

DeskDefender Getting Started Guide



DeskDefender is an all-in-one package providing the essential desktop security features for desktop and laptop PCs. It can be managed through a central online portal, so you can always make sure your users are working securely.

This guide is designed for new users of DeskDefender, to help you get your PCs protected as quickly as possible. The topics covered are: -

- **What you need to start using DeskDefender** 2
- **Installation of the client software** 2
- **Security Profiles** 3
- **Recommended Mobile users profile** 3
- **Running DeskDefender for the first time** 4
- **DeskDefender in everyday use** 5
- **The DeskDefender portal** 8
- **Getting Support** 10

What you need to start using DeskDefender

- The DeskDefender installation software. This can be downloaded from the intY website www.intY.com/deskdefender/download
- The software licence key which will also be emailed to you.
- DeskDefender needs about 60MB of disk space and requires a minimum of 256 MB memory, but 512 MB is recommended or you may notice performance issues.
- Your username and password for the intY DeskDefender portal, which will have been emailed to your nominated contact after the order was placed.

Installation of the client software

- We recommend you perform the below steps when your PC is behind a business grade firewall and normal security provisions are in place.
- Firstly you should remove any existing security software that will conflict with DeskDefender:-
 - Antivirus
 - Anti Spyware
 - Desktop firewalls



Check with the vendor of your previous security software for an uninstall tool. This will remove Windows registry entries which a standard Windows program uninstallation will not do.

With certain vendor's software, this can prevent DeskDefender from running properly after installation. If you are unsure about software removal, check with intY Support,

- Close down all programs that connect to the Internet (browsers, email etc) and uninstall your existing antivirus/spyware software, desktop firewalls: -
 - Go to the Windows system tray & right click the logo of your existing antivirus/spyware desktop firewall programs, choose the exit or close down option. You may have to click through warning boxes about leaving your computer vulnerable: don't worry, DeskDefender will provide an even higher standard of security
 - Click on *Start, All Programs* and open the program group of your existing antivirus/spyware software. Select the *Uninstall* option. If this option is not available, use *Control Panel, Add or Remove Programs*.
- Look on the memory stick (or folder containing the downloaded installation file) and run the installation file *DeskDefender.exe*
- Confirm the language and that existing antivirus programs have been removed, accept the license terms, and then enter the subscription number.
- Restart the computer when prompted.

Security Profiles

DeskDefender is a sophisticated managed desktop security application that has been designed to operate with minimum effort on your part. The key issue to consider when deploying the system is the security level you give to end users. There are 4 levels available: -

- **Desktop open**
 - AV Security Levels: High, Normal (Default), Off, Custom
 - FW Security Levels: Block all, Office (Default), Office Printer/File Sharing, Allow All
 - User can change major security settings (i.e. disabling updates, application control, e-mail and real-time scanning in AV)
- **Desktop closed**
 - AV Security Level: Normal
 - FW Security Level: Office
 - User cannot disable major security settings
- **Laptop open**
 - AV Security Levels: High, Normal (Default), Off, Custom
 - User can change major security settings
- **Laptop closed**
 - AV Security Level: Normal
 - FW Security Levels: Mobile, Office
 - User cannot disable major security settings

The Desktop profile allows features like file sharing and printing to operate but relies on an external firewall for full protection.

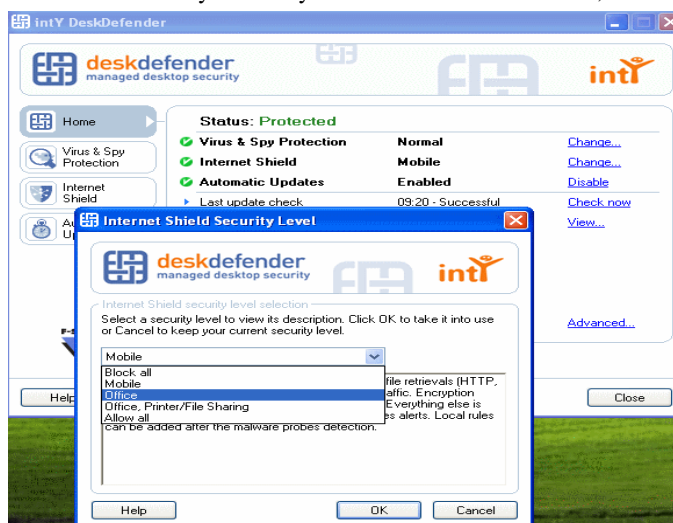
For mobile users, the Laptop profiles are very secure and can be used safely in public WiFi spots, or other insecure public networks. They enable web browsing and secure connections (i.e. HTTP, HTTPS, FTP, SSH) as well as email & Usenet traffic. NB that all other traffic is denied in so Windows file & print services will not work.

