DriveLock Control Center User Guide 2021.1

4/30/2021

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Part I

Document Conventions

1 Document Conventions

Throughout this document the following conventions and symbols are used to emphasize important points that you should read carefully, or menus, items or buttons you need to click or select.

> **Caution: This format means that you should be careful to avoid unwanted results, such as potential damage to operating system functionality or loss of data**

> Hint: Useful additional information that might help you save time.

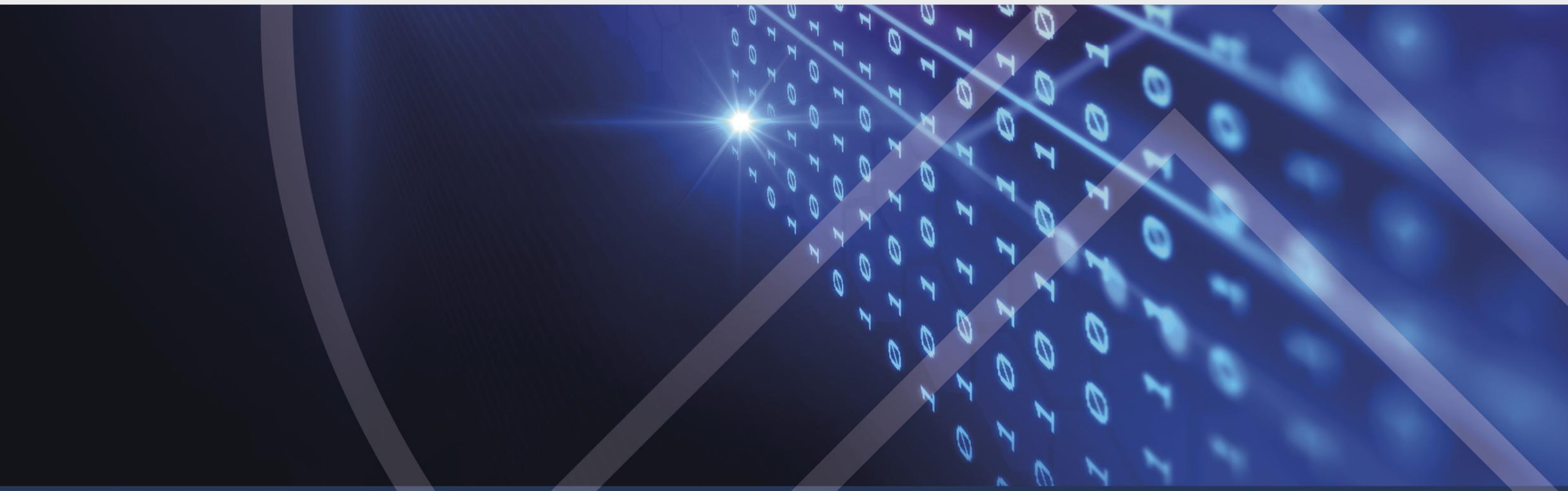
Italics represent fields, menu commands, and cross-references. **Bold** type represents a button that you need to click.

A `fixed-width typeface` represents messages or commands typed at a command prompt.

A plus sign between two keyboard keys means that you must press those keys at the same time. For example, ALT+R means that you must hold down the ALT key while you press R. A comma between two or more keys means that you must press them consecutively. For example ‘ALT, R, U’ means that you must first press the Alt key, then the R key, and finally the U key.

Part II

DriveLock Control Center



2 DriveLock Control Center

You can use the DriveLock Control Center (DCC) to monitor the status of DriveLock Agents, to investigate events and incidents and create reports and statistics. The DCC communicates directly with the DriveLock Enterprise Service (DES), which retrieves information reported by DriveLock Agents from the database server where it stores this data.

Install the DCC on the server where the DriveLock Enterprise Service is running or the workstations of your administrators and help desk staff.

You can find a comprehensive list of all DriveLock events in the DriveLock Events document at DriveLock Online Help

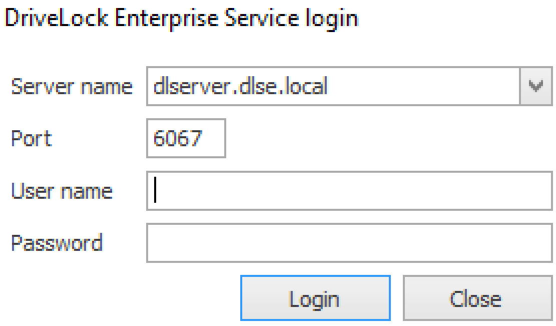
2.1 Log in to DCC

If you start the DriveLock Control Center from the Start menu or the application icon, the system automatically uses the user who is currently logged on to the operating system for authentication.

If you have already configured a server connection, it is reused at startup. Otherwise you can specify a connection at the first start or, if DNS multicast is activated, you can select a detected connection.

Log in with a user name and password

Start the DCC via command prompt with the parameter -LoginDlg to open the login dialog.



DriveLock Enterprise Service login

Server name: dlserver.dlse.local

Port: 6067

User name:

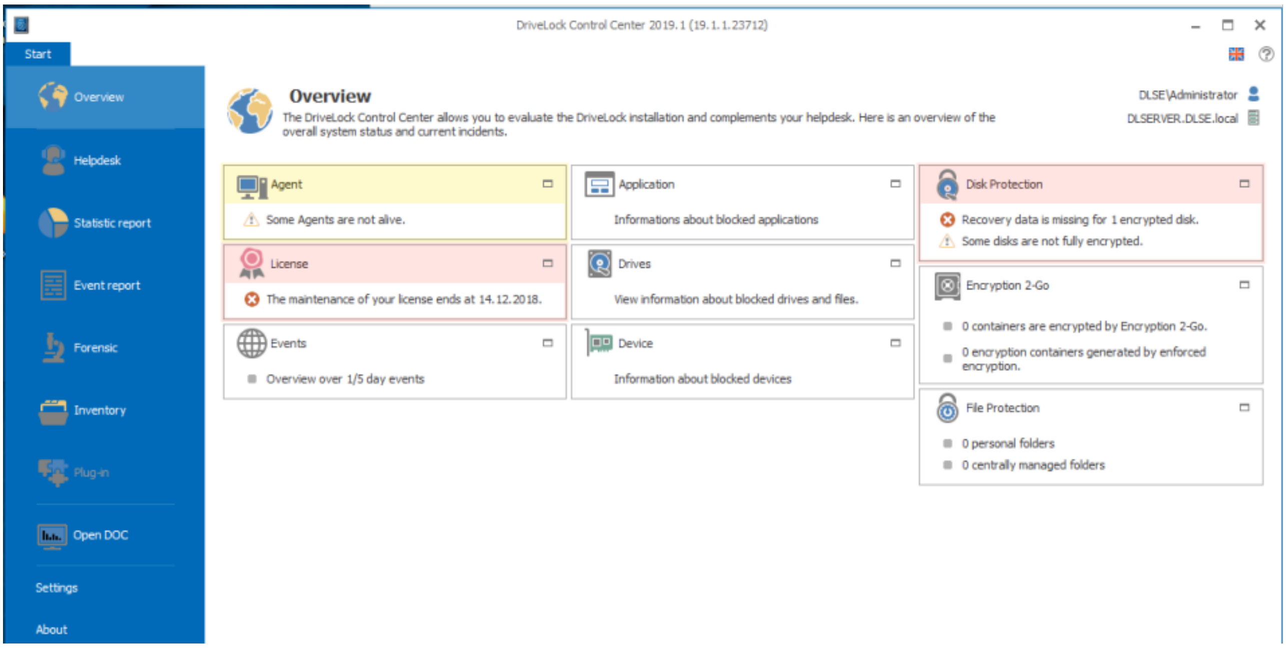
Password:

Enter a different user name and password to log in to DCC with this account. You can also select or enter a different server connection here.

2.2 Start page

The DCC Overview displays overview information for the various DriveLock functional areas. To view the details, maximize the area by clicking the 🗖 icon and open the desired statistic or report. For example to get information about licensing, maximize **License**.

To go back, select the **Start tab** in the top left corner and minimize the area again by clicking the 🗗 icon.



Overview

The DriveLock Control Center allows you to evaluate the DriveLock installation and complements your helpdesk. Here is an overview of the overall system status and current incidents.

Some Agents are not alive.

Informations about blocked applications

Recovery data is missing for 1 encrypted disk.

Some disks are not fully encrypted.

The maintenance of your license ends at 14.12.2018.

View information about blocked drives and files.

0 containers are encrypted by Encryption 2-Go.

0 encryption containers generated by enforced encryption.

Overview over 1/5 day events

Information about blocked devices

0 personal folders

0 centrally managed folders

2.3 Functional areas

The presentation and handling is very similar for all functional areas in the DCC. First select a function from the sidebar on the left. The corresponding working area then is structured into the following zones:

Action Buttons

Here you can start defined tasks or views.

Recently used

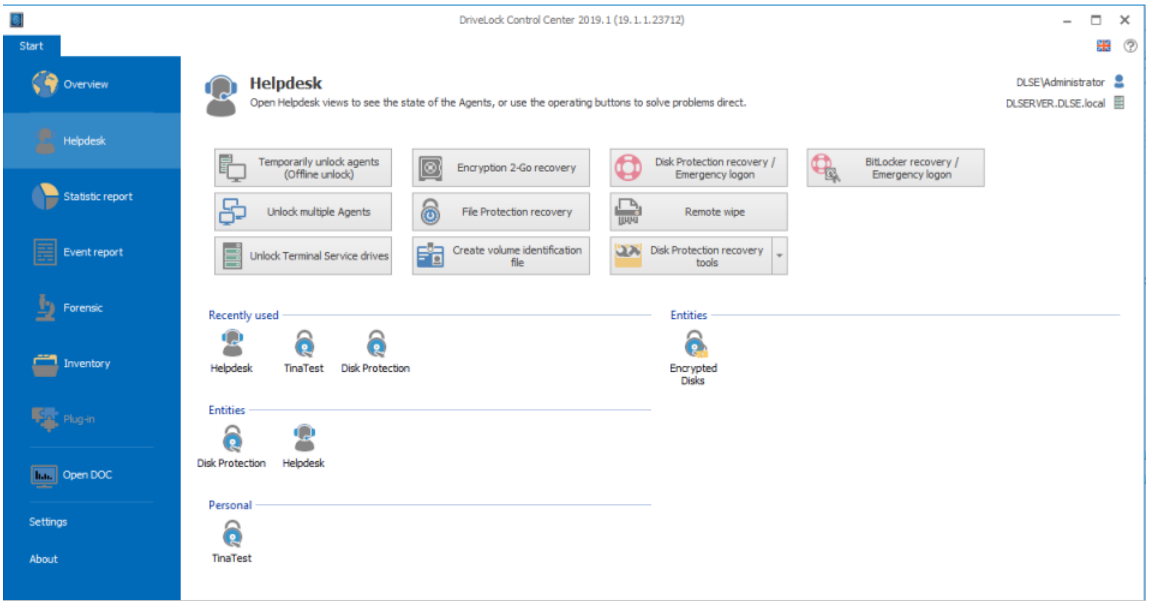
Here you see the last recently used views or reports.

Built-in

Shows all built-in views and reports, which are installed with the DriveLock

Personal / Published

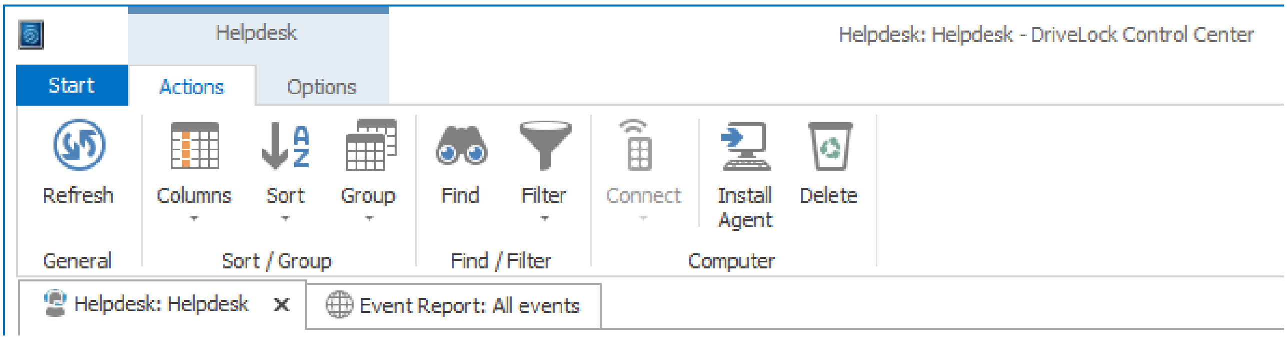
If available, shows you the reports, which you have stored for your personal usage or which have been published by somebody.

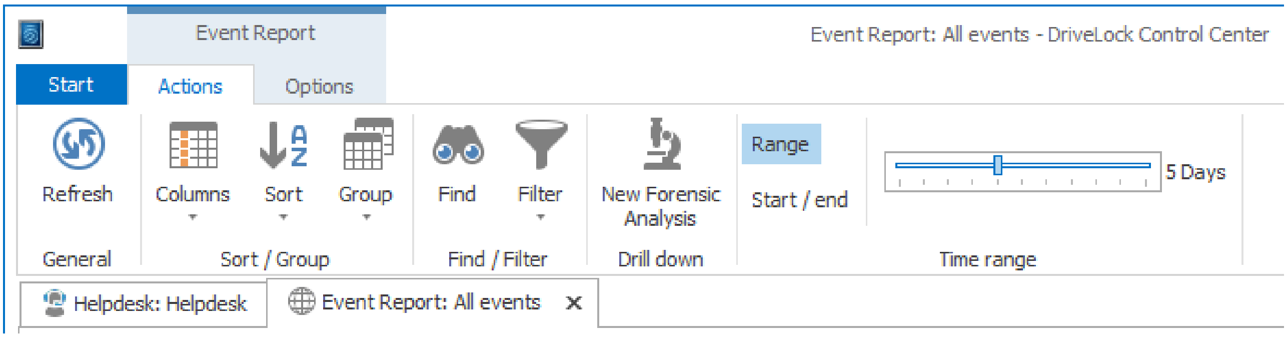

DriveLock Control Center 2019.1 (19.1.1.23712)
Start
Overview
Helpdesk
Statistic report
Event report
Forensic
Inventory
Plug-in
Open DOC
Settings
About
Helpdesk
Open Helpdesk views to see the state of the Agents, or use the operating buttons to solve problems direct.
DLSE\Administrator
DLSERVER.DLSE.local
Temporarily unlock agents (Offline unlock)
Encryption 2-Go recovery
Disk Protection recovery / Emergency logon
BitLocker recovery / Emergency logon
Unlock multiple Agents
File Protection recovery
Remote wipe
Unlock Terminal Service drives
Create volume identification file
Disk Protection recovery tools
Recently used
Helpdesk
TinaTest
Disk Protection
Entities
Encrypted Disks
Entities
Disk Protection
Helpdesk
Personal
TinaTest

2.4 Working area

2.4.1 Ribbons

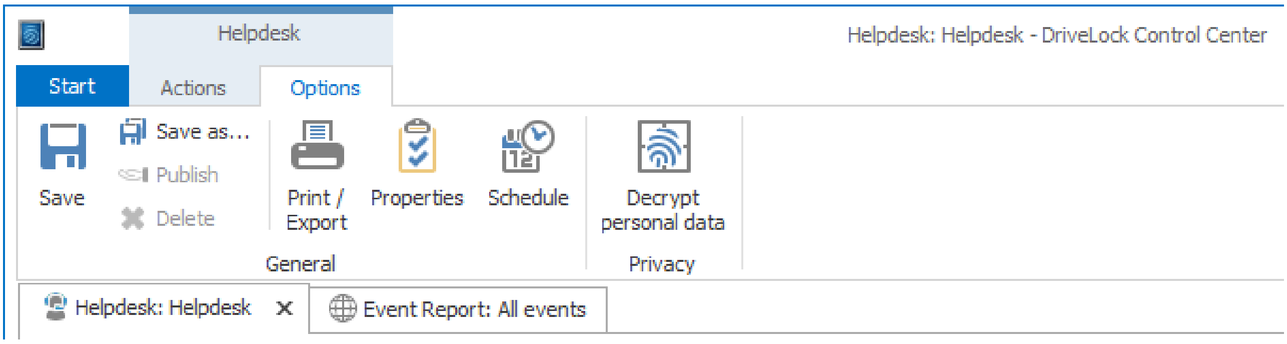
As soon as you open an action (view, report), beside the **Start** tab you get two additional tabs **Actions** and **Options**. The text above shows the corresponding action or option for the two tabs. In the ribbon below you can start available tasks or set available options for the selected action. The both figures following, shows the display with one open help desk and one open event report.





Use the tabs below the ribbon to switch between the open actions. To close a tab click the **X** right on an open tab or click the middle mouse button on a tab.

Use the ribbon below Actions, to configure, sort or group your views and tables, search or filter the results, select an appropriate time range and start tasks which relate to this functional area.



Switch to the options ribbon, to save or publish your configuration, prepare any print output and create schedules to send automated reports and statistics.

2.4.2 Result views

Customize the views of help desk and reports to fit your needs. Some of the following adjustments are not available in all functional areas.

- **Update -** Event data may change while you view a report. Click **Refresh** in the Ribbon to see the newest results.
- **Customization dialog** - right click on the **column heading**.
- **Add or remove columns** - in the ribbon, click on **Columns** and select the column names or in the customization dialog open the **Column chooser** and drag columns into the table header or back to the Column chooser.
- **Remove columns** - with the mouse drag a column header out from the table.
- **Move columns** - drag a column to a new position.
- **Adjust the column with** - drag the border of a column heading or select **Best fit** in the customization dialog.
- **Sort columns** - click to a **column heading** to sort this column and to revert the sort order or select **Clear sorting** in the customization dialog to remove a sorting.
- **Group data** - select **Group By Box** in the customization dialog and drag one or more columns to the group by box on the top of the column headings or back to the table headings. In the ribbon click **Group** and select the desired columns. To show or hide grouped content in the table on the left side click on **>** or **v**.
- **Time range** - by default results of the last five days are shown. In the ribbon click to **Range** and drag the **slider** or click to **Start/end** and enter dates.
- **Filter data** - double click to any value within the table to easily filter the results by this value. The filter will be shown at the bottom of the table. Click **X** to remove the filter. The last five filters will be available in the history.
- **Predefined filters and filter history** - in the ribbon select **Filter** and an existing Filter.
- **Auto filter** - in the ribbon select **Filter** / **Auto filter row**. Enter text below the column headings to filter by this criteria immediately. If you start with an asterisk (*****) the filter changes to *Contains* instead of *Begins with*.
- **Filter editor** - the DCC includes wide filtering capabilities that you can use to control which data is displayed in a report. You can define both simple filter conditions and detailed logical expressions. Fore more details see chapter Filter editor.

