



Coordinator's Guide

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For more information, please visit our [website](#), [blog](#) or [forum](#).

1 Who should read this?

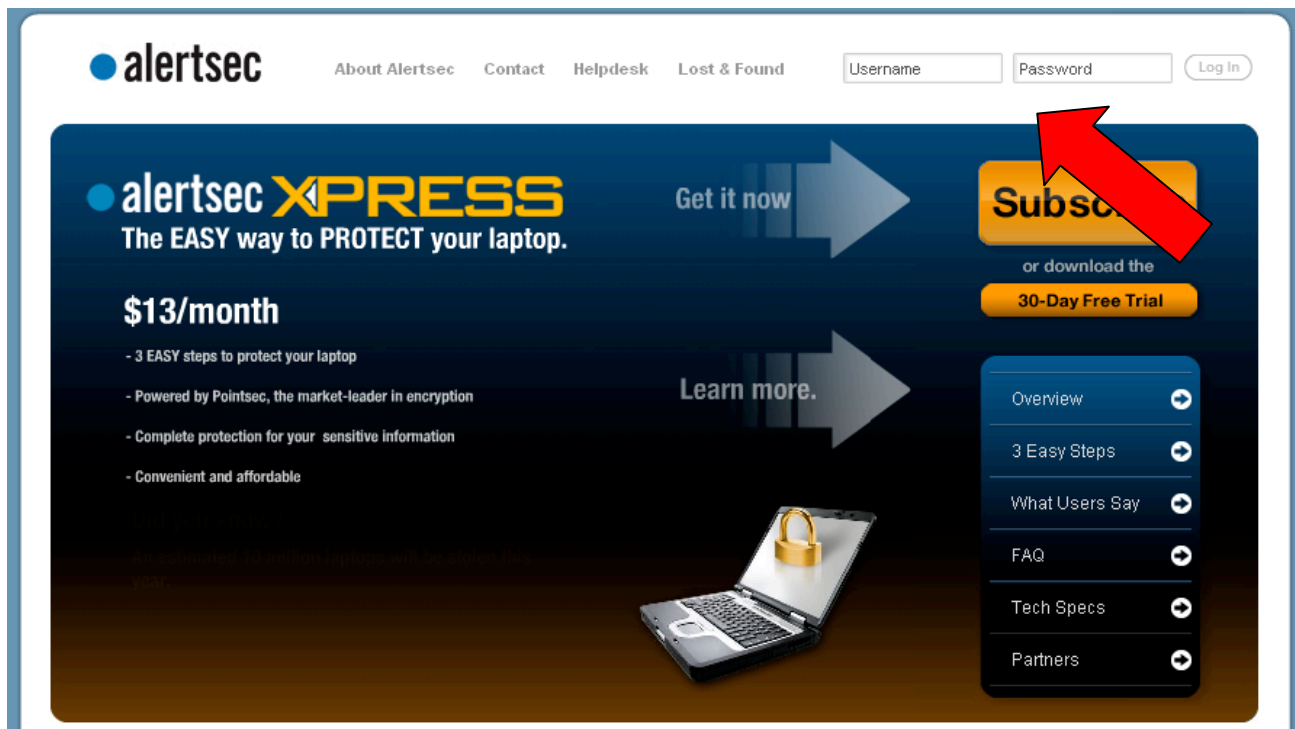
This document is aimed at providing information for the Alertsec Xpress Company Coordinator.

The Company Coordinator is usually the person who orders and maintains the Alertsec Xpress subscription within your company. If there is only one person in an organization that uses Alertsec Xpress, the user and coordinator is usually the same person.

2 Web account access

As Company Coordinator, you can access your account on the Alertsec Xpress website by logging in with the unique username and password you received when ordering Alertsec Xpress. The URL is:

<http://www.alertsec.com>



3 Editing information

When you are accessing your web account for the first time, you will be asked to accept the EULA and to change your password. Once that is done, you will find be logged in to your account.

