

FAQ

Remote File Retrieval

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The purpose of this FAQ is to provide a high level overview and other information to Absolute employees and customers about the new features and functionality available with Customer Center 5.4. For technical information, including product use, please refer to the User Guide available within the Documents section of Customer Center.

REMOTE FILE RETRIEVAL

General Information

What is Remote File Retrieval?

Remote File Retrieval (RFR) is a feature within Customer Center that allows you to retrieve files from a specific device.

What are the benefits of Remote File Retrieval?

RFR allows you to retrieve files from a device, even if it is not within your control. This feature may be used as a pre-emptive security measure if a device is at risk or it could be used prior to a data delete command on a device that is being decommissioned. There is no longer any need to physically touch a device in order to obtain a file.

What platforms are supported?

Upon initial release, Windows will be supported. We are currently investigating the feasibility of adding Mac and LINUX support in 2011.

What type of security profile is required to perform a file retrieval request?

A standard Customer Center administrator can request a list of file paths from a device. Additional capabilities such as requesting that a file be retrieved and the download of a retrieved file are available only to Security Administrators.

How much will Remote File Retrieval cost?

RFR is provided free of charge with Computrace Complete, Computrace One, and Computrace Data Protection.

I am an existing customer. What must I do in order to obtain Remote File Retrieval within my existing Absolute Customer Center account?

If you own Computrace Complete, Computrace One, or Computrace Data Protection, the RFR functionality will simply appear within your Customer Center account. There are no actions required on your part.

Can Remote File Retrieval be purchased as an add-on to any other Computrace products?

No.

Are there any recommended prerequisites I should follow?

Yes. There is a known issue with Internet Explorer where you may be prompted to input an additional authorization code during the file download process. This means you would have to use two security codes to obtain a single file. If you designate the Absolute Customer Center as a trusted site, or use an alternate browser such as Firefox, you will not encounter this issue.

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How does Remote File Retrieval work?

There are three basic steps to retrieving files from a device:

- 1) **Determine the file path:** Request a list of files within the device and select the file(s) you want to retrieve.
- 2) **Request file retrieval:** Submit a request to retrieve the file
- 3) **Obtain recovered file:** Download the file

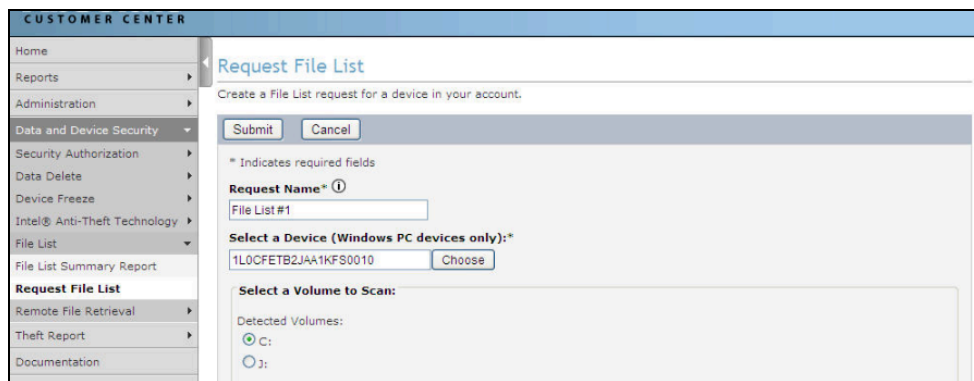
Determine the File Path

You will need to provide the exact file path in order for Computrace to retrieve the file.

There are hundreds of files within a given computer. How can I determine the specific file path of an item?