After you have finished the customizing, open the ribbon **Options**, **save** the results for your personal usage and eventually **publish** it for other administrators.

> Saved views are only visible for the tenant, they have been created for. Built-in views are visible for all tenants.

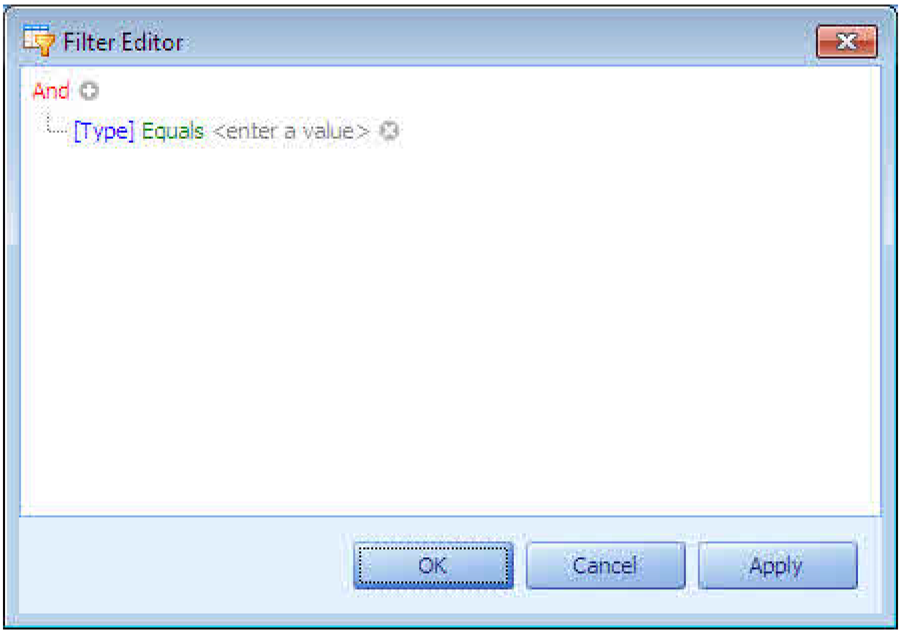
Permissions

Published views can be opened by other administrators (read access) by default. You can grant or deny permissions to any user or group that has been added to the DriveLock Control Center. Open a view and click **Properties** in the **Options** ribbon and then **Security**. Add users and/or groups and change their permissions as suitable.

- **Full** - allow changes to the definition and permissions.
- **Change** - allow changes to the definition.
- **Read** - allow opening the view.

2.4.3 Filter editor

To create a custom filter, in the ribbon open **Filter / Editor**. You can use the filter editor to define one or more conditions using standard logical expressions. Only events that match your filter expressions are displayed.



To create a filter condition, perform the following steps in the Filter Editor:

- Click the (+) button.
- In the new filter condition, click **[Type]** and then click the name of a column to be evaluated for the filter.
- Click **Equals** and then click one of the displayed expressions. Which expressions are available depends on the column's data type. Examples of expressions include *Equals*, *Is greater than*, *Is less than*, *Contains*, *Begins with* and *Ends with*.
- Click **<enter a value>** and then select or type the value to be includes in the expression. Depending on the data type of the column, you can select from a list, a calendar or type a value.

By default, when you add multiple conditions, the Filter Panel combines them with an And operator. This means that only events that match all conditions are displayed. To change the operator type, click **And** and then click of the following operators:

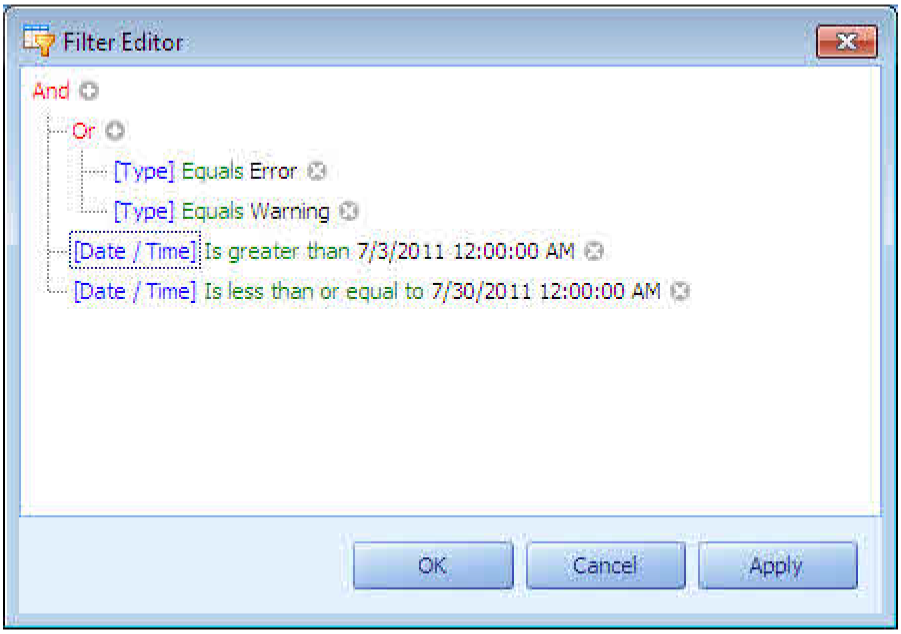
- *And*: Only events that match all of the conditions are displayed.
- *Or*: Events that match any of the conditions are displayed.

- *Not And*: Only events that match none of the conditions are displayed.
- *Not Or*: Events that don’t match at least one of the conditions are displayed.

To add additional conditions to a filter expression, click an operator and then click **Add Condition**.

To enable complex filtering, you can group and nest filter conditions. For example, to create a filter that displays all Warning and Error during April 2010, create the following groups of conditions:

- Type equals Warning or Type equals Error.
- Date is greater than July 3, 2011 and Date is less than July 30, 2011.
- Combine the two previous groups of conditions with an And operator.



And
Or
[Type] Equals Error
[Type] Equals Warning
[Date / Time] Is greater than 7/3/2011 12:00:00 AM
[Date / Time] Is less than or equal to 7/30/2011 12:00:00 AM

To add a new group, click an existing operator, such as **And** or **Or**, and then click **Add Group**. A new group is displayed at an indented level below the current operator. The new group initially contains an empty filter condition. You can change the operator for the group, edit the filter condition or add additional conditions to the group.

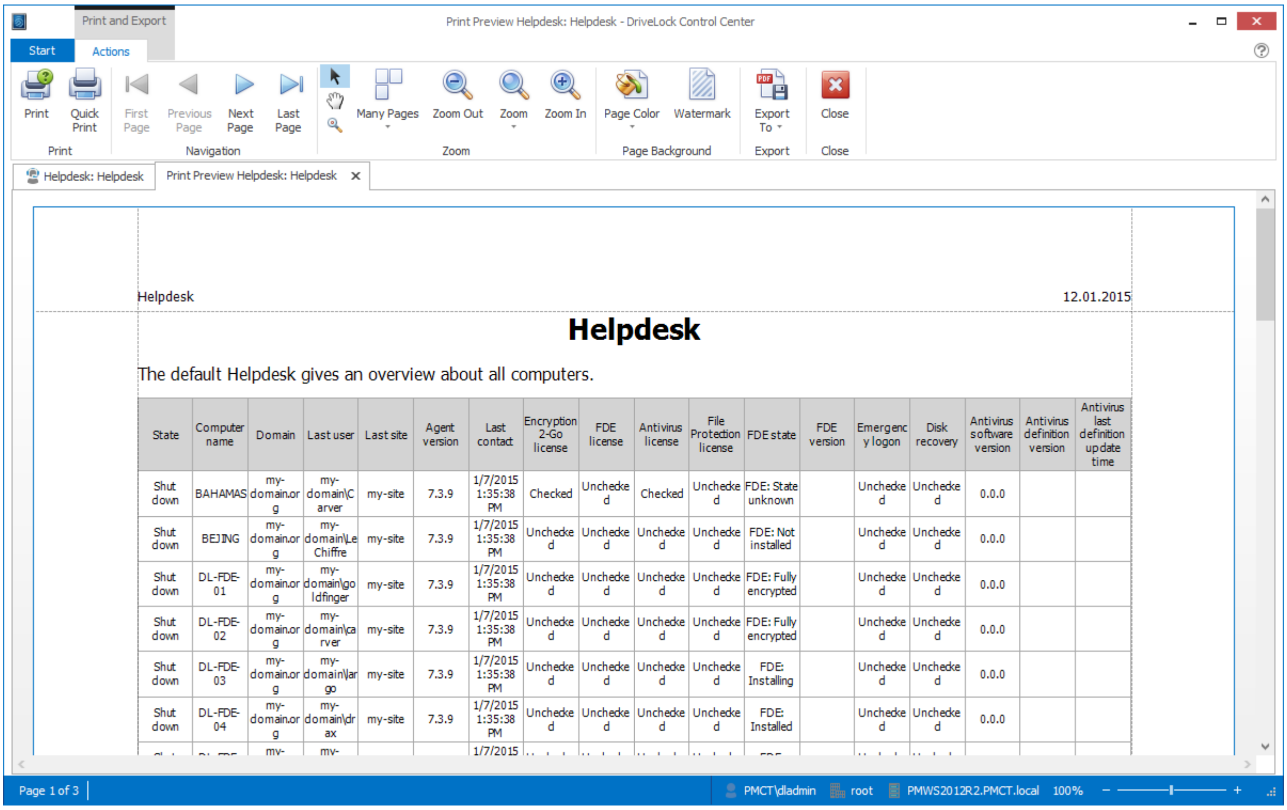
The DCC always evaluates the conditions in each group at the lowest level of the outline. The results from each group are then evaluated using the operator at the next higher level. The events that are displayed are the result of the entire logical expression.

To remove a single condition, click the (**x**) button to the right of the condition. To remove a group, click the operator for the group and then click the (**x**) button to the right of the group operator. Alternatively, click the group operator and then click **Remove Group**. To clear all conditions, click the top-level operator and then click **Clear All**.

To remove a filter from a report view, on the Filter ribbon, click the **No filter** button.

2.4.4 Print and export results

In the **Options** ribbon select **Print / Export** to open the preview.



Helpdesk 12.01.2015

Helpdesk

The default Helpdesk gives an overview about all computers.

State	Computer name	Domain	Last user	Last site	Agent version	Last contact	Encryption 2-Go license	FDE license	Antivirus license	File Protection license	FDE state	FDE version	Emergency logon	Disk recovery	Antivirus software version	Antivirus definition version	Antivirus last definition update time
Shut down	BAHAMAS	my-domain.org	my-domain\Carver	my-site	7.3.9	1/7/2015 1:35:38 PM	Checked	Unchecked	Checked	Unchecked	FDE: State unknown		Unchecked	Unchecked	0.0.0		
Shut down	BEJING	my-domain.org	my-domain\Le Chiffre	my-site	7.3.9	1/7/2015 1:35:38 PM	Unchecked	Unchecked	Unchecked	Unchecked	FDE: Not installed		Unchecked	Unchecked	0.0.0		
Shut down	DL-FDE-01	my-domain.org	my-domain\goldfinger	my-site	7.3.9	1/7/2015 1:35:38 PM	Unchecked	Unchecked	Unchecked	Unchecked	FDE: Fully encrypted		Unchecked	Unchecked	0.0.0		
Shut down	DL-FDE-02	my-domain.org	my-domain\carver	my-site	7.3.9	1/7/2015 1:35:38 PM	Unchecked	Unchecked	Unchecked	Unchecked	FDE: Fully encrypted		Unchecked	Unchecked	0.0.0		
Shut down	DL-FDE-03	my-domain.org	my-domain\jargo	my-site	7.3.9	1/7/2015 1:35:38 PM	Unchecked	Unchecked	Unchecked	Unchecked	FDE: Installing		Unchecked	Unchecked	0.0.0		
Shut down	DL-FDE-04	my-domain.org	my-domain\drax	my-site	7.3.9	1/7/2015 1:35:38 PM	Unchecked	Unchecked	Unchecked	Unchecked	FDE: Installed		Unchecked	Unchecked	0.0.0		

Zoom

Use the area **Zoom**, to adjust the view to your needs and to get an overview of the results.

Watermark

Configure watermarks, to apply text (e.g. CONFIDENTIAL) or apply pictures (e.g. your company design) to the pages.

Print

Click **Quick Print** to send the results to a default printer with default settings or use **Print** to open the printer settings first.

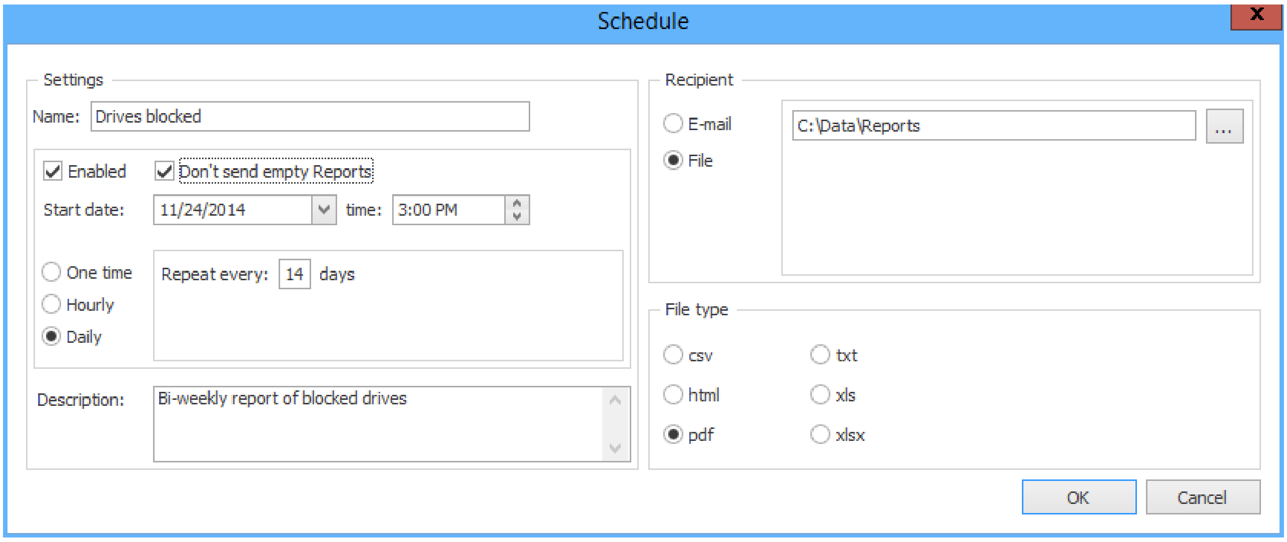
Export to

Save the results in various export formats, e.g. use PDF for archiving, EXCEL to do additional analysis or HTML to publish the results on your intranet.

2.4.5 Schedule results

You can schedule any saved result view, to be automatically generated and be sent via email or be provided in a folder (e.g. a network share). Thus people can get reports regularly without having access to the DCC. Built-in views cannot be scheduled.

For example to schedule an automated report for locked drives, open the built-in report **Drive events**, filter for **Event ID = 115** and save the report e.g. as **Drives blocked**. In the **Options** ribbon with **Schedule / New** open a new schedule.



Schedule

Settings

Name: Drives blocked

☑ Enabled ☑ Don't send empty Reports

Start date: 11/24/2014 time: 3:00 PM

○ One time
○ Hourly
● Daily

Repeat every: 14 days

Description: Bi-weekly report of blocked drives

Recipient

○ E-mail
● File

C:\Data\Reports

File type

○ csv ○ txt
○ html ○ xls
● pdf ○ xlsx

Assign a name, define the time and the intervals for the report to be started and the format for the output. A meaningful description helps to understand the purpose of the report.

> For technical reasons, the number of events in a single scheduled reports is limited to 100,000.

Send via email

In the section recipient check E-mail and add on or more email addresses. Click Test e-mail to verify, whether the emails can be sent.

> To enable the sending of reports you need to configure the DriveLock Enterprise Service to use an SMTP server. For information about how to, refer to the *DriveLock Administration Manual*.

Provide as file

To save a scheduled report in a folder, in the section recipients check File and enter a path for the report to be stored.

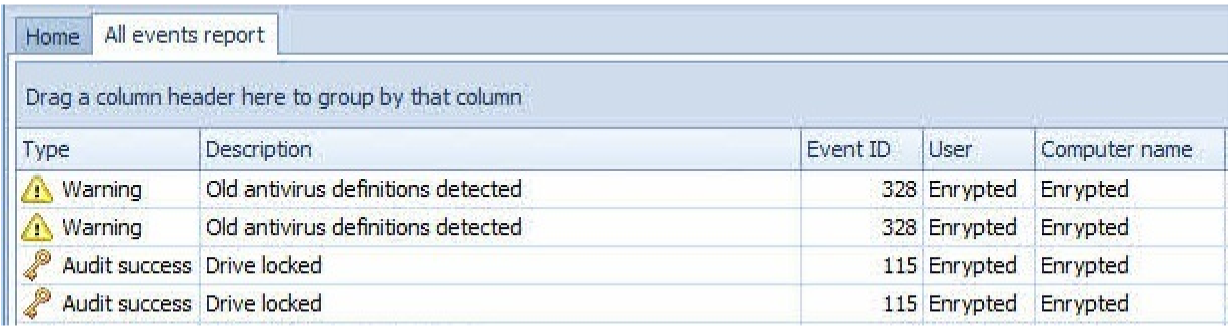
> To store reports to a folder, the DriveLock Enterprise Service must be able to access that folder and needs write permissions to that folder.

To deactivate a schedule without changing the settings, uncheck the option **Enabled**.

2.4.6 Anonymized Data

In some jurisdictions, such as Germany, the use and storage of personally identifiable data is tightly regulated. Regulations and legal requirements may also apply to such data when it could be used for surveillance of user activities.