[Home](#)

Welcome Matt Thomas

Company information

Company: Encryptme Inc
Address: 3443 Data House
 Cambridge
 MA 39490
Tel: +1 888.888.888
Coordinator: Matt Thomas

To change company information or to view additional information about the company, click [here](#).

Welcome

This is the interface where you as coordinator can manage the Alertsec Xpress subscription. In this interface you can:



[Add/Edit users](#)



[Read FAQ](#)

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Please verify that your company information is correct. If it is not, click "edit" to update it. When editing, you will also be able to view the Company Identifier.

Company Identifier

The Company Identifier works as a secondary password and can be used to identify a company coordinator (in this case, you) or someone calling the Alertsec Xpress helpdesk. Normally, a person calling the helpdesk is identified by his or her personal authentication questions and answers. However, sometimes this information is not complete, or the caller might not have an active installation on his machine. In such a scenario, the Company Identifier can very useful.

[Home](#) » Edit Company Information

Edit company information for Encryptme Inc

Edit

In this section you can view and edit information related to the company.

Company

Telephone:

Address:

Change Company Identifier:

The company identifier is the password users in your organization will need to use when calling helpdesk. We advise you use a word that you and your colleagues easily can associate with.

Company coordinator

The Company Coordinator is responsible for the deployment of the Alertsec Xpress in an organization. The password supplied is the one needed to access the web account at the Alertsec Xpress website.

Company Coordinator

The company coordinator is the person within the organization that will be coordinating the managed security service.

First Name:

Last Name:

E-mail:

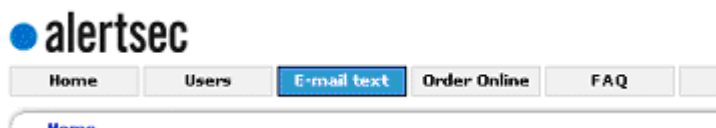
Change Password:

Confirm New Password:

The password is used to log on to the admin-pages (these pages). If you leave the password-field blank, no change will be made to the password.

Email text

Clicking the menu item "E-mail text" gives you the option to edit the email text that is sent to your users when installing or uninstalling Alertsec Xpress.



Install Mail Text

The text being sent to users when a new subscription is deployed. This text must, at a minimum, contain a <%link>-tag.

Subject:

```
Hi <%recipient_firstname> <%recipient_lastname>

Below is a link which I want you to click on in order to
download Alertsec Xpress.

When the file download box appears, select "Save As" and save
the file to your desktop. Then double-click the file for the
installation to start. The installation may take several
minutes to complete.

If you have any problems during installation contact me on
telephone <%coordinator_phone> or email <%coordinator_email>.
```

Uninstall Mail Text

The text being sent to users when running the subscription uninstall procedure. This text must, at a minimum, contain a <%link>-tag.

Subject:

```
again before the decryption starts. You can follow the
decryption progress by placing your pointer over the P-icon in
your tray.

If you encounter any problems, contact me on telephone
<%coordinator_phone> or email <%coordinator_email>.

Now follow this link:
<%link>

Yours Sincerely
<%coordinator_firstname> <%coordinator_lastname> /
<%coordinator_phone>
```

Save

4 Adding users

You can add a new user by clicking the link "Add / Edit user" on the start page, or on the top menu item "Users".

Home **Users** **E-mail text** **Order Online** **FAQ** **Log out**

[Home](#)

Welcome Matt Thomas


Company information


Company: Encryptme Inc
Address: 3443 Data House
 Cambridge
 MA 39490
Tel: +1 888.888.888
Coordinator: Matt Thomas

To change company information or to view additional information about the company, click [here](#).

Welcome

This is the interface where you as coordinator can manage the Alertsec Xpress subscription. In this interface you can:

 [Add/Edit users](#)

 [Read FAQ](#)

Clicking on one of these items will navigate you to a new screen listing the subscriptions you have available to deploy.

Click the name of the product you would like to deploy, and it will give you a list of your users (if any has been added).

