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.

> Image: Global configuration
 > Image: Devices
 > Image: Devices
 > Image: Network profiles
 > Image: Applications
 > Image: Becurity awareness
 > Image: Systems management
 Image: Settings

Default company policy - Centrally stored DriveLock policy

- > 🗄 Power management
- B Self-service groups
- . ISS MA.....



Self Service Options:

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

| 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 | Ar | ~ |



Within the Self Service tab you are able to select the options available to unlock aswel 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.

| Unlock multiple computers | Unlock multiple computers |
|---|--|
| Define devices or modules to temporary unlock Select the type of external devices and/or program modules to unlock. | Define unlock settings Select which type of drive or device you want to unlock. |
| Drives (USB sticks, hard disks etc.) Devices (pluetooth, keyboards, mice etc.) Applications | Select the drives and devices to unlock: |
| < Back Next > Cancel | < Back Next > Cancel |

Reporting:

Naturally you will want to know when these events are taking place within your securied endpoints. This can be retreived 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 | (i) Information | Application control temporarily disabled | 546 |
| 21/10/2019 12:15:10 PM | (i) Information | Application control temporarily disabled | 546 |
| 21/10/2019 11:53:29 AM | (i) Information | Application control temporarily disabled | 546 |
| 15/10/2019 12:11:09 PM | (i) Information | Application control temporarily disabled | 546 |
| 15/10/2019 11:32:29 AM | (1) 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 X |
|---|
| Define unlock settings Select for how long policy settings are disabled. |
| Select for how long this computer will be unlocked. Time span 15 min (ends with reboot) Until date 3:55:53 P 24/10/2019 End unlock when current user logs off Reason for unlocking (for reporting purposes) |
| I require the new version of office as approved by IT |
| < <u>B</u> ack <u>N</u> ext > Cancel |

| If service temporary unloci Review unlocking result Unlocking has finished, | t 14 please review the results. | , v |
|---|---------------------------------------|-----|
| Uniocking results: | | |
| Computer | Salus | |
| CESKTOP-77DHFAP | The operation completed succes | |
| | | |
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| | | |
| | | |
| | | |
| | | |
| | c Back Freih | |

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