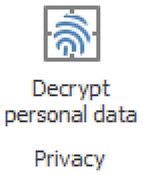
To enable organizations to comply with privacy laws, the DriveLock Control Center includes functionality that can prevent an administrator or company management from using event data to track the activities of specific users. The DriveLock Control Center uses permissions to control who can view and create reports and forensic analyses. In addition, the DriveLock Agent can anonymize user and computer names in event data that it sends to the DriveLock Enterprise Service. This is done by encrypting these fields in events. The DriveLock Control Center displays anonymized data in the user and computer name columns as “*Encrypted*”.



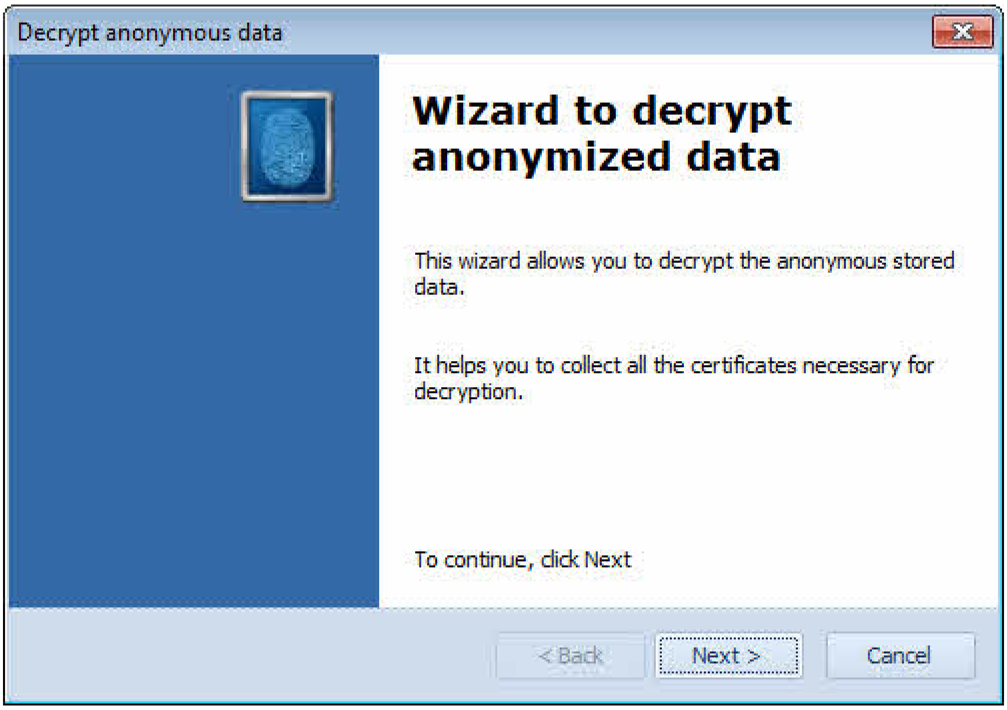
Type	Description	Event ID	User	Computer name
⚠ Warning	Old antivirus definitions detected	328	Enrypted	Enrypted
⚠ Warning	Old antivirus definitions detected	328	Enrypted	Enrypted
Audit success	Drive locked	115	Enrypted	Enrypted
Audit success	Drive locked	115	Enrypted	Enrypted

When using anonymous event reporting, administrators can use event data without any restrictions but they cannot connect specific events with a user or a user’s computer.

To allow authorized personnel to audit anonymized event data, they can use a wizard to temporarily suspend event data anonymizing.



To start the wizard, click the **Decrypt personal data** button on the options ribbon.



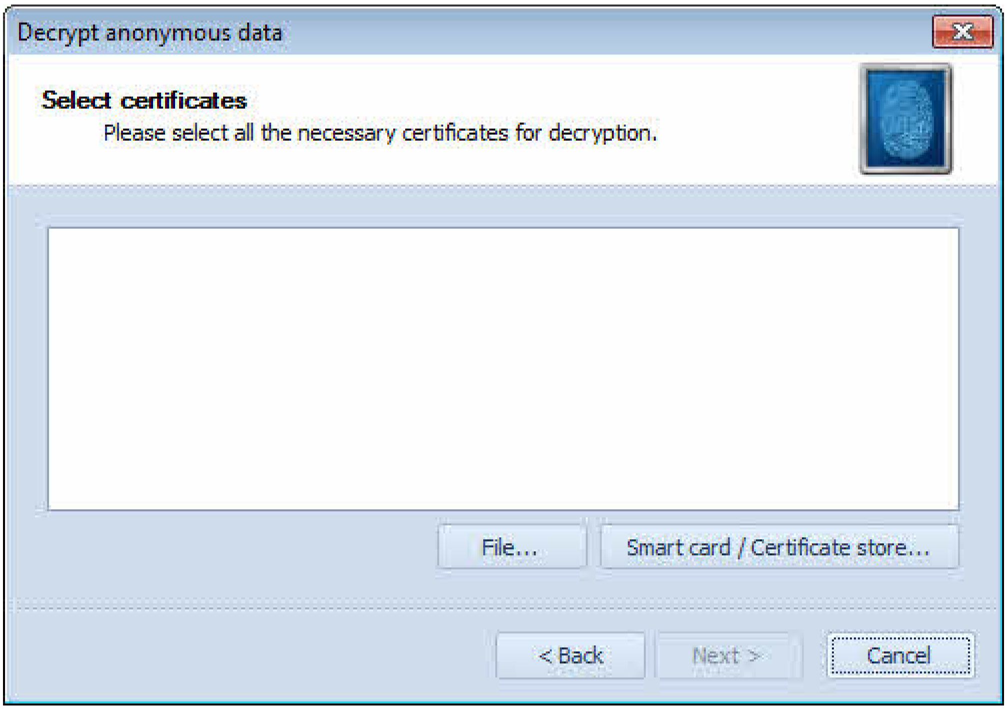
Wizard to decrypt anonymized data

This wizard allows you to decrypt the anonymous stored data.

It helps you to collect all the certificates necessary for decryption.

To continue, click Next

Click **Next** to continue.



Decrypt anonymous data

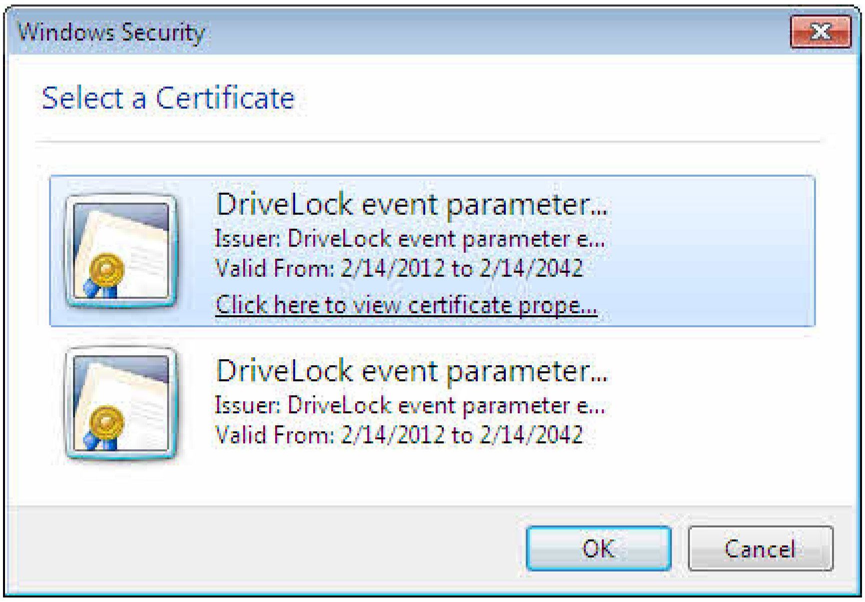
Select certificates

Please select all the necessary certificates for decryption.

You need to provide all certificates that were specified in the DriveLock policy to be used for anonymous data encryption. The order in which you add the certificates does not matter.

The wizard can read the certificates and their associated private keys from a file (*.pfx / *.p12), a smartcard or token, or the current user's Windows certificate store.

If a certificate is stored on a smartcard or token, put the smartcard into the reader or plug in the token before you click **Smart card / Certificate store**.



Windows Security

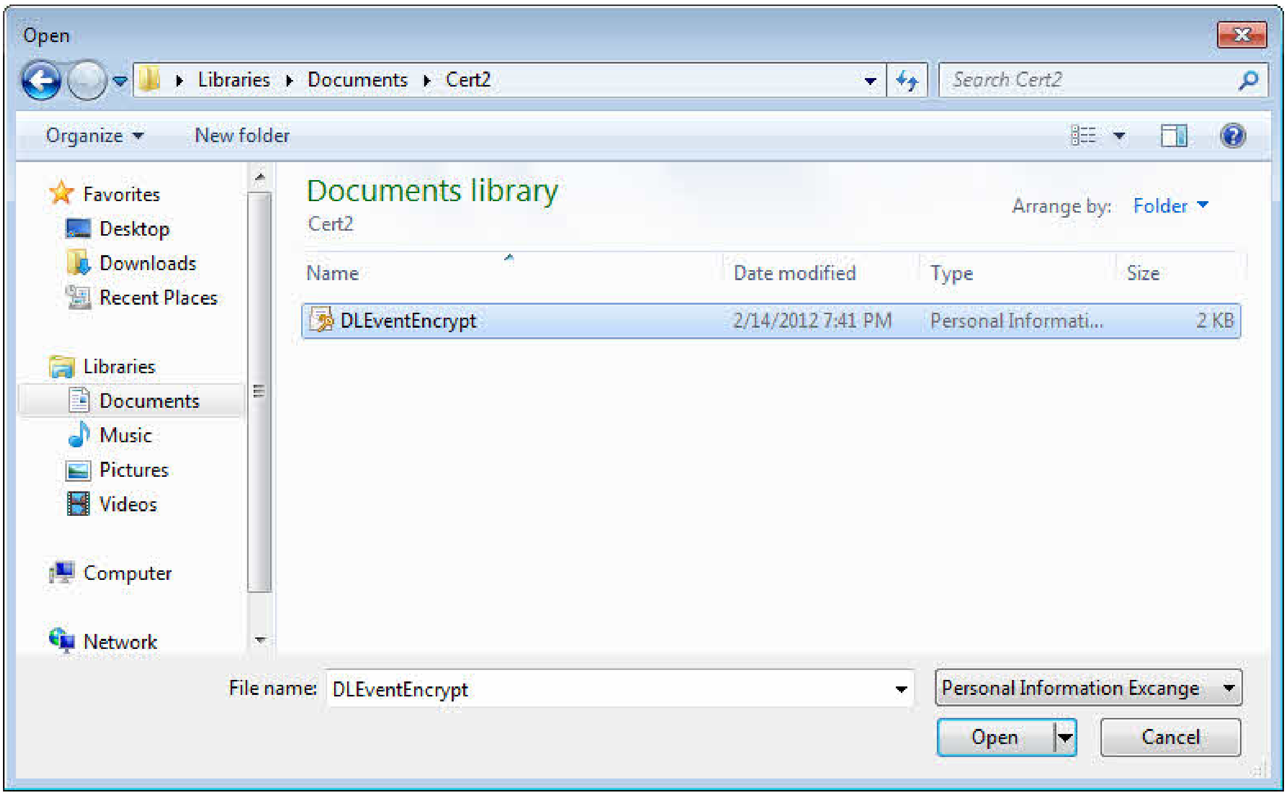
Select a Certificate

DriveLock event parameter...
Issuer: DriveLock event parameter e...
Valid From: 2/14/2012 to 2/14/2042
Click here to view certificate prope...

DriveLock event parameter...
Issuer: DriveLock event parameter e...
Valid From: 2/14/2012 to 2/14/2042

Select the certificate.

If the certificate and private key are stored in a file, click **File**.



Name	Date modified	Type	Size
DLEventEncrypt	2/14/2012 7:41 PM	Personal Informati...	2 KB

File name: DLEventEncrypt

Personal Information Excange

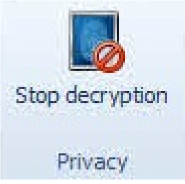
Select the appropriate file and enter the password that is used to control access to the certificate's private key.

Click **OK** to confirm the selection.

If your DriveLock policy contains multiple certificates, repeat the procedure until all required certificates have been added. After adding all certificates, click **Next**.

The wizard attempts to decrypt some samples of the existing anonymized data using the certificates you provided. If some or all of the data cannot be decrypted, the wizard displays a warning. You can select to close the wizard or return to the certificate selection page and specify different certificates.

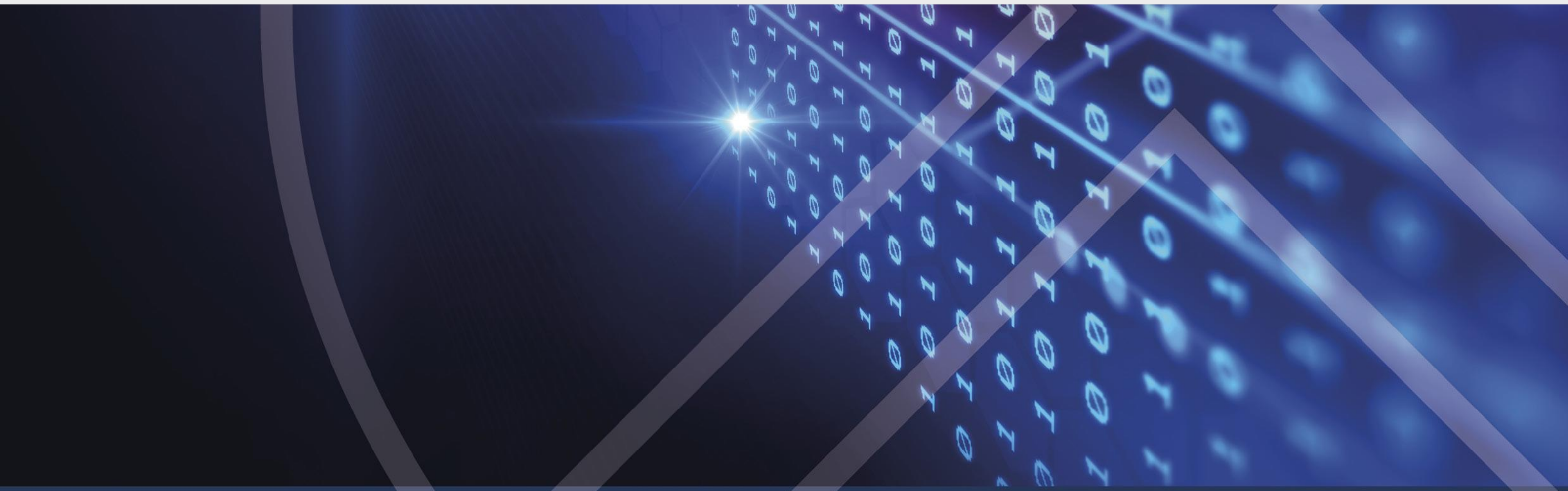
If the wizard was able to decrypt anonymized data, the DriveLock Control Center displays user names and computer names instead of "*Encrypted*". In addition, the **Decrypt personal data** button on the ribbon changes.



The DriveLock Control Center continues to display decrypted data until you click the **Stop decryption** button or until you close the DriveLock Control Center.

Part III

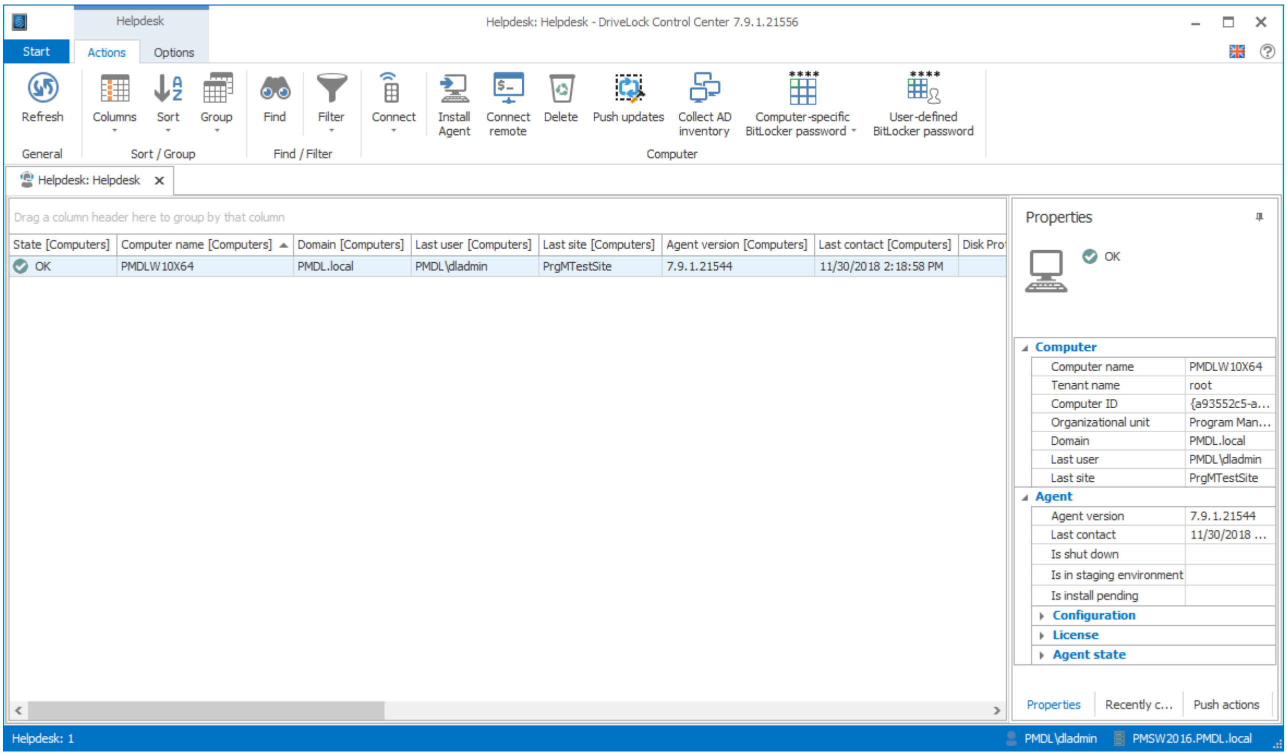
Helpdesk



3 Helpdesk

The Helpdesk area of the DriveLock Control Center provides access to common helpdesk tasks.