Home **Users** **E-mail text** **Order Online** **FAQ** **Log out**

[Home](#) » [Products](#)

Products

| Product | Number of subscriptions |
|---------------------------------|-------------------------|
| Alertsec Xpress | 4 |

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[Home](#) » Users

Users (Alertsec Xpress)

View Users

Below are all users listed. To change information about a user, press the [Edit/Uninstall]-link for that user. There you can also remove users or send uninstallation mails to users who no longer need their laptops encrypted.

Number of used subscriptions: 0 of 4

| Name | Contact | Status |
|---|---------|--------|
| <p>Select all</p> <p>↳ function: <input type="text" value="Email subscriptions to selected users"/> <input type="button" value="Ok"/></p> | | |

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To add a user, simply click the button named "Add User". Then enter the information required. Please verify that the email address is correct. Click "Save Changes".

Please note that if you tick the option "User supplies personal authentication questions after reboot", the user will be able to install without first providing that information. This is normally only used if you as a coordinator wishes to deploy the install packages to your own email. This can be useful if you want to download the software and perform the installs manually on each machine. You are then able to complete the install without having to set up personal authentication questions and answers for the user – instead, this is done by the user when he or she gets their machine back.

For more information, review [deploying to the coordinator account only](#).

Edit or delete user

In this section you can view and edit user information. You can also delete a user by pressing the "Remove"-button near the bottom of the page. This option is only available for users that has not yet installed Alertsec Xpress.

First Name:

Last Name:

Mobile phone:

Email:

Comment:

User supplies personal authentication questions after reboot:

[Read more...](#)

Delete user

Repeat the procedure until you have added all your users.

5 Before deploying

System requirements - Windows

Supported Operating Systems

- 7 (Enterprise, Professional, Ultimate, 32- and 64-bit)
- Vista (Enterprise, Ultimate, Business, 32- and 64-bit, SP1 and later)
- Windows XP (Professional, 32-bit, SP2 and later)

Hardware, Memory and Disk Space Requirements

- Pentium 3 450 MHz
- 500 MB RAM
- 300 MB disk space

Additional requirements

- If you have a compressed root volume, or multiple boot options, you might need to make some adjustments prior to installing Alertsec Xpress Full Disk Encryption. Please read at the end of this document before installing.
- You will need local admin right on your machine in order to install Alertsec Xpress. Normally, you already have this on your private machine but machines that belong to larger organizations may have introduced reduced administration rights to its users. If this is the case, the installation might need to be run under a user account with elevated rights.

- If you are installing on a 64-bit system, please download Microsoft Visual C++ 2008 SP1 Redistributable Package (x64) before installing - it is free.
<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=ba9257ca-337f-4b40-8c14-157cfdffee4e>

We do not support dual Boot PCs, Linux, server operating systems (such as Windows 2000/2003 server) or Home Editions of XP/Vista/7 at this stage. For Mac support, please see next section. In addition, it is always good practice to make a backup of your data before installing any software.

System requirements - Mac

Supported Operating Systems

- Mac OS X 10.5.X and 10.6.X

Hardware, Memory and Disk Space Requirements

- 500 MB RAM
- 50 MB inside file system. Also, a new partition (32 MB) will be created for preboot purposes.

Hardware limitations

- Alertsec Xpress works with all Intel-based Mac computers. Power-PC-based Macs are not supported.
- Encryption of F/W or USB disk devices is not supported. Only internal disks can be encrypted.
- Encryption of new disks added to the system after the initial Alertsec Xpress installation is not supported. You must uninstall and then reinstall Alertsec Xpress.

Software limitations

- Direct upgrade to Snow Leopard (10.6.x) is not supported, instead you must:
 1. Uninstall Alertsec Xpress
 2. Upgrade to Snow Leopard (10.6.x)
 3. Install Alertsec Xpress
- Apple RAID driver has not been tested and is not supported.
- Boot Camp Assistant cannot be used to install Boot Camp multi-boot functionality after Alertsec Xpress has been installed.
- Hibernation is blocked. That is, Alertsec Xpress does not support 'safe sleep'. This means that when Alertsec Xpress is installed, only normal sleep mode is active. This may cause loss of data if the battery is empty or removed.
- Imaging: You cannot generate a generic image with Alertsec Xpress pre-installed.