The Open profiles can be adjusted by the end user, but the *closed* profiles have certain features locked down so they cannot be disabled.

Recommended Mobile users profile

The recommended setting for Laptop users is *Mobile Open*.

This is because they are likely to work in various locations, & this will enable them to change the profile depending on where they are working.



For instance they will probably want facilities (like printing) to be available when working in the Office behind the company firewall.

This is simply done by opening DeskDefender & in the Home tab clicking *Change* so the level can be altered from *Mobile* to *Office*.

Running DeskDefender for the first time

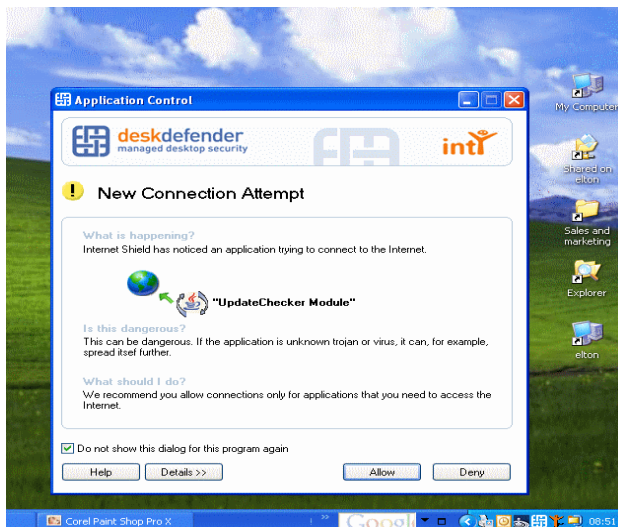
Once your machine has restarted, DeskDefender will automatically run and the logo will appear in the Windows system tray every time the machine is switched on.



DeskDefender will firstly request that you let it perform a scan. Allow this to proceed because it is important to ensure any viruses or spyware are detected and removed as soon as possible. This could take several hours depending on the size of the hard disk being and number of files.

From this point on, DeskDefender will begin with all essential services enabled whenever the PC is started:

- Antivirus
- Spyware
- Personal firewall



DeskDefender will now monitor all applications that make connections to or from your PC. The first time it sees a program it will prompt the user with a dialog box like the one on the left.

If you are happy for the program to connect to the Internet, for example, click the *allow* button.

To prevent DeskDefender prompting you each time you run the same program, you can also tick the *Do not show this dialog or this program again* box.

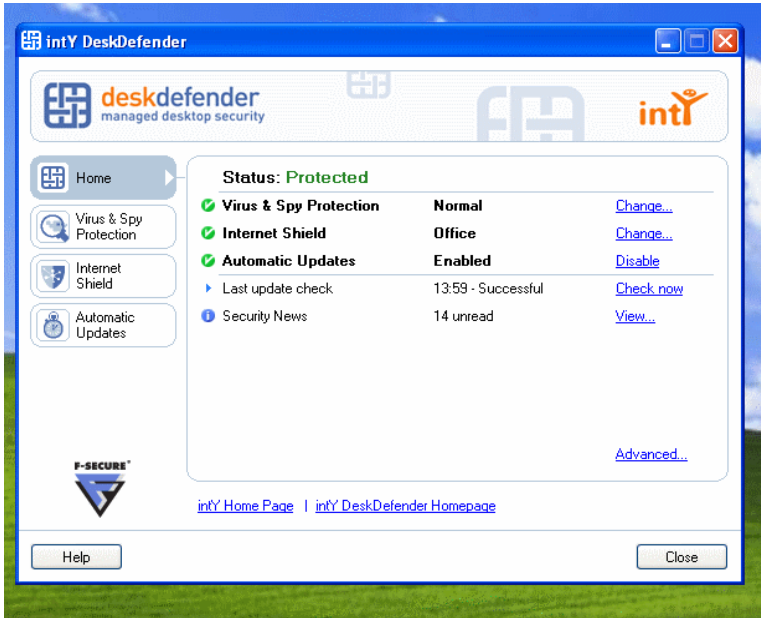
So long as the PC is connected to the Internet, DeskDefender connects to our central update servers every hour so it can:-

- Download antivirus and spyware updates
- Send or receive configuration changes and status information
- Receive news about security alerts

DeskDefender in everyday use

Once DeskDefender has been configured to automatically allow all the programs you use regularly, it is normally transparent to the PC user and it requires very little attention.

