

DriveLock Operations Center

The DriveLock DOC Companion 2021.2

DriveLock SE 2021




Table of Contents

1 ABOUT THE DOC COMPANION	3
2 STARTING THE DOC COMPANION	4
2.1 Computer actions	5
2.2 Policy actions	5
3 BACKGROUND INFORMATION	7
3.1 Channel ID	7
3.2 DOC Companion version and logfiles	7
4 TROUBLESHOOTING AND RESTRICTIONS	9
4.1 Issues related to the DOC Companion	9
4.1.1 Permissions in the DOC	9
4.1.1.1 Special issue: Permissions for drive rules	9
COPYRIGHT	11

1 About the DOC Companion

The DriveLock DOC Companion is an app that serves as an interface between the DriveLock Management Console (DMC) and the DriveLock Operations Center (DOC). It allows you to perform a number of important DriveLock actions that were previously only possible with an installed DMC or using the installed version of DOC (DOC.exe). The DOC.exe is not needed anymore and will be discontinued as of version 2021.2.

The DOC Companion is required for the following actions:

- Create and edit policies
- Display the Resultant Set of Policies (RSOP)
- Display inventory data
- Unlock computers online and stop unlocking
- Configure the agent (not available for Managed Services)
- Show the agent's properties



Warning: Once you select one of these actions in DOC, the first thing you need to do is **download** the **DOC Companion App**, save it, and then [start](#) the DOC Companion.

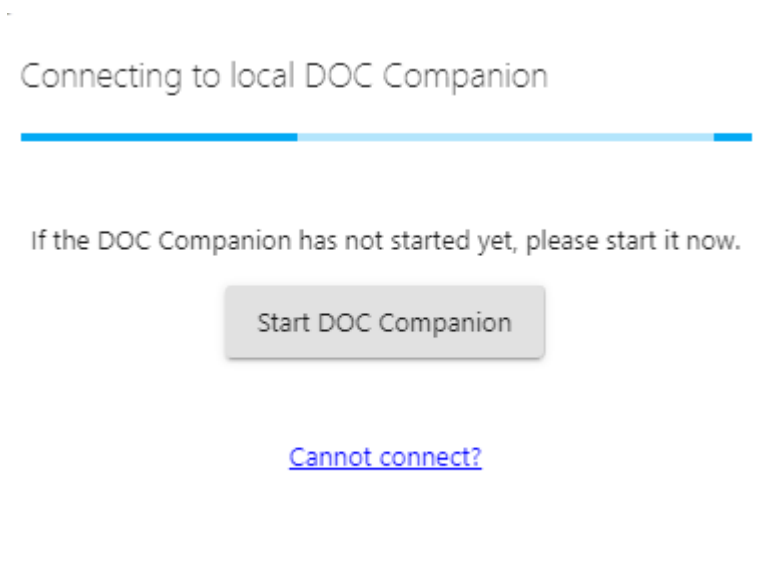
2 Starting the DOC Companion


When you start the DOC Companion the first time, the system distinguishes between two scenarios:

- If the DriveLock Management Console (DMC) is already installed on your system, the actions that require DOC Companion are performed through the existing DMC.
- If no DMC is installed yet, the DriveLock DMC snap-in will be registered and executed as soon as you select one of the actions. This simply downloads a "DMC extension package" and does not install DMC locally.

Click [here](#) for information about the versions.

After downloading the DOC Companion App, start the DOC Companion via the following dialog:



The  icon will then appear in the taskbar. If you move the mouse cursor over it, you will see information about the [channel](#) used by DOC Companion. You can also exit the DOC Companion by clicking **Exit** when moving over the icon.

In addition, you will see the **DriveLock DOC Companion** entry in the Start menu.