About File Systems/Volumes

- Alertsec Xpress supports the encryption of only one disk.
- To install Alertsec Xpress, the disk must be partitioned using the GUID Partition Table (GPT) scheme. Use the Disk Utility tool to see which partition scheme is used on a disk.
- You can select a maximum of thirty-two volumes to be protected by Alertsec Xpress.
- Never use any disk partition editing software with Alertsec Xpress installed on the workstation. If you need to resize a partition, remove Alertsec Xpress completely first and then resize the partition.

- Do not use disk utilities to change file systems or resize any volumes on the hard disk if Alertsec Xpress is installed. Doing so may lead to an unusable system.
- USB memory sticks to be used as recovery media must be in Mac OS Extended Format (HFS+ format). Use the Disk Utility to reformat non-HFS formatted USB memory sticks.

6 Deploying

Once you have added the users, there are two different methods of deploying.

Direct to the user

Using this method, the install email is sent directly to the user who handles the install on his or her own. This requires the user to have verified and accepted the system requirements. The user will be prompted to add his personal authentication questions and answers at installation. This information is used to identify and authenticate a user in the event he or she needs to get in contact with the Alertsec Xpress helpdesk.

To the coordinator account only

If you want to install the encryption before handing over the laptop to the user, it is sometimes better to deploy the install package to a generic email account. Each installation is unique, and will be validated by the Alertsec server when installing. Therefore, if you set up 10 users, you will have to deploy 10 emails. These emails, however, can be sent to your coordinator email and you then have the option to save the install packages locally before running them.

If you deploy to the coordinator account, please tick the box "User supplies personal authentication questions after reboot" when adding the users. Otherwise you have to supply these on behalf of the user, which possibly can create additional work for you. The user will instead be prompted to fill in the personal authentication questions after installation and reboot.

Also see [what if I have pooled laptops?](#)

Sending the emails

Tick the box in front of the users you would like to deploy to, and click OK at the bottom of the page.

[Home](#) » Users

Saved

Users (Alertsec Xpress)

View Users

Below are all users listed. To change information about a user, press the [Edit/Uninstall]-link for that user. There you can also remove users or send uninstallation mails to users who no longer need their laptops encrypted.

Number of used subscriptions: 4 of 4

| | Name | Contact | Status | |
|-------------------------------------|---------------|--------------------------------------|-------------|--------------------|
| <input checked="" type="checkbox"/> | Peter Thomas | +1 456.456.456 maah@alertsec.com | Not started | [Edit/Uninstall] |
| <input type="checkbox"/> | Thomas Peters | +1 656.656.656 thpe@encryptme.com | Not started | [Edit/Uninstall] |
| <input type="checkbox"/> | Sue Bertuni | +1 747.477.477 sube@encryptme.com | Not started | [Edit/Uninstall] |
| <input type="checkbox"/> | Lisa Langson | +1 477.477.477 lila@encryptme.com | Not started | [Edit/Uninstall] |

Select all

↳ function:

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Select all

↳ function:

Email subscriptions to selected users

Email subscriptions to coordinator

Once you click "OK", an email will be delivered with the install text you have specified. Below is an example of what it can look like.

Hi Peter Thomas,

Below is a link which I want you to click on in order to download Alertsec Xpress.

When the file download box appears, select "Save As" and save the file to your desktop. Then double-click the file for the installation to start. The installation may take several minutes to complete.

If you have any problems during installation contact me on telephone +1 123 456 7891 or email matt@yourdomain.com.