The status of DeskDefender can be viewed by double clicking the system tray icon. The *Home* page should look like this: -

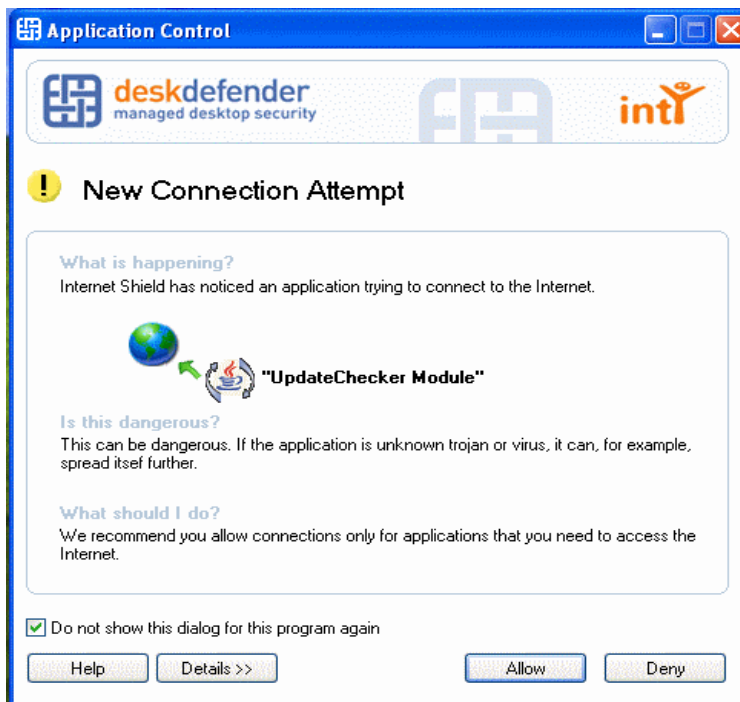


The *Home* page shows the summary details of the 3 core areas of DeskDefender: -

- Virus & Spy protection
- Internet Shield
- Automatic Updates

The status of each area is indicated by a symbol on the left. A green tick shows that everything is OK and that no problems have been found.

DeskDefender is occasionally sent new about security threats as they emerge, and the bulletins can be read by clicking the *View*, button on *Security News*.



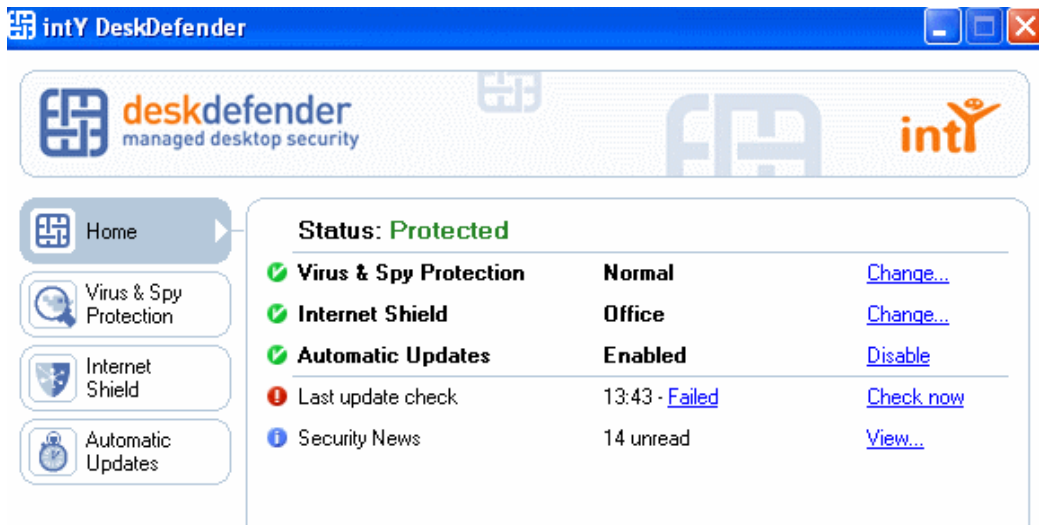
If a program you use is modified in some way e.g. by an automatic update from the vendor, for example, then DeskDefender will detect this and alert you with a dialog box.