In the functional area **Helpdesk**, open one of of the views. You can define various views to your installed computers and filter and group by miscellaneous criteria to solve your repeating helpdesk tasks fast and efficient. For how to adjust, save, publish, print, export and schedule helpdesk views, see chapter Working area. In the details area on the right, you can show either details for the selected computer or a list of computers last recently connected or you can force the update of policies.



State [Computers]	Computer name [Computers]	Domain [Computers]	Last user [Computers]	Last site [Computers]	Agent version [Computers]	Last contact [Computers]	Disk Pro
OK	PMDLW10X64	PMDL.local	PMDL\dladmin	PrgMTestSite	7.9.1.21544	11/30/2018 2:18:58 PM	

OK

Computer	
Computer name	PMDLW10X64
Tenant name	root
Computer ID	{a93552c5-a...
Organizational unit	Program Man...
Domain	PMDL.local
Last user	PMDL\dladmin
Last site	PrgMTestSite
Agent	
Agent version	7.9.1.21544
Last contact	11/30/2018 ...
Is shut down	
Is in staging environment	
Is install pending	
Configuration	
License	
Agent state	

Predefined Filters

In the ribbon click **Filter** and in the sub menu see - in comparison to the event reports - additional filters for a helpdesk view. Use this predefined filters, to easily filter by often used criteria.

Delete a computer

Sometimes you want to remove computers from the computer list, e.g. because you removed them from your DriveLock environment. To remove a computer from the helpdesk views, select the computer and then on the ribbon, click **Delete**. Commit once and, in case recovery data is present, a second time, that you really want to delete. Then the computer will be deleted including all event and recovery data from the DriveLock database and is no longer shown in a helpdesk view.

Install Agent

With **Install Agent**, you can initiate a manual Push-Installation (first or repair installation) of the DriveLock Agent on any PC in you network.

If *Automated Push-Installation* is configured, also designated PCs will be shown in the PC list and can be selected to start the installation via right mouse click.

The administration and execution of the Push-Installation is described in detail in chapter *„Push-Installation of DriveLock“* in the DriveLock Administration Manual.

Connect to a computer

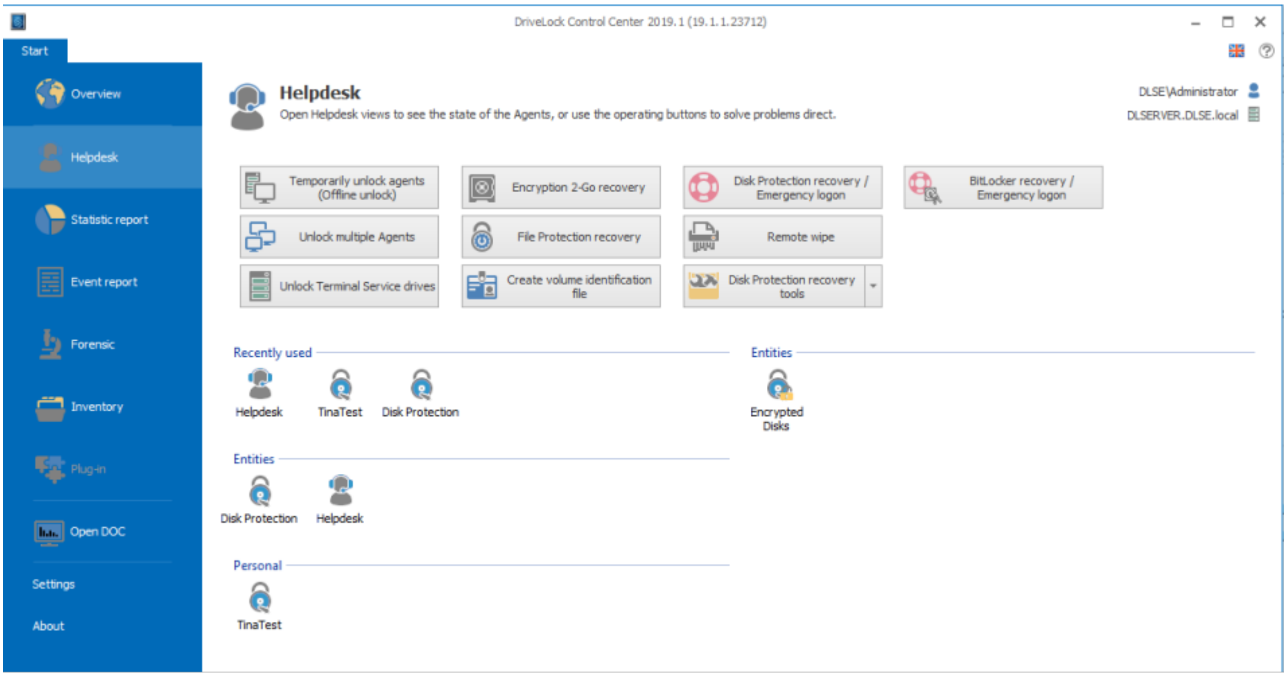
For using the agent remote control, connect to a computer. Select the computer in a helpdesk view and in the ribbon click the icon above **Connect** or click **Connect** and enter a computer name. In the working area a new tab opens with possible actions for the connected computer.

Click **Disconnect** to terminate the connection. See the DriveLock Administration Manual, chapter Agent Remote Control to read more about how to perform maintenance and monitoring tasks directly on a connected computer.

> To use the agent remote control or the following maintenance task , the DriveLock Management Console must be installed on the computer together with the DCC. If the DriveLock Management Console is not installed, the buttons are shown grayed and cannot be used.

3.1 Maintenance Tasks

Use the action buttons In the helpdesk area to perform the same maintenance tasks as you can do in the DriveLock Management Console with Operating.



Helpdesk

Open Helpdesk views to see the state of the Agents, or use the operating buttons to solve problems direct.

These tasks are described in detail in the DriveLock Administration Manual in the chapters as noted below.

- **Temporarily unlock agents (Offline unlock), Unlock multiple Agents, Unlock Terminal Service drives** - temporally offline unlock devices or drives locked by DriveLock
  Chapter *Using Agent Remote Control / Unlocking Agents*
- **Container based encryption recovery, Encrypted folder recovery** - start offline recovery for encrypted containers or encrypted folders
  Chapter *DriveLock Encryption 2-Go / Recovering Encrypted Containers*
  Chapter *DriveLock File Protection / Recovering Encrypted Folders*
- **Disk recovery / Emergency logon, Disk recovery tools** - initiate the recovery of encrypted disks or perform an offline emergency logon, create boot media to recover encrypted disks
  Chapter *DriveLock Full Disk Encryption / Recovery Procedures* or *BitLocker Management Manual*
- **Create volume identification files**
  Chapter *Locking Drives and Devices / ... / Volume Identification Files*

- **Remote wipe** - destroy an encrypted disks resp. the disk's user database remotely
  Chapter *DriveLock Fill Disk Encryption / ... / Initiating a Remote Wipe*

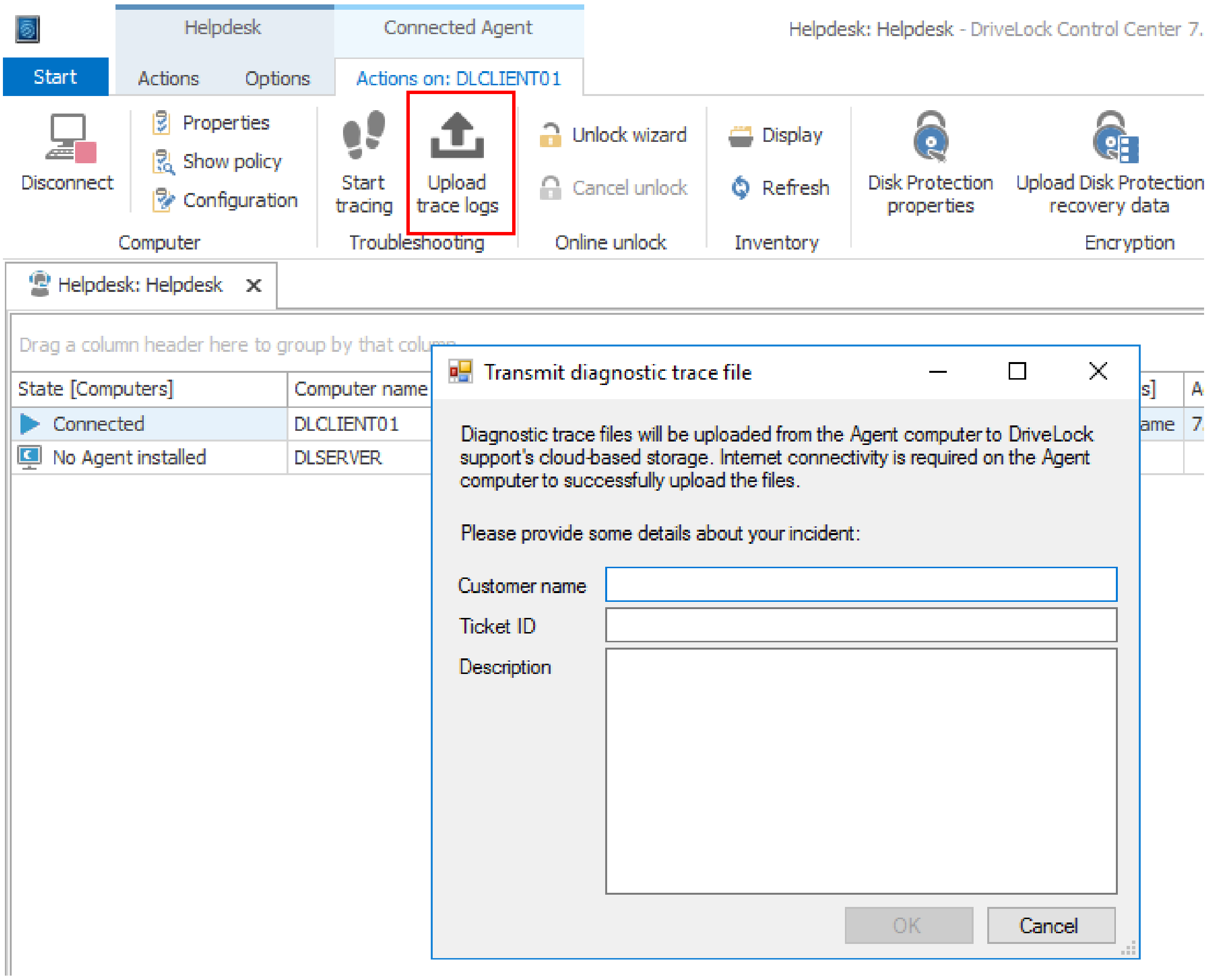
3.2 Transmit Diagnostic Trace File

Starting with version 7.8, you can easily transfer all required support information for a support ticket you have already opened to the Helpdesk.

Please contact DriveLock Support beforehand and open a ticket. We will then send you a ticket ID, which you can enter below to ensure that your support data is correctly assigned to your request.

Follow these steps to transfer the support information / log files:

1. Start the **Helpdesk** view.
2. Connect to the computer you want to send log files and support information from.
3. Click **Upload trace logs** in the menu ribbon.



Diagnostic trace files will be uploaded from the Agent computer to DriveLock support's cloud-based storage. Internet connectivity is required on the Agent computer to successfully upload the files.

Please provide some details about your incident:

4. Enter your customer name, the ticket ID you received and a description.
5. Click **OK** to transmit the data.

Part IV

Statistic Reports

4 Statistic Reports

Statistic reports enable the analysis of DriveLock events over a given period of time and/or based on the number of events. Hereby it is also possible to compare time frames with each other, and to detect changes.

Statistic reports can be used, for example, to answer the following questions:

- How many malicious programs of which type were detected within the last 3 months?
- How many users have accepted or declined the usage policy within the last two months?
- How many USB sticks were blocked within the past 6 months?

Fundamentally, the statistic reports are similar to pivot tables in Microsoft Excel. As in Excel, you are able to create graphics based on the determined values in different representation modes to visualize the data in a graphical manner. The DriveLock Control Center hereby offers you nearly the same flexibility as Excel, without the need to invest the comprehensive effort required for the creation of pivot tables.

Statistic reports can therefore be used for the following purposes:

- Analysis of changes over a given period of time
- Identification of trends
- Detection of deviations within a time frame
- Comparison of two or more time frames, for example, a year, quarter, month or week

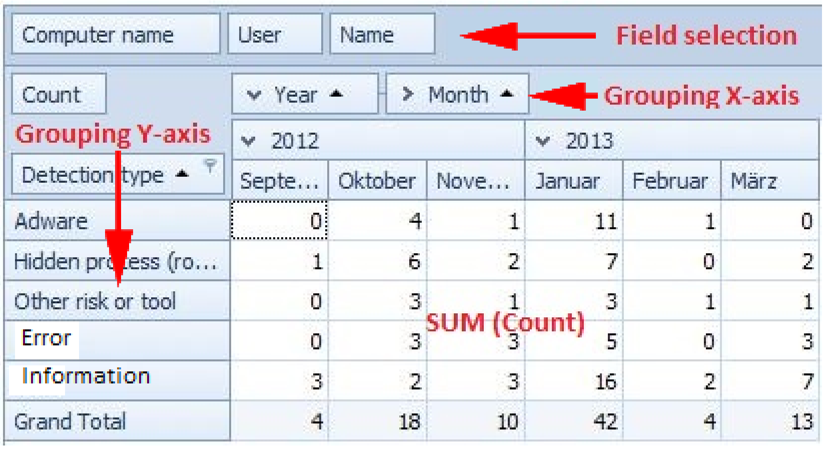
You can adjust, save, publish, print, export and schedule statistic reports (see chapter Working area). The following just describes the special configuration options.

> In the most cases statistic reports don't get their data directly from the event data, but from special statistic tables which are prepared regularly from the event data. Thus statistic reports may not contain data from the last 24 hours.

4.1 Create Statistic Reports

To create your own statistic reports, open a suitable built-in statistic. Statistic reports are show in the form of a pivot table (lower aera) and the corresponding graphical chart (upper aera).

The pivot table contains the following four sections:



	2012			2013		
Detection type	Septe…	Oktober	Nove…	Januar	Februar	März
Adware	0	4	1	11	1	0
Hidden process (ro…	1	6	2	7	0	2
Other risk or tool	0	3	1	3	1	1
Error	0	3	3	5	0	3
Information	3	2	3	16	2	7
Grand Total	4	18	10	42	4	13

- Field selection: This fields can be used for the grouping on the X or Y axis.

- Grouping X-axis: The fields shown here are grouped as columns. In the default statistics, commonly the time is used here (hour, day, month, year).
- Grouping Y-axis: The fields shown here are used as rows. Each of the predefined statistics uses a suitable field as the standard criteria.
- Sum: The sum fields contain the number of elements in the rows and columns.

Define rows and columns

Drag on or more fields from the field selection to the X-axis or Y-axis or back to the field selection. The time field has a special feature It is automatically separated into different time periods, which can not be used as individual fields.

Group rows and columns

More than one filed in the X-axis or Y-axis will be grouped automatically. Drag the fields to a new position to adjust the grouping. Click on (**v**) or (**>**) left of the field name, to show or hide groups. E.g. if you click on this symbol in the field **Month**, the data is automatically by *Months* and the subgroups *Week*, *Day* and *Hour* will be hidden.

Sort and filter

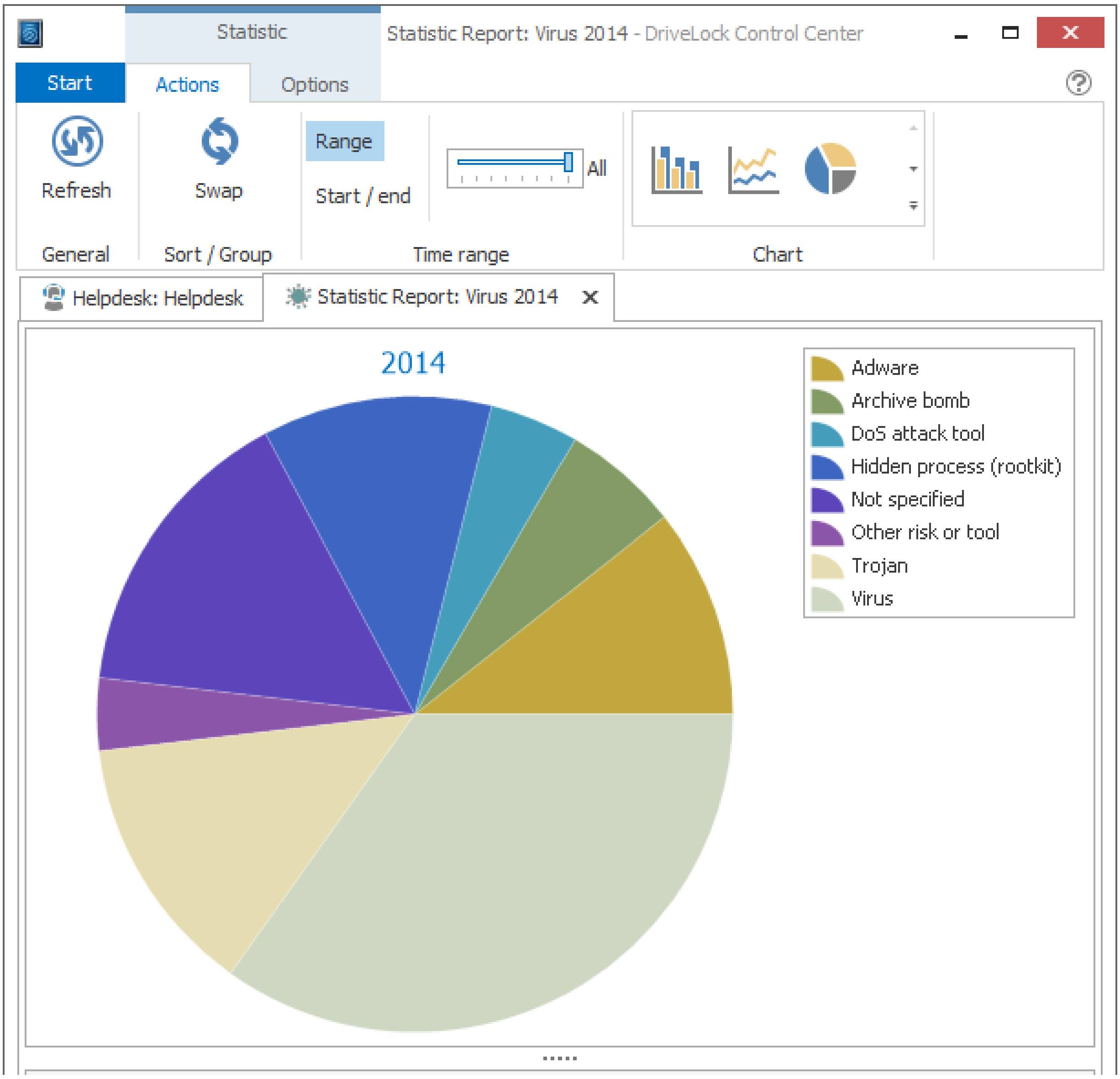
Click the arrow right of the field name to revert the sort order. If you hover the mouse above a filed name, a small filter symbol indicates, whether you can filter for values. Click the filter and select any suitable values.