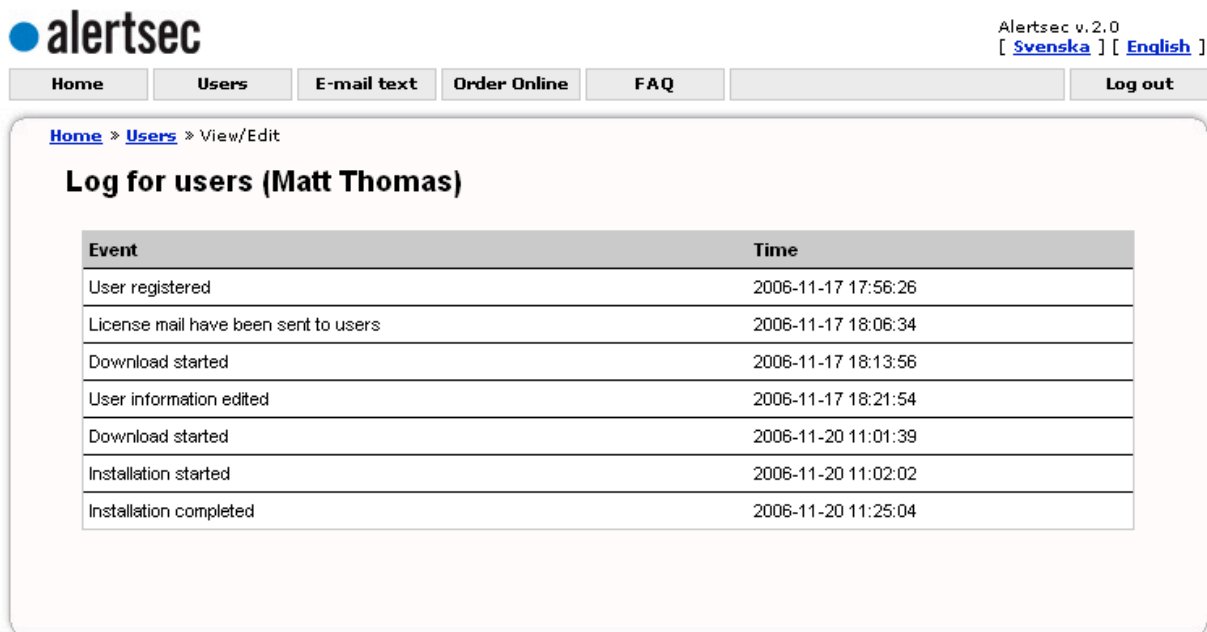
Now follow this link:
<https://www.alertsec.com/asp/download.php?serial=18148-W9QBS>

Yours Sincerely
 Matt Thomas / +1 123 456 7891

Monitoring the users

You can follow the deployment progress by clicking the status shown for each individual user.

- **Not started:** The system will display the user's status as "Not Started" until the actual installation has been initiated on the machine.
- **Started:** Once the installation has started, the status will change. "Started" means that the file has been downloaded and run, but the installation has not yet been completed. If the log continues to show "Started" for a long period of time (several days), the machine is most likely being blocked by a local firewall preventing it from uploading its final status and recovery file (the recovery file is needed in the event of system failure). If the recovery file is not uploaded, the status will not update to "Finished." If you see users that do not move from "Started" to "Finished" over the course of a few days, please contact Alertsec Xpress and we can complete the upload manually.
- **Finished:** The recovery file has been uploaded, and the encryption process has started (or is already finished). The encryption process will commence directly after the recovery file has been uploaded, and will run for a few hours depending on the size of the disk. Once the disk(s) has been fully encrypted, the installation is complete.



The screenshot shows the Alertsec Xpress user interface. At the top left is the Alertsec logo. On the right, it says "Alertsec v.2.0" with links for "[Svenska]" and "[English]". Below this is a navigation menu with buttons for "Home", "Users", "E-mail text", "Order Online", "FAQ", and "Log out". The main content area shows a breadcrumb trail: "Home » Users » View/Edit". Below this is the heading "Log for users (Matt Thomas)". A table lists the following events and times:

| Event | Time |
|--------------------------------------|---------------------|
| User registered | 2006-11-17 17:56:26 |
| License mail have been sent to users | 2006-11-17 18:06:34 |
| Download started | 2006-11-17 18:13:56 |
| User information edited | 2006-11-17 18:21:54 |
| Download started | 2006-11-20 11:01:39 |
| Installation started | 2006-11-20 11:02:02 |
| Installation completed | 2006-11-20 11:25:04 |

At the bottom of the page, it says "© Copyright 2006 Alertsec AB | Valid W3C XHTML 1.0 Transitional & CSS 1.0".