Within your Customer Center account, you can request a File List for a specific device:

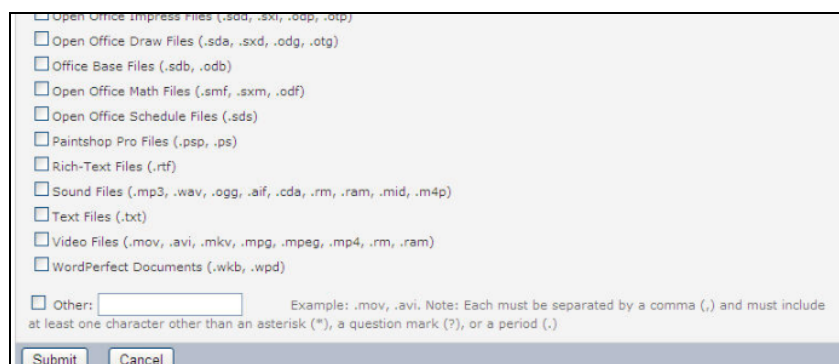
1. Create a name for your request
2. Select the device and the volume
3. Limit your File List to specific file formats to narrow the search. Up to 20 different file formats may be selected.



The screenshot shows the 'Request File List' form in the Customer Center. The form includes a sidebar with navigation options like Home, Reports, Administration, and File List. The main content area has a 'Request File List' title and a 'Create a File List request for a device in your account.' instruction. It features a 'Submit' button, a 'Cancel' button, and a 'Request Name' field with the value 'File List #1'. Below that is a 'Select a Device (Windows PC devices only):*' field with the value '1L0CFETB2JAA1KFS0010' and a 'Choose' button. The 'Select a Volume to Scan:' section shows 'Detected Volumes:' with radio buttons for 'C:' (selected) and 'J:'.

From which file formats may I select?

There are close to 30 file formats displayed on a list within Customer Center. If the file format you seek is not on the list, you can enter it in the "Other" field.



The screenshot shows a list of file formats with checkboxes for selection. The formats listed are: Open Office Impress Files (.sdd, .sxi, .odp, .odp), Open Office Draw Files (.sda, .sxd, .odg, .otg), Office Base Files (.sdb, .odb), Open Office Math Files (.smf, .sxm, .odf), Open Office Schedule Files (.sds), Paintshop Pro Files (.psp, .ps), Rich-Text Files (.rtf), Sound Files (.mp3, .wav, .ogg, .aif, .cda, .rm, .ram, .mid, .m4p), Text Files (.txt), Video Files (.mov, .avi, .mkv, .mpg, .mpeg, .mp4, .rm, .ram), and WordPerfect Documents (.wkb, .wpd). There is an 'Other:' field with a text input box and a note: 'Example: .mov, .avi. Note: Each must be separated by a comma (,) and must include at least one character other than an asterisk (*), a question mark (?), or a period (.)'. There are 'Submit' and 'Cancel' buttons at the bottom.

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What sort of results will be returned?

All files that match your search criteria will be returned in a Customer Center report including the file path, creation / modified dates, and file size.

```
File List operation COMPLETED on the following device on 11/15/2010 3:26:28 PM
Request Name: Technical #3
Identifier: 1L0CFETB2JAA1KFS0010
Make: Dell
Model: Latitude
Device Name: USER1
Volume: C:
Filter Criteria: *.ppt,*.pot,*.pps,*.ppam
```

