SECUREGUARD USB

Through Remote Management Console

ADMIN GUIDE

SECURE GUARD

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SECUREGUARD USB THROUGH REMOTE MANAGEMENT CONSOLE

SecureGuard USB through Remote Management Console (hereafter “RM”) is a Data Loss Prevention (hereafter “DLP”) service that is managed through the SecureData Remote Management Console/Services. It blocks unauthorized USB devices from accessing sensitive files by limiting computer access to whitelisted USB devices and allows individually blacklisting and whitelisting specific devices. RM provides IT Managers (hereafter “Admin”) control of computers and their allowed drives throughout an organization.

When authorized devices are inserted into a USB port, a user may have access to the computer and both upload and download data to the device. When unauthorized devices are inserted into a USB port, the SecureGuard program locks the computer and blocks the user from further access until the device is removed, preventing uploading and downloading files as well as preventing potential viruses and malware from entering the computer. It safeguards sensitive information by whitelisting and blacklisting USB devices for computers with the program installed, including: an external hard drive, flash drive, mouse, keyboard, phone, tablet, card reader, camera, and other devices.

Remote Management (RM) allows Admin to manage SecureGuard USB through the internet from a remote computer. It is a user-friendly interface that allows remote control and management of the program on all computers with SecureGuard USB installed on them. Once installed, SecureGuard client will not require the internet to function.

Glossary

Admin IT:	Manager, Admin, or corporate manager
HID:	Human Interface Devices
The License:	SecureGuard USB License
PID:	Product ID
RM:	Remote Management Console
SN:	Serial number
VID:	Vendor ID

Requirements

Windows 7 SP3 or later
Mac 10.6 or later
Internet access (for initial install and to apply any changes to a configuration)

SECTION 1: REMOTE MANAGEMENT

Enrolling in RM

1. To set up your Remote Management account, visit: https://rm.securedata.com/Account/Register
2. Enter the License Key provided to you in the email, and enter the email, password and mobile phone number used when purchasing SecureGuard USB.

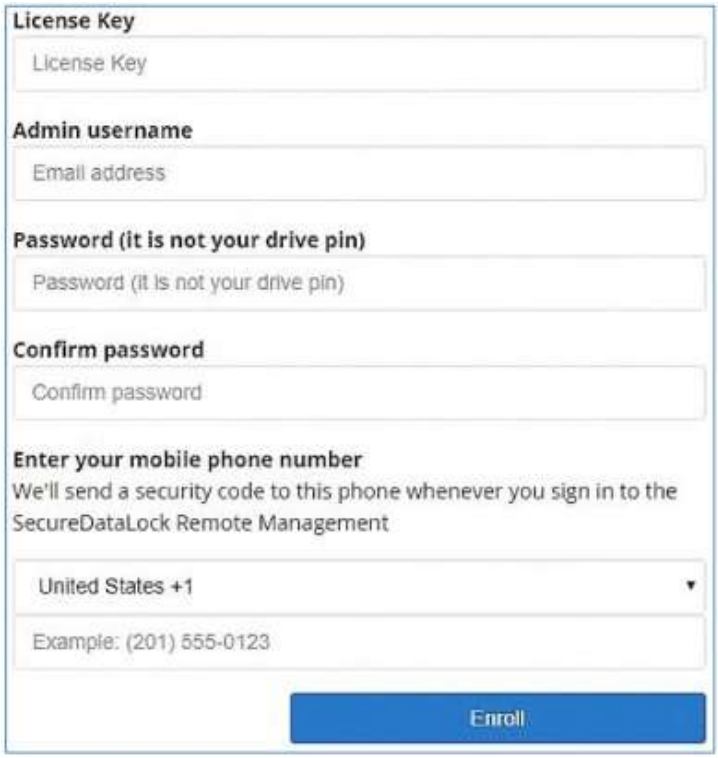


Figure 1.1: Enrollment

Note: *The password must be between 7 and 15 characters long and will be utilized throughout the process.*

Note: *Be advised that whenever you log into the Remote Management Console, you will be sent a six-digit security code to the mobile phone number provided and must enter it to proceed.*

3. On the **Enable Two-Step Verification page,** enter the six-digit security code in the field.
4. Click **Next**.
5. On the verification page, click **Done**.

Note: *To enter multiple Admins to the account, begin with Step 1 of this section and enter a new email address, password and mobile phone number. However, enter the same License Key. Follow steps 2–5, and repeat for all Admins who need access to RM.*

Logging In

1. 1. After enrolling, to manage ports through RM, visit the login link: https://rm.securedata.com/Account/Login
2. In the **Email Address** and **Password** fields, enter the Admin credentials used in the enrollment process.

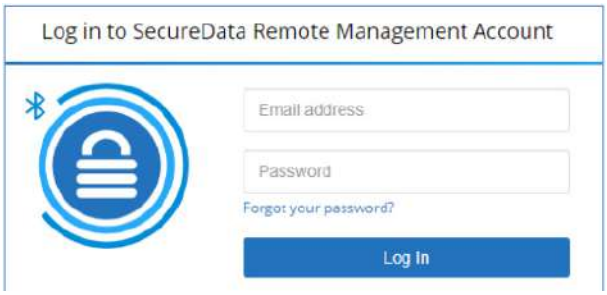


Figure 1.2: Login Page

3. Click **Log In**.
4. On the Verify Security Code page, enter the six-digit code sent to the mobile phone number used when enrolling for RM.