Always check that a genuine update has actually happened, rather than just clicking *Allow*. If you don't recognise the program then always check before clicking on the *allow* button.

If an application were hijacked by a virus or worm, then they would try and send illicit data from your machine. DeskDefender would detect it and display this message.

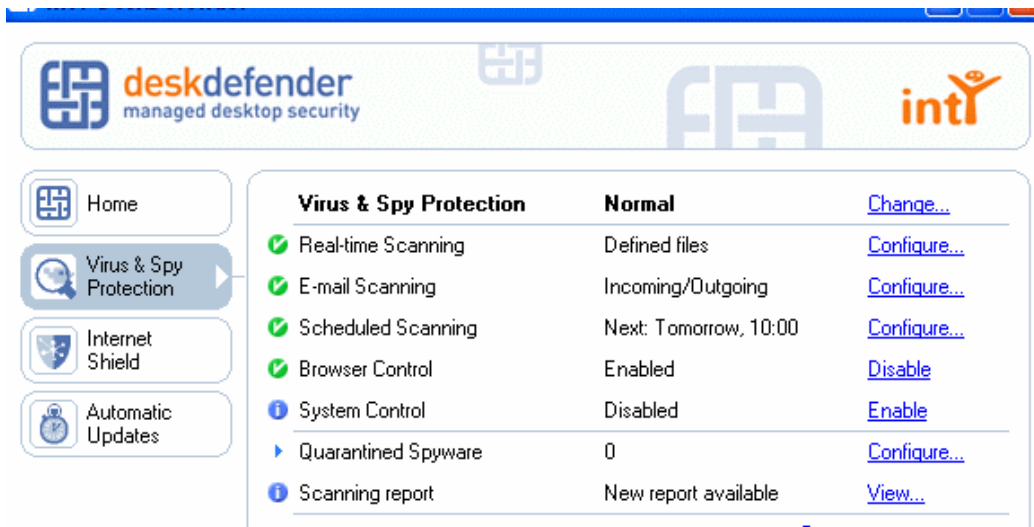
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If the PC is unable to connect to the DeskDefender update server, then an alert is displayed:-



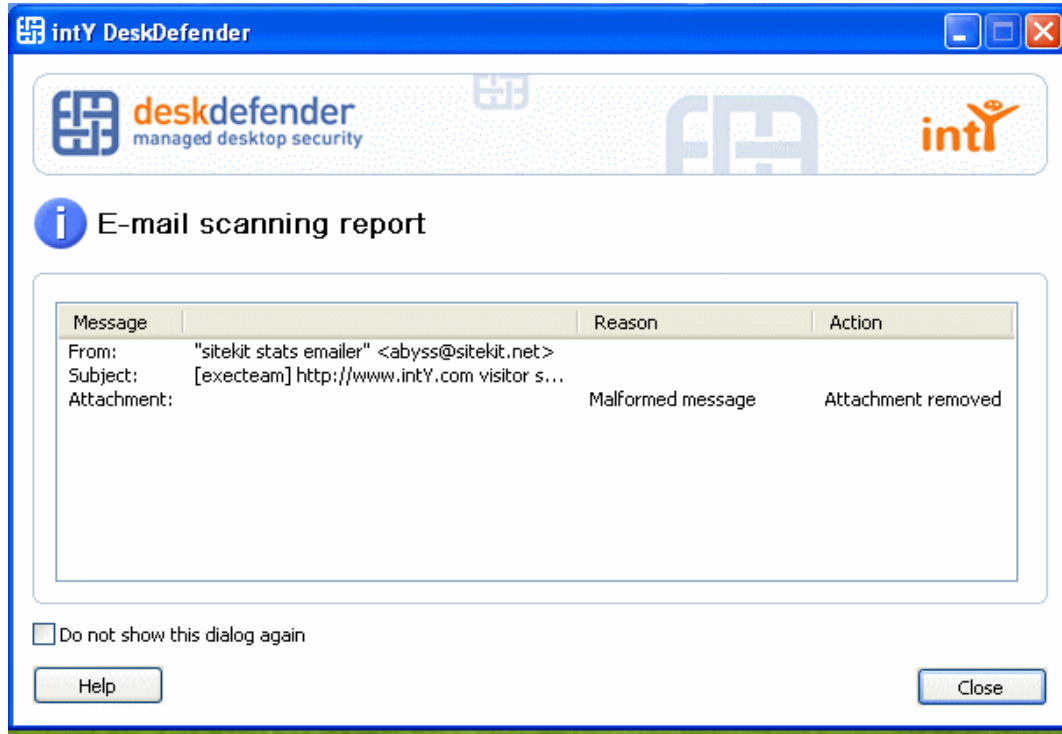
You can force an update at any time with the *Check now* button to correct this.

