

Stoplock User Guide



Release 1

Revision 1.01

Contents

What is Stoplock ?	3
How will it Affect Me ?	3
Everyday Use	3
Boot Protection	4
Disk, Port & File Access	4
Encryption	4
Starting a Session	5
Booting	5
Logon	6
User ID	6
Password	6
First Logon	9
Choosing & Using Passwords	10
Choosing	10
Typing	11
Changing	11
Leaving Your PC	12
SoftHold	13
Ending a Session	14
Remote Password Change	15
Exporting & Receiving Files Securely	19
Message Windows & Error Messages	20
Security Hints	22
Glossary	23
Conventions	24

What is Stoplock ?

Stoplock is a tool chosen by your organization for implementing a security policy for PCs. The idea is to protect programs and data from all kinds of threat – including unauthorized users, theft, virus attack, disclosure, misuse and accidental damage – by restricting access to those who need it. You will find it very unobtrusive and most of the time your PC will look and work the same as usual.

How will it Affect Me ?

Everyday Use

With Stoplock installed you may notice some differences:

- ◆ You may be able to just walk up and use the PC if it is in 'Auto Guest' Mode, but you may find yourself restricted in what you can see and do.
- ◆ To be able to use the PC without these restrictions you will need to log on, as explained in 'Starting a Session' on page 5.
- ◆ You will need to change your password at intervals – see the section entitled 'Choosing & Using Passwords' on page 10.
- ◆ You should also know how to leave your PC securely - see the section entitled 'Leaving Your PC' on page 12.

Boot Protection

Your security administrator may have installed Boot Protection to prevent unauthorized users from booting off the floppy drive in order to bypass Stoplock. This has the following implications:

- ◆ If you boot off the floppy drive you may no longer be able to see your hard disk.
- ◆ You may be required to enter a Boot Password on booting the PC.

Disk, Port & File Access

Your security administrator may have used Stoplock to prevent access to the floppy drive or COM/LPT ports. If you try to access a protected drive or port, your PC will probably behave as though the drive or port is not present.

By default, certain files are protected - CONFIG.SYS cannot be modified, CHKDSK and FDISK cannot be run. If you try to change something that is protected, an error message may occur.

Encryption

Files in your PC may be encrypted to prevent unauthorized users from seeing and using their contents (this involves a kind of controlled 'scrambling' of the data). When you use these files, they are automatically encrypted or decrypted as necessary, so you aren't aware of the process. A message will be displayed if a file is encrypted under a key to which you are not party.

Starting a Session

When you come to use a PC it will probably be in one of three states:

- Not switched on – see the section entitled 'Booting'.
- Showing a logon box – see the section entitled 'Logon'.
- In 'Auto Guest' Mode. This means that you can use the PC as normal but if you want greater access you will have to log on - see the section entitled 'Logon'.

Booting

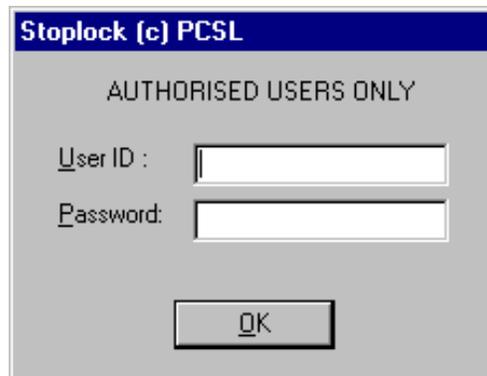
Stoplock doesn't affect the way you boot your PC but it does give you things to do during start-up. If your security administrator has taken certain options, you will see a blue and white box entitled **Initializing Encryption Key** which requires you to enter a password. This password should have been provided by your security administrator. Type it in – not your personal password but the boot password – and press **Q** . After that, or instead of it, comes *logon*.

Logon

Stoplock needs to know who you are in order to give you access to the PC. To achieve this, you must log on when invited to do so.

Logon at boot time will normally proceed like this:

The PC boots as normal. When Windows 95 comes up, the logon box will appear as follows:



User ID

Type your user name and press **O** . Your user name uniquely identifies you to Stoplock and normally never changes. It is allocated by your security administrator. Your user name is case insensitive. If you make a mistake, just backspace and re-type.