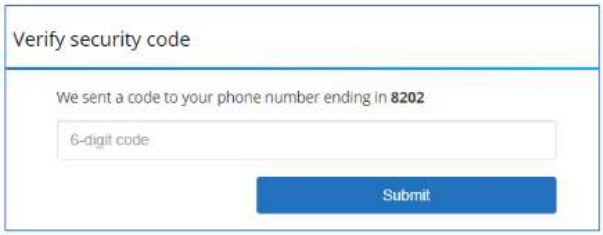
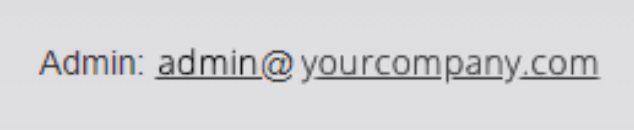


Figure 1.3: Login Security Code Verification Page

Account Information

1. After logging in, click the underlined License holder's name next to **Account Summary**.

2. The **Summary** tab shows details regarding the License. It includes how many computers on this License Key have been used, how many are still available for use and the expiration date for this License.
3. The **Admin** tab shows the email addresses, mobile numbers and last login time for each Admin on the account.



To change the Admin password, follow these steps:

1. Next to **Admin**, click the admin email address.
2. In the **Current Password** field, enter the current password.
3. In the **New Password** and **Confirm New Password** fields, enter a new password.
4. Click **Change Password**.

To access the user guide, click the question mark icon.

To log out of the system, click **Log Out**.

SECTION 2: WINDOWS INSTALLATION

1. After purchase, a downloadable installation pack will be sent to the email provided.
2. Open link and download file when prompted.
3. Program may be installed on a specific computer through any distribution seen fit, such as external drive or in an Active Directory environment.

CAUTION: *If moving the program to a USB device for installation on additional computers, copy the installation file from the device to the desktop, then remove the device and install the program directly from the desktop. During installation, the program will recognize the unauthorized device, stop the installation and prevent further action.*

4. Open the launcher and click **Next**.

Figure 2.1: Launch

5. When the SecureGuard USB Installation prompt appears click **Next** to start the Setup Wizard.

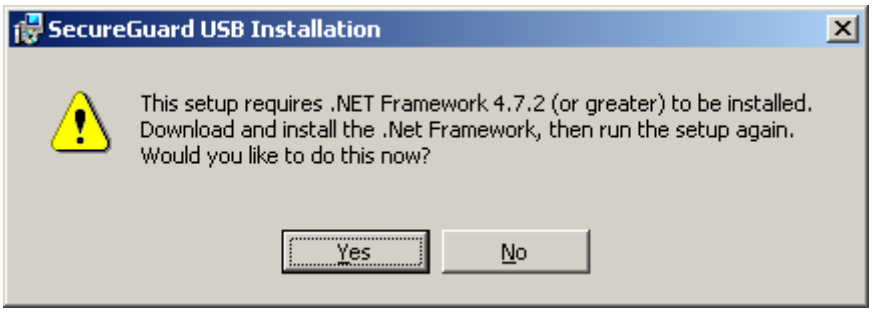


Figure 2.2: Installation

Note: *SecureGuard USB will check the .NET Framework version installed. If it is a lower version, a warning window will appear. Click* ***Yes*** *to open an internet browser to download and install .NET. This will terminate installation of SecureGuard. Once .NET Framework has been updated, begin installation again. Clicking* ***No*** *will terminate SecureGuard installation.*

