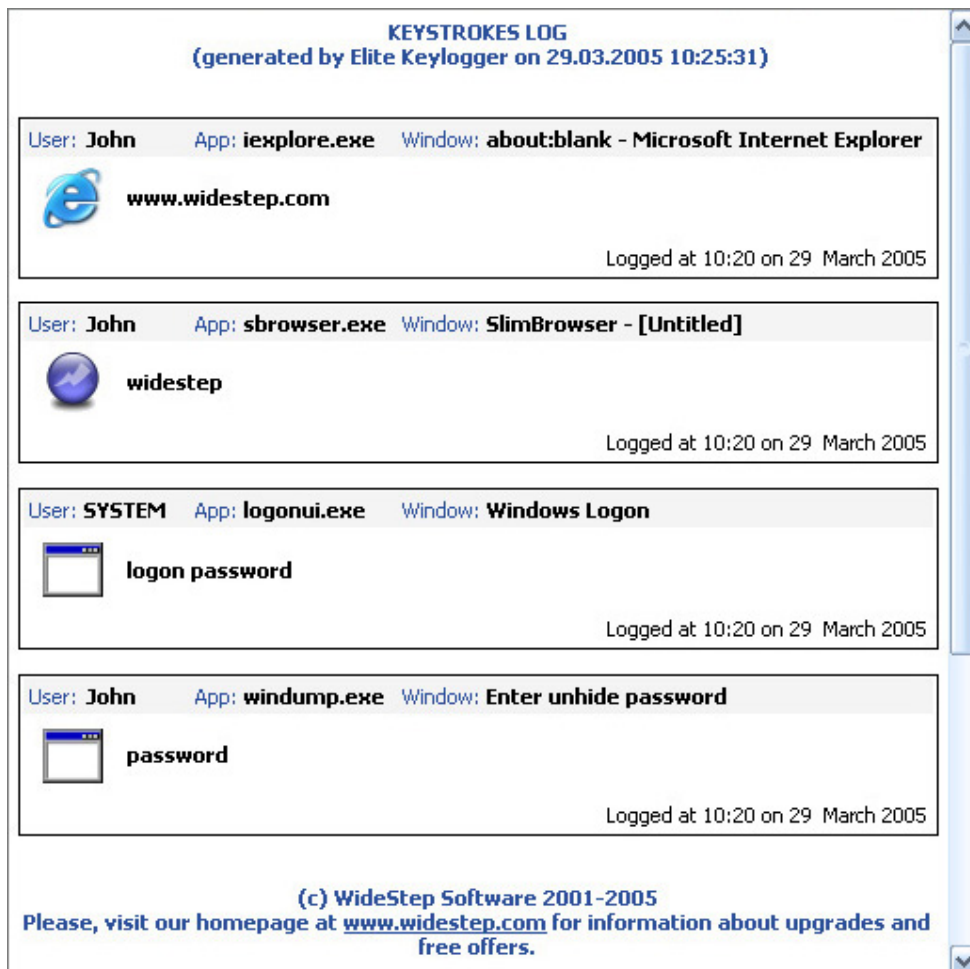
## VIEWING KEYSTROKES LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view all recorded keystrokes, please, select Keystrokes log.



This will immediately bring you to the Keystrokes log which will be shown to the left. Keystrokes in the log are combined into series according to application and time they were recorded. This log also stores information about user and window caption where the keyboard activity took place. All records are timestamped for your convenience.

Here's an example of the log:



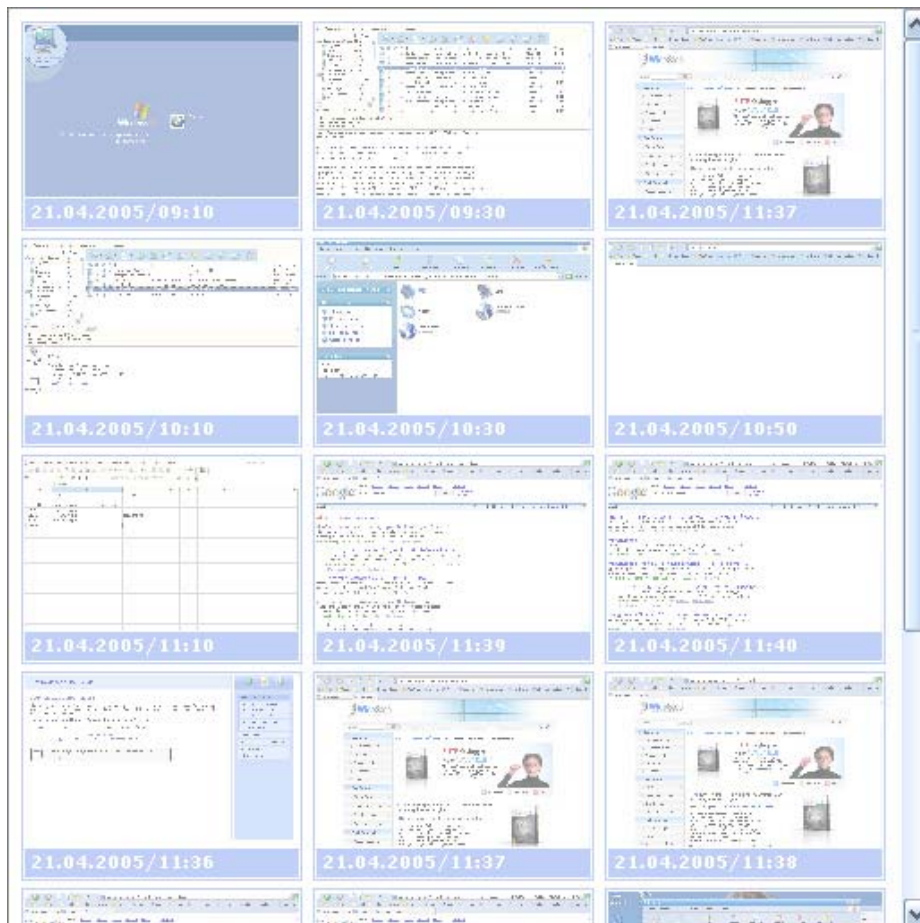
## VIEWING SCREENSHOTS LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view all captured screenshots, please, select Screenshots log.



This will immediately bring you to the Screenshots log which will be shown to the left. Screenshots are captured according to the interval you specified in Main configuration. Log contains thumbnails to preview each screenshot, they are sorted by date in ascending order. Clicking on a preview zooms the recorded screenshot and shows it in actual size.