Graphical presentation

With the mouse, select rows, columns or sum fields to quickly filter the values. The chart immediately adapts to the selection.

> **Note that this selection is not saved. If you want to reuse or schedule a statistic report, please use the filter capabilities to limit the range of values.**

In the ribbon, select a suitable chart type. Especially for pie charts, the values have to be ordered in rows. Click **Swap** in the ribbon, to swap rows and columns and to get the desired results.


Statistic
Statistic Report: Virus 2014 - DriveLock Control Center
Start
Actions
Options
Refresh
Swap
Range
Start / end
All
General
Sort / Group
Time range
Chart
Helpdesk: Helpdesk
Statistic Report: Virus 2014
2014
Adware
Archive bomb
DoS attack tool
Hidden process (rootkit)
Not specified
Other risk or tool
Trojan
Virus

Part V

Event Reports

5 Event Reports

The DriveLock Control Center provides an extensive reporting environment that lets administrators easily discover endpoint activity trends and create printed reports that document this activity or send these reports via e-mail. Event reports are reports, which displays selected events in form of a table. Use these reports to answer questions like:

- Which type of malware was found on which computers and when was it found?
- Which users have accepted usage policies and when did they accept it?
- Which USB drives have been locked on which computers?

You can adjust, save, publish, print, export and schedule event reports (see chapter Working area).

Part VI

Forensic Analysis

6 Forensic Analysis

Forensic Analysis is a powerful tool. In case of security events you easily drill down to detect the reason or the origin. Base for forensic analysis are the same event data, which are shown in the tables of event reports. Starting from an known event, you go from one event to the next one until you tracked the origin.

For example, you want to figure out, which person has plugged in an USB stick you have found, and then investigate on which computers it has been used with and which data has been copied. Or you want to check, weither a certain file has been copied to external drives, by whom and when.

Similar to event reports, you can adjust, print and export forensic analysis (see chapter Working area), but you also have access to tools that allow you to drill down into the report data and gather additional information about specific events in the report and to discover patterns.

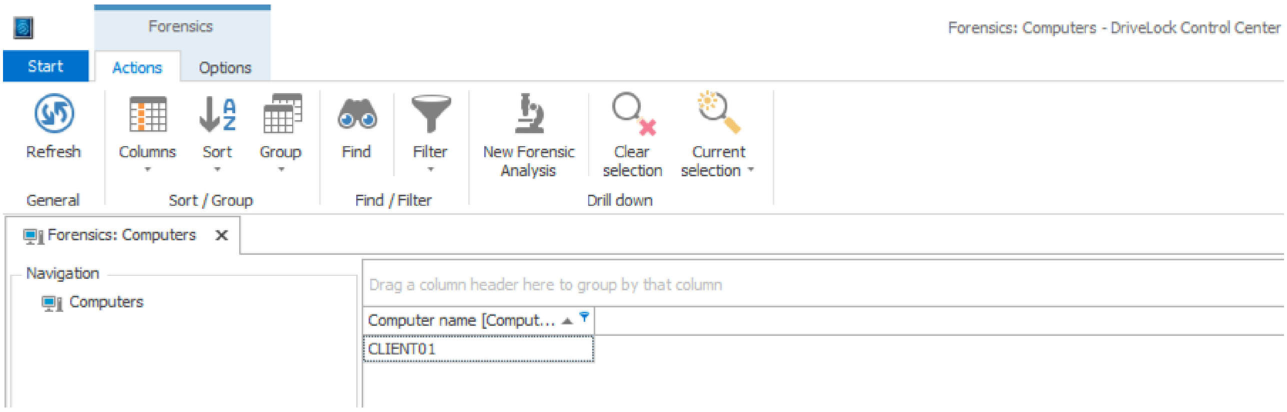
> Unlike event reports, you cannot save, publish or schedule forensic analysis, as at a future time, the results would be different.

6.1 Perform Forensic Analysis

Example for a simple forensic analysis

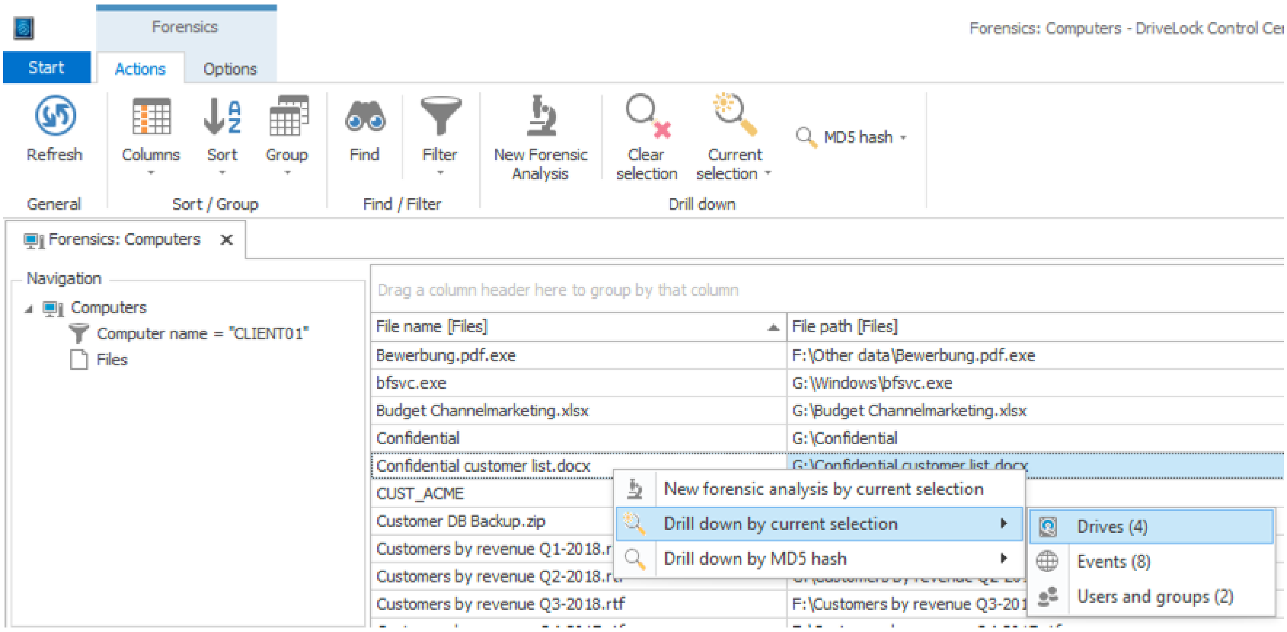
You suspect that sensitive information has been transferred to Computer `Client01` via USB sticks.

Open the Forensics view and right-click the computer. Select the **New forensic analysis by selection** option to open a new forensic analysis.



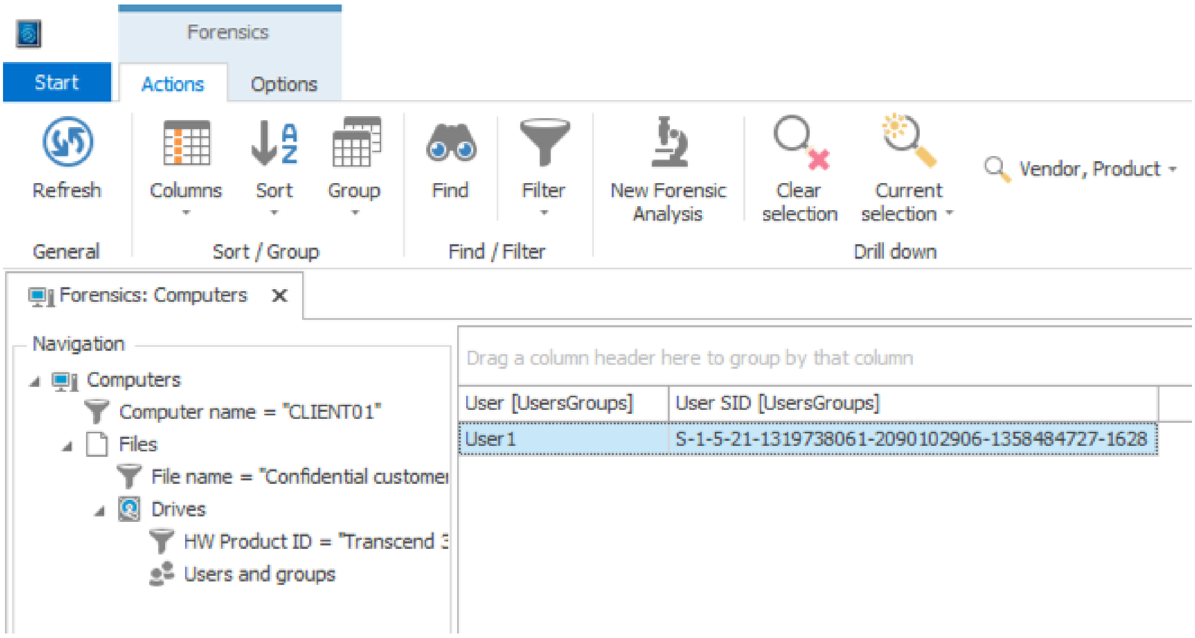
Next, right-click `Client01` in the result and choose **Drill down by current selection -> Files**. The result is a list of all files written to removable media by this computer.

Repeat the steps for the corresponding file - in the example `Confidential customer list.docx`. Right-click again and select **Drill down by current selection -> Drives**. You can see that the file was copied to an external drive.



File name [Files]	File path [Files]
Bewerbung.pdf.exe	F:\Other data\Bewerbung.pdf.exe
bfsvc.exe	G:\Windows\bfsvc.exe
Budget Channelmarketing.xlsx	G:\Budget Channelmarketing.xlsx
Confidential	G:\Confidential
Confidential customer list.docx	G:\Confidential customer list.docx
CUST_ACME	
Customer DB Backup.zip	
Customers by revenue Q1-2018.r	
Customers by revenue Q2-2018.r	
Customers by revenue Q3-2018.rtf	F:\Customers by revenue Q3-201

Right-click the file - **Drill down by current selection -> Users and groups** to see that `User1` copied the file and you can react accordingly.



User [UsersGroups]	User SID [UsersGroups]
User1	S-1-5-21-1319738061-2090102906-1358484727-1628

Start forensic Analysis

As in the example above from the Helpdesk, you can initiate forensic analysis directly from event reports too.

In the functional area **Forensic** you find a couple of built-in forensic analysis and two special actions.

Filter by connected drive

You find an USB stick, e.g. in a meeting room or at the parking lot. Plug this stick to your administrative workstation and click **Filter by connected drive**. Now start an analysis for this drive and investigate, whether it has been used on any of your company's computers by which users.

Filter by selected file

Start an analysis, open the file and with right click - **Drill down by MD5 hash / Events** search for all events which have been reported exactly for that file.

> When using anonymous event reporting, administrators cannot connect specific events with a user or a user’s computer (see Anonymized Data).

Part VII

Inventory

7 Inventory

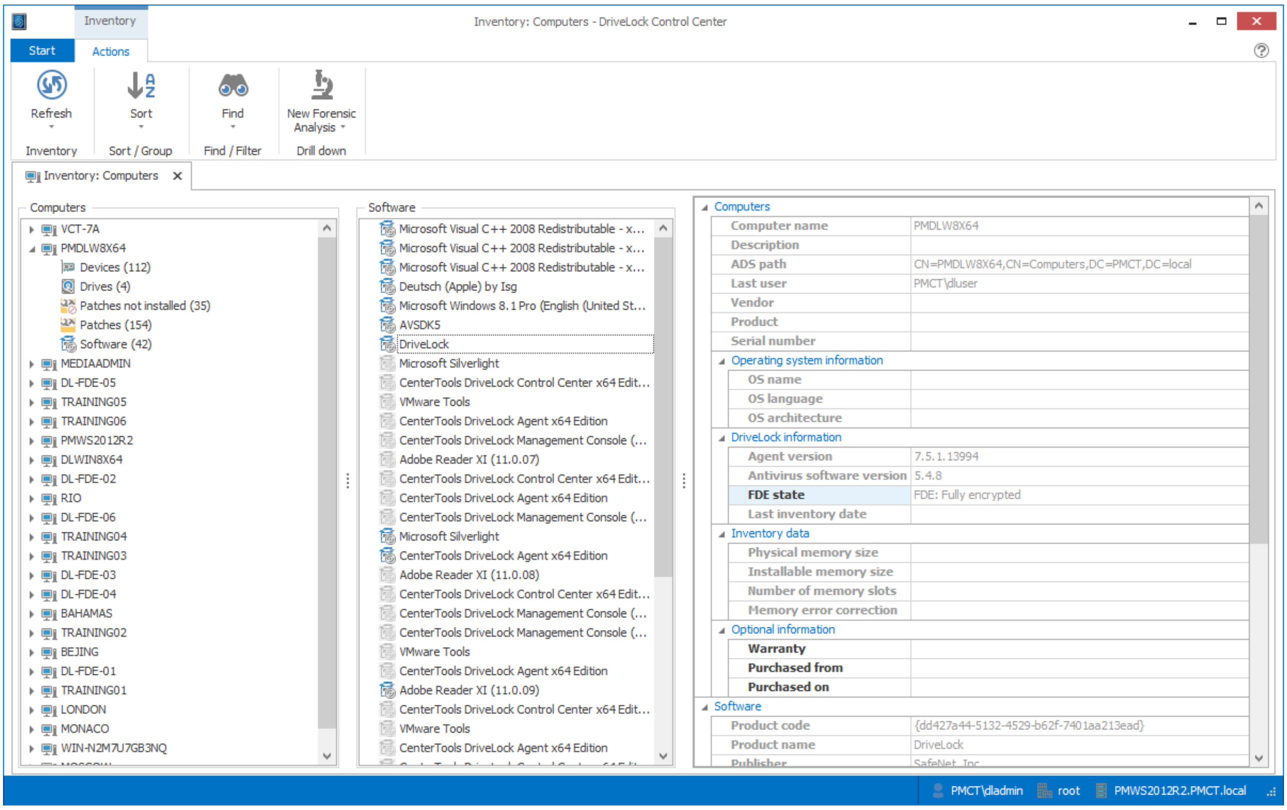
You can use the inventory functionality to create a complete inventory of hardware and software in your organization. Thus you can collect the real number of licenses needed to ensure that installed software is correctly licensed. Because a software inventory report can tell you reliably on how many computers any software is installed, you will know whether you need to buy additional licenses. When software licensing is no longer based on guesses you could save money by not buying more licenses than you need and you don’t have to fear the results of a software audit.

Inventory functionality is included in all DriveLock editions that include Application Control functionality.

> Because inventory collection is performed by DriveLock Agents you need to activate this functionality in the DriveLock policy. For more information, see the DriveLock Administration Manual, chapter Configuring Hardware and Software Inventory.

7.1 Viewing Inventory Data

To view inventory data, open the functional area **Inventory**. In the working area you see all available entities. Click **Computer** (e.g.), then double click an entry (here: *PMDLW8X64*) and select the sub entity **Software**.


Inventory
Inventory: Computers - DriveLock Control Center
Start
Actions
Refresh
Sort
Find
New Forensic Analysis
Inventory
Sort / Group
Find / Filter
Drill down
Inventory: Computers
Computers
VCT-7A
PMDLW8X64
Devices (112)
Drives (4)
Patches not installed (35)
Patches (154)
Software (42)
MEDIAADMIN
DL-FDE-05
TRAINING05
TRAINING06
PMWS2012R2
DLWIN8X64
DL-FDE-02
RIO
DL-FDE-06
TRAINING04
TRAINING03
DL-FDE-03
DL-FDE-04
BAHAMAS
TRAINING02
BEJING
DL-FDE-01
TRAINING01
LONDON
MONACO
WIN-N2M7U7GB3NQ
Software
Microsoft Visual C++ 2008 Redistributable - x...
Microsoft Visual C++ 2008 Redistributable - x...
Microsoft Visual C++ 2008 Redistributable - x...
Deutsch (Apple) by Isg
Microsoft Windows 8.1 Pro (English (United St...
AVSDK5
DriveLock
Microsoft Silverlight
CenterTools DriveLock Control Center x64 Edit...
VMware Tools
CenterTools DriveLock Agent x64 Edition
CenterTools DriveLock Management Console (...
Adobe Reader XI (11.0.07)
CenterTools DriveLock Control Center x64 Edit...
CenterTools DriveLock Agent x64 Edition
CenterTools DriveLock Management Console (...
Microsoft Silverlight
CenterTools DriveLock Agent x64 Edition
Adobe Reader XI (11.0.08)
CenterTools DriveLock Control Center x64 Edit...
CenterTools DriveLock Management Console (...
CenterTools DriveLock Management Console (...
VMware Tools
CenterTools DriveLock Agent x64 Edition
Adobe Reader XI (11.0.09)
CenterTools DriveLock Control Center x64 Edit...
VMware Tools
CenterTools DriveLock Agent x64 Edition
PMCT\dladmin
root
PMWS2012R2.PMCT.local

Computers	
Computer name	PMDLW8X64
Description	
ADS path	CN=PMDLW8X64,CN=Computers,DC=PMCT,DC=local
Last user	PMCT\dluser
Vendor	
Product	
Serial number	
Operating system information	
OS name	
OS language	
OS architecture	
DriveLock information	
Agent version	7.5.1.13994
Antivirus software version	5.4.8
FDE state	FDE: Fully encrypted
Last inventory date	
Inventory data	
Physical memory size	
Installable memory size	
Number of memory slots	
Memory error correction	
Optional information	
Warranty	
Purchased from	
Purchased on	
Software	
Product code	{dd427a44-5132-4529-b62f-7401aa213ead}
Product name	DriveLock
Publisher	SafeNet, Inc.