6. Read the End-User License Agreement. Check the box in the lower left to accept the terms, then click **Next**.

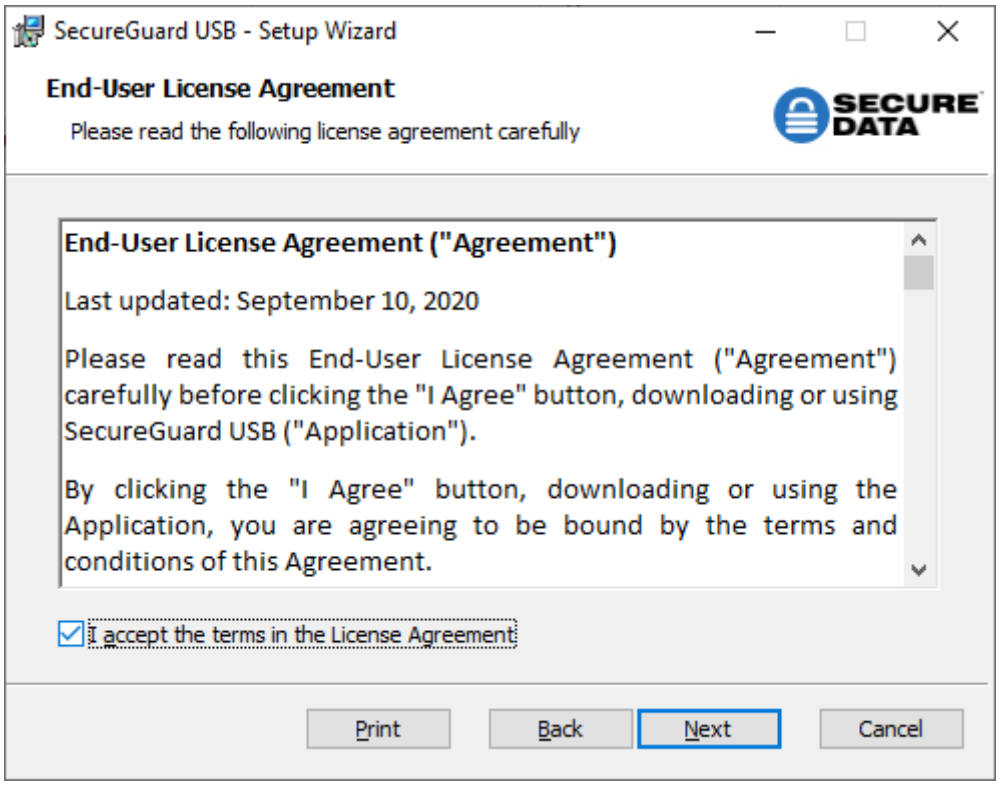


Figure 2.3: License Agreement

7. Choose the **Destination Folder** provided or manually enter a new path. Click **Next** to continue.

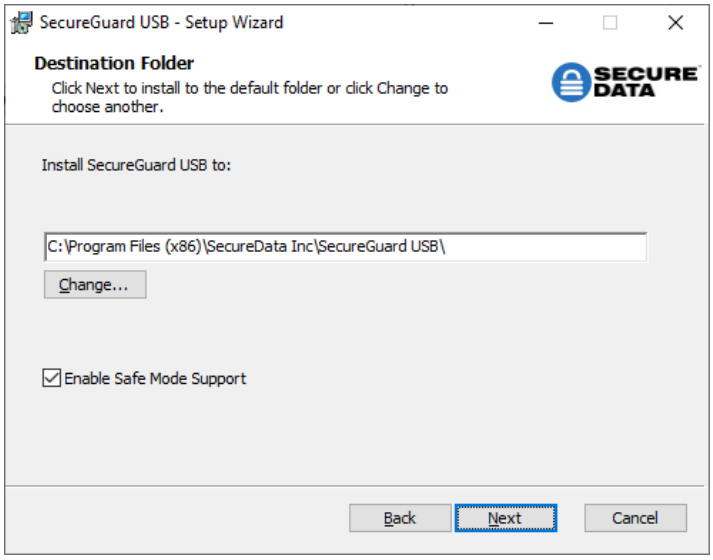


Figure 2.4: Destination Folder

Note: *We recommend leaving the Enable Safe Mode Support box checked. When a computer with SecureGuard installed on it is started in Safe Mode, the program continues to keep ports blocked.*

8. At the Administrator Authentication prompt, enter the email and password used when creating the administrator account, and choose a Computer Name for this individual computer. Click Next to continue.

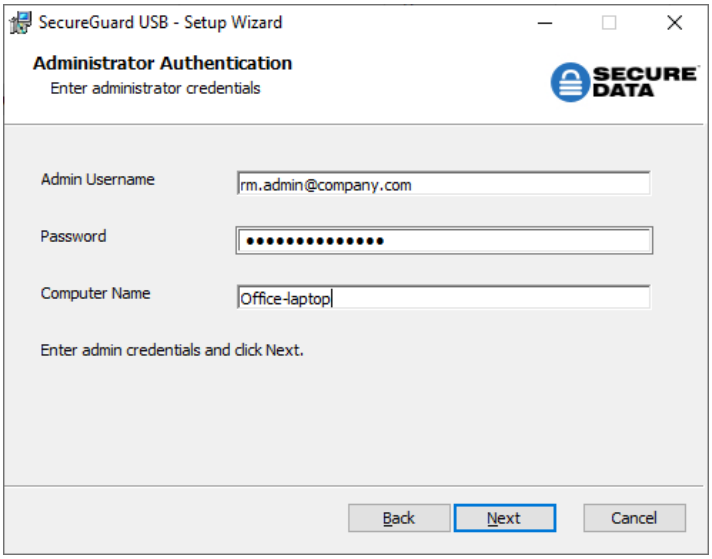


Figure 2.5: Administrator Authentication

Note: *This Computer Name will appear in the Remote Management Console, discussed in Section 4: Computer Management. This makes the target computer identifiable when managed remotely.*