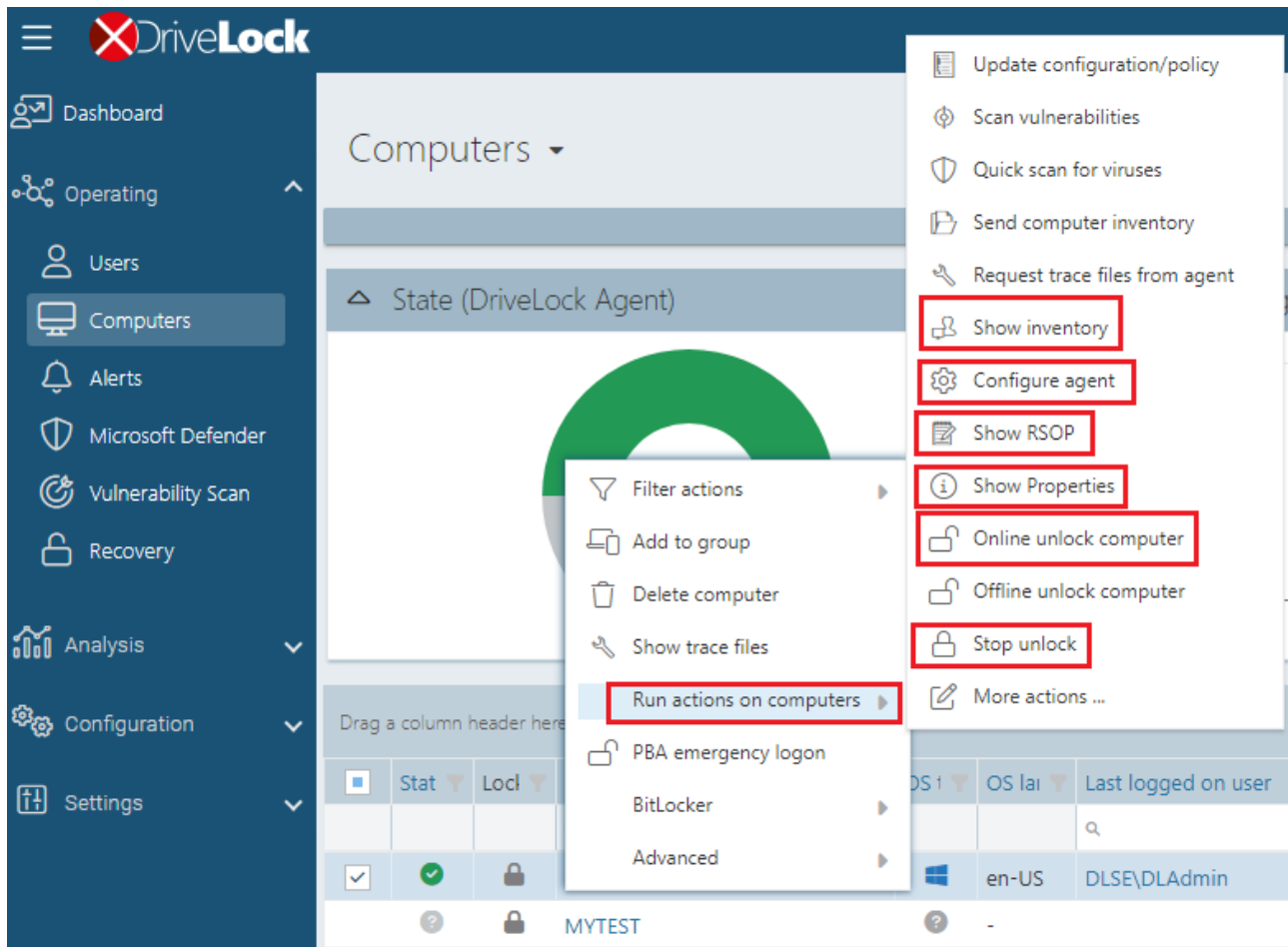
Every time you start the DOC Companion, the system checks if an update is available. If a newer version of DOC Companion exists, it will be automatically downloaded from the DriveLock Enterprise Service (DES).

Every time you exit the DOC Companion, you need to reconnect to the last channel you were using before you can run any actions.

2.1 Computer actions

The DOC Companion is required for running agent remote control actions in the **Computers** view of the DOC. It is launched as soon as you click the corresponding action.

Select the required action from the **Run actions on computers** menu.



Warning: For more information on the different actions, see the Administration Guide at [DriveLock Online Help](#).