Inventory views are divided into three areas:

- The left section contains the initial entity of the inventory view
- The middle section contains the sub entities you selected on the left side.
  Current entities are shown with an more sharp icon.
- The right side contains additional detailed information about the selected elements.

7.2 Adding Warranty and Maintenance Information

You can add warranty and maintenance information to the *Computer* and *Software* entities.

- Computer: Warranty, Purchased from, Purchased on
- Software: License key, License number, End date

When you enter warranty and maintenance expiration dates, DriveLock can automatically alert you when these dates approach. Activate email notification from the DCC start page with **Settings / Inventory notification settings**.

> To enable the email notification you need to configure the DriveLock Enterprise Service to use an SMTP server. For information about how to, refer to the *DriveLock Administration Manual*.

Part VIII

Open DOC

8 Open DOC

The **DriveLock Operations Center (DOC)** is a web-based user interface for DriveLock. You can access the DOC from your DriveLock Control Center using different web browsers, such as Google Chrome, Microsoft Edge, Mozilla Firefox or Safari, in the latest version with HTML5 support.

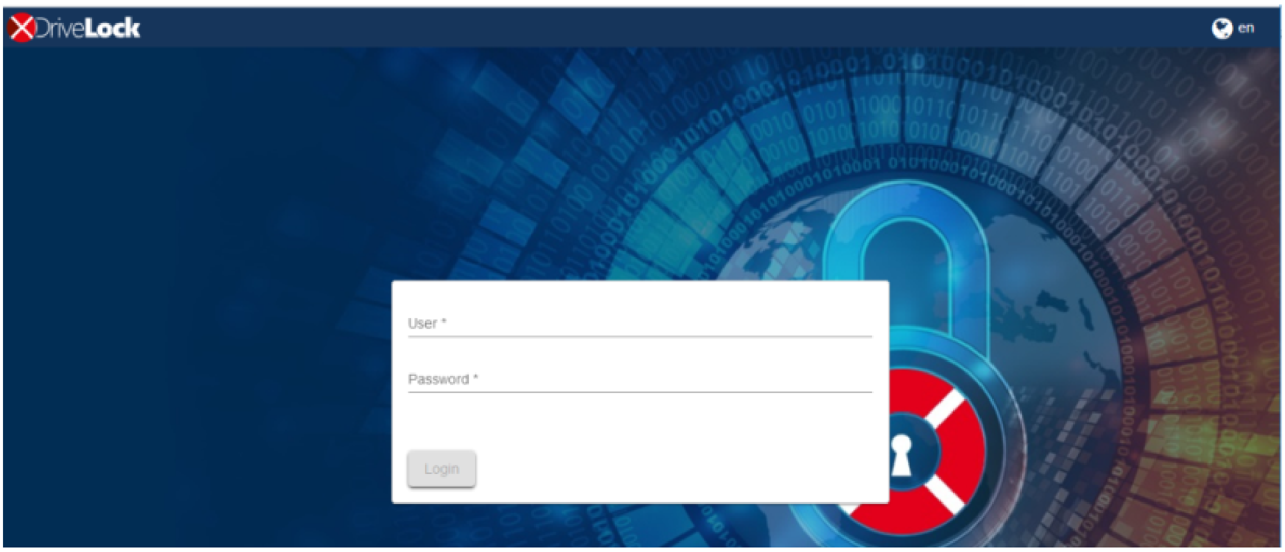
Please note that you cannot open the DOC in older web browsers!

The DOC provides you with an overview of the current status of the computers in your company managed with DriveLock.

Supported languages are German and English, the language change works like in the DCC directly.

8.1 Log in to the DOC

Click **Open DOC** in the DCC menu to get to the following login screen:



Please note the following:

- Only AD users can log in.
- Warnings may appear because SSL certificates are used. Please read the corresponding note.
- You can set or change the language at this point.
- Any DriveLock user who has full Helpdesk permissions can log in with their password.
- The first valid logged-in user will be the administrator in the DOC, the next logins will all be users. The administrator can upgrade a user to administrator later.

8.1.1 Notes on certificates

DriveLock uses SSL certificates to communicate with the DriveLock Operations Center (DOC). They can be specified during the installation of the DriveLock Enterprise Service (DES) or alternatively you can create a self-signed certificate. For more information about certificates, please refer to the Installation and Administration Guides on Drivelock Online Help.

> We recommend getting a certificate for the DES from a recognized certification authority (CA).

If you are using a self-signed certificate, you will see the following warnings when opening the DOC, depending on which browser you are using, because the certificate is not trustworthy from the browser's side.

The name of the DES in the examples below is **dlserver.dlse.local**.

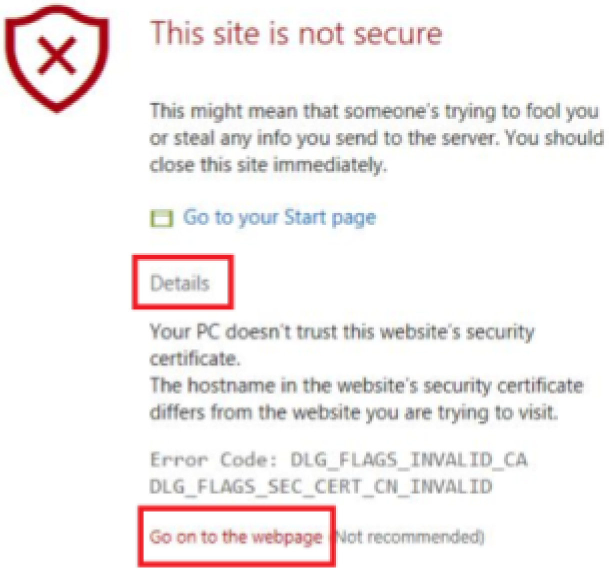
The following applies if you are using Mozilla Firefox:

Click **Accept the risk and continue** to accept the certificate. There is no need to view the certificate details or import the certificate. Firefox only adds a security exception for this web page. No further steps are necessary.

The following applies if you are using Google Chrome and Microsoft Edge:

With both browsers, you need to enter the certificate in the certificate store so that you do not receive a warning every time you start DOC.

- **Microsoft Edge:**



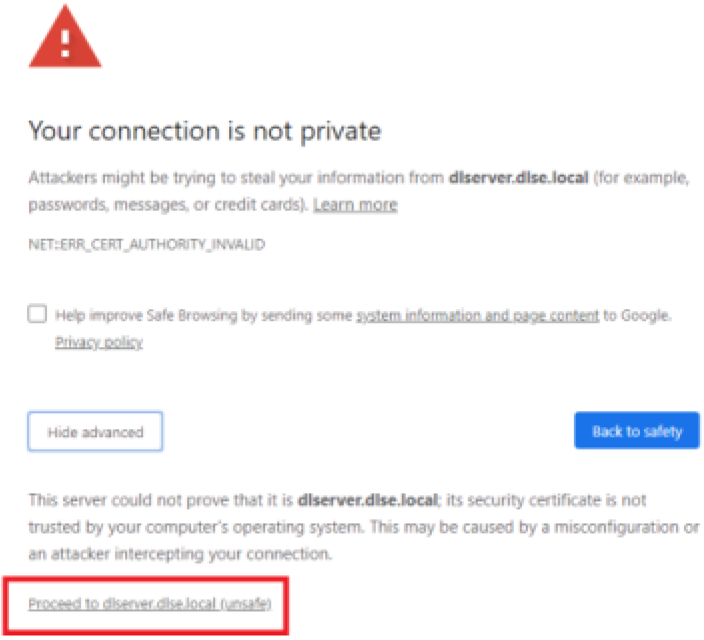
This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

Your PC doesn't trust this website's security certificate.
The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_INVALID_CA
DLG_FLAGS_SEC_CERT_CN_INVALID

- **Google Chrome:**



Your connection is not private

Attackers might be trying to steal your information from **dlserver.dlse.local** (for example, passwords, messages, or credit cards). Learn more

NET::ERR_CERT_AUTHORITY_INVALID

□ Help improve Safe Browsing by sending some system information and page content to Google. Privacy policy

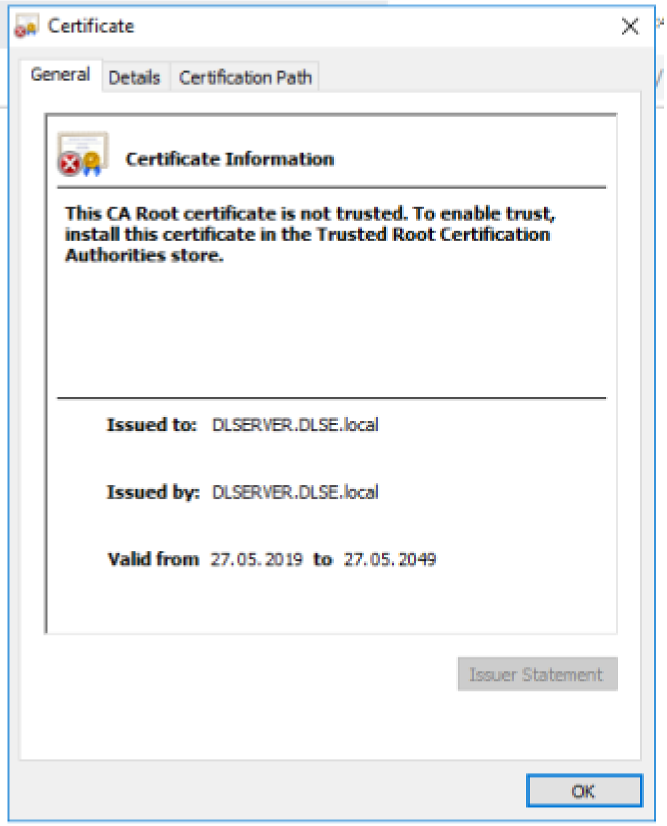
This server could not prove that it is **dlserver.dlse.local**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

Proceed to dlserver.dlse.local (unsafe)

Please proceed as follows:

1. Accept the warning from both browsers and open the certificate.

2. You can view the details of the certificate and use the **Certificate Import Wizard** to import the certificate into the local certificate store..



Certificate Information

This CA Root certificate is not trusted. To enable trust, install this certificate in the Trusted Root Certification Authorities store.

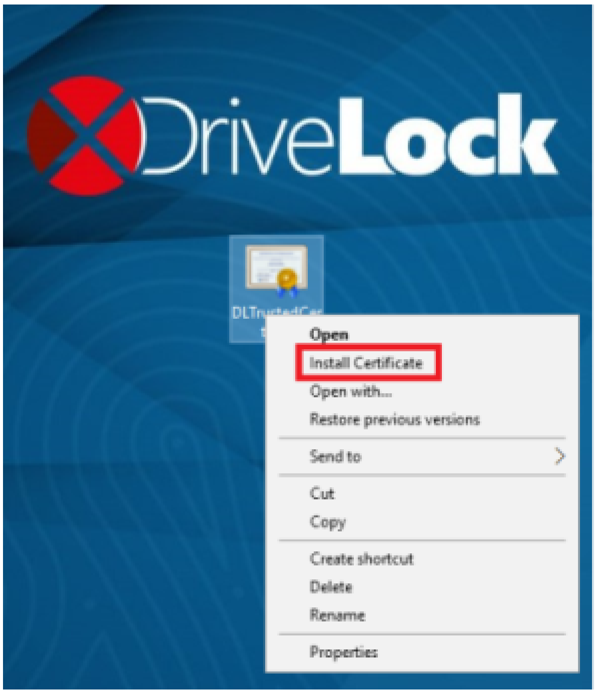
Issued to: DLSERVER.DLSE.local

Issued by: DLSERVER.DLSE.local

Valid from 27.05.2019 **to** 27.05.2049

3. Store the certificate in a directory of your choice.

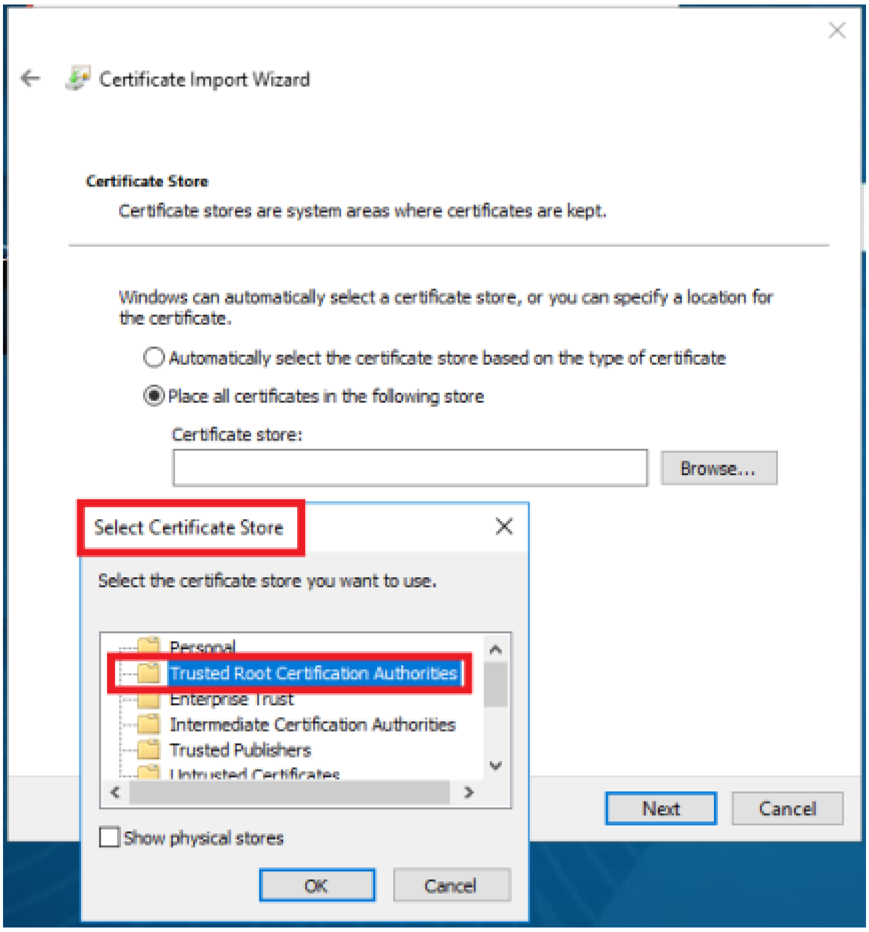
4. Open the certificate's context menu and click **Install Certificate**.



5. The **Certificate Import Wizard** opens. On the first page, leave the default setting X.509.

6. In the next dialog, select the **Local Computer** option.

7. In the third dialog, select the **Trusted Root Certificate Authorities** option as **Certificate Store:**



Certificate Import Wizard

Certificate Store

Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

○ Automatically select the certificate store based on the type of certificate

● Place all certificates in the following store

Certificate store:

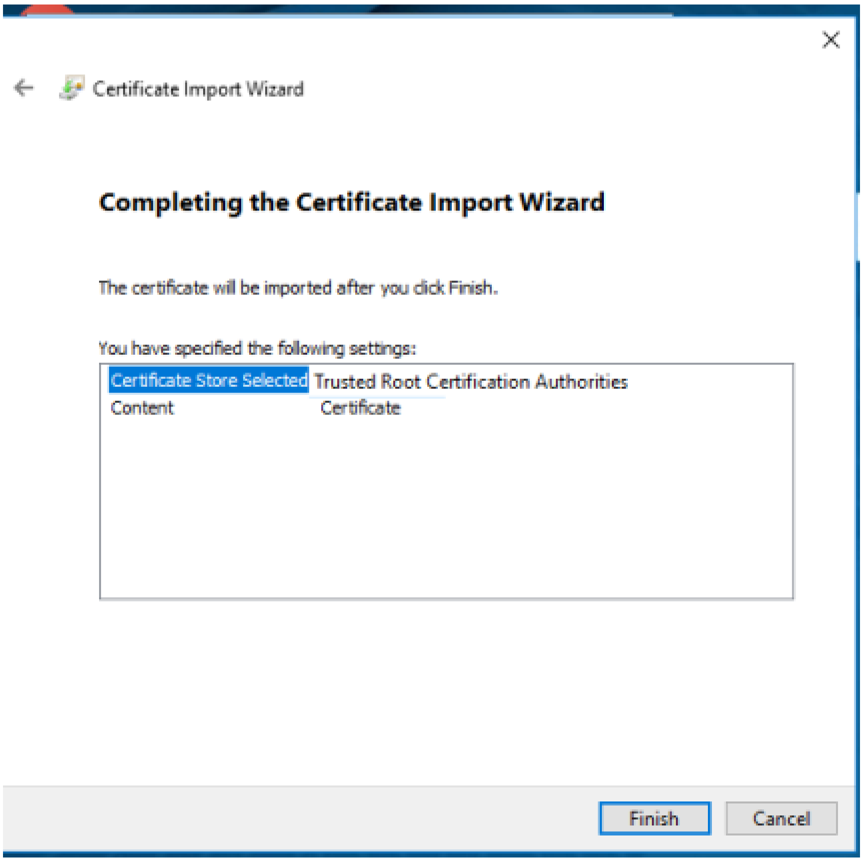
Select Certificate Store

Select the certificate store you want to use.

- Personal
- Trusted Root Certification Authorities
- Enterprise Trust
- Intermediate Certification Authorities
- Trusted Publishers
- Untrusted Certificates

□ Show physical stores

8. Click **Finish** in the next dialog.



Completing the Certificate Import Wizard

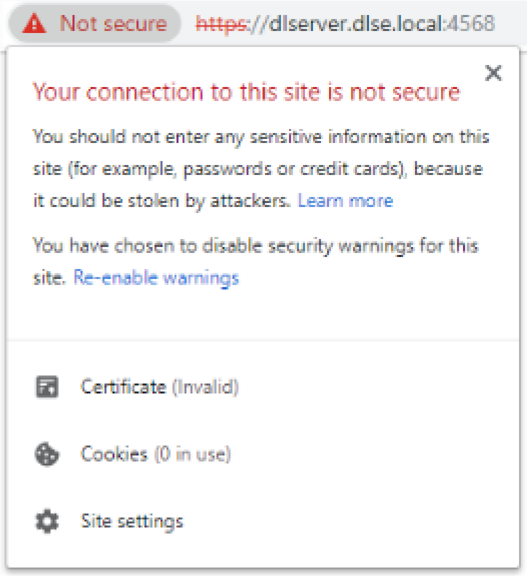
The certificate will be imported after you click Finish.