Here's an example of the log:



## VIEWING WEB-ACTIVITY LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view all recorded Internet activity, please, select Internet Activity log.



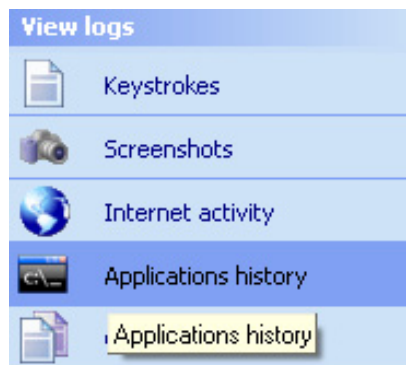
This will immediately bring you to the Internet Activity log which will be shown to the left. You may see no Internet Activity in the log after logs generation in two cases: either there was no web activity spotted or you disabled Internet usage monitoring in "Options - Main configuration - Network protocol monitoring - HTTP". When reviewing Internet Activity log you will be able to see all websites visited by users of your computer for the date you selected. Each entry contains web-address (URL), web-page header, and timestamp of the activity.

Here's an example of the log:



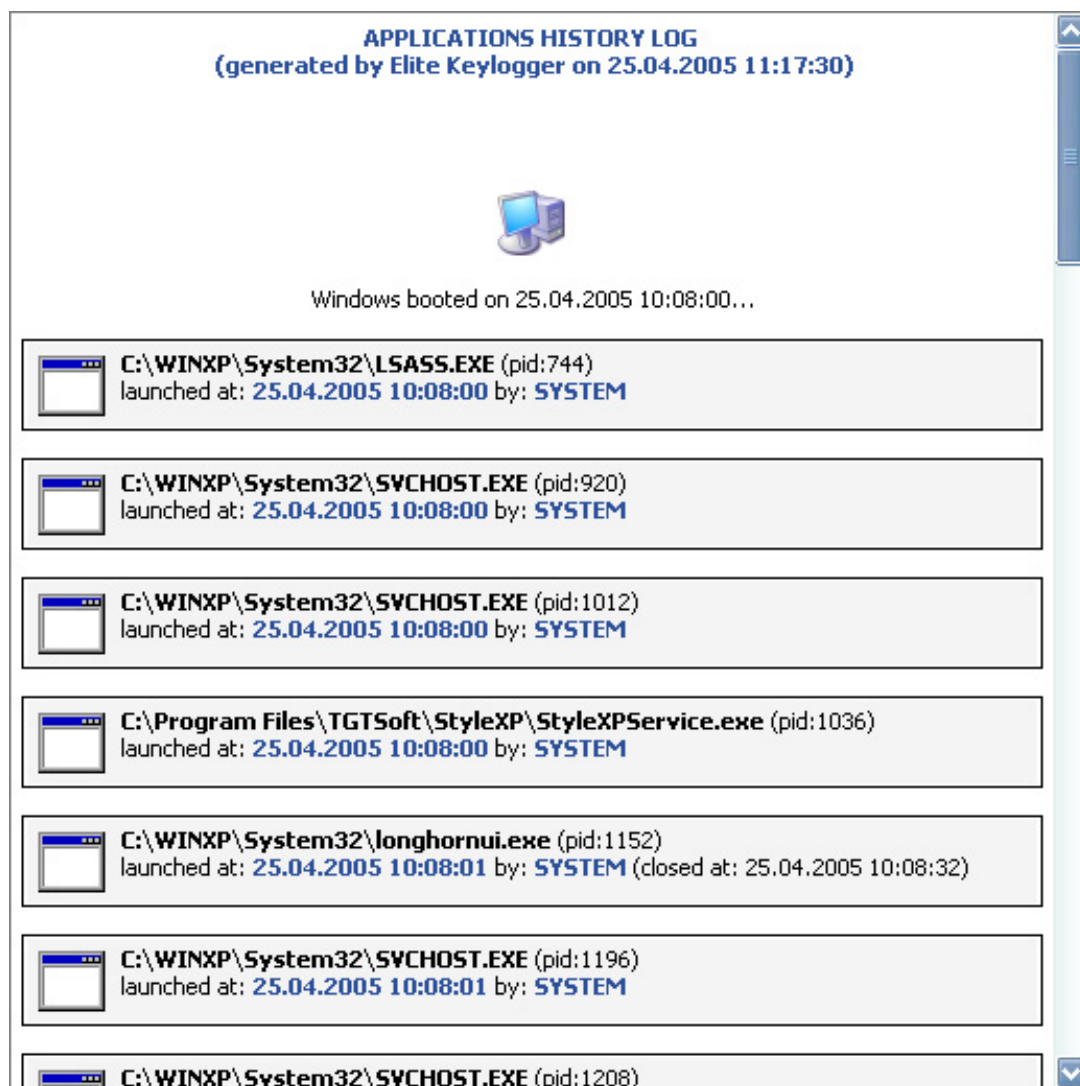
## VIEWING APPLICATIONS LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view recorded applications history, please, select Applications history log.



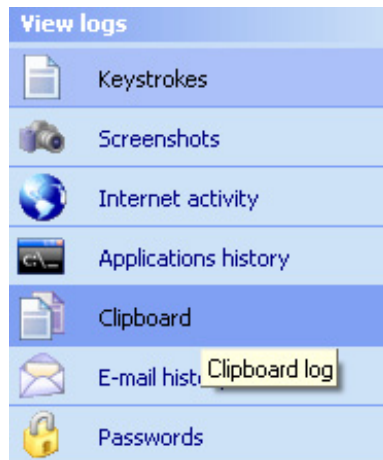
This will immediately bring you to the Applications log which will be shown to the left. Applications log contains detailed information on every application and process ever launched during the specified day. All the entries in this log are grouped by the Windows boot sessions. Each application or program the user starts will be recorded with its Process ID (PID), launching timestamp, actual path to the executable and username with which rights it has been launched. All the entries are sorted by date and time.

