

# DriveLock

## Enabling the DriveLock Self Service

Scope: In some scenarios it is required to allow users to be apart of the authorisation process. This could mean the ability to bypass Application Whitelisting Control in order to run an update, or use a temporary USB stick.

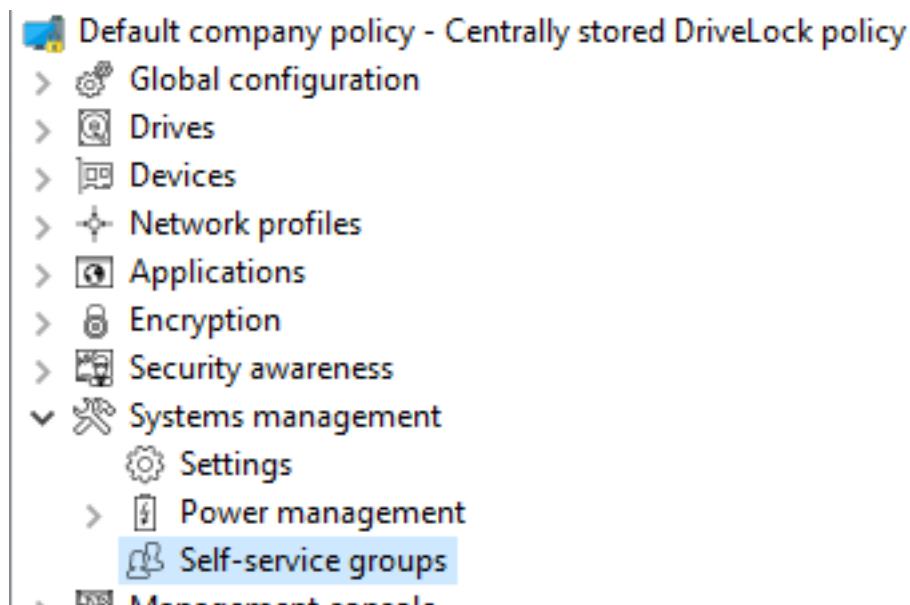
**Note:** If you are after information on remote unlocking of an agent please visit [here](#).

The following process will show you how to achieve this in a simple manner.

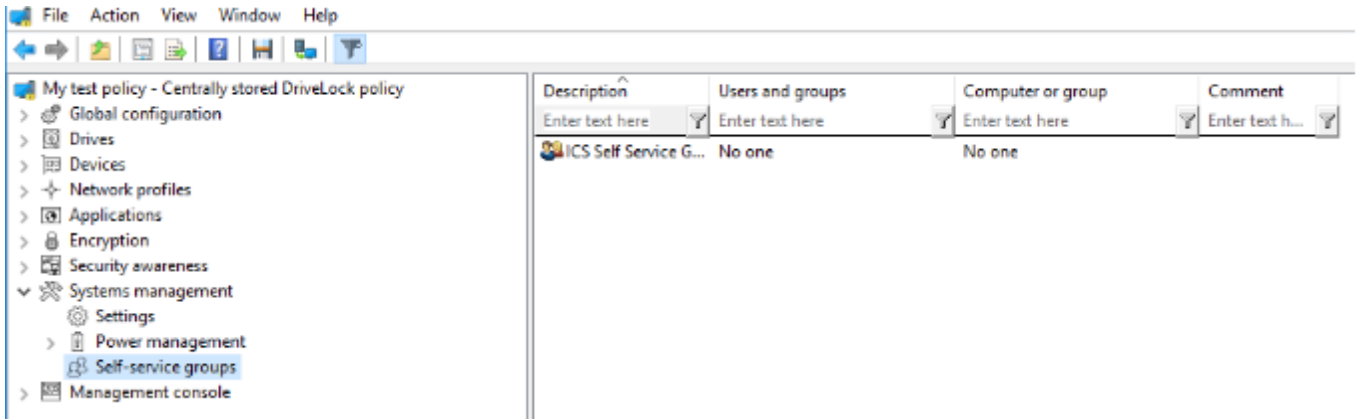
Note: This use case may differ from what you may require and should be used as a concept only.

### Process:

In your DriveLock Policy open Systems management / Self-service groups to add a new group (right click / New / Self-service group) or to edit (double click) an existing group.



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## Self Service Options:

Here you can configure the user experience for the self-service wizard and decide which options the user gets shown.