9. Click **Finish** to complete the setup.

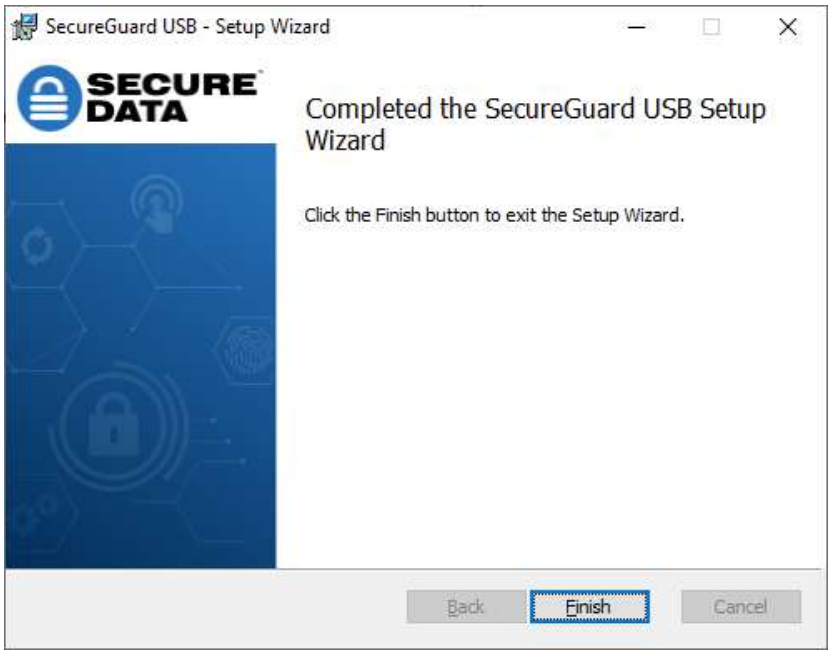


Figure 2.6: Completion

SECTION 3: MAC INSTALLATION

1. After purchase, a downloadable installation pack will be sent to the email provided
2. Open link and download file when prompted.
3. Program may be installed on a specific computer through any distribution seen fit, such as external drive or in an Active Directory environment.

CAUTION: *If moving the program to a USB device for installation on additional computers, copy the installation file from the device to the desktop, then remove the device and install the program directly from the desktop. During installation, the program will recognize the unauthorized device, stop the installation and prevent further action.*

4. Open the Installer and click **Continue**.

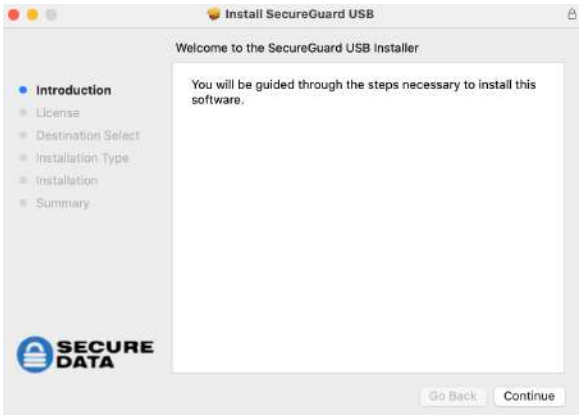


Figure 3.1: Installation

5. Read the Software License Agreement and click **Continue**.

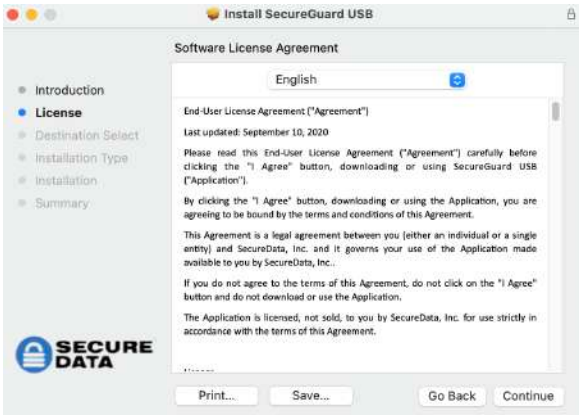


Figure 3.2: License Agreement

6. At the prompt, click **Agree** to proceed with installation.
7. Choose the **Install Location** provided or manually enter a new path. Click **Install** to continue.

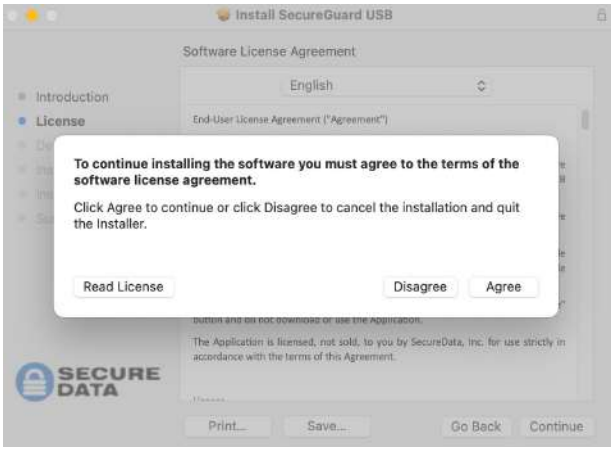


Figure 3.3: Standard Installation

8. Enter your User Name and Password. Then click Install Software.

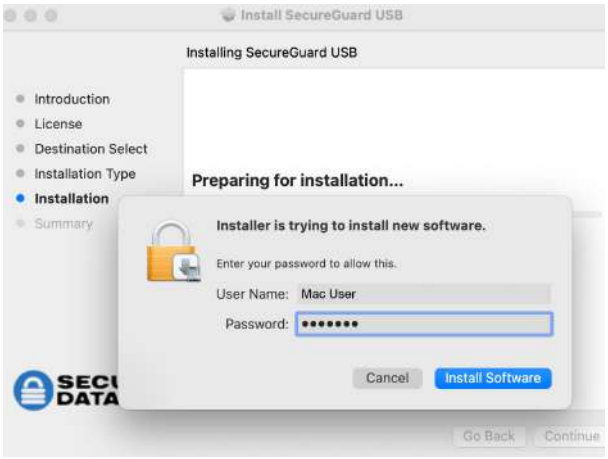


Figure 3.4: User Name and Password prompt

9. At the Administrator Authentication prompt, enter the email and password used when creating the administrator account, and choose a Computer Name for this individual computer. Click **OK** to continue.