Here's an example of the log:



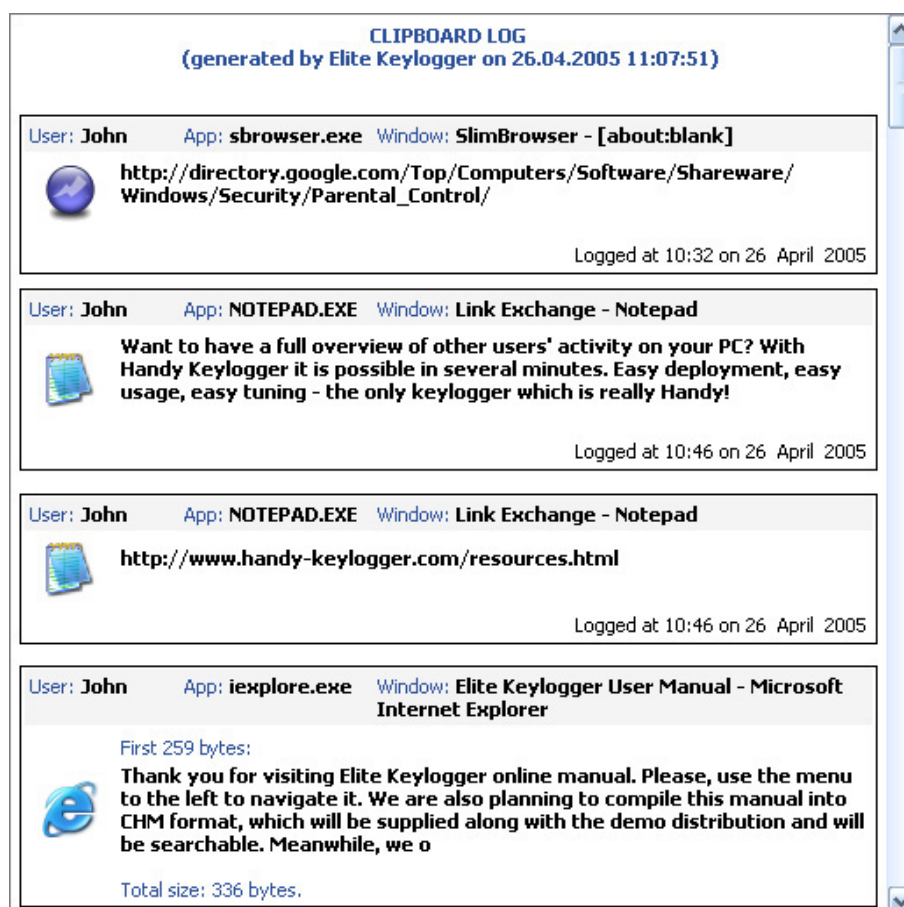
## VIEWING CLIPBOARD LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view all captured Clipboard activity, please, select Clipboard log.



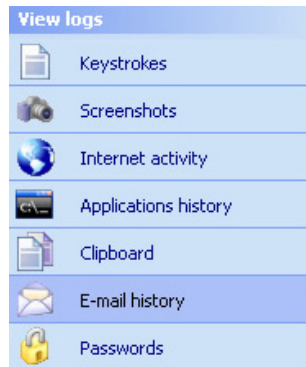
This will immediately bring you to the Clipboard log which will be shown to the left. Elite Keylogger comes with clipboard capturing feature. Oftentimes, passwords, access codes or URLs may be too long or too difficult to type in and users prefer copying and pasting. While 90% of the existing keyloggers would not capture this data, Elite Keylogger 2.5 users will get access to this crucial information. Each entry in clipboard log has a standard set of additional information like: current username, application and window caption in which the clipboard activity has taken place, as well as detailed timestamp of the recorded action. Sometimes the entries may be truncated as they may be too big to fit into the log.

Here's an example of the log:



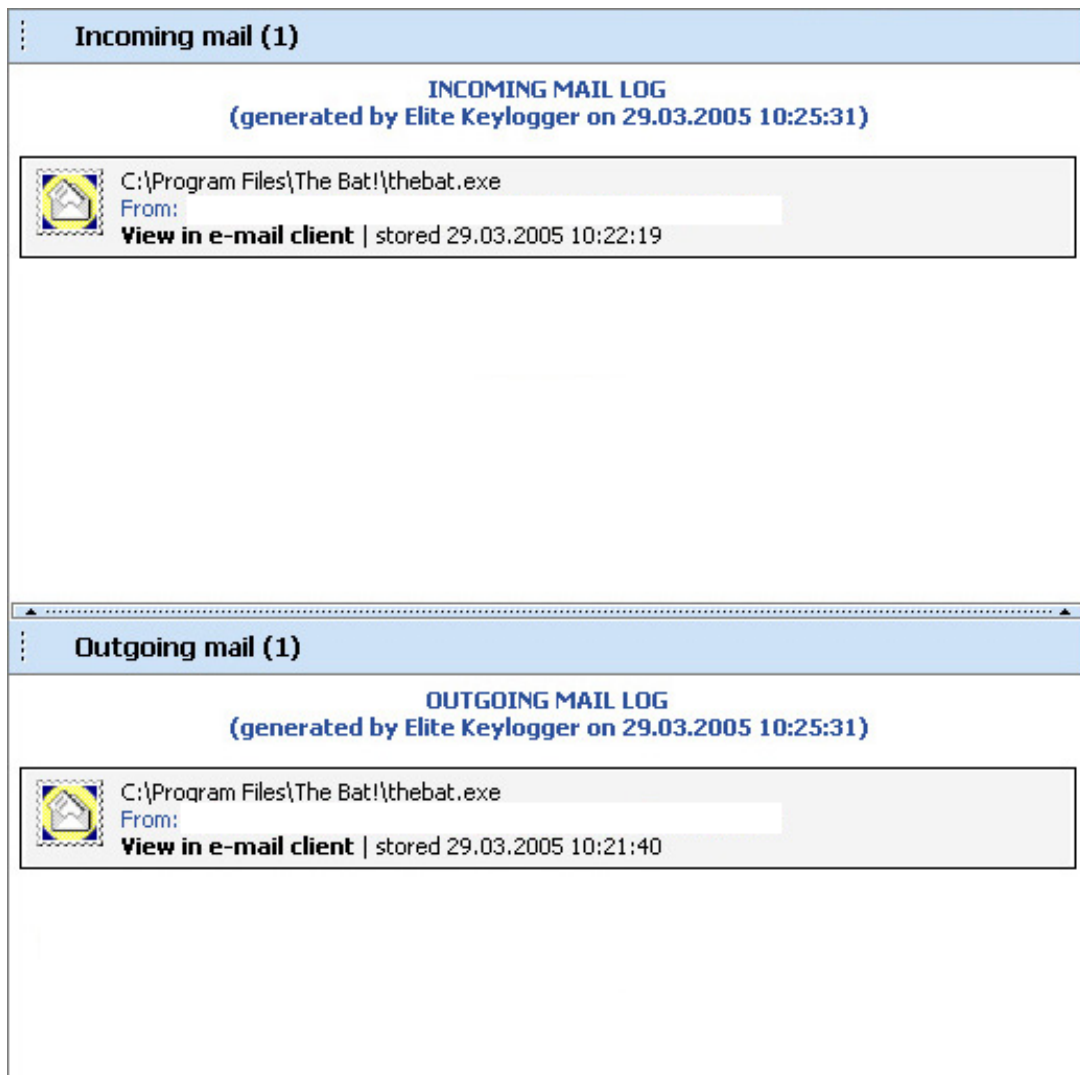
## VIEWING E-MAIL HISTORY LOG

As soon as logs are generated, you may switch between them using logs selection menu. To view all recorded E-mailing activity, please, select E-mail history log