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Self Service 10 Minutes Properties

General Self-service Users Computers

Description

Self Service 10 Minutes

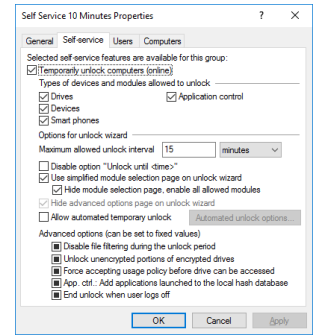
Comment

Allow a specific group of users or computers the ability to disable locking for up to 10 minutes

End-user information (displayed when selecting help groups)

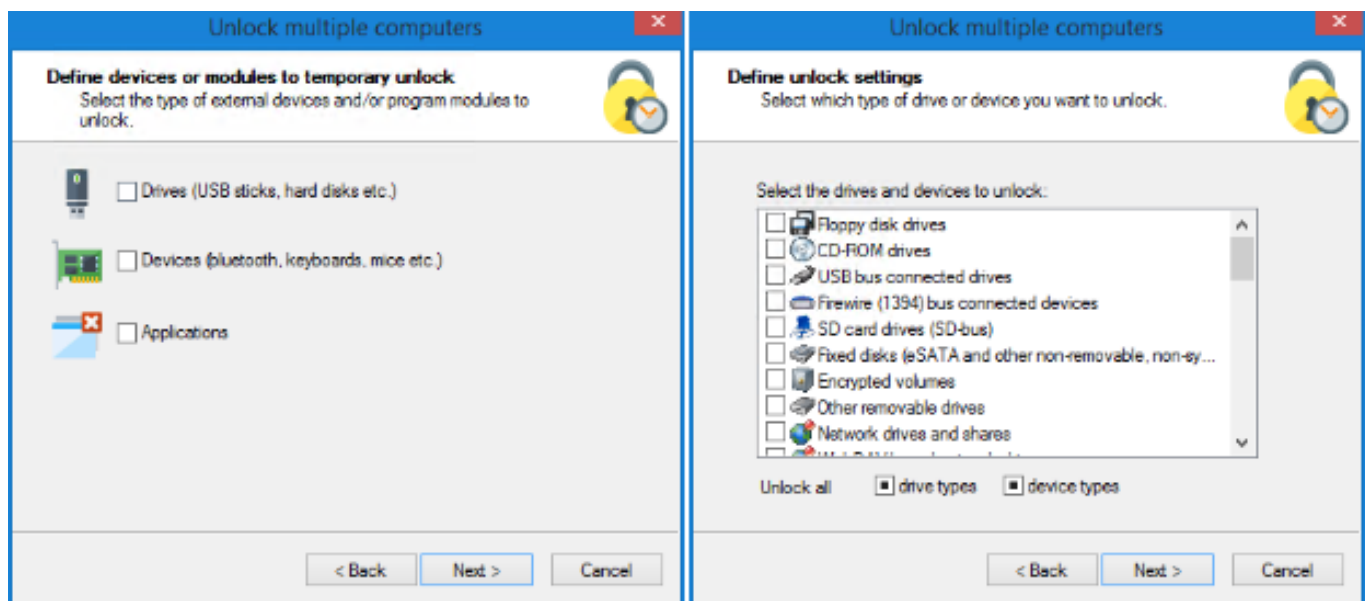
OK Cancel Apply

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Within the Self Service tab you are able to select the options available to unlock as well as the limitations to time. E.G. service accounts have the ability to disable application blocking for 10 minutes, AND when the 10 minutes is completed all files written during that time will be added to the internal Whitelist

If you select to use the **simple module selection page** in the wizard the user will exactly get these options and no **advanced options** will be offered. Otherwise the user gets the option to select the devices more granular and **advanced options** may be offered on a next page.



Reporting:

Naturally you will want to know when these events are taking place within your secured endpoints. This can be retrieved very easily from the DriveLock Control Center.

Date / Time [Events]	Type [Even... ▲]	Description [Events]	Event ID [Events]
		Application control temporarily disabled	
21/10/2019 12:20:08 PM	Information	Application control temporarily disabled	546
21/10/2019 12:15:10 PM	Information	Application control temporarily disabled	546
21/10/2019 11:53:29 AM	Information	Application control temporarily disabled	546
15/10/2019 12:11:09 PM	Information	Application control temporarily disabled	546
15/10/2019 11:32:29 AM	Information	Application control temporarily disabled	546

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## End User

End User Self Service can be reached in 3 different ways

- System Tray Icon menu (If enabled)
- Start Menu (If enabled)
- Direct File Location: C:\Program Files\CenterTools\DriveLock\DLSelfService.exe

Self service temporary unlock

**Define unlock settings**  
Select for how long policy settings are disabled.

Select for how long this computer will be unlocked.

Time span  min (ends with reboot)

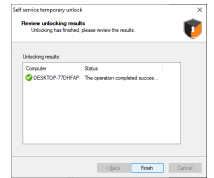
Until date

End unlock when current user logs off

Reason for unlocking (for reporting purposes)

< Back   Next >   Cancel

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Unique solution ID: #1029  
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