Password

Type your password and select the *OK* button or press **O** . Your password confirms to Stoplock that you are who you say you are. The very first time you log on, use the password supplied by your security administrator: You are then prompted to define your own password for future use.

Your password is case insensitive. You do not see anything as you type, just asterisks. If you think you have made a mistake, just backspace and re-type. You can't escape from logging on once you've started.

Contact your security administrator if you see a different box which might indicate a problem with the Stoplock system.

Next?

If logon is successful, then one of the following will happen:

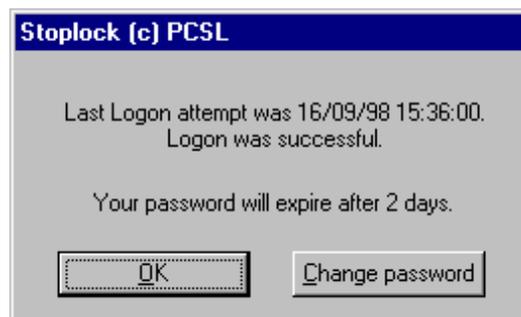
1. If this is the first time you have logged on to Stoplock, the following dialog box will be displayed:



See the section entitled 'First Logon' for further information.

If you have previously logged on to Stoplock then one of the following will happen:

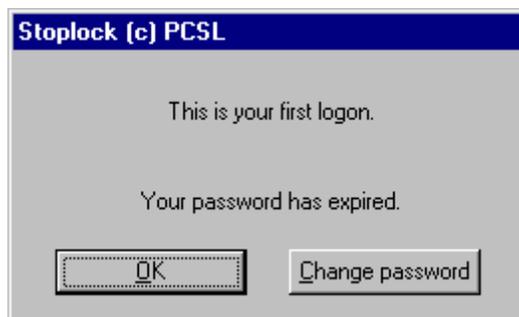
2. No dialog box is displayed, logon is complete.
3. The following dialog box is displayed:



This displays the last logon and password expiration information and appears two days before your password is about to expire. Select *OK* or press **Q** to complete logon.

Choose *Change Password* instead if you want to change your password - continue at **5**.

4. If your security administrator had changed your password then the following dialog box is displayed:



Selecting either *OK* or the *Change Password* button will bring about a password change - continue at **5**.

5. The following dialog box is displayed:



Type in a new password twice then choose *OK* or press **Q** to complete logon. Choose and type your new password with care: see the section entitled 'Choosing & Using Passwords' on page 10.

You can't avoid giving a new password. If you make a mistake, just backspace and re-type. Once you have changed your password, choose *OK* or press **Q** to complete logon.



TO LOG ON AT ANY OTHER TIME AFTER BOOTING, USE THE SLWIN32 ICON LOCATED ON THE RIGHT OF THE TASK BAR.

Right-click this icon, then select Logon from the resulting pop-up menu.

First Logon

When you first log on to Stoplock, you are presented with the normal Windows logon box. On successfully logging on, the following dialog box is displayed:



Pressing *OK* or the *Change password* button will cause the **Change Password dialog box** to appear, inviting you to change your password. See the section entitled 'Choosing & Using Passwords' on page 10 for further details.

If the appropriate option has been taken by your security administrator, then you must also change your ID (name). If this is the case, the following dialog box will be displayed:



The image shows a dialog box titled "Stoplock (c) PCSL" with a subtitle "Password Change". It contains three text input fields: "User ID", "New Password:", and "Confirm new password:". At the bottom, there are two buttons: "OK" and "Cancel".

Your User ID must consist of between 3 and 12 alphanumeric characters. On selecting *OK* the new user ID and the password will be accepted providing the password criteria set by the security administrator is met.

When you next log on to Stoplock using this new user ID, a password change will be required. This is because this will be the first logon with your new user ID.

Choosing & Using Passwords

Choosing

You can use any combination of letters and numbers (up to a maximum of 16 characters). Avoid special characters (things like @ and #) if you can. Your security administrator will have set a minimum length for passwords and you must adhere to this.

Certain password restrictions may have also been set by your security administrator and he/she should inform you of these requirements. **To enhance security, you are not allowed to re-use any of your last three passwords in rotation.**

If a password is not accepted for some reason then please refer to the section entitled 'Message Windows & Error Messages' on page 20 for a likely explanation of why this has occurred.