You have specified the following settings:

Certificate Store Selected	Trusted Root Certification Authorities
Content	Certificate

9. Now the certificate is set and the next time you open the DOC you will be directed to the DOC login screen without any error message

Please note, however, that the browser will still consider the certificate not secure and the following warning will still appear (in the example below Google Chrome):



Not secure ~~https~~://dlserver.dlse.local:4568

Your connection to this site is not secure

You should not enter any sensitive information on this site (for example, passwords or credit cards), because it could be stolen by attackers. Learn more

You have chosen to disable security warnings for this site. Re-enable warnings

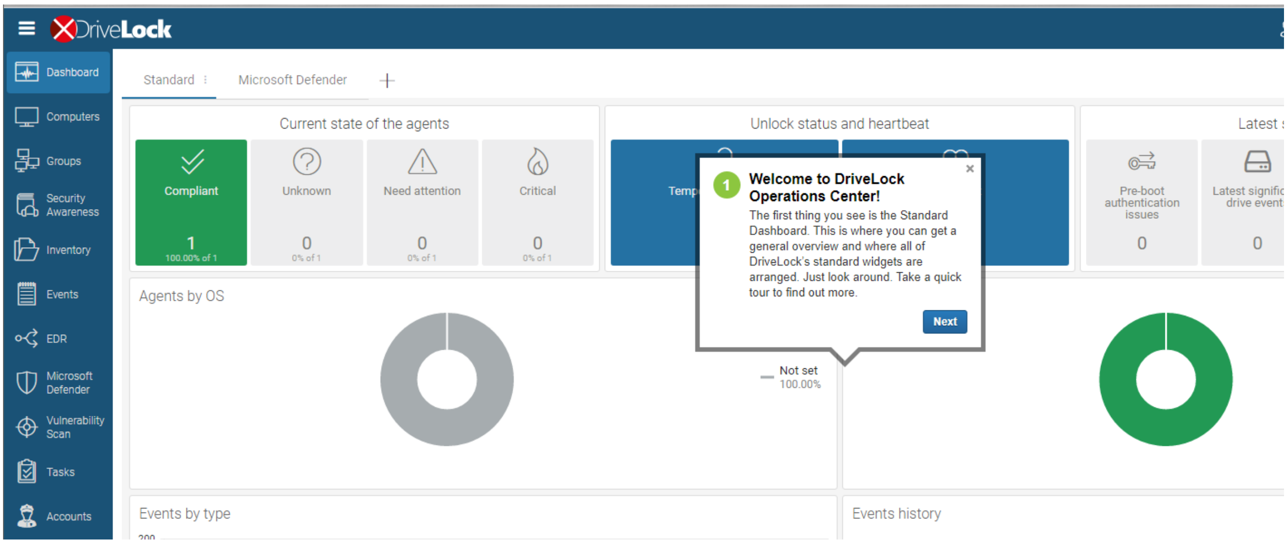
8.1.2 DOC Overview

Once you have logged in, you will see the DOC Standard Dashboard first.

8.1.2.1 DOC Dashboard

The standard dashboard provides a general overview of the DriveLock Agent computers on your network. You can add new dashboards at any time by clicking the **+** icon.

Take the DOC tour to learn how to work with the dashboard.



1 **Welcome to DriveLock Operations Center!**

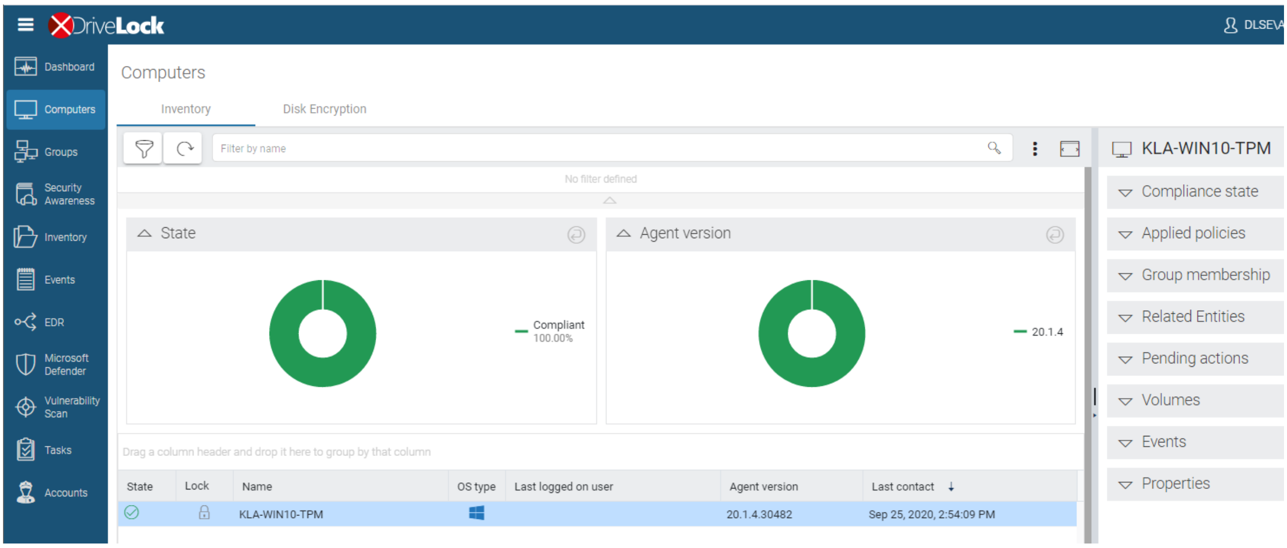
The first thing you see is the Standard Dashboard. This is where you can get a general overview and where all of DriveLock's standard widgets are arranged. Just look around. Take a quick tour to find out more.

Next

- Users can create their own dashboards and arrange the widgets to fit their needs.
- Create and customize any number of dashboards.
- There are predefined dashboards for Application Control, Microsoft Defender, BitLocker Management, Security Awareness, Disk encryption or Vulnerability scan (if licensed).
- Widgets are simply clicked to open the corresponding view.

8.1.2.2 Computers

The Computer view provides an overview of all Agent computers. For example, you can see which DriveLock Agent version is installed on a particular computer or when the computer last had contact with the DES.

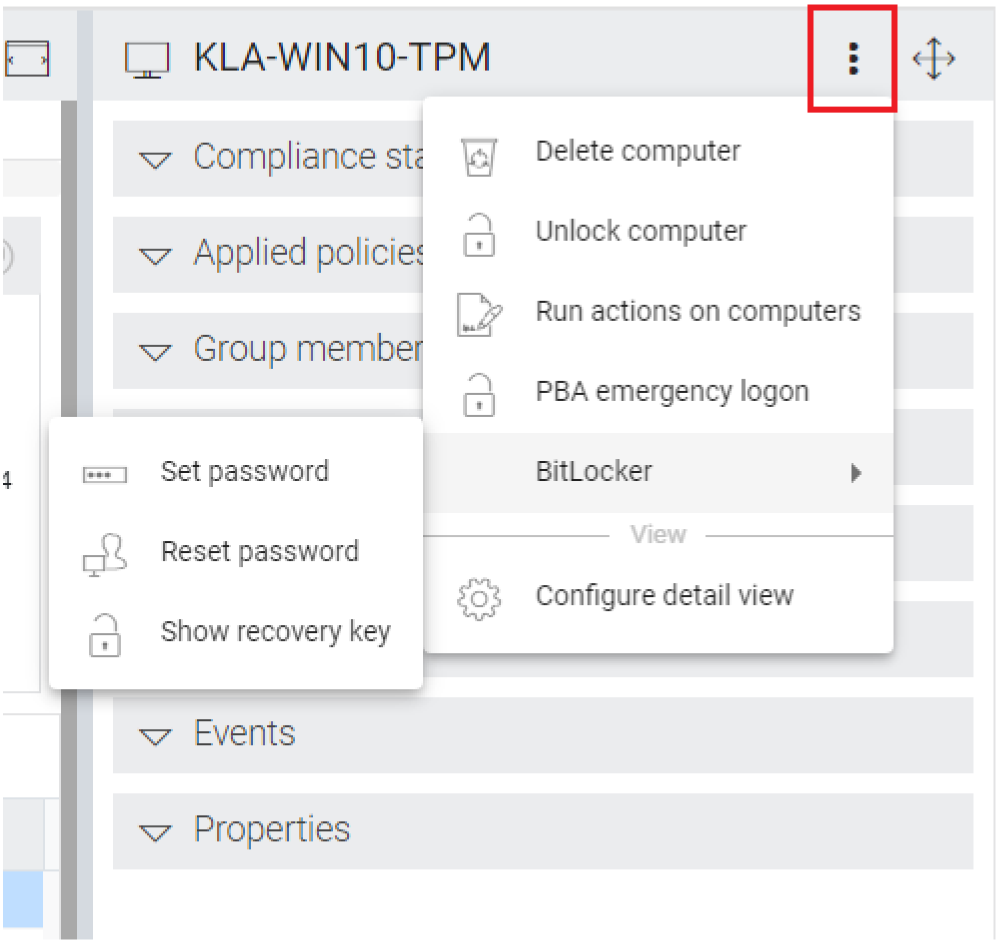


State	Lock	Name	OS type	Last logged on user	Agent version	Last contact ↓
✓		KLA-WIN10-TPM			20.1.4.30482	Sep 25, 2020, 2:54:09 PM

You can customize the view:

- **Sort by columns**: click the column header to sort in ascending order, click a second time to sort in descending order and click once more to remove the sorting.
- **Add new columns**: Add the columns that are most important to you from a choice of different column options. For example, if you are using DriveLock BitLocker Management, you can display the encryption status of the Agents and trigger encryption accordingly.
- **Set filters**: Filter by object properties. You can link conditions with 'and/or' and nest them as required.
- The display can be **exported** to an Excel spreadsheet for further use.
- **Custom widgets** can also be created here and placed on any of your dashboards.

How to manage individual computers:



- **Delete computer**: f you want to delete a computer, remember that it will be permanently deleted.
- **Unlock computer**: In order to unlock a computer, you need the password specified in the corresponding policy.
- **Run actions on computers**: You can select individual actions here; they will appear in the **Pending actions** section in the Computer view.
- **PBA emergency logon**: Use this command to read the PBA emergency logon data and help a user to log on.
- In the BitLocker area, you can **set** or **reset** a new **BitLocker password** for the selected computer and request a **BitLocker recovery key**.

> The BitLocker documentation on the DriveLock Online Help website provides you with more information on DriveLock BitLocker Management.

8.1.2.3 Gruppen

The Group view gives you an overview of the group membership of your DriveLock Agents. For more information about DriveLock groups, see the Administration Manual at DriveLock OnlineHelp.

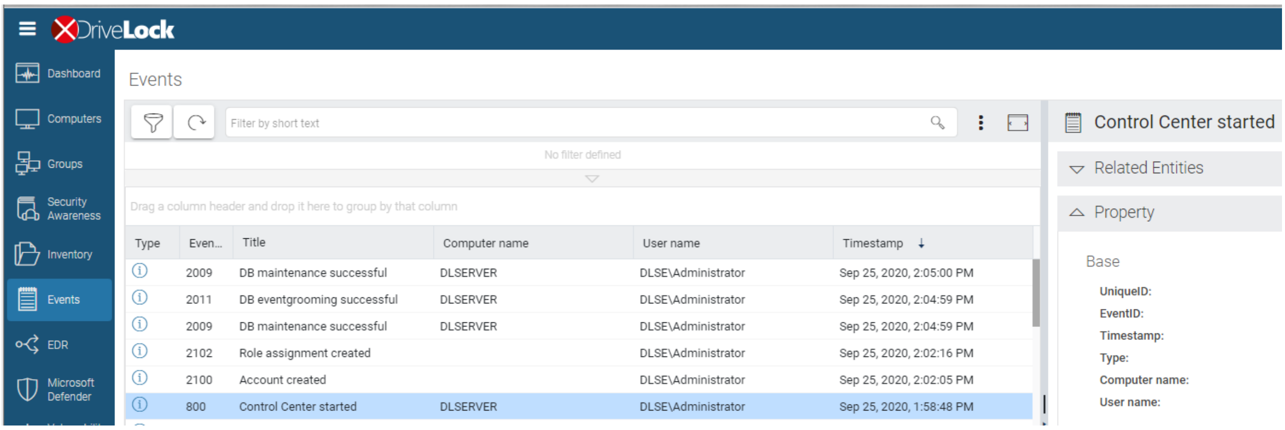
8.1.2.4 SecAware

For more information on the SecAware view and the Security Awareness Dashboard, please refer to the Security Awareness Documentation at DriveLock OnlineHelp.

8.1.2.5 Events

Similar to the DCC Event report, the events on the respective Agent computers are listed in this view by their type (warning, error, information), event ID, description and other criteria.

You can also customize this view by sorting and adding columns, setting filters etc.



Type	Even...	Title	Computer name	User name	Timestamp ↓
ⓘ	2009	DB maintenance successful	DLSERVER	DLSE\Administrator	Sep 25, 2020, 2:05:00 PM
ⓘ	2011	DB eventgrooming successful	DLSERVER	DLSE\Administrator	Sep 25, 2020, 2:04:59 PM
ⓘ	2009	DB maintenance successful	DLSERVER	DLSE\Administrator	Sep 25, 2020, 2:04:59 PM
ⓘ	2102	Role assignment created		DLSE\Administrator	Sep 25, 2020, 2:02:16 PM
ⓘ	2100	Account created		DLSE\Administrator	Sep 25, 2020, 2:02:05 PM
ⓘ	800	Control Center started	DLSERVER	DLSE\Administrator	Sep 25, 2020, 1:58:48 PM

UniqueID:
EventID:
Timestamp:
Type:
Computer name:
User name:

8.1.2.6 EDR

The EDR (Event Detection & Response) view is an optimized visualization of the individual events combined with various configuration options. For example, EDR functionalities can be used to create rules that define how to react to the occurring of an event. With the help of configurable responses (e.g. reaction by executing a script), alerts (security warnings) can be reacted to quickly.

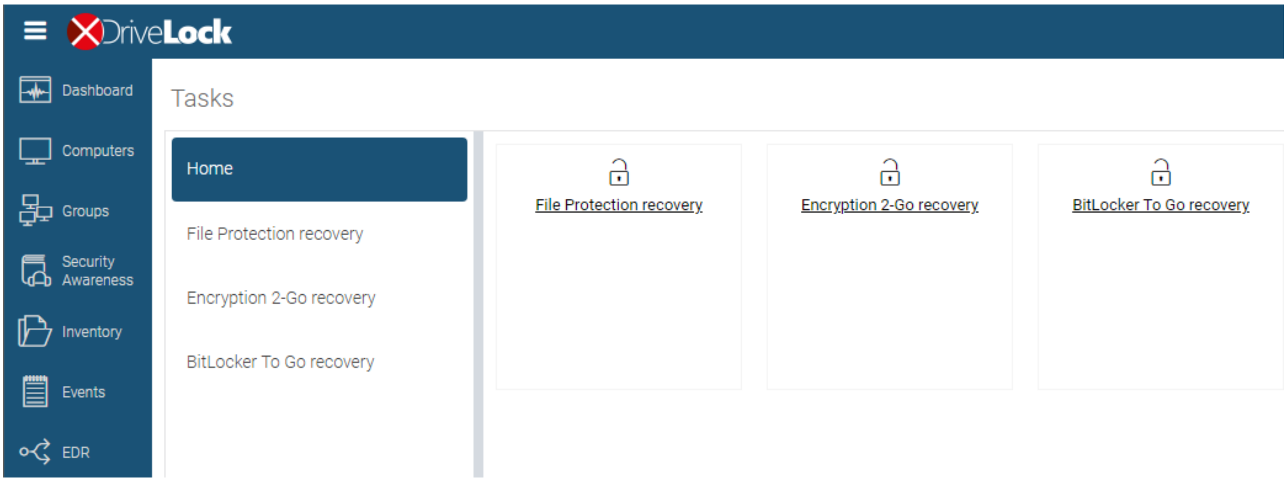
The DOC displays alerts by severity and category and provides an overview of the affected computers and users.

8.1.2.7 Microsoft Defender

For more information on the Microsoft Defender view, please refer to the Defender Integration Documentation at DriveLock OnlineHelp.

8.1.2.8 Tasks

The Tasks view provides three options.



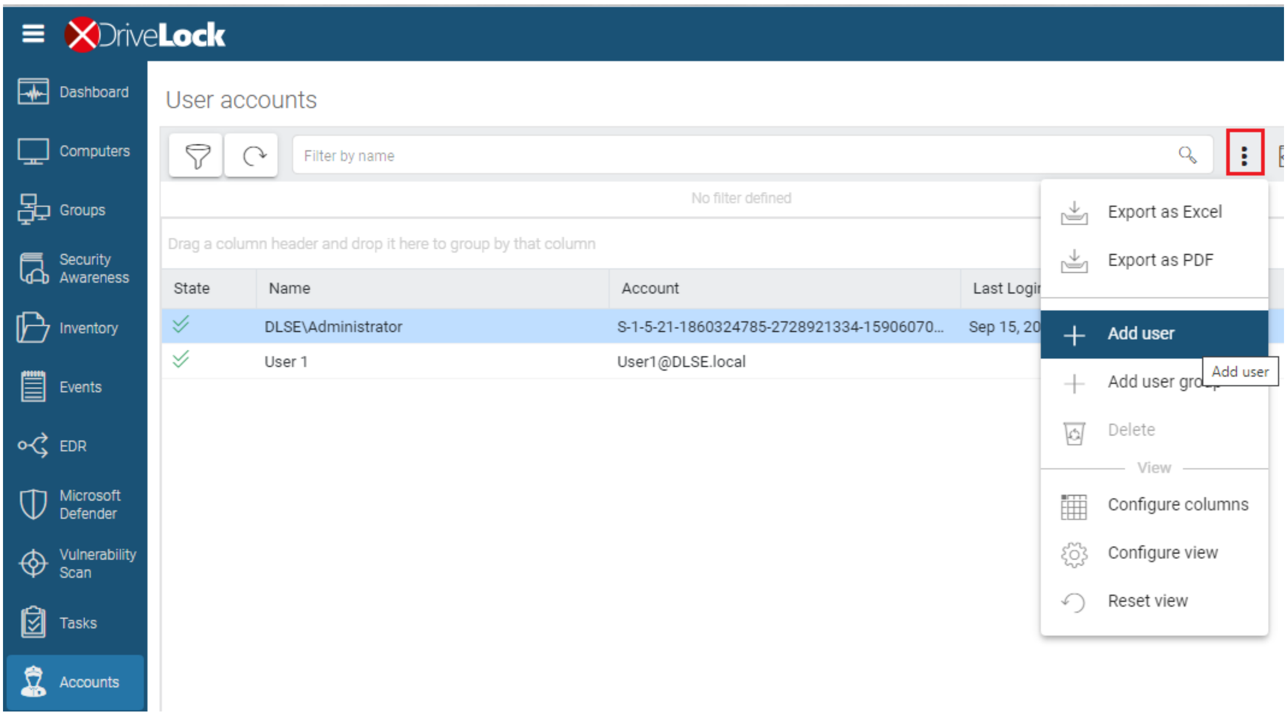
For more information on each topic, please refer to the corresponding chapters of the DriveLock Administration Guide at DriveLock Online Help.

