



# User Guide



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



## USER GUIDE - WINDOWS

### SYSTEM REQUIREMENTS

#### 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. Normally, you already have this on your private machine, but computers that belong to larger organizations may have introduced reduced administration right for you as a user. If this is the case, the installation will abort and you will have to contact the IT department in your organisation and have the installation run under a different user account.
- 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 scroll down to that section in this user guide.

In addition, it is always good practice to make a backup of your data before installing any software.

#### LOGIN

Once the software is installed and you have rebooted your machine, you will be asked to login at the preboot screen. Your first-time credentials are:

User account name: **alert**  
Password: **Abc123 (Case sensitive).**



Then, choose your own username and password. The password rules are shown below:

### PASSWORD RULES

Length:	6 digits minimum
Content:	Upper AND lower case AND number(s)
Time before expiration:	120 days
No. Of log-on attempts:	3 before temporary lockout and reboot, then another 2 before lockout.
Password history:	Not to use any of the last 4 passwords used.

#### Password Tip:

A good password should be easy to remember but hard to guess and should preferably consist of a combination of letters and numbers. Don't use words with personal connection such as family members, pets, car brands, registration numbers, social security numbers etc.

One way to create a password which is easy to remember but hard to guess is to write a short sentence containing words and numbers. Take the first letter of each word and together with the numbers, use this to create your password. You can also use numbers written in letters, for example Tensix6 etc. Please note that the Pointsec password is never stored anywhere in your or our system, so you do not have to worry about it being compromised.

Example: *I Walk 3 Miles Every Day*, gives the password: IW3MED.

### SINGLE SIGN ON TO WINDOWS

The first time you login after installing Alertsec Xpress, the software will record your Windows credentials. These will then be used to take you straight into Windows once you have successfully authenticated at preboot. There is no need to setup the same username and password for Alertsec Xpress and Windows. However, it may be easier to remember.

### CHANGING YOUR PASSWORD

When your machine starts and the login screen appears, enter your user name and password and press *CHANGE PASSWORD*. Type in your new password, and press *Enter*. Type in your new password one more time, and press *Enter*.

**TIP:** if you are using the same password for logging in to Windows, take the opportunity to change that one at the same time – it is then easier to remember it when you reboot next time.

### PASSWORD RESET

Should you lose or forget your password, the Alertsec Helpdesk can assist you. The service is open 24/7 and a reset can ONLY be done over the phone, NOT email. However, you do not have to be online to receive help.

The numbers to call are:

US TOLL-FREE	888-473-7034
UK:	01962 738336
Sweden:	+46 8 545 681 30
Rest of the world:	+44 1962 738336

**Helpdesk can only reset your password if they can identify you in a secure way. This is done through the questions and answers you provide at installation.**

Once trust has been established, the helpdesk engineer will guide you through the necessary steps to unlock your account.



## SCREEN SAVER/KEYBOARD LOCK

By default, we allow the use of Windows screen saver. That way, you can choose any type of screensaver you like.

## ADDITIONAL DISKS

You can connect up to 6 hard disks with a total of 26 volumes. These will automatically be encrypted upon discovery.

## RECOVERY PARTITIONS

Most new machines have a recovery partition present on the system. By default, Alertsec Xpress has support for these, and do not encrypt them. That way, if at some point you would like to recover your system, you could simply boot from the recovery partition and reset your machine to it's factory default.

## RESIZING PARTITIONS

Never use any disk partition editing software when Alertsec Xpress is installed on the machine. If you need to resize a partition, remove Alertsec Xpress completely, and then resize the partition.

## HOW TO UNINSTALL

If you like to uninstall, you have to contact your coordinator, who is the only one that can authorize a decryption of your computer. If you are a single user, you can uninstall by accessing your customer account on the Alertsec website [www.alertsec.com](http://www.alertsec.com) (user name and password was supplied in your installation email). Once logged in, you can send an uninstall email to yourself.



## USER GUIDE - MAC

### SYSTEM REQUIREMENTS

#### 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.



## LOGIN

Once the software is installed and you have rebooted your machine, you will be asked to login at the preboot screen. Your first-time credentials are:

User account name: **alert**  
Password: **Abc123 (Case sensitive).**

Then, choose your own username and password. The password rules are shown below:

## PASSWORD RULES

Length: 6 digits minimum  
Content: Upper AND lower case AND number(s)  
Time before expiration: 120 days  
No. Of log-on attempts: 5 before account lockout and reboot.  
Password history: Not to use any of the last 4 passwords used.

### Password Tip:

A good password should be easy to remember but hard to guess and should preferably consist of a combination of letters and numbers. Don't use words with personal connection such as family members, pets, car brands, registration numbers, social security numbers etc.