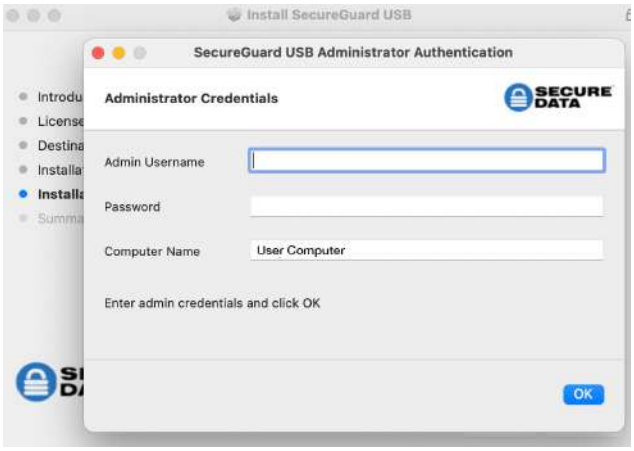


Figure 3.5: Administrator Authentication

10. At the Admin Authentication popup, click **OK**.

Figure 3.6: Authentication for computer check in

11. At the Enable Full Disk Access popup, click **OK**.

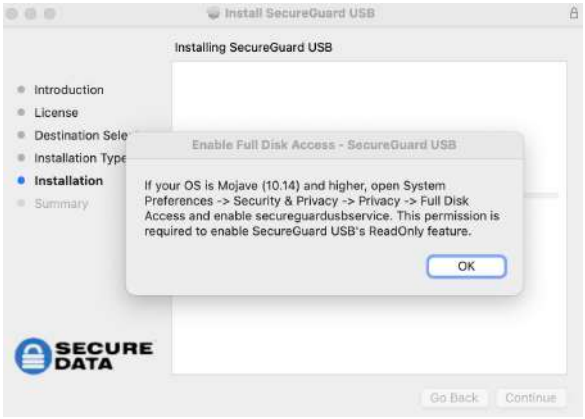


Figure 3.7: Enable Full Disk Access

Note: *This permission is required for the SecureGuard Read Only feature. To enable this, see the next section below.*

