User Guide

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Welcome to MasterSolution Protect

MasterSolution Protect is the number one choice of IT administrators and technology coordinators to protect Windows® operating systems and desktops from unwanted or malicious changes.

MasterSolution Protect provides a secure, reliable and productive computer environment. With its extensive list of security features and intuitive format, IT administrators can use MasterSolution Protect to guarantee that users are getting the most beneficial use of their computer experience, while safeguarding both the configuration and content on their systems.

MasterSolution Protect prevents users from deleting critical files and applications, making unauthorised changes to the desktop, saving or using unauthorised programs and harming the operating system.

With MasterSolution Protect, you can feel confident that unauthorised changes to a system, whether accidental or malicious, won't become an issue or impact on the productivity of your office PCs or computer lab.

Product Overview

Education

As schools continue to provide better access to computer hardware, networks, and web resources, district IT staff and classroom teachers face new challenges. IT staff must manage the challenges posed by computer labs and school networks as well as control software deployment and user issues.

Teachers need to manage students who are using computers in a lab or multi-desktop classroom to ensure that they are learning and spending time on their assigned tasks.

Children want to learn, and often the best way is to experiment. Unfortunately lab computers may be used four or five times a day for different classes, so you really can't afford for them to endure too much practical experimentation.

Corporate

MasterSolution Protect provides a proactive, rather than reactive solution to the challenges faced. The philosophy of the product is to prevent changes to the desktop environment and avoid the need to rely on "repair" based solutions that are more costly and have a greater maintenance overhead.

Using MasterSolution Protect, IT staff can create a secure desktop environment where system configuration and access from external sources are protected, where users can utilise available applications but are shielded from system resources and the temptation of investigating the workings of the desktop.

Key Features at a Glance

Simple to use, safe, and secure, MasterSolution Protect is the ideal choice of IT administrators and technology coordinators. Presented in a simple and intuitive interface, system control can be configured in minutes and allows either individual or central control of security settings.

Key feature highlights in MasterSolution Protect are:

- Prevent copying, deletion and renaming of files and folders.
- Hide folders and restrict creation of defined file types.
- Restrict changes to the desktop, taskbar and system settings.
- Restrict shutdown, logoff, lock and password changes.
- Protect the operating system and computer settings.
- Lock control panels, task manager, command prompt and registry.
- Restrict user-defined applications from running.
- Restrict available network drives, drive mappings and network neighbourhood.
- Prevent access to windows systems tools
- Prevent web browsers or any other user defined applications from running.
- Restrict creation and deletion of system printers.
- Control access to USB and CD/DVD drives.

Benefits

Using MasterSolution Protect IT administrators can prevent unwanted changes to the OS, control the creation of content, restrict unwanted file downloads and control application usage. With easy to adopt end point security, administrators can avoid the introduction of harmful or unwanted content from external sources yet retain the flexibility to utilise existing technology.

Traditional "policy based" security provides for inflexible ON / OFF lockdown, MasterSolution Protect allows useful technologies, such as portable storage devices to still be utilised, but in a constructive manner with controls over functionality.

System Requirements

IBM compatible Pentium III or higher with 256Mb RAM.

15Mb free disk space.

Microsoft Windows 2000, 2003, XP and Vista.

Disk Recovery

For Disk Recovery to be installed the following pre-requisites are required;

Windows 2000 SP4 and Security Update Roll Up 1

Windows 2003 SP2

Windows XP System Restore must be turned off!

Windows Vista System Restore must be turned off!

Notes:

- If you are upgrading from a previous version of MasterSolution Protect, it's recommended that the recovery point is re-taken to contain the upgraded version.
- It is not recommend that Protect Disk Recovery be used on more than one boot partitions on Dual Boot systems, Disk Recovery is not supported on RAID based systems.

The User Interface

MasterSolution Protect's easy to navigate interface means that the required level of system protection can be achieved in a matter of seconds.

Options are conveniently grouped into 6 main categories with the Summary option providing a colour-coded overview of the level of security currently applied to each. To access each category simply click the appropriate toolbar button or select the required group from the Summary dialog.

The Recovery option allows you to protect systems from unauthorised changes, the current Recovery status will be displayed.

The Users option enables System Administrators to specify whether particular users are exempt from having protection applied. This is particularly useful where multiple users have access to the same PC.

In order to secure the configuration, ensuring that only appropriate personnel can edit the information, the Settings option provides two levels of password protection. Administrator level enables the user to load the MasterSolution Protect Configuration, lock/unlock the system and amend the protection options. Manager level allows you to lock/unlock the system, in order to gain full access to programs etc but not change any of the protection options. The Status Bar indicates whether the system is currently locked or unlocked.

Unlocking the system provides administrators with a convenient method for temporarily lifting protection without physically changing any of the individual settings. This can be useful for testing the configuration while editing.

Click  to switch between locked and unlocked status.

Click  to refresh the configuration when changes have been made.