7 Contacting the Alertsec Xpress helpdesk

Personal authentication questions and answers

Prior to installing, each user will be asked to set up three personal authentication questions and answers. If any of your users ever need to contact the Alertsec Xpress helpdesk, they will be required to give the answers to two out of these three questions. If the user is not able to provide them, the helpdesk will either contact the company coordinator or ask the user to do so. As Company Coordinator, you will have access to the Company Identifier as well as the option to reset a user's authentication question and answer. That way, you are able to verify and grant the user access to the Alertsec Xpress helpdesk. Please note that a single user is never able to uninstall the software without the coordinator's approval.

Alertsec Xpress 24/7 helpdesk:

Sweden: 08 545 68 130

UK: 01962 738 336

US: 1 888 473 7034

Rest of the world: +44 1962 738 336

It can also be reached by emailing support@alertsec.com

8 To uninstall and/or delete a user

By default, users are not allowed to uninstall Alertsec Xpress without authorization from their Company Coordinator. If one of your users needs to uninstall Alertsec Xpress, the easiest way of doing so is by deploying an uninstall email from your account on the Alertsec Xpress website. Log on to your account and click on the link "Add / Edit user" on the start page, or on the top menu item "Users". Then, find the user that you would like to uninstall and click the link "Edit/Uninstall". At the end of the page, you will find two buttons: "Uninstall" and "Delete".

Uninstall

Clicking "Uninstall" will send an email to the user with a unique link to uninstall the software. The user then clicks the link, downloads the uninstaller, and runs the file. After a few seconds, the user will be asked to reboot. Once rebooted (username and password is still needed at this stage) the decryption and removal of Alertsec Xpress will start. Please note that the decryption will take some hours to complete. Once it has reached 100%, the user will be asked to reboot. Once this second reboot has been completed, the software will run its final uninstall procedures. When completed, the software has been removed. Please note that if you wish to reinstall the software, one additional reboot is needed.

Delete

The delete button does not decrypt or otherwise change the installation on the computer. However, the delete option can be very useful. If a machine needs to be rebuilt or decommissioned, you can simply leave the encryption as-is. Reinstalling the OS does not require the disk to be decrypted. Instead, you simply install on top of the encrypted disk. Should you wish to decommission a computer, you can rest assured no one will gain access to your data as the disk was fully encrypted when discarding it. By deleting a user, you will also make that subscription available to be installed on another machine.

9 Tips and guidelines

What if I have pooled laptops?

If you are using pooled laptops in your organization, we recommend using a slightly different method of deploying. Instead of sending the install email to one of your users, input your own email and information when adding the user into the system. You then deploy the subscription to yourself (or a generic email account you have access to), and download the install package onto a removable media. Then move that media to the machine you are installing, and run the file. Alternatively, access the email account from the machine you are going to encrypt and install it locally once the file is downloaded.

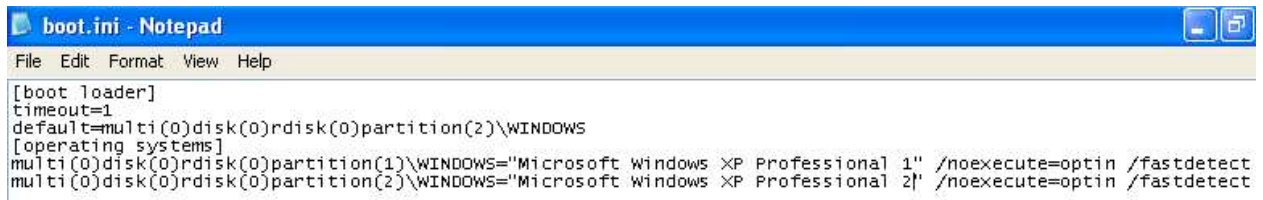
When you have more than one user accessing a machine, it is usually best to set up a generic username and password. That way, you only need to keep track of one set of credentials and can usually help a user if he or she is locked out. At some point you might feel the need to change the password, and this can either be done on the machine locally, or by calling the Alertsec Xpress helpdesk. Since you will have set yourself up as the user and coordinator for the machine, you are also the only person our helpdesk will accept as an authorized person to receive assistance in unlocking the machine.