2.2 Policy actions

The DOC Companion is required for editing existing policies or creating new ones in the **Policies** view of the DOC.

- To edit an existing policy, double-click it or select **Edit** from the context menu.
- To create a new policy, select the **Create policy** button.

Then the DOC Companion starts, if it is not already running. Next, the DMC policy editor opens and you can edit, save, publish, and then assign the policy directly in the DOC.



Warning: For information on configuring policies, see the DriveLock Administration Guide at [DriveLock Online Help](#).

3 Background information

3.1 Channel ID

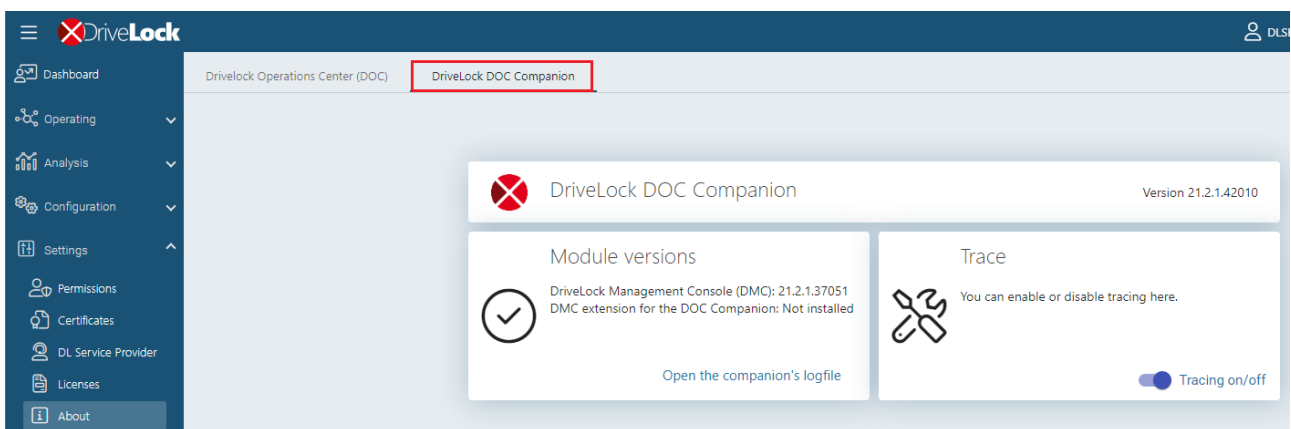
When running the first action that requires the DOC Companion, the DOC generates an MQTT channel and remembers the ID in the browser's local storage. By downloading the DOC Companion App afterwards, the data to connect to the current browser session is indicated in the name of the exe file as follows: `Doc,<Tenant>,<Channel>,<DES> [<port>].exe`

 Note: Each browser and user has its own DOC Companion with a unique channel ID.

The DOC Companion is also connected to the DriveLock Enterprise Service (DES) through this unique channel. When you start the DOC Companion from the Start menu, it automatically connects to the channel you used last.

3.2 DOC Companion version and logfiles

Information about the module versions for the DOC Companion is available on the **DOC Companion** tab in the **About** menu, see figure below.



If you are working with an installed version of the DMC, you will find the version number here. The same applies to the DMC extension if it is used. You can also **open the companion's logfile** to track errors when the DOC Companion starts. This logfile is stored locally in the following directory:

```
%AppData%\Roaming\CenterTools DriveLock-  
\DocCompanion\data\companion.log
```

You can also activate or deactivate tracing for the DMC component. These log files are stored in the `%ProgramData%\CenterTools DriveLock\Log` directory. If you switch this option to **on**, the log level will be increased from Info (default) to the Detailed value.



Note: For more information on the DMC log settings, see the Administration Guide at [DriveLock Online Help](#).

4 Troubleshooting and restrictions

Potential issues:

You can't connect to the saved DOC Companion?

- Click the **Cannot connect?** link. Verify that the [channel](#) you are currently using matches the channel displayed in the taskbar. If this is not the case, you can generate a new channel via the link in the dialog.

You want to download the DOC Companion App again and/or use another user channel?

- Open the menu under your user account and click **Edit account**. Then click **Reset all view settings** and confirm.