You can check each of the 3 tabs for more details on that area. Here's how the *Virus & Spy Shield* screen looks when there are no problems: -



The Internet Shield displays any issues with the Firewall and a history of alerts, so you can track recent events relevant to your system security.

Emails are scanned for malware and anything suspicious will be removed; DeskDefender then displays a message like the one below.

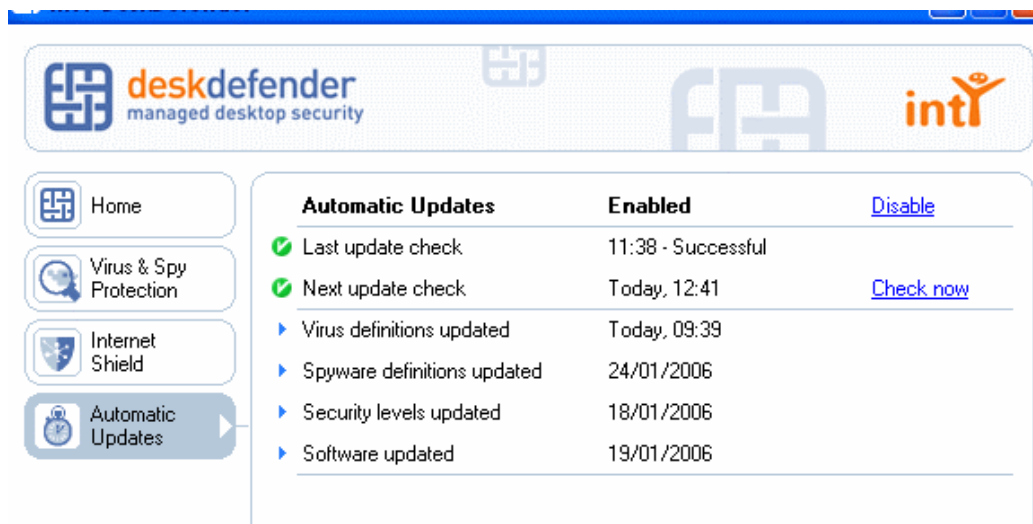


Under *Scheduled Scanning, Configure* you can set DeskDefender to check for problems on a regular basis: we recommend a weekly scan.

Under the *Advanced* tab, it is possible to define which programs can be launched by the user.

This mechanism is only intended for use by the Network Administrator.

The *Automatic Updates* area shows how current the virus and spyware definitions are and whether there were problems connecting to the update server: -