Please also see [Deploying](#) and [Company Identifier](#) when considering using pooled laptops.

Multi-boot systems - Windows

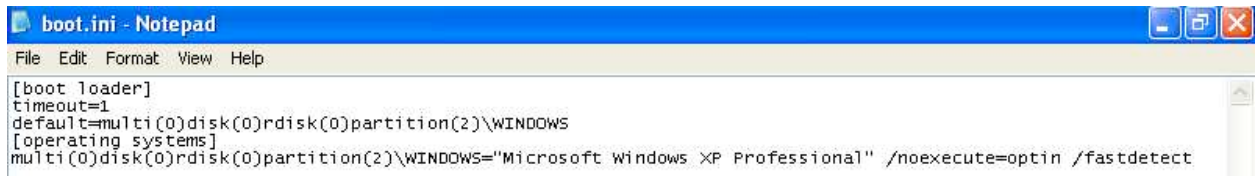
If you have multiple boot options on your system, you should have these removed prior to installing Alertsec Xpress. The easiest way of verifying this is to take a look at a file called boot.ini. It is normally located directly under the root in C:\ (or whatever partition/drive letter you have installed your system onto). It is also accessible by right-clicking "My computer" >> Properties >> Advanced >> Settings under Startup and Recovery >> System Startup >> "To edit the startup options manually, click Edit" >> Edit.

A system with multiple operating systems/boot options would look like this. This system has 2 installations of windows xp.



```
boot.ini - Notepad
File Edit Format View Help
[boot loader]
timeout=1
default=multi(0)disk(0)rdisk(0)partition(2)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Microsoft Windows XP Professional 1" /noexecute=optin /fastdetect
multi(0)disk(0)rdisk(0)partition(2)\WINDOWS="Microsoft Windows XP Professional 2" /noexecute=optin /fastdetect
```

A system without multiple operating systems/boot options would look like this. This is the correct setup that needs to be present for an Alertsec Xpress installation to be able to complete. The most relevant setting here is that there is only one option under [operating systems].



```
boot.ini - Notepad
File Edit Format View Help
[boot loader]
timeout=1
default=multi(0)disk(0)rdisk(0)partition(2)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(2)\WINDOWS="Microsoft Windows XP Professional" /noexecute=optin /fastdetect
```