Note: Note that this will also reset other settings in your DOC views.

Restrictions:

We do not support proxies at present.

4.1 Issues related to the DOC Companion

4.1.1 Permissions in the DOC

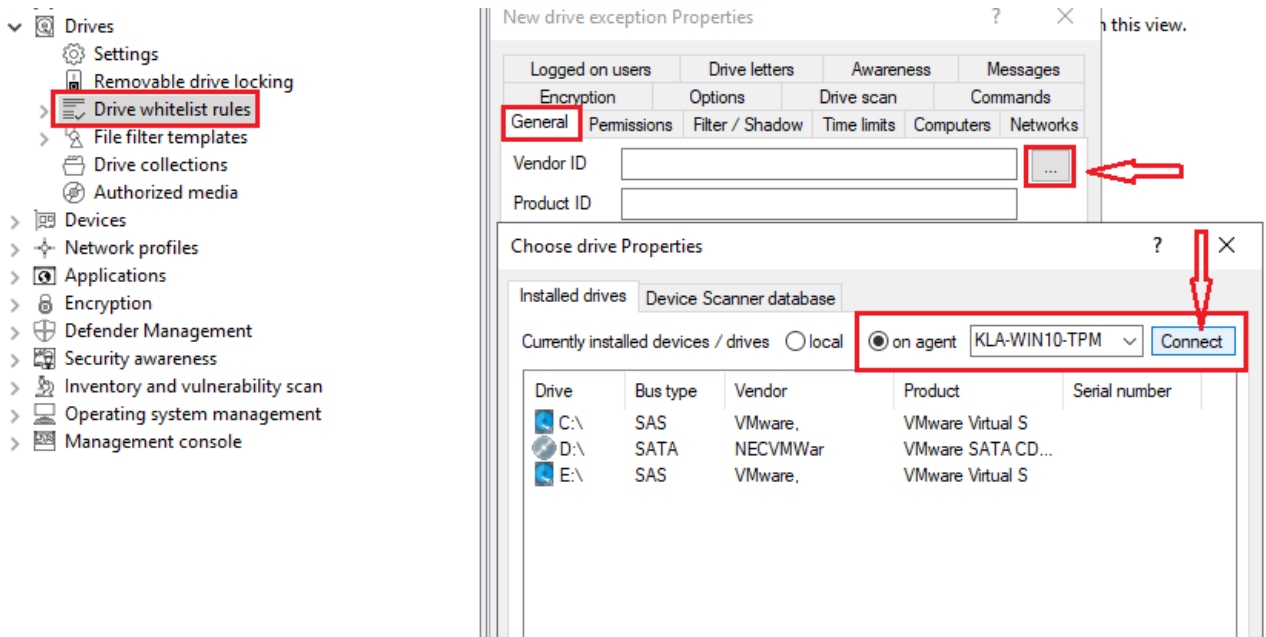
Currently, there are only global permissions in the DOC for reading and editing policies. Since it is possible to assign permissions to individual policies in the DriveLock Management Console (DMC), the DOC checks these permissions in addition to the policy permissions in the DOC. The DMC permissions on policies must be explicitly assigned in the DMC in addition to the DOC policy permissions.



Note: At present you cannot query a policy's DMC permissions in the DOC; the DMC only checks these permissions when you open a policy.

4.1.1.1 Special issue: Permissions for drive rules

When opening a policy via the DOC Companion, specific functions from the DMC are not available because of missing administrator permissions. This affects, for example, the ability to select installed drives in a drive whitelist rule or a drive list, see figure:



The drives are not displayed until you connect to the agent, even if it is the local agent. To do so, select the agent and click **Connect**.

Copyright

Information in this document, including URL and other Internet Web site references, is subject to change without notice. Unless otherwise noted, the example companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted herein are fictitious, and no association with any real company, organization, product, domain name, e-mail address, logo, person, place, or event is intended or should be inferred. Complying with all applicable copyright laws is the responsibility of the user.

© 2021 DriveLock SE. All rights reserved.

DriveLock and others are either registered trademarks or trademarks of or its subsidiaries in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.