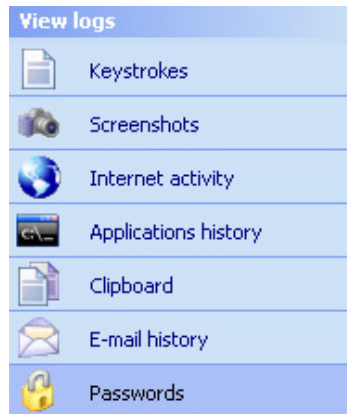
This will immediately bring you to the E-mail log which will be shown to the left. Recorded e-mail history is split into 2 parts: Incoming and Outgoing mail. You will see the full path to e-mail client that was used, its icon, and both addresses: source and destination of the letter. To view the whole letter text, please, click the "View in e-mail client" link. This will launch your default e-mailing software and load the letter for the preview. All the entries are timestamped in the log, so that you are able to review time and date when a specific e-mail was sent/received.

Here's an example of the log



## VIEWING PASSWORDS LOG


As soon as logs are generated, you may switch between them using logs selection menu. To view all captured passwords, please, select Passwords log



This will immediately bring you to the Passwords log which will be shown to the left. Passwords log stores all captured passwords that were ever typed or input on the monitored PC. Even if the password was saved and never typed, Elite Keylogger will record it while it is being masked in Password dialog. Additionally Elite Keylogger is capable of capturing SMTP passwords parsing SMTP traffic. And surely the exclusive and most juicy feature is recording Windows Logon passwords in Windows 2000/XP.

Here's an example of the log:

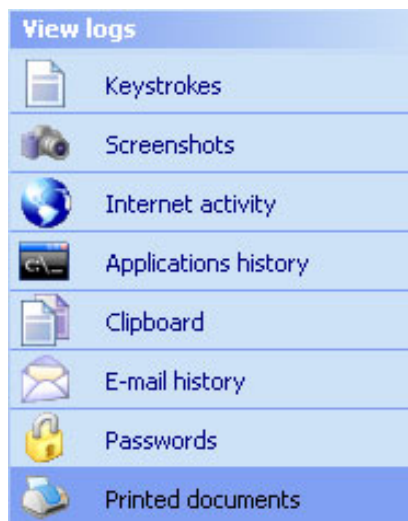
**PASSWORDS LOG**  
(generated by Elite Keylogger on 29.03.2005 10:25:31)

	<b>Incoming mail</b> (Last access: 29.03.2005 10:22:19) <b>mail password</b>
	<b>C:\Program Files\SlimBrowser\sbrowser.exe</b> (Last access: 29.03.2005 13:36:10) <b>password</b>
	<b>C:\WINDOWS\system32\winlogon.exe</b> (Last access: 29.03.2005 10:24:54) <b>winlogon password</b>
	<b>C:\WINDOWS\system32\logonui.exe</b> (Last access: 29.03.2005 10:24:54) <b>winlogon password</b>

If you didn't find a password you were searching for here, please, refer to Keystrokes Log, it may have been recorded and stored in there.

## VIEWING PRINTED DOCUMENTS LOG





As soon as logs are generated, you may switch between them using logs selection menu. To view all recorded printed documents, please, select Printed documents.



This will immediately bring you to the Printed documents log which will be shown to the left. Elite Keylogger, being a very powerful Printer Monitor (since version 3.0), lets you capture all documents that are printed locally, everything sent from your PC to remote printers and also from other computers to your local printer. All the entries in the log are timestamped. Meanwhile, viewing the documents that were printed is not possible. Currently Elite Keylogger provides detailed information about files that were sent to printer's queue, including file name, user name, etc.

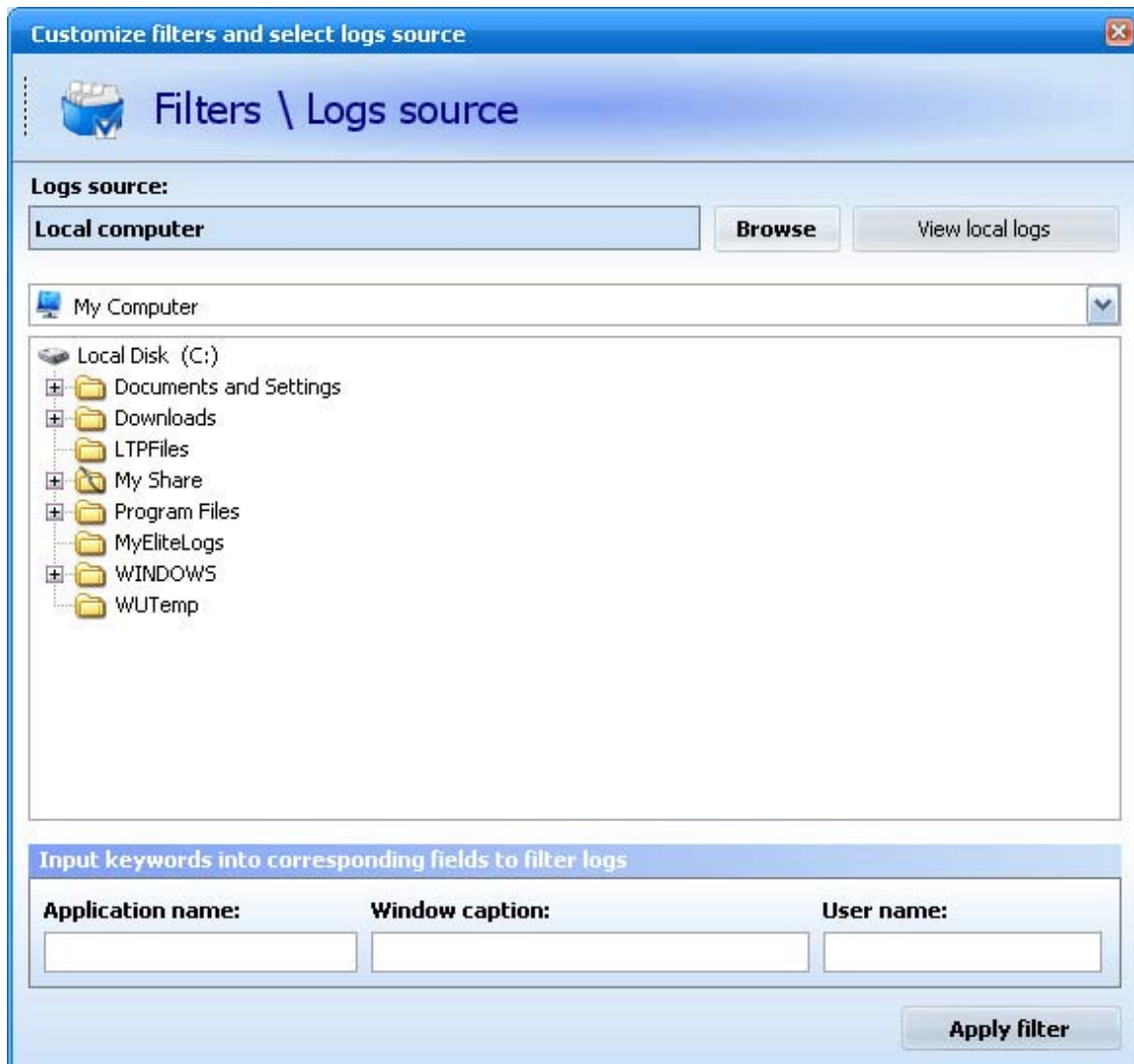
Here's an example of the printed documents log:

### PRINTED DOCUMENTS LOG (generated by Elite Keylogger on 25.05.2006 11:32:34)

	<b>11:23 HP LaserJet 6L</b> \ Job #2 from \\PC1\User_U <b>New Text Document - Notepad</b> (Page 0 from 1 printed)
	<b>11:23 HP LaserJet 6L</b> \ Job #3 from \\10.0.0.4\Guest <b>setuplog.txt - Notepad</b> (Page 0 from 251 printed)
	<b>11:24 HP LaserJet 6L</b> \ Job #4 from \\PC1\User_U <b>https://privat24.g...vo.html</b> (Page 0 from 11 printed)
	<b>11:31 HP LaserJet 6L</b> \ Job #5 from \\PC1\User_U <b>http://www.ibm.com/us/</b> (Page 0 from 1 printed)

## FILTERING LOGS

Logs filtering is a handy feature of Elite Keylogger which lets you sort, filter and narrow down recorded logs to most wanted information. To invoke Filtering dialog, please, go to "Logs - Filter". The dialog looks like the following:



Filtering has 2 major goals in Elite Keylogger:

1. Filter entries in logs by several criteria
2. Switch from local logs viewing to the logs you received from the remote monitored PC

### Filtering logs

Elite Keylogger lets you filter the logs you have by the three most relevant criteria: Application name, Window caption, User name. Filtering by Application name will only leave entries that correspond to the input in "Application name" field. For example, if you want to see keystrokes recorded in Outlook only, you should enter something like "outlook" in this field. After you finish setting new filter, press "Apply filter". This will regenerate logs with the new settings. If any of the customized filtered fields match your input, the log will be filtered and you will only see the relative matches in all logs. Additionally, filtered logs will have a "**FILTERED**" label in the beginning.

## Viewing remote logs

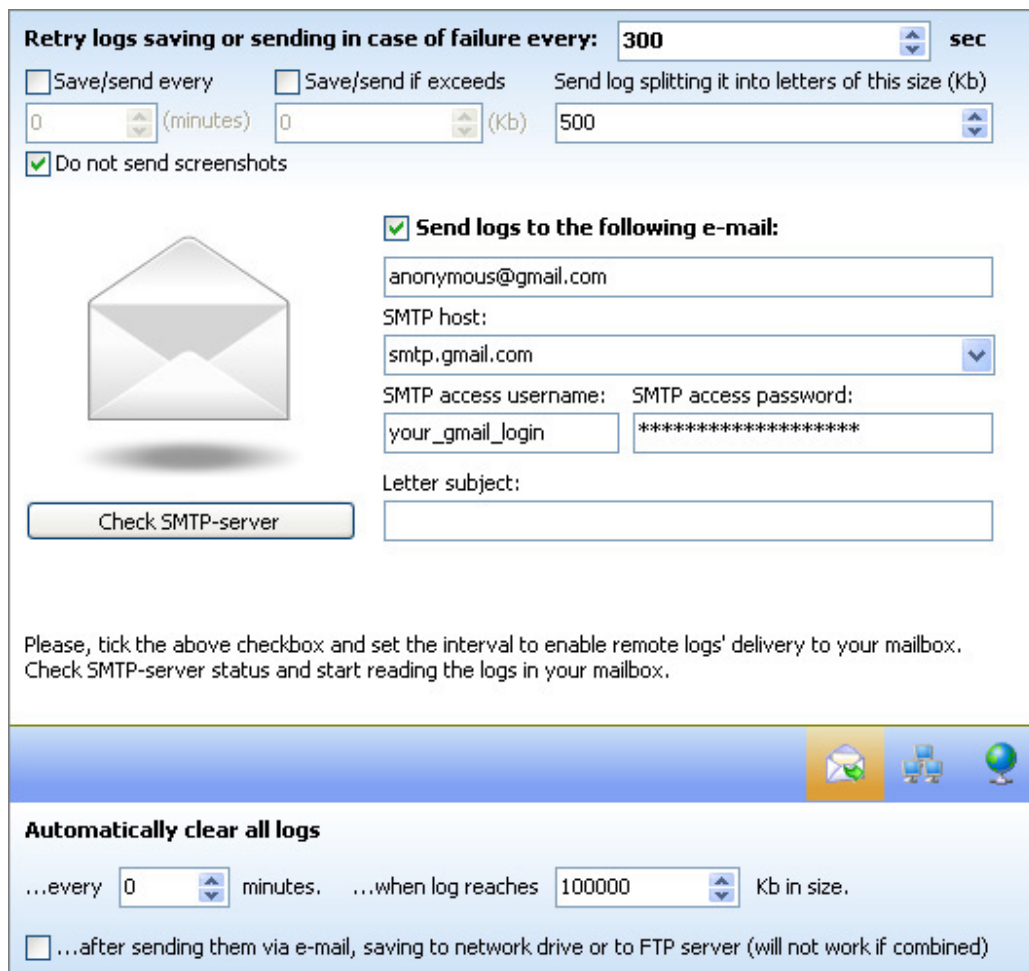
If you enabled Logs e-mailing and stored logs you received to a separate folder on your PC, Filter dialog is the place where you switch to the logs from other computers. You should use Browse button to navigate to the folder where you saved all the logs you received. Then press "Apply filter", note, that filtering fields should be empty in this case. If logs are found in that folder Elite Keylogger will combine (as you know the logs you receive can be split in several portions by the means of \*.1, \*.2, \*.3 and other extensions) and prepare them for reviewing. If there are more than one log to view in the selected folder, you will see the following dialog:



Select the log you would like to view and click "View this log".