Local admin rights for users

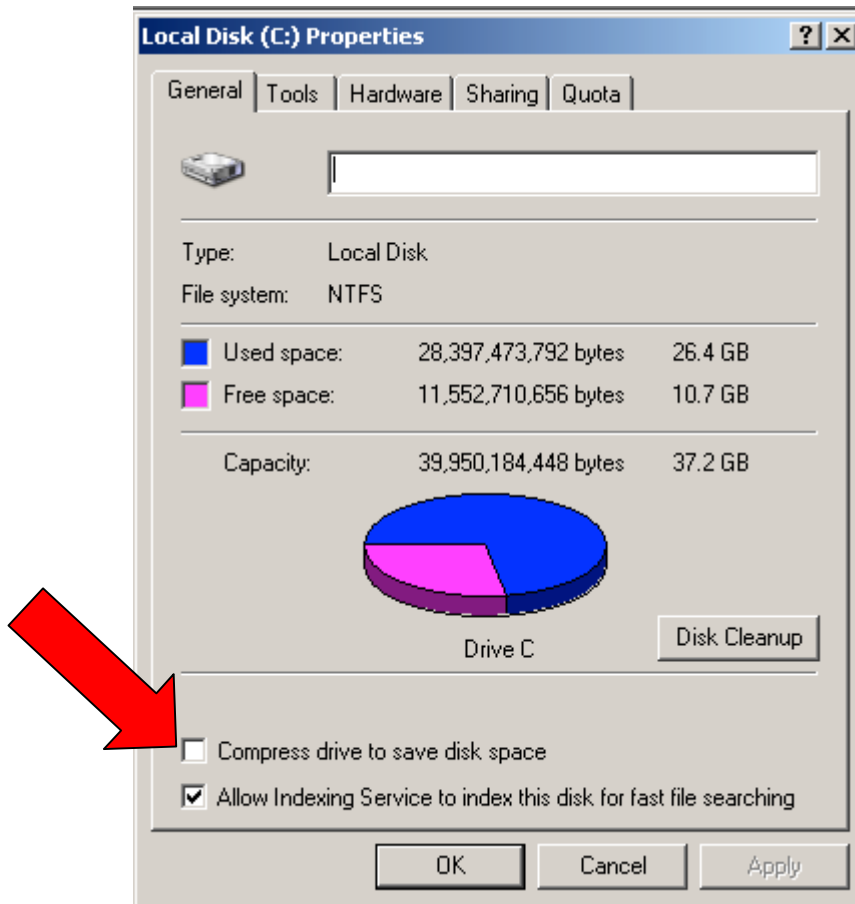
You will need local admin right on your machine in order to install Alertsec Xpress. Normally, you already have this on your private machine but machines that belong to larger organizations may have introduced reduced administration rights to its users. If this is the case, the installation might need to be run under a user account with elevated rights.

Installation has been deployed but the admin system still shows the status as “Started”.

This is related to the fact that our server has not yet received the recovery file from the installed machine. The recovery file contains recovery information that is needed in the event of a machine failure, and thus can be crucial in a recovery situation. This file is normally located under “Documents and Settings\All Users” on a Windows machine and under /var/fde/local/recovery on a Mac. It has the extension .REC, and is named based on information found on the machine. An example is Firstname-Lastname-MacBook-Pro_WQ0146ANAGU.rec. If you copy this file and email it to support@alertsec.com, we will update the installation manually and upload the file on our servers. Please note that you are not taking any risks sending this file over the web. It has been encrypted twice, and requires the use of administrative accounts to unlock it.

Compressed root volume - Windows

Alertsec Xpress cannot be installed on volumes with compressed root directories, nor will it function if you compress a root directory after installation. The reason for this is that the Alertsec preboot software accesses each volume and partition on the sector level. If the volume or partition is compressed at root level, it will cause issues with the encryption keys. Note that subdirectories of the root directory may be compressed. Go to local disc C:\ - right click and you can see in the checkbox if your disc is compressed or not.



Repartitioning an encrypted machine

Alertsec Xpress supports up to 26 partitions. However, if you need to repartition the hard disk after the encryption has taken place, you must decrypt the disk completely before doing so. This is due to the sector-by-sector encryption technique that is being used. If the sectors are rearranged you will most likely end up with a corrupt disk. Please note that built-in system tools such as defrag or scandisk do not create any issues, and are ok to use.

Special configuration

There are many features and configuration alternatives available that are not included in the standard Alertsec Xpress configuration. These can be added by setting up a special configuration for your organization, including local admin accounts and support tools. If you are considering a large deployment, please contact your sales person and we will be happy to discuss any requirements needed.

I'd like to pre-install Alertsec Xpress before handing the laptops over to the users

In the event that you are going to install the encryption on behalf of the user, we recommend that you use a generic email address when sending out the installation email. That way, you can receive and download all the install packages and go from machine to machine and apply the encryption. Please note that each installation package is unique. Thus, you will not be able to use one install package for two machines.

Also, as you might not have the correct questions and answers to your user's authentication information when installing, we recommend you select the option to allow the user to supply this information after the install has completed. A popup will be displayed asking the user to do so.

For more information, you may also visit our [website](#), [blog](#) or [forum](#).