File Path	Created	Modified	Size
C:\Admin\Agile\Agile in Practice - Breakdown.ppt	12/16/2008 10:58:08	12/16/2008 17:11:40	586 KB
C:\Admin\Agile\Agile in Practice - Communication.ppt	12/01/2008 09:48:18	12/16/2008 10:57:14	629 KB
C:\Admin\Agile\PM Forum - agile.ppt	12/01/2008 09:48:17	10/31/2008 11:25:39	784 KB
C:\Admin\Monitor Slides\Corporate Slide - 09-15-09.ppt	09/15/2009 14:43:43	09/15/2009 14:43:44	63 KB
C:\Admin\weekly updates\Corporate weekly status 2009-01-26.ppt	03/09/2009 12:07:33	03/09/2009 12:07:33	1,948 KB
C:\Admin\weekly updates\Corporate weekly status 2009-03-09.ppt	03/09/2009 12:15:57	03/09/2009 14:35:01	224 KB
C:\Admin\weekly updates\Corporate weekly status 2009-03-23.ppt	03/23/2009 12:08:37	03/23/2009 12:08:37	190 KB
C:\Admin\weekly updates\Internals weekly status 2008-11-24.ppt	11/19/2008 09:54:23	11/24/2008 09:53:22	94 KB
C:\Admin\weekly updates\Internals weekly status 2008-12-01.ppt	12/01/2008 09:33:17	12/01/2008 10:30:21	185 KB
C:\Admin\weekly updates\Internals weekly status 2008-12-08.ppt	12/08/2008 11:58:38	12/08/2008 12:03:23	560 KB
C:\Admin\weekly updates\Internals weekly status 2008-12-15.ppt	12/15/2008 09:03:33	12/15/2008 13:15:06	811 KB
C:\Admin\weekly updates\Internals weekly status 2008-12-22.ppt	01/05/2009 10:05:57	01/05/2009 10:05:57	810 KB
C:\Admin\weekly updates\Internals weekly status 2009-01-05.ppt	01/05/2009 10:20:25	01/05/2009 14:27:31	811 KB
C:\Admin\weekly updates\Internals weekly status 2009-01-12.ppt	01/12/2009 10:42:50	01/12/2009 11:27:43	811 KB
C:\Admin\weekly updates\Internals weekly status 2009-01-19.ppt	01/19/2009 12:45:00	01/19/2009 12:45:00	211 KB
C:\Admin\weekly updates\Internals weekly status 2009-01-26.ppt	01/26/2009 12:34:32	01/26/2009 12:42:28	211 KB
C:\Admin\weekly updates\Internals weekly status 2009-02-02.ppt	02/02/2009 09:50:55	02/16/2009 10:26:19	216 KB
C:\Admin\weekly updates\Internals weekly status 2009-02-16.ppt	02/16/2009 10:26:33	03/09/2009 12:03:49	99 KB
C:\Admin\weekly updates\Internals weekly status 2009-03-09.ppt	03/09/2009 12:04:37	03/09/2009 12:08:48	103 KB
C:\Admin\weekly updates\Internals weekly status 2009-03-16.ppt	03/13/2009 15:07:19	03/23/2009 12:15:07	144 KB
C:\Admin\weekly updates\Internals weekly status 2009-03-23.ppt	03/23/2009 12:15:18	03/23/2009 12:18:00	109 KB
C:\Documents and Settings\Admin\Templates\powerpnt.ppt	11/26/2007 17:40:26	08/23/2001 05:00:00	12 KB
C:\Documents and Settings\Administrator\Templates\powerpnt.ppt	11/27/2007 13:17:52	08/23/2001 05:00:00	12 KB
C:\Documents and Settings\Default User\Templates\powerpnt.ppt	12/19/2007 17:20:19	08/23/2001 05:00:00	12 KB
C:\Documents and Settings\USER1\Desktop\Corporate Overview Slides.ppt	01/04/2010 10:57:48	01/04/2010 16:40:22	2,131 KB
C:\Documents and Settings\USER1\Desktop\CC\Training\New Hire.ppt	05/03/2010 13:10:18	05/03/2010 13:15:39	556 KB
C:\Documents and Settings\USER1\Templates\powerpnt.ppt	08/15/2008 13:59:17	08/23/2001 05:00:00	12 KB
C:\Program Files\Microsoft Office\Office11\1033\PROTTPLN.PPT	03/11/2003 20:50:12	03/11/2003 20:50:12	14 KB
C:\Program Files\Microsoft Office\Office11\1033\PROTTPLV.PPT	03/11/2003 20:50:10	03/11/2003 20:50:10	15 KB
C:\Program Files\Microsoft Office\Office12\1033\PROTTPLN.PPT	11/01/2004 16:56:26	11/01/2004 16:56:26	12 KB
C:\Program Files\Microsoft Office\Office12\1033\PROTTPLV.PPT	11/01/2004 16:56:24	11/01/2004 16:56:24	12 KB
C:\Program Files\Microsoft Office\Templates\1033\ClassicPhotoAlbum.potx	09/16/2006 19:23:26	09/16/2006 19:23:26	1,216 KB

What type of security profile is required to request a file path list?