## E-MAILING LOGS

Elite Keylogger features a very convenient way to read logs remotely: you can setup automatic logs sending to your e-mail. To enable logs e-mailing, please, refer to Log options.



The screenshot shows the 'E-mailing logs' configuration window. At the top, it says 'Retry logs saving or sending in case of failure every: 300 sec'. Below this are three checkboxes: 'Save/send every' (unchecked), 'Save/send if exceeds' (unchecked), and 'Send log splitting it into letters of this size (Kb)' (checked). The 'Save/send every' checkbox has a dropdown menu set to '0 (minutes)'. The 'Save/send if exceeds' checkbox has a dropdown menu set to '0 (Kb)'. The 'Send log splitting it into letters of this size (Kb)' dropdown menu is set to '500'. There is a checked checkbox for 'Do not send screenshots'. Below this is an envelope icon and a 'Check SMTP-server' button. To the right, there is a checked checkbox for 'Send logs to the following e-mail:'. Below this are several input fields: 'anonymous@gmail.com', 'SMTP host: smtp.gmail.com', 'SMTP access username: your\_gmail\_login', 'SMTP access password: \*\*\*\*\*', and 'Letter subject:'. Below the input fields is a 'Check SMTP-server' button. At the bottom of the window, there is a section titled 'Automatically clear all logs' with two dropdown menus: '...every 0 minutes' and '...when log reaches 100000 Kb in size'. There is also a checkbox for '...after sending them via e-mail, saving to network drive or to FTP server (will not work if combined)'. The window has a blue header bar with icons for e-mail, a computer, and a globe.

First, you need to specify the saving/sending interval in "**Save/Send every**" field. This parameter is counted in minutes. So this makes the least possible interval of 1 minute. After that, enable logs e-mailing by checking the following setting: **Send logs to the following e-mail**.

Now input the desired e-mail address to receive the logs to. It may be any e-mail at all. However, you need to know the SMTP server address of your mailbox. This ensures smooth delivery of the logs. For instance, for the time this user guide is created, Gmail's SMTP server is smtp.gmail.com. You can find this information in the documentation of your e-mail provider, ISP or admin.

You may change the SMTP port if you know that your SMTP server uses a different one. Input your SMTP server access name and password, usually these two equal your e-mail login name and password.

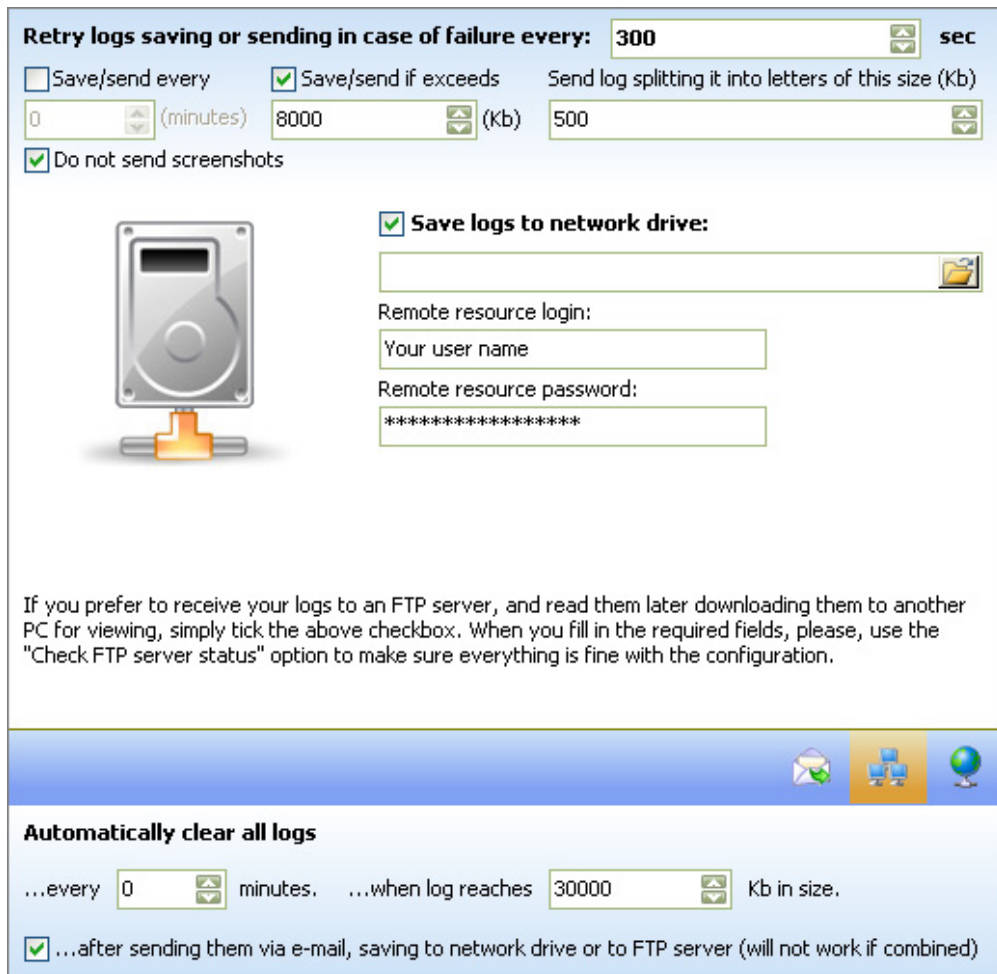
Now it's time to specify the subject of the letter with logs. Logs are e-mailed as attachments, the body of the letter will contain the instructions on reading them.

As soon as you receive the logs to your e-mail, please, copy them to the separate folder and refer to Reading remote logs section to find out to find out how to proceed.

**Please, make sure your firewall allows outgoing connection to Elite Keylogger or is turned off completely when you attempt to force logs' e-mailing and later when the interval to send logs passes.**

## SAVING LOGS TO NETWORK DRIVE

Alternatively to Logs e-mailing you may enable Elite Keylogger to save logs to network shared drive. To enable remote saving of the logs, please, refer to Log options.



