

## Frequently Asked Questions about the ComputracePlus Laptop Security Program

### **Q. What is installed on my computer?**

A. The ComputracePlus agent is a small, software client that resides on the hard drive of host computers. On some Windows based machines, the Agent is a pre-existing part of the computer Bios.

### **Q. Am I required to have this agent on my computer?**

A. ALL laptops purchased with institutional monies (including research grants and funds from federal agencies and industry sponsors) and personal laptops that were purchased with personal funds, but that contain institutional information/data will be included in the program.

### **Q. Exactly what is ComputracePlus designed to do?**

A. This Agent is designed to create both a deterrent for theft, which exposes the privacy and confidentiality of electronic Protected Health Information (ePHI) to outside parties, and to assist in the recovery of stolen laptop computers.

### **Q. What is ComputracePlus NOT designed to do?**

A. The product is not:

- A means of tracking, obtaining an inventory, or monitoring laptop activity,
- A means of knowing what other software is resident on the laptop,
- A guarantee of loss prevention. It is a deterrent.
- An agent known to disrupt routine computing on the laptop,
- An automatic trigger for finding a lost or stolen device. (A lost or stolen laptop must be reported to the Division of Public Safety Security Services by the owner of the laptop before any locator is initiated.)

### **Q. Can ComputracePlus be detected?**

A. On most PCs, the Computrace Agent, which powers ComputracePlus, is silent and invisible and will not be detected by looking at the disk directory or running a utility that examines RAM. On many PCs – depending on their operating system – the Agent cannot be erased off the hard drive by deleting files because it is not visible in file directories. The Agent can survive a hard drive re-format, F-disk command and hard drive re-partitioning. The Agent can be removed by an authorized user with the correct password and installation software.

On a Mac system, it is very difficult for a standard user to deliberately or accidentally delete the Agent as the files cannot be deleted by anyone other than the root user.

### **Q. What happens if a computer's hard drive is removed?**

A. For this phase of the process, the Computrace Agent resides on a computer's hard drive so if the drive is removed and installed on another computer, the Agent will initiate contact with the Monitoring Center at its next scheduled call. It will then report its new location. The original computer will no longer be protected.

In the future, the agent will be embedded in the BIOS on select configurations of IBM and DELL laptops. At this point, the agent cannot not be eliminated if the hard drive is removed.

**Q. Through what means are licenses paid?**

A. The cost of this software is \$65 per computer for a 3-year contract, and fees will be charged to the department, center or institute based on the laptop inventory.

**Q. Are devices other than laptops covered by this program?**

A. At this time, only laptops are being covered with this program. However, the Agent can be installed on desktops, including local and out-of-office devices.

**Q. If my laptop is stolen, what do I do?**

A. Crucial to the recovery of a stolen laptop is the partnership with law enforcement. The owner must report the loss to the police so that the mechanism is put in place for the Computrace software to signal the unique laptop's identifier and location when the device is connected to the internet.

**Q. Is my laptop protected when I travel?**

A. The software is designed to work in both the USA and Canada. In other locations, reliance on the cooperation of local law enforcement is not necessarily as consistent.

**Q. What happens to my laptop protection if I leave on sabbatical?**

A. The device must check in through an Internet connection once each 30 days in order to maintain the recovery guarantee. Otherwise, if it is reported stolen during the leave period, attempts to recover it would be made, but the replacement monies could not be paid out if the device is not recovered. Once the device regularly reports in again, it is under the standard warrantee.

**Q. Can data on a stolen PC be deleted?**

A. To protect data on a PC, in addition to hardware, ComputracePlus customers do have the option of wiping valuable data from a stolen machine. The Data Delete service helps to prevent a thief from accessing and potentially compromising that data. Customers contact Absolute to initiate the Data Delete service, which is administered the next time the Agent contacts the Monitoring Center. The service then works in the background to erase data from the PC, and can be configured to include or exclude the operating system. This Service is not currently available for the Macintosh.

**Q. Is there a means through this contract by which the data on my computer can be viewed by others?**

A. No.

**Q. What are the kinds of laptop losses covered by this service? –**

A. Internal Loss, Internal Theft, and External theft.

**Q. What are the minimum system requirements to run ComputracePlus?**

**A.** Computrace Agent Hardware & Operating System Requirements:

For PCs:

486 or faster processor

Hayes-compatible modem or connection to the Internet

Windows 95/98/2000/NT/Me/XP

For Macs:

G3 processor or above

Connection to the Internet

Mac OS X version 10.2

**Q. Does ComputracePlus interfere with applications that are in operation?**

**A.** No. ComputracePlus does not affect system performance or security. The agent itself occupies a small amount of memory when idle. When placing a call to the Monitoring Center, it occupies approximately 27 KB during the data transfer.

**Q. Can ComputracePlus work with encryption software?**

**A.** Yes. ComputracePlus works with PC file and folder level encryption.

**Q. Can the Computrace Agent dial through various telephone systems?**

**A.** The Computrace Agent works from any phone line in the United States and Canada, even those requiring a special prefix number, such as 8 or 9. If the Agent is set to dial with a special prefix, it will first dial using that prefix but will try all common prefixes (and no prefix) until it makes a successful connection. When the Computrace Agent uses a phone connection to communicate with the Monitoring Center, it uses a toll-free telephone number.

**Q. How long does it take to install the ComputracePlus service?**

**A.** For individual installations it only takes a few minutes to run through the wizard-based installation tool and install the Computrace Agent. Your Local Support Provider will have the ability to install the agent on your laptop.

**Q. How can I install ComputracePlus across my population of PCs?**

**A.** ComputracePlus can also be made part of a standard corporate image or even pre-installed by an authorized integrator or OEM partner. For installation on multiple Macs, a remote administration software such as Apple Remote Desktop is used to install the Computrace Agent or each machine can have the agent installed on it manually.

### **Tips for keeping your laptop safe:**

1. When on the move, keep your belongings in sight and never leave your laptop unattended.
2. Try not to leave your laptop in a vehicle. If you must, ensure that it is in the trunk or covered up. DO NOT leave it in plain view.
3. Don't leave a meeting or conference room without your laptop. Take it with you or it may not be there when you return.
4. Lock a laptop in your office or work area during off-hours. Or put the laptop into a locked closet or cabinet.
5. Do not permit unaccompanied visitors into your work area.
6. Use a cable and lock your laptop when unattended. Security cables are an obvious deterrent and an easy way to reduce unnecessary loss.
7. Have Computrace installed on your laptop, so that if it is stolen, you will have a greater chance of getting it back.

Simple user awareness training is an essential part of any security program. This should include precautionary measures when in the office or when traveling.

In cases where the value of the data is of concern, file encryption is highly recommended. Many products exist in this space, though changes in user work habits often prevent their effective implementation.