

SafeGuard® Enterprise Web Help Desk

Secure Access and Password Recovery for SafeGuard Encrypted PCs

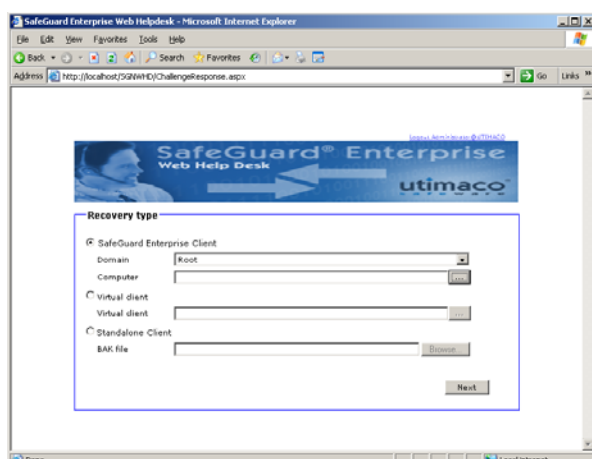
Data sheet



Get Your Users Up-and-Running Quickly with SafeGuard® Web Help Desk

Organizations using SafeGuard Enterprise can now delegate or outsource help desk tasks without requiring a full installation of the SafeGuard Management Console for each Help Desk Officer. This allows organizations flexibility and granular control when performing recovery tasks for Safeguard encrypted clients. This web based solution provides an accessible recovery console for authorized Help Desk Officers where ever they are in the network. Emergency recovery scenarios supported include:

- A user's computer is locked because of a forgotten password
- A user has forgotten or lost his/her token or smartcard
- Emergency access to a system. Data on a computer must be accessed by an authorized person when the computer owner is unavailable, for example due to illness or vacation
- Emergency system repair conducted by an authorized field technician
- Emergency data recovery in case of hardware failure



About Utimaco – The Data Security Company.

Celebrating 25 years in business, Utimaco is a leading global provider of data security solutions, enabling mid-to large-size organizations to safeguard their data assets against intentional or accidental data loss, and to comply with privacy laws. Utimaco's complete range of data security solutions provide full 360 degree data protection for data at rest, data in motion and data in use. Utimaco offers its customers comprehensive on-site support via a world-wide network of certified partners and subsidiaries. Utimaco Safeware AG, with headquarters in Oberursel, near Frankfurt, Germany, is listed on the Frankfurt Stock Exchange (ISIN DE0007572406). For more information please visit www.utimaco.com

Benefits

Fast & Secure Recovery for Users

- Users can be back-up and running in minutes
- Users can simply call the help desk, authenticate themselves, and continue working with minimal disruptions
- No online connection required for users

Easy Operation for Help Desk Officers

- A web based console that provides only the controls necessary for common recovery scenarios
- No requirement for individual help desk clients to be installed. Works with all standard web browsers, making this an ideal solution for outsourced operations
- Support for both SafeGuard and BitLocker encrypted SafeGuard Enterprise clients
- The SafeGuard Enterprise Management API allows customers to build their own customized help desk environments

Secure Access for Help Desk Officers

- All data communication is secured with strong encryption
- Access to the Web Help Desk can be controlled through existing web authentication methods

System Requirements

Server Requirements

- Microsoft Internet Information Services (IIS)
- NET Framework 3.0 Service Pack 1 with ASP.NET 2.0

Client Requirements

- A browser must be installed on the Web Helpdesk officer's computer. Web Helpdesk supports the following browsers:
 - Microsoft Internet Explorer 7.0
 - Mozilla Firefox 2, Firefox 3

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