The screenshot shows the configuration window for saving logs to a network drive. At the top, it says "Retry logs saving or sending in case of failure every: 300 sec". Below this are three checkboxes: "Save/send every" (unchecked), "Save/send if exceeds" (checked), and "Send log splitting it into letters of this size (Kb)" (checked). The "Save/send if exceeds" checkbox is accompanied by a spinner box set to "8000 (Kb)". The "Send log splitting it into letters of this size (Kb)" checkbox is accompanied by a spinner box set to "500". There is also a spinner box for "0 (minutes)" next to the "Save/send every" checkbox. Below these are two more checkboxes: "Do not send screenshots" (checked) and "Save logs to network drive:" (checked). The "Save logs to network drive:" checkbox is followed by a text input field for the network path. Below this are two more input fields: "Remote resource login:" with the text "Your user name" and "Remote resource password:" with the text "\*\*\*\*\*". To the left of these fields is an icon of a hard drive. Below the input fields is a paragraph of text: "If you prefer to receive your logs to an FTP server, and read them later downloading them to another PC for viewing, simply tick the above checkbox. When you fill in the required fields, please, use the 'Check FTP server status' option to make sure everything is fine with the configuration." At the bottom of the window, there are three icons: an envelope, a computer, and a globe. Below the icons is the section "Automatically clear all logs" with two spinner boxes: "...every 0 minutes." and "...when log reaches 30000 Kb in size." Below this is a checked checkbox: "...after sending them via e-mail, saving to network drive or to FTP server (will not work if combined)".

At first, you need to specify the saving/sending interval in "**Save/Send every**" field. This parameter is counted in minutes. So this makes the smallest possible interval of 1 minute. After that, enable logs saving by checking the following setting: **Save logs to network drive**.

At first specify the path where you want the logs to be saved. It is recommended to have this network drive mounted to your PC for faster response and saving. Finally, configure the access to network drive, input the access login name and password. Please, note that this user has to have enough rights to create files on the remote drive.

**Please, refer to Reading remote logs for further instructions on how you can review the logs that you receive remotely.**

## SAVING LOGS TO NETWORK DRIVE

Alternatively you may enable Elite Keylogger to secretly send logs to your FTP server (presuming you have the one in mind, or can get access to a free one). To enable remote sending of logs, please, refer to Log options.

**Retry logs saving or sending in case of failure every:**  **sec**

Save/send every  Save/send if exceeds Send log splitting it into letters of this size (Kb)

(minutes)  (Kb)

Do not send screenshots



**Save logs to the following FTP server:**

Remote directory:

Remote resource login:

Remote resource password:

You can also secretly save logs to the network shared drive. Just tick the above checkbox, browse to the remote drive and add optional user name and password if they are required. Make sure you are connected to your LAN. If you have problems configuring remote logs' saving, please, contact our support team: [support@widestep.com](mailto:support@widestep.com)

**Automatically clear all logs**

...every  minutes. ...when log reaches  Kb in size.

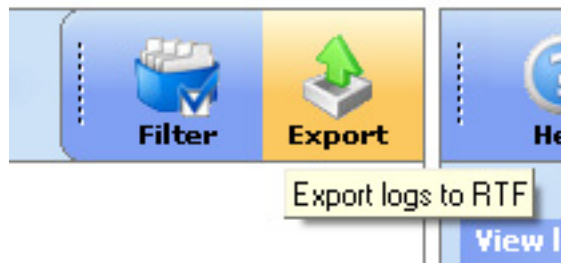
At first, you need to specify the saving/sending interval in "**Save/Send every**" field. This parameter is counted in minutes. So this makes the smallest possible interval of 1 minute. After that, enable logs' sending to FTP by checking the following setting: **Send logs to the following FTP server**.

If you prefer to receive your logs to an FTP server, and read them later downloading them to another PC for viewing, simply tick the above checkbox. When you fill in the required fields (FTP server address, remote directory, login and password), please, use the "Check FTP server status" option to make sure everything is fine with the configuration.

**Please, refer to Reading remote logs for further instructions on how you can review the logs that you receive remotely.**

## EXPORTING LOGS INTO RTF

Sometimes you may have no time to review the logs and thus have to hurry not to be spotted. To prevent this we implemented the export feature, so that you can export all the logs into RTF (Rich Text Format). All the logs (except for Clipboard log) can be exported into RTF. This text format can be read in MS Word, MS Wordpad, Open Office, etc. Later you can print, copy and manage logs in RTF saving the PC activity that was recorded by Elite Keylogger in user-friendly format without the need to generate them again.



**Please, click the Export button to export the log you are currently viewing. Note that since version 3.0 Elite Keylogger correctly exports ALL recorded logs into RTF, including Screenshots.**

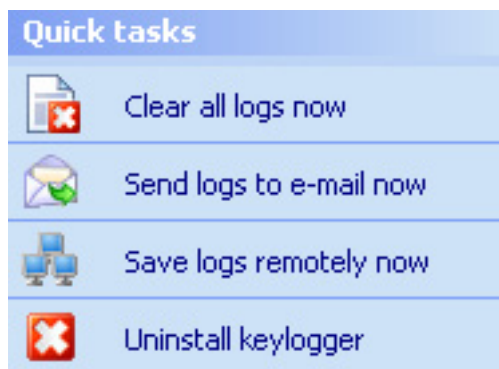
## UNINSTALLATION

There are several ways to uninstall Elite Keylogger. Please, note: the uninstallation method you choose much depends on the mode you installed Elite Keylogger in. Since version 3.0, uninstallation process was changed a bit.

**Right now the best way to uninstall Elite Keylogger is to use the "Uninstall keylogger" button in the Options tab of the GUI.**

**If you installed Elite Keylogger in invisible mode:**

Uninstallation from invisible mode can be executed from the configuration utility or command line. To uninstall Elite Keylogger, please, go to Options tab and select "Quick Tasks - Uninstall Keylogger".



**If you have problems logging into the GUI, please, e-mail us to receive further instructions, supply your detailed system specifications and exactly describe the situation that you are having, including what exactly happens when you try to unhide Elite Keylogger to get into the GUI.**

**If you installed Elite Keylogger in visible mode or only Logs Viewer:**

In this case Elite Keylogger is added to your Add/Remove Programs list, so you may uninstall it in standard way from there. Alternatively, you may use the "All Programs - WideStep Elite Keylogger - Uninstall" shortcut which was also created during the installation

## TIPS AND TRICKS

### Tip#1: Are Elite Keylogger logs user-friendly?

Logs generated by Elite Keylogger are stored secretly in the encrypted hidden file. During logs viewing, they are presented in an understandable logical format. You can also export them into RTF (Rich Text Format), which is the most commonly used format of office documents. You can always open a RTF document in Microsoft Office, Open Office, Star Office or even in WordPad, the latter is a standard text editor freely distributed with Windows OS. To convert logs into RTF, simply press "Export" button in the logs viewer.