12. Once SecureGuard completes installation, you will receive a verification. Click **Close** to continue.

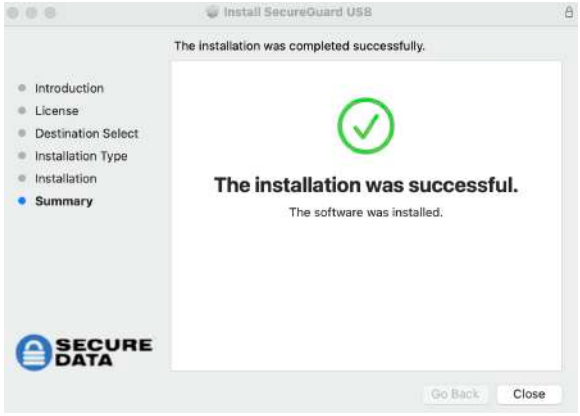


Figure 3.8: Verification

Full Disk Access

1. Open System Preferences. Select **Security & Privacy**.

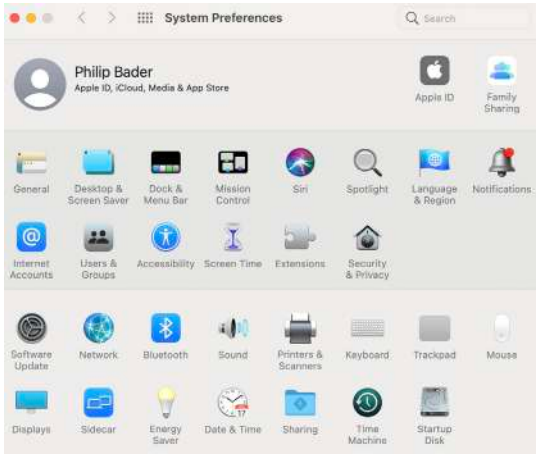


Figure 3.9 Security & Privacy

2. At the Security & Privacy popup, select **Full Disk Access**.

Figure 3.10: Full Disk Access

3. At the prompt, enter your computer's User Name and Password.

Figure 3.11: System Preferences

4. Select **secureguardusbservice** to enable Read Only mode.

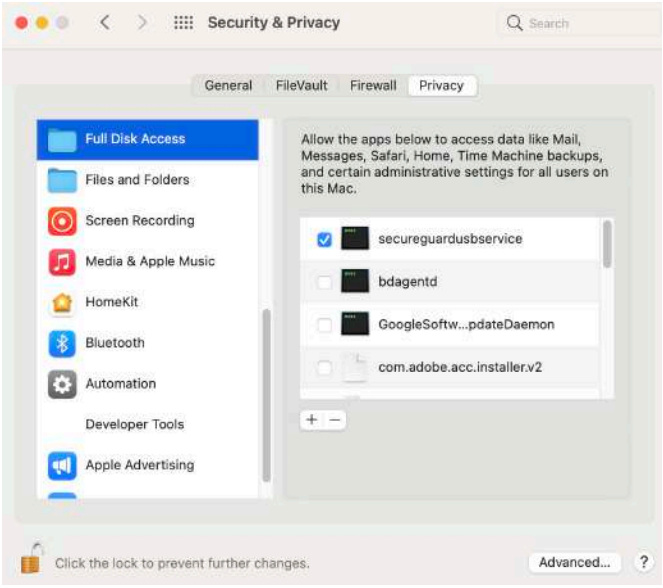


Figure 3.12: secureguardusbservice

SECTION 4: COMPUTER MANAGEMENT

To begin managing computers, log into RM

1. After logging in, click **Computers** to reach the Computers Dashboard. This shows all computers on which SecureGuard USB is installed.

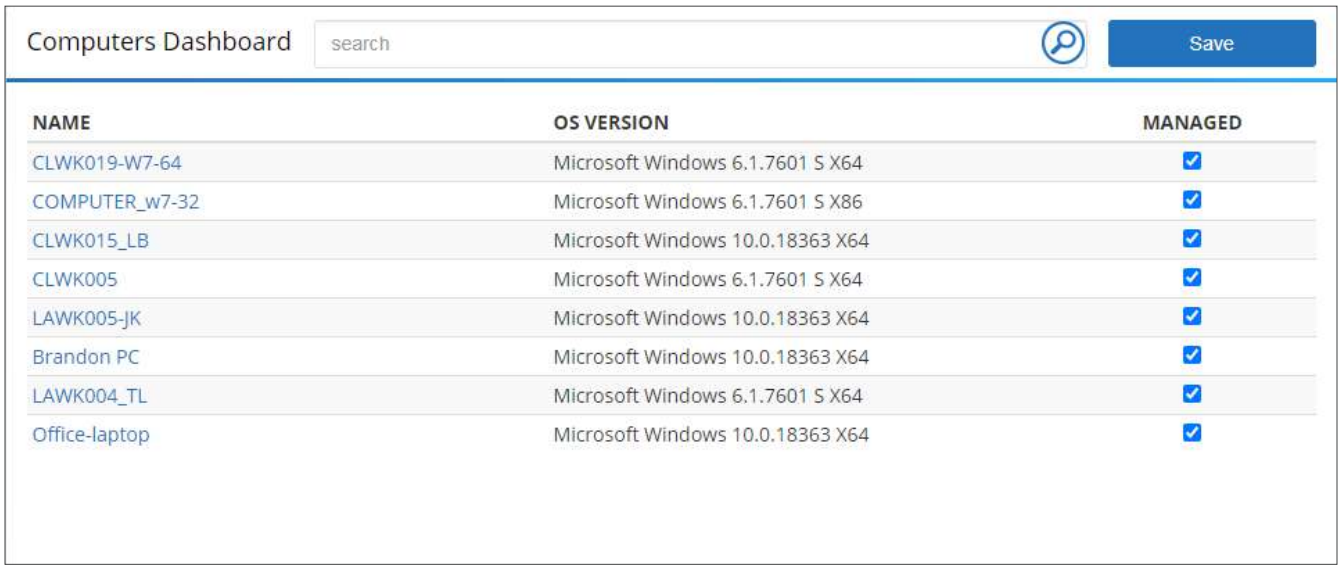


Figure 4.1: Computers Dashboard

2. To customize a computer, **select** one of the names or use the **Search Field**.
3. By default all mass storage devices are blacklisted. To create a list of authorized devices, select the **Allowed Mass Storage** tab.

Figure 4.2: Allowed Mass Storage

4. To customize whitelisted devices, click **Create**. In the popup, enter the relevant information as detailed below.

   VID: To allow a series of USB devices by vendor ID, enter the vendor ID

   PID: To allow a series of USB devices by product ID, enter the product ID

   Serial Number: To allow individual USB devices only, enter each device's serial number. You will need to create a separate record for each SN

   Revision: To allow USB devices by revision number, enter the revision number

For help locating identification numbers for mass storage devices, see Step 9 and **Figure 4.5 below**.

After filling out information, click **OK** to authorize a device to this computer.