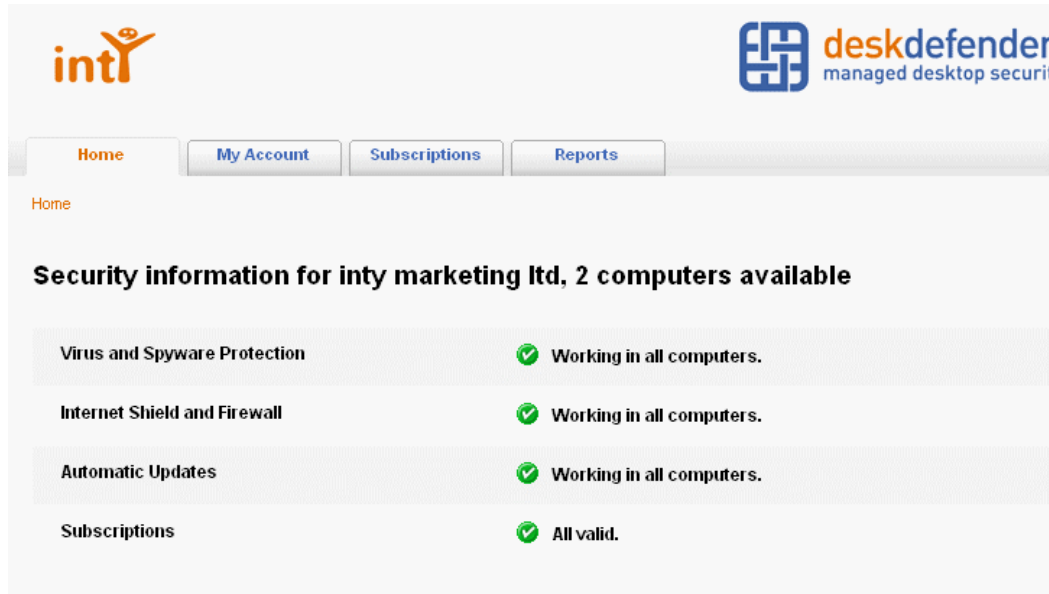
The DeskDefender portal

The DeskDefender portal gives your organisation's administrator a simple way to check the status of PCs that are using DeskDefender and define their security profile (see p. 10).

It is also the place that you can set the security profile for each user. It is not intended for end users.

Browse to www.intY.com/deskdefender/portal where you can log in using the username and password you have been sent.

When you log in as the administrator, the *Home* tab shows a status summary for all the company's DeskDefender users and whether there any current problems.



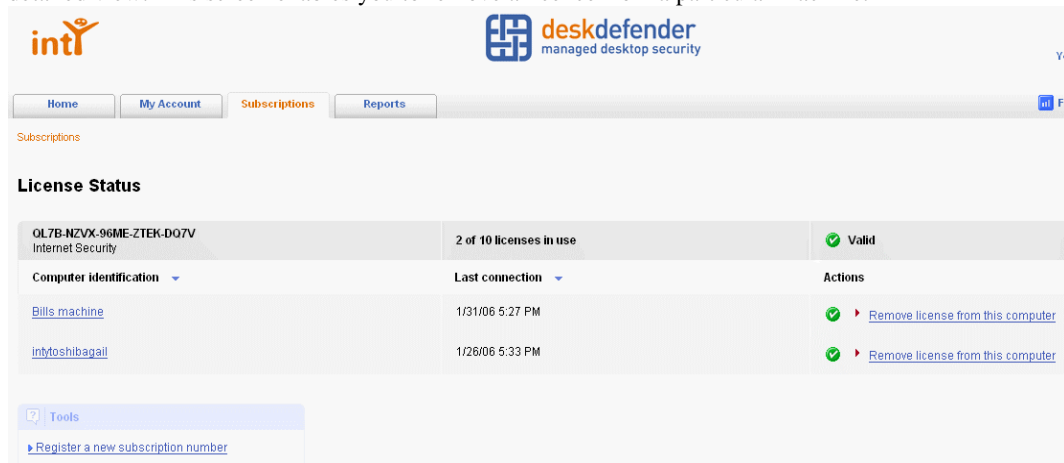
The screenshot shows the DeskDefender portal interface. At the top left is the 'intY' logo, and at the top right is the 'deskdefender managed desktop security' logo. Below the logos is a navigation bar with four tabs: 'Home' (selected), 'My Account', 'Subscriptions', and 'Reports'. The main content area is titled 'Home' and displays 'Security information for inty marketing ltd, 2 computers available'. Below this, there are four rows of security status information, each with a green checkmark icon and the text 'Working in all computers.' or 'All valid.':

Security Feature	Status
Virus and Spyware Protection	Working in all computers.
Internet Shield and Firewall	Working in all computers.
Automatic Updates	Working in all computers.
Subscriptions	All valid.

The *My Accounts* tab is where you will set up login details and weekly or monthly reports.

The *Reports* tab enables you to request historical reports.

The *Subscriptions* tab shows a summary of the status for all PCs, each one of which can be expanded for a detailed view. This screen enables you to remove a licence from a particular machine.



The screenshot shows the DeskDefender portal interface with the 'Subscriptions' tab selected. The main content area is titled 'Subscriptions' and displays 'License Status'. Below this, there is a table showing the status of licenses for Internet Security:

License ID	Usage	Status
OL7B-NZVX-96ME-ZTEK-D07V Internet Security	2 of 10 licenses in use	Valid

Computer identification	Last connection	Actions
Bills machine	1/31/06 5:27 PM	Valid Remove license from this computer
intMoshibagail	1/26/06 5:33 PM	Valid Remove license from this computer

At the bottom of the page, there is a 'Tools' section with a link to 'Register a new subscription number'.