Typing

Whenever you type your password all you see are asterisks, in case anyone is looking over your shoulder. If you make a mistake, or think you might have made one, backspace and re-type. When you choose a new password you are always asked to type it twice, to guard against mistyping.

Your password is not displayed anywhere, so you must remember it. If you have forgotten your password, tell your security administrator.

Changing

You may have two methods for changing your password:

- When you *Logon* – see page 6.
- By means of the SLWIN32 program - Invoke Windows password change by selecting the SLWIN32 icon located on the task bar. Right-click this icon, then select Change Password from the resulting pop-up menu.



The following dialog box will appear:

A screenshot of a Windows-style dialog box titled "Stoplock (c) PCSL". The dialog box has a blue title bar and a grey background. It contains the text "Password Change" at the top. Below this, there are two text input fields. The first is labeled "New Password:" and the second is labeled "Confirm new password:". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

Stoplock (c) PCSL	
Password Change	
New Password:	<input type="text"/>
Confirm new password:	<input type="text"/>
OK	Cancel

Simply type your new password twice then select *OK* or press **Q** . If you make a mistake, just backspace and re-type.



The cancel button will be grayed-out if your password had expired - you must provide a password. Do not reboot the PC rather than providing a password - your user account will be de-activated and you will no longer be able to log on.

Voluntary Change of Password

If you decide to voluntary change your password (i.e. your password had not expired), you are required to enter your old password via the following dialog box:



If you are a temporary user (this is a Stoplock term used by your security administrator), you cannot change your password. Once your password has expired, you will be unable to log on.

Leaving Your PC

To leave your PC running while you're not there is to invite unauthorized use: other people could look at or interfere with your work or use your applications. If you just need to leave your PC while you are still working use *SoftHold*, otherwise end your session – see the section entitled 'Ending a Session' on page 14.

SoftHold

By invoking SoftHold, you prevent anyone from using the mouse or keyboard to control any of your applications, though processing may be continuing in the background.

Invoking

SoftHold can be invoked either by:

- Clicking on the  icon (located on the Task Bar). Left-click this icon or right-click this icon and then select SoftHold from the resulting pop-up menu.
- If your security administrator has set certain options then the SoftHold state will be entered after n minutes of keyboard/mouse inactivity.

Note that SoftHold is not available and therefore does not occur in 'auto guest' mode or if you are a user of type 'guest'.

When SoftHold is invoked, the display may show one of the following, depending on the options taken by your security administrator:

- A bitmap image.
- Your Windows 95 screen saver.

Pressing any key or moving the mouse however will cause the **SoftHold dialog box** to be displayed in the center of the screen as follows:



Stoplock

This dialog box will disappear after 30 seconds. Alternatively, it can be removed by selecting the *Cancel* button or pressing the **D** key. The dialog box may be restored again by pressing any key or moving the mouse.

The *Admin Logon* button enables an administrator to logon, thus terminating SoftHold.

Terminating

If you had removed the SoftHold Invoked box, move the mouse or press any key to restore it. Type your password in the **Password** field and press the *OK* button or **Q**. If you make a mistake, just backspace and re-type.

You must supply your password before you can resume working. If you type your password incorrectly too many times, the PC will temporarily lock up (**SYSTEM TEMPORARILY LOCKED - PLEASE WAIT** message appears) and you will have to wait for a period of time before trying again.

Ending a Session

When you have finished working you have three choices:

- You can shut down all the programs and switch off the PC.
- You can invoke *Logon*, inviting a new user to logon.
- You can invoke *Logoff* by selecting the SLWIN32 icon located on the task bar. Right-click this icon, then select *Logoff* from the resulting pop-up menu.



The message **Return the system to auto guest mode?** will appear which asks you to confirm logoff. Choose *YES* or press **Q**. If you change your mind, choose *NO*.

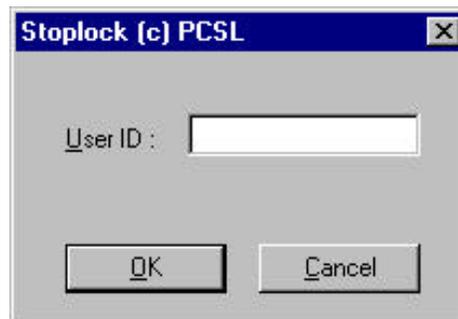
Returning the system to 'auto guest' mode means anyone can use the PC, but they may be subject to restrictions unless they log on first.