### Tip #2: What if Elite Keylogger occupies excessive system resources?

Elite Keylogger is a versatile software with plenty of settings. If you have a relatively slow computer, we recommend that you should lower the frequency of taking snapshots to 5-10 minutes, disable monitoring of the network protocols that are not critical for you, disable "Record functional keys" and "Record other keys" checkboxes, and finally set "Logs generation process priority" to minimum.

### Tip #3: What if Elite Keylogger occupies too much space on my hard drive?

There are 3 methods of automatic logs clearing in Elite Keylogger to optimize your hard drive space which is required by Elite Keylogger. You can configure them in the following tab: **Options\Log options**.

### Tip #4: How do I receive and view logs from the other PC?

If you configured logs e-mailing from the remote PC to your mailbox, the first thing you should do is create a separate folder on your PC where you will store received logs. To view the logs you received via e-mail, please, save the files you will get to this folder, unhide Elite Keylogger and press [Filter] button. Then use [Browse] to point Elite Keylogger to the folder where you saved the logs, then press [Apply filter]. You will see the list of available logs for viewing. Finally select the log you are interested in and press [View this log] link.

### Tip #5: How can I prevent that Elite Keylogger is revealed?

If you enable "Show monitoring screen" option, you will see a warning label each time you reboot your PC or Log out. This can be useful if you want your users to know that their activity is monitored.

### Tip #6: Screenshots do not fit my screen...

If the monitored PC has bigger resolution than yours, and screenshots from that computer do not fit into your screen, you can save them to files and view later with your favorite images viewer.

### Tip #7: How to find worms and trojans with Elite Keylogger

Elite Keylogger is capable of monitoring incoming and outgoing e-mails as well as all applications that are currently active in your system. Thanks to this you can track unwanted e-mailers that can be present on your PC (trojans, worms, adwares, data miners, etc).

**Tip #8: Search in all logs**

You can search in all logs you have. Just choose "Find" in the right-click menu on any log!

**Tip #9: I don't know my SMTP server address, where can I get it?**

Open your Outlook, The Bat, or whatever you use for e-mailing, go to settings or tools menu, and find out which SMTP server is stored there. Simply copy/paste it to the SMTP server field in Elite Keylogger, and send a test e-mail.

**Tip #10: You can move Elite Keylogger screenshots label**

You can drag and drop Elite Keylogger's label while viewing the recorded screenshots if it is above some important info.

**Tip #11: Viewing full text of the recorded letter**

You can view any captured e-mail within your favorite e-mail client by clicking "View in e-mail client".

**Tip #12: Capturing a password**

If you don't find a password that you are interested in in Passwords Log, you can try to search for it in Keystrokes by Window or Application name.

**Tip #13: I use a web-based e-mail, I don't know what SMTP-server is.**

Most of web-based mailboxes still allow using them offline with the help of an e-mail client, like Outlook. If you use Yahoo or Hotmail, you may always try setting SMTP server value into smtp.yahoo.com or smtp.hotmail.com, or check their documentation to find the exact address of the server.

**Tip #14: Filtering logs**

You can build logs based on the information you are specifically interested in. To do this, please, use [Filter] option and specify the application, window caption or user name you would like to narrow generated logs to.

**Tip #15: Exporting recorded screenshots**

Did you know that you can save any recorded screenshot into Bitmap (\*.BMP) file by right-clicking it while viewing.

**Tip #16: Possible problems with recorded e-mails**

In case you can't read a recorded letter in your e-mail client, you should consider choosing a different character encoding.

### **Tip #17: How to retrieve lost letters with the help of Elite Keylogger**

In case you occasionally deleted a message in your e-mail client, and would like to recover it, you may open it in Elite Keylogger logs and save it as \*.eml, for instance, for further use in your mailing program.

### **Tip #18: I don't receive e-mails with logs, what's wrong?**

If you can't get e-mails pass through to you, it is possible that the mail server you currently selected is not working, try to search for a different one or choose another one from the drop-down box.

### **Tip #19: Selective user monitoring**

User accounts like [Support], [Help assist], etc, are system accounts and you shouldn't pay attention to them when choosing those you wish to monitor.

### **Tip #20: What does 'truncated' e-mail mean?**

If the e-mail is larger than the maximum letter size set in Options, Elite Keylogger will truncate it and you will see the [truncated] label in the log near the corresponding letter.

### **Tip #21: How can I reinstall Elite Keylogger?**

As soon as newer version of Elite Keylogger is uploaded to the server, you will need to follow these simple steps to upgrade:

1. Download the latest version.
2. Uninstall previous version that you have in your system.
3. Install the newer version.
4. You won't have to reenter your registration data once again if you are a registered client.

**Please, note: uninstalling Elite Keylogger will lead to losing of all logs that you have at the moment.**

### **Tip #22: I used the E-mailing Wizard, but still cannot receive e-mails with logs?**

There are several reasons that can cause malfunctioning of logs' e-mailing, please, have a look at the following points:

1. Make sure your firewall allows access to Elite Keylogger or is disabled.
2. Make sure your computer is online when it gets to logs' e-mailing.
3. When you force logs' e-mailing do not close the Log Options dialog, wait until the true status of the letter being sent will be shown in the status bar of the window.
4. If "Check SMTP-server status" button returns the positive result, it means that the e-mailing settings are correct and the problem is caused by the outer reasons, like firewall, router or anti-virus stopping e-mails.

**If you still fail to receive e-mails, please, review the Internal Events Log and send it to us. It can be found under Options -> Events.**

**Tip #23: I have forgotten my serial number for Elite Keylogger, how can I retrieve it?**

If you don't have your registration info and would like to recover it for a new installation, please, e-mail us at [sales@widestep.com](mailto:sales@widestep.com) and provide the maximum details that you remember:

- Exact or at least approximate date of your order
- Reseller that you used (Share-it or RegNow)
- Registration name that your license was associated with
- Your order ID
- The e-mail address you used during the order

**Tip #24: I changed the default unhide keyword and don't know how to recover it.**

If you forgot your unhide keyword, you will need to completely reinstall Elite Keylogger. Note, that you have to uninstall the copy that you have now before installing the newer version.