By double clicking an ID, you can see more details about the settings and status of an individual PC.

The machine ID is set by Windows and may not mean much to you.

Computer information
✔ Information last updated on: 2/2/06 11:48 AM

Computer alias	Computer Name
d263j12j	d263j12j

Edit computer alias

▶ [d263j12j](#)

Edit security profiles

▶ Laptop Locked

Critical Services

Anti-Virus and Spyware Real-time Scanning	✔	Anti-virus ena
Internet Shield and Firewall	✔	Firewall ena
Automatic Updates	✔	Automatic Up

Installed Product

Product Version	6.11
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If you have a number of PCs already using DeskDefender & cannot tell which is which by their ID, you can identify each one like this: -

- Right click a My Computer icon and select Properties.
- Then select the Computer Name tab, which will show the ID of that PC.

You can set an alias by clicking on the right facing blue button: **Edit computer alias**. ▶ You can use any easy to remember name

Computer information
✔ Information last updated on: 2/2/06

Computer alias	Computer
d263j12j	

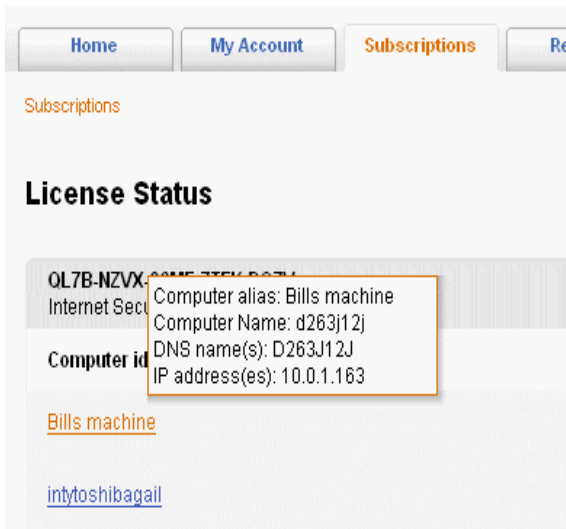
Edit computer alias


▶ [d263j12j](#)

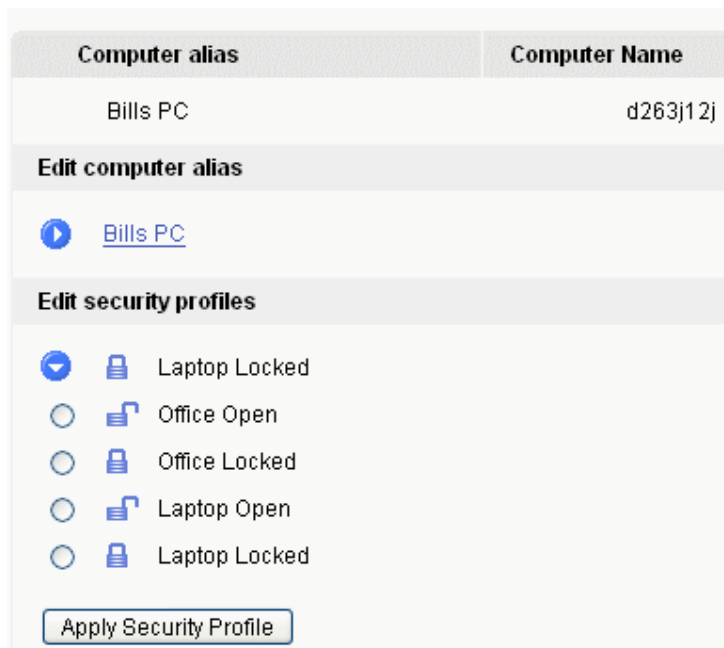
A host alias can be alpha-numeric and maximum 15 characters

The DeskDefender portal will now use this alias, although it will only take effect after the hourly update, unless you force an immediate update to refresh straight away.

At the top level of the *Subscription* page, you can also display the address and ID details of any machine listed by simply holding the mouse over the computer ID.



To set the security profile, click the button  on *Edit Security profiles*.



You can then set a new profile by clicking the new setting and then the *Apply Security Profile button* to make the change take place.

This policy change can take up to an hour to be delivered to the PC.

Getting Support

If you have problems with DeskDefender which you can get support from intY on: - support@inty.com or 0870-225-6300