Remote Password Change

The field administration password change function enables you to reset your forgotten password via a remote challenge/response system. This is achieved over the telephone, with the aid of your security administrator. Your security administrator will give you the Field Manager ID (name) and password in order to initiate a controlled logon session - you can only use this function to change your password - all other access to the system is prevented.

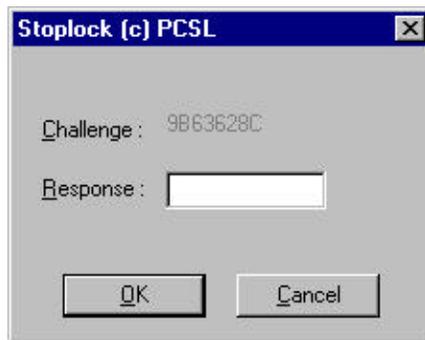
Steps to Follow

1. Logon with the Field Manager user name and password. The following dialog box will then appear:



2. Enter your own user name in the **User ID** field (the one for whose password you have forgotten) and then select the *OK* button or press the **O** key.

3. A **Challenge code** is displayed on the screen within a Response dialog box as follows:



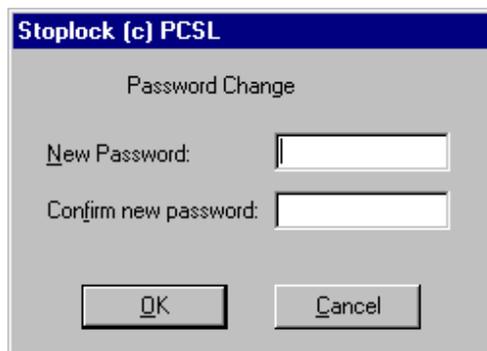
Give the challenge code to your security administrator.

Your security administrator will give you a **Response Code** based on this challenge number. Enter the Response Code supplied by your security administrator in the **Response** field.



Note: If the Response Code is not accepted for some reason, the User ID field will be displayed again.

4. A Password change box now appears for your own password to be temporarily reset::



- change the password.

5. Logon with your normal user ID and the temporary password.



Stoplock (c) PCSL

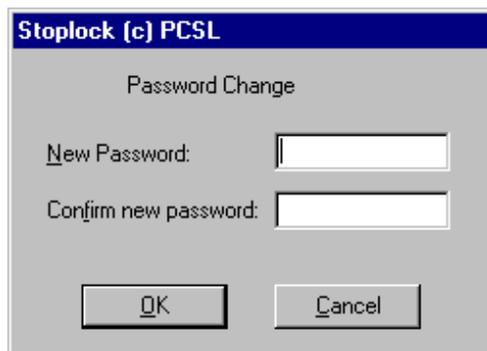
AUTHORISED USERS ONLY

User ID :

Password:

OK

6. Once your ID and the temporary password have been accepted, the Change Password dialog box will appear as follows:



Stoplock (c) PCSL

Password Change

New Password:

Confirm new password:

OK Cancel

You must now change your password again to a permanent one.
This process completes the Remote Password Change function.

Exporting & Receiving Files Securely

Your administrator may have set up specific folders on your PC for the purpose of sending files securely via a floppy disk or modem. If this is the case, two folders will exist called IMPORT and EXPORT. Files placed in the EXPORT folder will travel encrypted to their destination and will remain encrypted until placed in an IMPORT folder.

Sending a file(s) securely

Copy or move the required file(s) to the EXPORT folder. This file(s) may then be copied or moved to a floppy disk or selected from this folder when using the application that you are going to send the file by.

Receiving a file(s) securely

Copy or move the required file(s) to the IMPORT folder. This file(s) may then be read via your application directly from this folder. You may copy or move this file(s) to another folder as you so wish.

Message Windows & Error Messages

You may see one of these messages whilst Stoplock is installed. In each case choose the *OK* button or press **D** or **Q** to clear the box.