Note: *SecureGuard will not need internet access to function. However, a computer will need internet access for any changes made via RM to go into effect.*

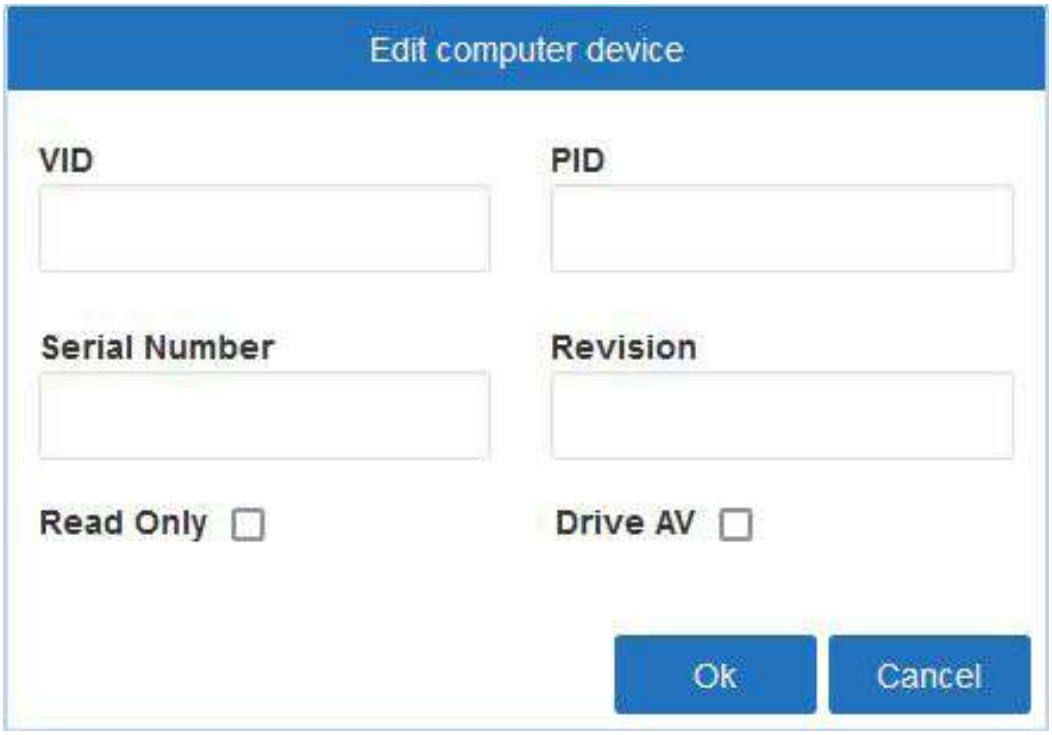


Figure 4.3: Create New Record

CAUTION: *When entering authorized devices, entries apply to selected computer only. Select another computer and enter the same or alternate devices for use. Not authorizing devices on a computer with SecureGuard installed will block all USB mass storage devices*

5. By default HID are allowed, including a mouse, keyboard and headset. To make exceptions to authorized devices, select the **Blocked HID** tab.
6. Under the Blocked HID tab, enter a VID, PID, Serial Number or Revision for the device, then click Create. For help locating identification numbers for HID, see Step 9 and **Figure 4.5** below.
7. To view device details, click the **Allowed Mass Storage** or **Blocked HID** tabs.

Figure 4.4: Whitelisted Devices

8. Under either tab, you may revise details for applicable devices within this field by clicking the **Edit** button. At the prompt, select a box to enable the feature:

   Read Only: this prevents saving files from the desktop to the drive and will prevent from editing files on device; check this box to put the disk in Read Only mode or uncheck to allow it to function in normal mode, then click **OK**

   Drive AV: this forces a drive to have DriveSecurity antivirus installed on it in order to use on the computer.

Edit: click the paper and pencil icon to edit a line

Delete: click the trashcan icon to remove this line

9. To see a detailed log of user actions on a USB port, click **Report**.

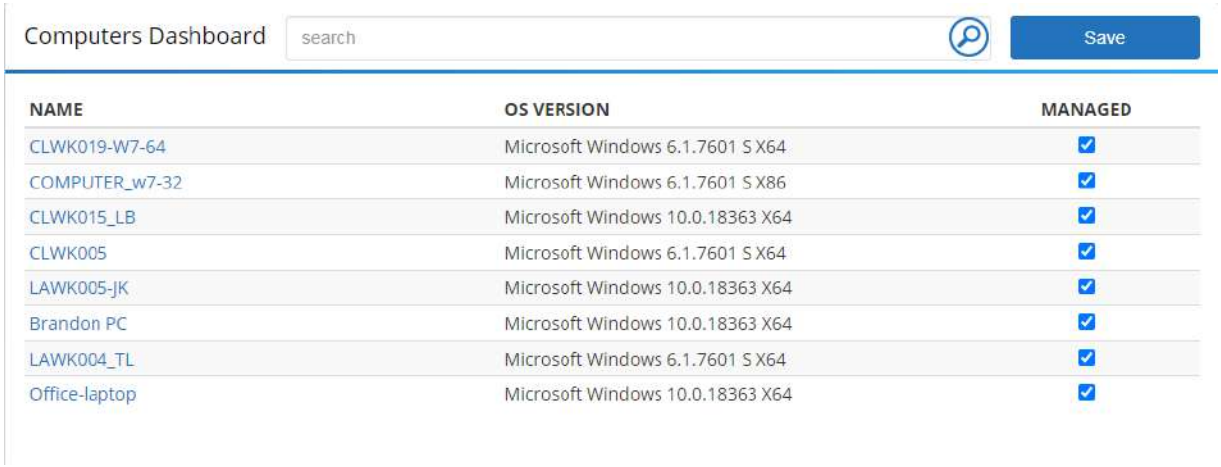


Figure 4.5: Access Log Report

RM provides an access log for Admin to review:

Date: provides date and time action was taken (Note: this is adjusted to Admin's local time)

