



Installing the Client Software

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Overview

This document covers the standard process to install the Interguard client software. To use any of the Interguard products, the client software must be installed on the computers you would like to monitor, referred to as the target computer.

The Interguard service does not require that you install anything on the computer(s) you will use to access the recorded data or adjust Interguard settings/policies. To accomplish this you will use the Interguard customer console which is a web based utility

Section 1 – Prerequisites

The Interguard client software can be installed on the following operating systems:

- Windows 2000 – Must have service pack 4 and Update Rollup 1.
- Windows XP – Must have service pack 2 or better.
- Windows Vista.
- Windows 7.
- Windows server 2003.
- Windows server 2008.

The client can be installed on 32 bit and 64 bit operating systems.

Our minimum hardware requirements are as follows:

- 733 MHz processor or faster.

- 256 MB Ram. 512MB is recommended, especially if a Data Loss Prevention module will be used.
- 75 MB Hard disk space. 100 MB if a Data Loss Prevention module will be used.

Section 2 – Installation

2.1 Downloading the Client Software

The client software is available through the customer control console; we also refer to this as the 'Interguard account'. To download the client do the following:

1. Log into the console at:

www.mycontrolconsole.com

You will need the username and password for the account.

2. Select the Settings options on the left side navigation menu then select the Download & Licensing option.
3. The inventory of licenses will be displayed. To the right of each license you'll find a Download link. Click the link to the right of the desired product.
4. A wizard will start up. If you are already at the computer you want to monitor, simply follow along with the wizard. If you are not at the computer and just want to download the file to save it for later, this can be accomplished by following the same steps, but when you download the package select the Save option instead of the Run or Open option. If you do save the installer, please do not change the name, as this will cause the installer to fail.

2.2 Installation

Installation must be done at the computer you want to monitor.

1. If you selected the run option when you downloaded the software, the installation wizard will start up automatically. If you are installing from a file you saved earlier, all you have to do is run the install file to start the wizard. Simply follow along with the wizard. Depending on the product and the computer, the install time may vary from under a minute to 5 minutes.
2. When the installation is finished, the wizard will close and a registration wizard will start up. Registration is mandatory. If registration is not completed, the software will not function. The registration wizard only requires you to enter their Interguard username and password. This is the same username and password used to log into the control console.

3. Once registration is completed, there will be a confirmation page that states that a reboot is strongly recommended. It will automatically reboot the computer unless the reboot option is unchecked. The reboot is not strictly required. However, we recommend it because it is possible that the software is unable to hook into some applications that were running prior to installation. Rebooting ensures that monitoring does not fail because of this.

Section 3 – Post Installation

After the installation is completed, the client will start monitoring. You do not need to take any further action at the target computer. The recorded data and policy settings can be viewed and configured in the control console.

Many monitors are enabled by default, some monitors will require that policies be configured. This will depend on the products being used. By logging into the control console you can view the settings and policies that are in place. Please see the Interguard SONAR or Interguard DataLock user guide for more information.

Section 4 – Uninstall & Shutdown

The client software does not show up in the computer's add/remove program list or task manager like a normal program. To facilitate these functions there is a hotkey sequence associated with the client. Striking these hotkeys will allow access to a status panel for the client. It can be used as an indication that the monitors are running, to shutdown the client, or to uninstall the client.

The default hotkey sequence is Ctrl + Alt + Caps Lock. After entering this sequence you will see an anonymous password prompt. Enter the same password you use to log into the control console. The status panel will be displayed. There are icons for the various monitors. A red slash through an icon indicates that the monitor is disabled or its monitored component does not exist on the computer. For example, if Firefox has not been installed on the target computer, then the Firefox icon in the status panel will have a red slash through it.

To shutdown the client, select the Advanced menu on the status panel, then select Shutdown. This completely shuts off the client, and it will remain off until the next time the computer is restarted.

To uninstall, select the Advanced menu on the status panel, then select Uninstall. You will be prompted that a restart is required to complete the uninstallation. If you opt out of the restart, the client will be shutdown, but its files will not be completely removed until the next restart.