A standard Customer Center administrator can request a file path list. Note: Only Security Administrators have rights to request that a file be retrieved and to download the file once it has been retrieved.

Request File Retrieval

Now that you know the file path, you can request that a file be retrieved.

May I request multiple retrievals in a single request?

Yes. However, it's important to note that each file will appear as a separate retrieval request within Customer Center. Additionally, each file will be retrieved individually. Batch retrievals are not possible. Nor is it possible to retrieve a set of files or a folder.

Each file path you request will be displayed within the "Request File Retrieval" screen.

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The screenshot shows the 'Request File Retrieval' form in the Absolute Software Customer Center. The form includes a navigation menu on the left with options like Home, Reports, Administration, and Date and Device Security. The main content area has a 'Submit' and 'Cancel' button at the top. Below that, there's a 'Before You Start' section with a warning icon and text: 'You need to know the full path of the file(s) to retrieve. If you do not know the file path, Request a File List before making a file retrieval request.' The 'Make a Request' section contains several fields: 'Request Name*' (with a help icon), 'My Request #1', 'Select a Device*' (with a note '(Windows PC devices only)' and a 'Choose' button), and 'Path of the File to Retrieve*' (with a help icon). Below these fields is an 'Add' button and an example path: 'C:\joe\MyDocs\filename.doc'. At the bottom, there is a table with two columns: 'File Path' and 'Remove'. The table contains two entries: 'C:\Documents and Settings\jthoff\Desktop\CD\Archived Projectal\CC Bismarck\Customer Center 5.3 - Training Session.ppt' and 'C:\joe\MyDocs\filename.doc', each with a 'Remove' link.

How is the retrieval request communicated to the device?

The request is communicated on the next Agent call. This means a request could take as long as 24.5 hours (or longer if the device is not connected to the internet).

However, once the request is received by the device, the subsequent file upload occurs without the need for additional Agent calls.

What type of security profile is required to make a file retrieval request?

Only Security Administrators have rights to request that a file be retrieved and to download the file once it has been retrieved. Note: For optimum security, Security Administrators who download a retrieved file must also provide an authorization code.

Are there other security measures in place relating to Remote File Retrieval?

Yes. An email alert will be sent each time a request is made to retrieve a file and whenever a file has been retrieved and is available for download. Email alerts are sent in the following scenarios:

- A Security Admin submits a request to retrieve a file
- A file request completes (whether it fails or completes successfully)
- Five days prior to a file being automatically purged (and every day following until the file is purged)

Are there scenarios where I will be unable to request that a file be retrieved or where retrieval capabilities are limited?

Yes. Here are some scenarios:

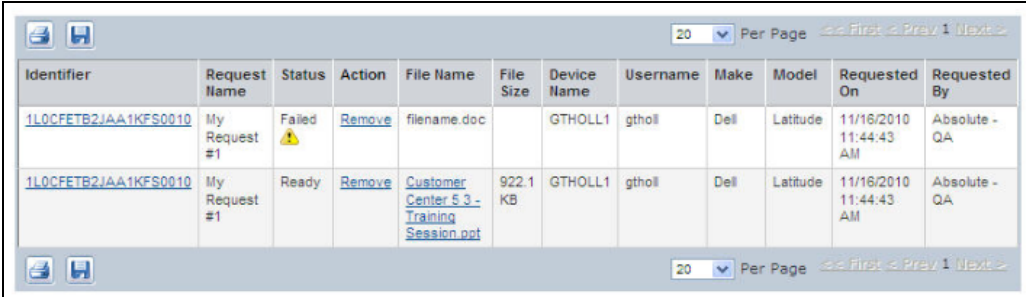
- If the device has been reported stolen, then only files that were created pre-theft will be accessible for retrieval. Any files created after the date of theft will not be retrievable.
- Files cannot be retrieved from a device where a remote data delete command is in progress
- Files cannot be retrieved from a device that is Intel locked since the device will be unable to receive the initial Agent call

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Will I be informed if a file retrieval request fails?