One way to create a password which is easy to remember but hard to guess is to write a short sentence containing words and numbers. Take the first letter of each word and together with the numbers, use this to create your password. You can also use numbers written in letters, for example Tensix6 etc. Please note that the Pointsec password is never stored anywhere in your or our system, so you do not have to worry about it being compromised.

Example: *I Walk 3 Miles Every Day*, gives the password: IW3MED.

## SINGLE SIGN ON TO MAC OS X

In order to have SSO fully functional, you will have to use the same username for Mac OS X and preboot. By default, the software will make use of the password you have set in the OS, and forward that to preboot. In other words, if you set one password in preboot and one in the OS, preboot will record and make use of the OS password after two reboots.

## CHANGING YOUR PASSWORD

When your machine starts and the login screen appears, enter your user name and password and press **CHANGE PASSWORD**. Type in your new password, and press **Enter**. Type in your new password one more time, and press **Enter**. Please note, that if you have SSO enabled, the preboot password will default back to the one you have set in the OS after two reboots. In other words, if you have SSO enabled, it is easier to change the password in the OS and then let it propagate down to preboot.

## PASSWORD RESET

Should you lose or forget your password, the Alertsec Helpdesk can assist you. The service is open 24/7 and a reset can ONLY be done over the phone, NOT email. However, you do not have to be online to receive help.

The numbers to call are:

US TOLL-FREE	888-473-7034
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**Helpdesk can only reset your password if they can identify you in a secure way. This is done through the questions and answers you provide at installation.**

Once trust has been established, the helpdesk engineer will guide you through the necessary steps to unlock your account.

#### SCREEN SAVER/KEYBOARD LOCK

By default, we allow the use of any Mac OS X screen saver.

#### HOW TO UNINSTALL

If you like to uninstall, you have to contact your coordinator, who is the only one that can authorize a decryption of your computer. If you are a single user, you can uninstall by accessing your customer account on the Alertsec website [www.alertsec.com](http://www.alertsec.com) (user name and password was supplied in your installation email). Once logged in, you can send an uninstall email to yourself.

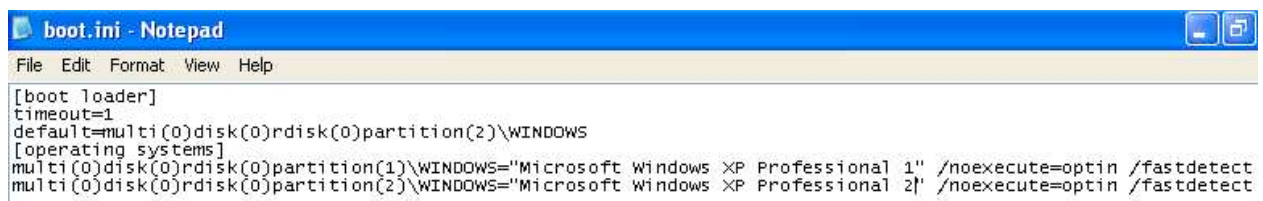
## APPENDIX - WINDOWS

### MULTIPLE BOOT OPTION - BOOT.INI

Boot.ini has to be checked for multiple boot options. If there are multiple boot options, these have to be removed. Alertsec Xpress does not currently support multi-boot systems!

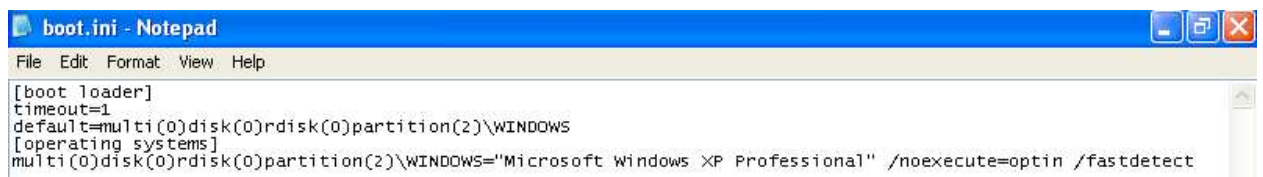
Boot.ini is located directly under the root in C:\ (or whatever partition/drive letter you have installed your system onto). It is also accessible by rightclicking "My computer" >> Properties >> Advanced >> Settings under Startup and Recovery >> System Startup >> "To edit the startup options manually, 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 successfully. 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
```

## COMPRESSED ROOT VOLUME

Alertsec Xpress cannot be installed on volumes with compressed root directories, nor will Alertsec Xpress function if, after installation, you compress a root directory that has been encrypted by Alertsec Xpress. The reason for this is that the Alertsec pre-boot software access each volume/partition on the sector level. And if the volume/partition is compressed at root level, this type of access will not function correctly. 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.