Device: this shows the type of device detected

Operation: this is the action taken on a USB port on this computer
PID, VID, SN, REV: these identify the specific device used, whether it has been entered into RM or not

Status: this shows SecureGuard USB's action on the device

10. The access log updates within seconds. To get an updated view click the Refresh icon next to the search bar.

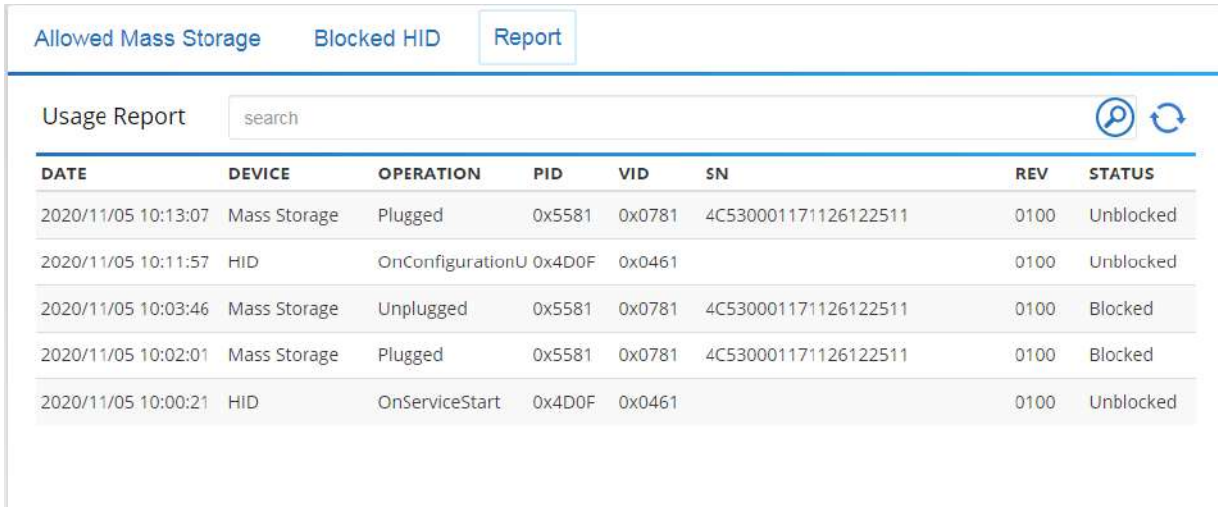


Figure 4.6: Report Refresh

SECTION 5: SECUREGUARD USB IN USE

1. Insert unauthorized drive into USB port.
2. If installed properly, the following message will appear.

Figure 5.1: Blocked Access Screen

The computer should completely lock now, including the mouse cursor's location on the screen and display information about the unauthorized device, which is stored on the access log in RM.

3. Remove unauthorized device to regain access to the computer.
4. While a whitelisted device is inserted, plugging in an unauthorized device will override the authorization and lock computer until unauthorized device is removed.

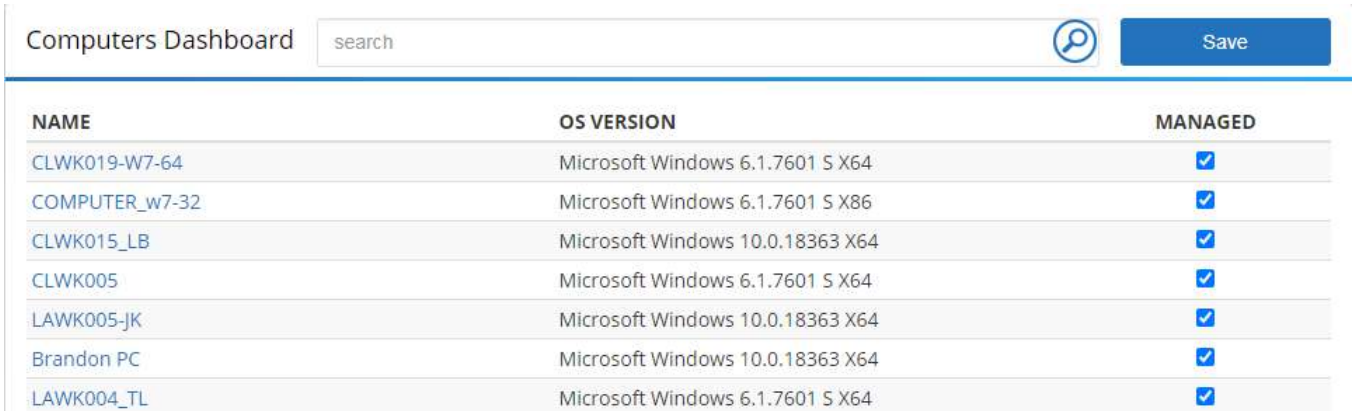


Figure 5.2: Simultaneous Use of Authorized and Unauthorized Devices

5. If a whitelisted device is inserted and becomes remotely blacklisted through RM, within seconds the target computer will lock. If an unauthorized device is inserted and locks the computer, then becomes remotely whitelisted through RM, the computer will unlock.
6. When charging an unauthorized phone or tablet via the computer's USB port, the computer will lock until the device is removed. The device also will not charge when the computer is locked.