Yes. You will receive an email alert. And within Customer Center, the File Retrieval Summary Report will provide you with the final status for all of your file retrieval requests. Some scenarios that result in a failed request could include:

- File was not found: file name was entered inaccurately or the file was renamed or removed from the device before the request was received
- Hard drive was removed from the device



Identifier	Request Name	Status	Action	File Name	File Size	Device Name	Username	Make	Model	Requested On	Requested By
1L0CFETB2JAA1KFS0010	My Request #1	Failed	Remove	filename.doc		GTHOLL1	gtholl	Dell	Latitude	11/16/2010 11:44:43 AM	Absolute - QA
1L0CFETB2JAA1KFS0010	My Request #1	Ready	Remove	Customer Center 5 3 - Training Session.ppt	922.1 KB	GTHOLL1	gtholl	Dell	Latitude	11/16/2010 11:44:43 AM	Absolute - QA

How long will it take for a file to upload?

Once the request is received by the device, the file upload process will begin immediately. The length of time the file upload takes is dependent on the network connection of the device and the size of the file. For example, file retrievals from devices connected to the corporate network will take less time than those from a device that is connected wirelessly off the network. The device must maintain a connection to the internet throughout the upload procedure.

What will happen if the device is disconnected from the internet before the file upload process is complete?

A stop/resume method of upload is in place. So if a device disconnects from the internet in the middle of a file upload, the procedure will continue where it left off the next time the device connects to the internet.

Is there a size limit to the files that can be retrieved?

Yes. Upon initial launch the file size is limited to 50 MG. This will increase significantly upon the next release of Customer Center (tentative for early 2011).

Obtain a Retrieved File

How will I know when a retrieved file is available so I can obtain it?

The status of each of your in-progress requests is displayed on the File List Summary Report. Once a request status is noted as "Ready", the file name will appear as a hyperlink. The hyperlink will direct you to the retrieved file so you can download it.

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Identifier	Request Name	Status	Action	File Name	File Size	Device Name	Username	Make	Model	Requested On	Requested By
1LOCFETB2JAA1KFS0010	My Request #1	Failed	Remove	filename.doc		GTHOLL1	gtholl	Dell	Latitude	11/16/2010 11:44:43 AM	Absolute - QA
1LOCFETB2JAA1KFS0010	My Request #1	Ready	Remove	Customer Center 5.3 - Training Session.ppt	922.1 KB	GTHOLL1	gtholl	Dell	Latitude	11/16/2010 11:44:43 AM	Absolute - QA

What will happen when I click on the hyperlink?

Since only Security Administrators are permitted to download retrieved files, you will be prompted to provide the necessary authentication. This will include your Customer Center password and an authorization code.

Provide Authentication

To continue, enter your Customer Center password and the Authorization Code in the appropriate fields, and click OK. This authorization code is intended for a one-time only use while updating settings in this session.

Customer Center Password:

Authorization Code:

OK Cancel

May I download a file more than once?

Yes. Files will remain available for you to download for 30 days after a retrieval request is complete. After 30 days, the file will be purged. You will receive daily notifications of an upcoming file purge beginning on day 25.

May I download a file multiple times?

Yes. Files can be downloaded multiple times until they are purged (after 30 days).

May I delete a file as soon as I've downloaded it?

Yes. On the File List Summary report, select "Remove" to immediately delete the request and the associated file.

Where does the file reside before it is deleted or purged?

The file is temporarily stored on a secure, encrypted file server in the Absolute data center.