- File Protection recovery
- Encryption 2-Go recovery
- BitLocker To Go recovery: For more information on this topic, see the BitLocker Management documentation at DriveLock Online Help.

8.1.2.9 Accounts

In the Users view, you can see a list of all DOC users with their name, status, and last login. Just like in the other views, you can sort columns, add new ones, set filters and export the view to Excel.

Note that only administrators can add users, change users' permissions, delete users, or run actions on computers.

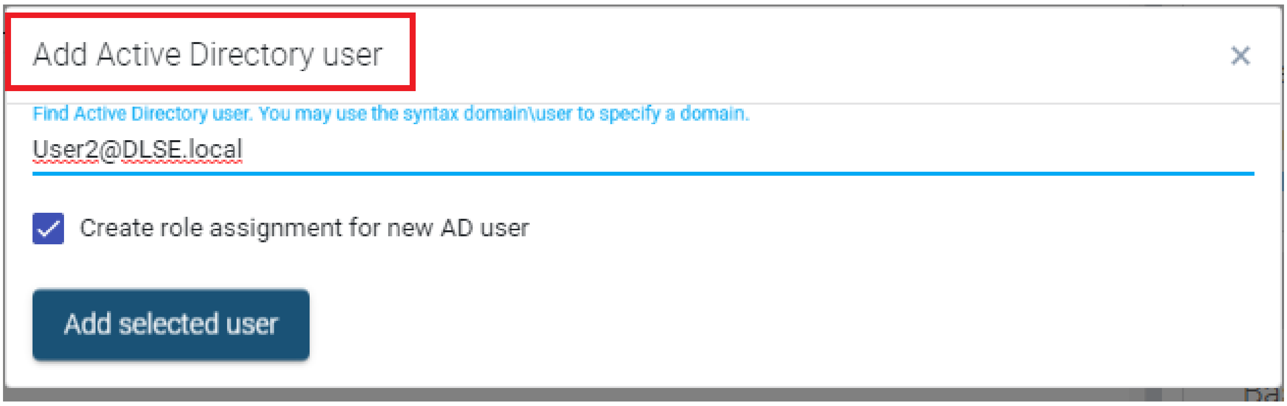


User accounts

State	Name	Account	Last Logi
✓	DLSE\Administrator	S-1-5-21-1860324785-2728921334-15906070...	Sep 15, 20
✓	User 1	User1@DLSE.local	

How to add a new user:

1. Click the ⋮ icon and select **Add user**.
2. Enter the name and keep the Create role assignment for new AD user option checked. You can change the role any time later.



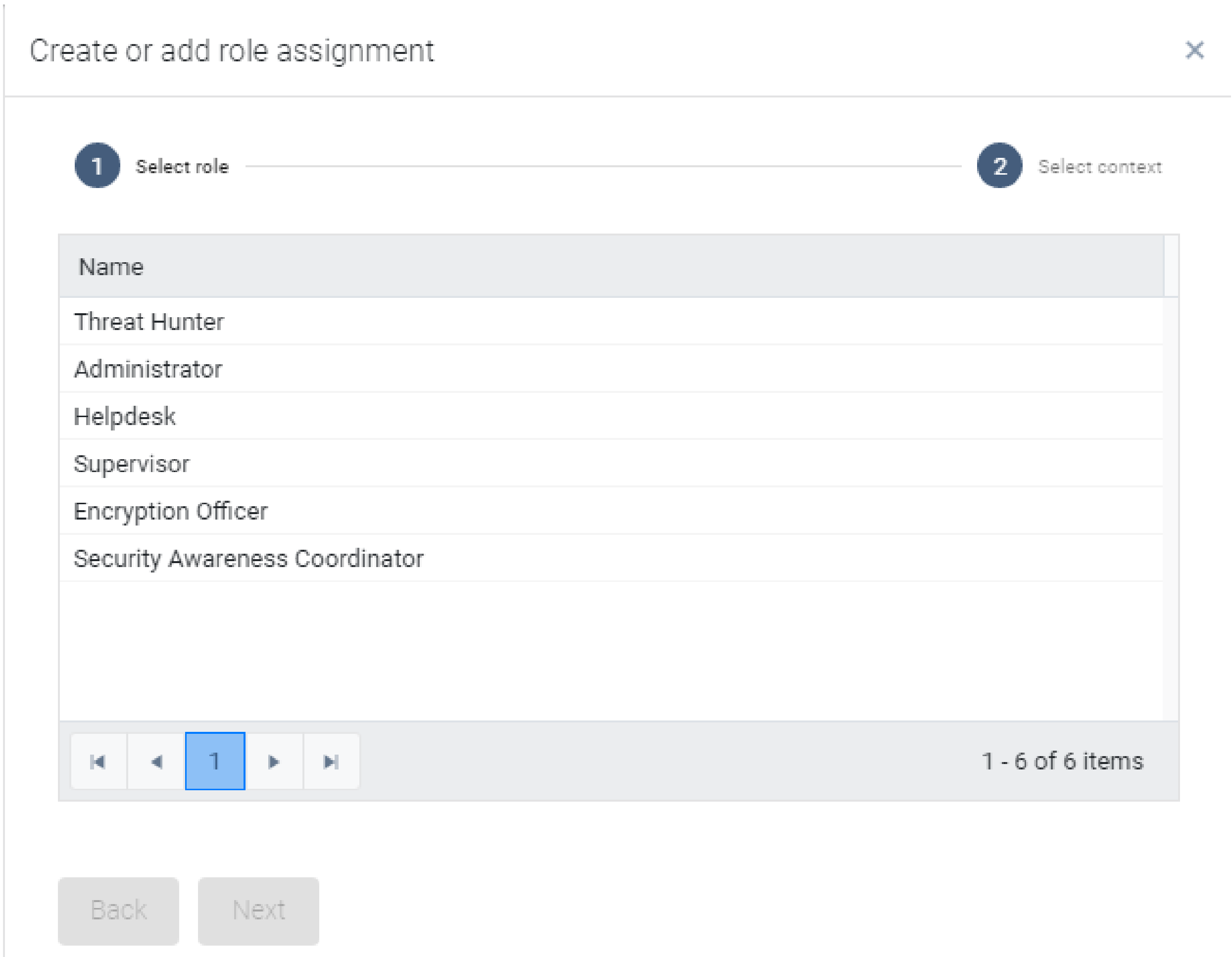
Add Active Directory user

Find Active Directory user. You may use the syntax domain\user to specify a domain.

User2@DLSE.local

☑ Create role assignment for new AD user

3. Select the roles you want to assign to the user.



Create or add role assignment

1 Select role — 2 Select context

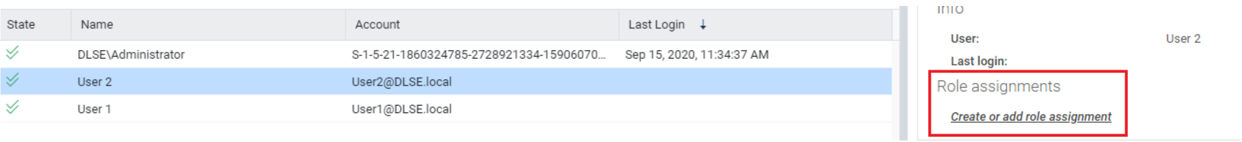
Name
Threat Hunter
Administrator
Helpdesk
Supervisor
Encryption Officer
Security Awareness Coordinator

1 - 6 of 6 items

4. Store the new user.

How to edit the user role:

1. Click the **Create or add role assignment** option:



State	Name	Account	Last Login ↓
✓	DLSE\Administrator	S-1-5-21-1860324785-2728921334-15906070...	Sep 15, 2020, 11:34:37 AM
✓	User 2	User2@DLSE.local	
✓	User 1	User1@DLSE.local	

Info

User: User 2

Last login:

Role assignments

Create or add role assignment

2. Select the role you want the user to have.

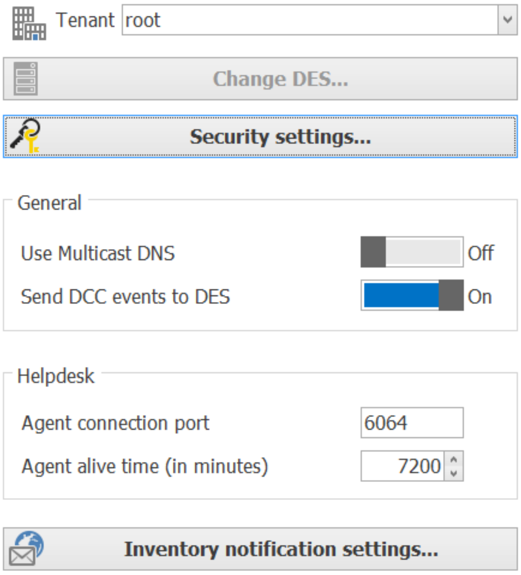
Note for deleting a user: You can never delete your own user account!

Part IX

Settings

9 Settings

Here you can change the global security settings and the users specific settings of the DriveLock Control Center.



Tenant root

General

Use Multicast DNS: Off

Send DCC events to DES: On

Helpdesk

Agent connection port: 6064

Agent alive time (in minutes): 7200

Tenant

To select a different tenant is available only, if your DES database contains multiple tenants (e.g. different branch offices or different customers (Security as a Service)) and the current user has permissions for more than one tenant. Only data of the selected tenant will be shown in the DCC. A reporting over all tenants is not implemented.

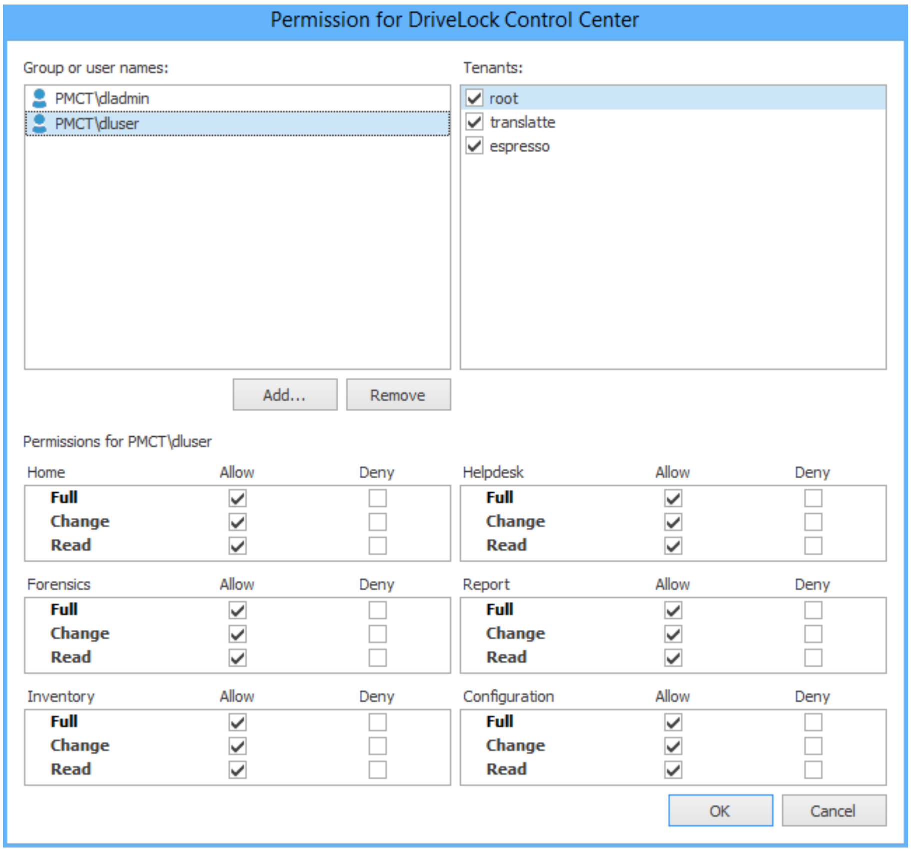
Server connection

When you first start the DriveLock Control Center you will be asked for the name and port of the *DriveLock Enterprise Server (DES)*. To connect to a different DES, click **Change DES...** and enter a new name and port. The standard port is 6067.

Permissions

You can define different permissions for the various functional areas. For example, you can ensure that helpdesk personnel only have access to helpdesk tasks but not to reports or forensics.

Open the **Security settings...**



Permission for DriveLock Control Center

Group or user names:

- PMCT\dladmin
- PMCT\dluser

Tenants:

- ☑ root
- ☑ translatte
- ☑ espresso

Permissions for PMCT\dluser

Home	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Helpdesk	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Forensics	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Report	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Inventory	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Configuration	Allow	Deny
Full	☑	□
Change	☑	□
Read	☑	□

Add or **Remove** users and groups that you want assign permissions and **Allow** or **Deny** the usage of the functional areas.

- *Full*: Can view and use the component, including making changes and changing permissions.
- *Change*: Can make changes to items in the component, for example create reports.
- *Read*: Can view items in the component, for example view reports.

If your DES database contains multiple tenants (e.g. different branch offices or different customers (Security as a Service)) grant permissions to access the tenants data.

Use Multicast DNS

If Multicast DNS (also DNS-SD) is switched on, the DCC recognizes and presents all DriveLock Enterprise Servers, which are available in your network, in the server connection dialog. Additionally the helpdesk views show all PCs with DriveLock Agents installed, which are unknown to the connected DES. You may switch Multicast DNS off, e.g. in test or trainings environments with more than one DES in the same network

Send DCC Events to the DES

As default DCC Events will be sent to the DriveLock Enterprise Server and can be analyzed in event reports, e.g. **Administration events**. Users with full *configuration* permissions may change the setting.

Agent connection port

Enter the port, which is configured in the policy (*Global configuration / Settings / Remote control settings*)for agent remote control. The default is HTTP **6064**. If the agent allows/enforces encrypted communication you may/must use HTTPS (default is port **6065**).

Agent alive time

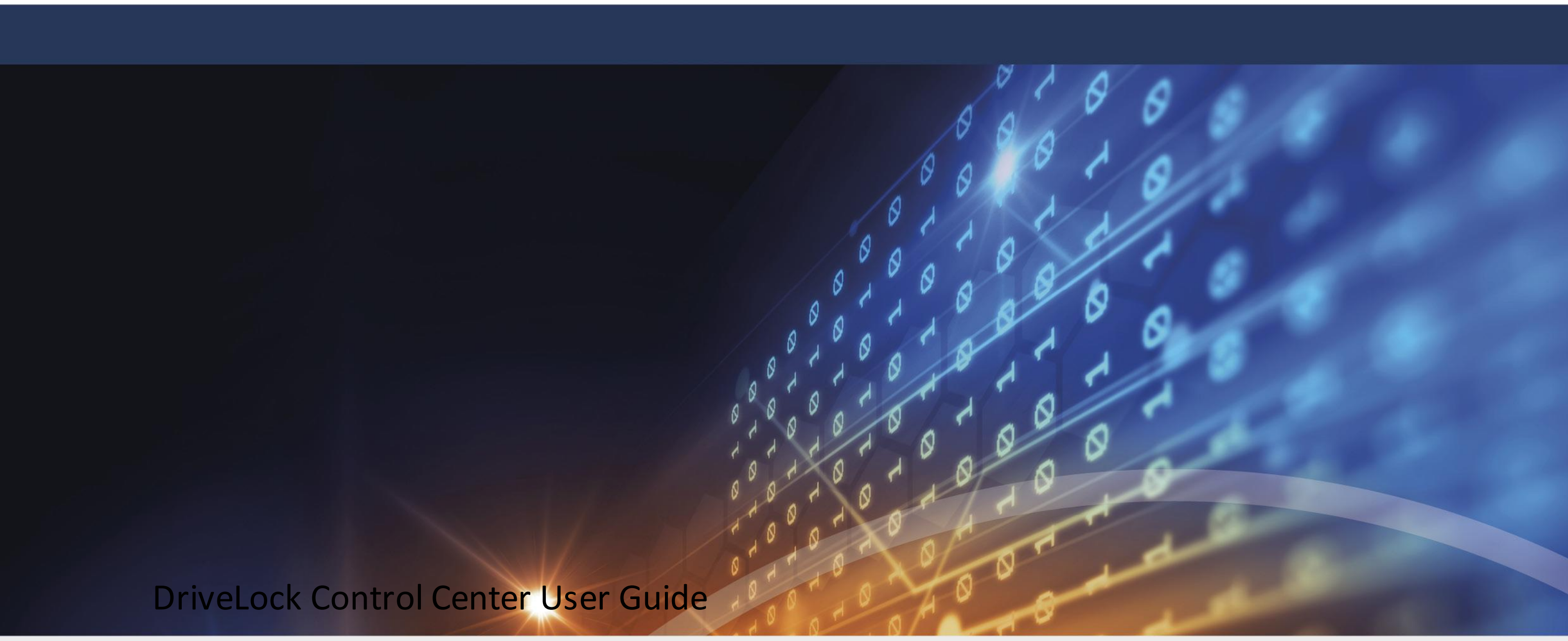
After this time, the DCC assumes, that an agent isn't online any longer and displays state *Not Alive*.

Inventory notification settings

To configure inventory notification, open this dialog, check the options you want and add recipients. See also Adding Warranty and Maintenance Information.

Language settings

The DCC language is always taken from the the Windows language, if available. Default is English. Currently German and English are supplied.



DriveLock Control Center User Guide

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