Message	Meaning
AUTHORIZED USERS ONLY	This message box is inviting you to logon - see the section entitled 'Logon' on page 6.
INVALID LOGON ATTEMPT	The most likely cause for this message is that you typed your user name or password incorrectly. Do not type anything while the message is showing. The message will disappear after a few seconds, allowing you to try again.
SYSTEM TEMPORARILY LOCKED - PLEASE WAIT	Your attempt to log on or terminate SoftHold was not accepted, and because you have exceeded the number of invalid attempts, you will have to wait before you can try again. This delay is to deter unauthorized users. <i>Do not re-boot: you cannot shorten the delay.</i> Do not type anything while the message is showing. Just wait until the PC becomes unlocked.
SYSTEM LOCKED. CONTACT YOUR ADMINISTRATOR	This message means that the system has become locked and the PC is no longer useable at this stage. Your security administrator will be needed to unlock the PC.
USER DE-ACTIVATED	Your security administrator has prevented you from logging on, or you were a temporary user and your password expired, or you re-booted when you were required to define a new password. The message disappears after a few seconds, then you can try again if you have a different user ID that you can use. Do not type anything while the message is showing.

Message	Meaning
ACCESS DENIED	You tried to access a file but it is encrypted under a key to which you do not have access to.
ONLY ADMINISTRATORS MAY EXECUTE THIS APPLICATION	You tried to use the Stoplock administration program which is reserved for security administrators.
PASSWORD IS ILLEGAL	Either you entered a recently used password or the password was too short.
PASSWORDS DO NOT MATCH. PLEASE RE-ENTER	The password you have entered in the NEW PASSWORD field differs from that entered in the CONFIRM NEW PASSWORD field.
PASSWORD MUST BE ALPHA NUMERIC	Your password must consist of at least one number and at least one letter.
PASSWORD MUST CONTAIN AT LEAST X UNIQUE CHARACTERS	Check with your security administrator as to the number of unique characters your password must contain in order to be valid.

Security Hints

Leaving your PC

- Do not leave your PC running unattended without invoking SoftHold first.
- Log off if you have finished working for a while.

Viruses

- Do not transfer files onto your hard disk unless you are sure they come from an uninfected source.
- If your PC does not respond as normal and you suspect a virus, stop using it immediately and contact your security administrator. Do not restore any backups.

Passwords

- Do not tell anybody your password.
- Choose one that others won't easily guess.
- Change it often or if you suspect that anyone else knows it.
- Do not write it down. If you really must do so, then disguise it well and keep it somewhere safe.

Backups

- Ensure backups are taken regularly and are stored safely.

Glossary

Auto guest mode

When your PC is in 'Auto Guest' mode anyone can use it without having to log on. However, access to certain files may be restricted.

Guest

Stoplock uses this term to describe a type of user with limited access and a password which never expires.

Log off

When you have completed a session at your PC, but do not want to switch your PC off, you should log off to prevent others accessing your work. By logging off you return the system to 'Auto Guest' mode.

Log on

When you begin a session at your PC you have to tell Stoplock who you are and what your password is. Doing this is called logging on, and the completed process is called a logon. You only have so many invalid attempts at logging on before the system 'locks' for a specific period of time set by the security administrator.

Password

This is what you supply when you log on to Stoplock, to authenticate yourself. You also need it to terminate SoftHold. You might also need to enter a boot password (this is different to your user password) in order to gain access to the hard disk.

Security administrator

This is a user who has special privileges, including assigning your user name and initial password and setting up the system. He or she will deal with any security problems you have.

Session

A period of work is called a session, starting at logon and ending when you switch the PC off or leave the PC with the logon box displayed.

SoftHold

SoftHold is a secure screen blanker. Nobody can use your PC while it is in the SoftHold state (though it may be processing in the background). To be able to control applications again you must first correctly enter your password. You only have so many invalid attempts at clearing SoftHold (defined by your security administrator) before the PC 'locks'.

Temporary user

Stoplock uses this term to describe a type of user whose password has a limited life span which can only be renewed by a security administrator.

User name (ID)

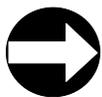
This is the unique name by which Stoplock identifies you. It may be based on your real name and never normally changes. You supply it when you log on.

Conventions



Stop

Do not proceed any further until you have read the accompanying warning



Arrow

Highlights useful/important information