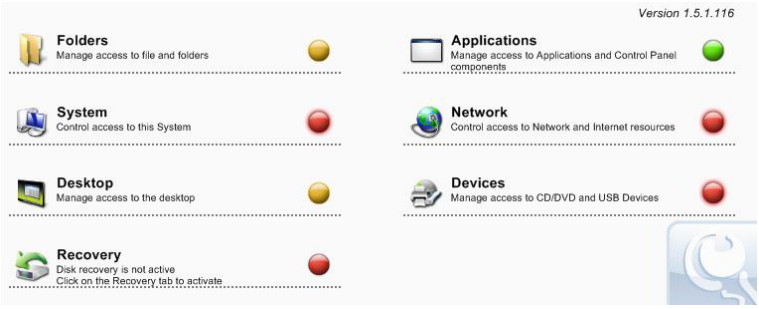
Note: If the Status Bar is 'greyed out' it means the MasterSolution Protect service is not running.

Once the required settings are in place configurations can be saved to the local machine or to a network share for others to access.

Using MasterSolution Protect

The Summary Dialog

A colour coding system provides a quick reference summary as to the current protection status of each category.



Red None of the options within this category are protected.

Amber Some of the options are protected.

Green All options are protected.

Click on the required category or select an icon on the toolbar to amend items.

Folders

These options enable you to manage the tasks that can be performed on files and folders stored on the PC. Potentially dangerous tasks can be disabled, specific folders can be hidden and access to certain file types can be blocked.

Remove Context Menu
The options normally available to users when right-clicking on a file or folder will be removed.

Disable Delete
Prevents users from being able to delete files and folders.

Disable Rename
Prevents users from being able to rename files and folders.

Disable Copy/Move
Prevents users from being able to copy or move files and folders.

Disable 'Send To' Menu
Disables the 'Send To' Mail Recipient, Disk etc facility.

Disable Find Files
Prevents the user from being able to search for files.

Hide Folders
Enables you to specify details of any folders that should be hidden from users. Click Add to specify the path for each folder.

Restricted File Creation
Blocks access to certain types of file. Click Add to specify the file extension (exclude the .).

Note: Enabling the Copy, Delete or Rename options on Windows Vista will disable the Organize menu in Windows Explorer.

Clicking  or  turns protection on/off for all options.

System
Controls access to various system utilities.

Windows Update
Prevent users from running Windows Update.

Windows Installer
Prevent users from running Windows installers.

Windows Management Console
Prevent users from accessing the Windows Management Console.

Disable Scripting
Prevent Windows Script Host and Java Scripts from being created or executed.

Shutdown
Prevent users from shutting down the system.

Log off
Prevent users from logging off.

Lock Workstation
Prevent users from locking the workstation.

Change Password
Prevent users from changing passwords.

Clicking  or  turns protection on/off for all options.

Desktop

Manage the access users have to the 'Start' menu or taskbar options.

Start Menu Options

Disable Properties
Prevents access to the Properties option from the 'Start' menu and the taskbar.

Disable Context Menu (not win2000)
Prevent modifications to 'Start' menu items.

Note: You can't disable the right-click context menu for the 'All Programs' option, however the right-click context menu will be disabled for the submenus from the 'All Programs' option.

Remove 'All Programs' (not win 2000)
Remove the 'All Programs' option from the 'Start' menu.

Remove 'Program Access and Defaults'
Prevents access to the 'Set Program Access and Defaults' option.

Remove 'Recent Documents'
Remove 'Documents' option from the 'Start' menu.

Remove 'Run'
Remove the 'Run' option.

Task Bar Options

Disable Context Menu
Remove the taskbar context menu when right-clicking.

Disable Unlock (not win2000)
Prevents the taskbar from being locked or unlocked.

General

Favourites Menu
Remove the 'Favourites' item form the 'Start' menu.

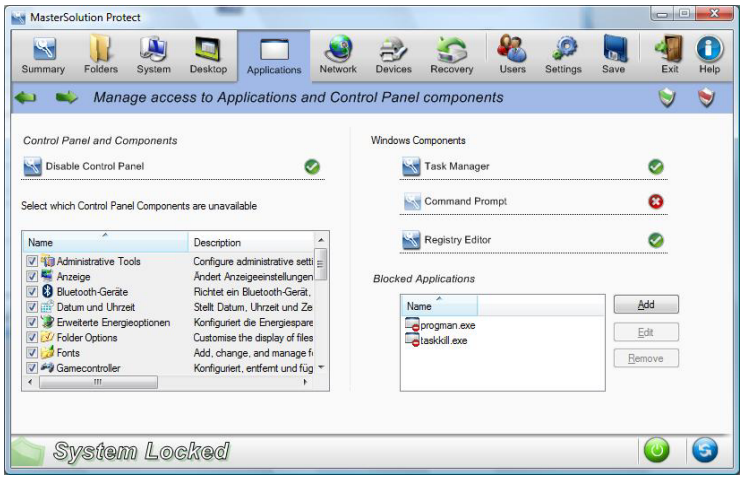
Change 'My Documents' Path
Prevent users from changing the path for the 'My Documents' folder.

Disable Empty Recycle Bin
Prevent users from being able to empty the recycle bin.

Clicking  or  turns protection on/off for all options.

Applications

Enables you to disable Control Panel and restrict access to applications and Windows components.



Control Panel and Components

Access to Control Panel can be completely disabled or you can remove individual components by checking the appropriate options in the list.

Windows Components

Remove access to Task Manager, the Command Prompt and Registry Editor.

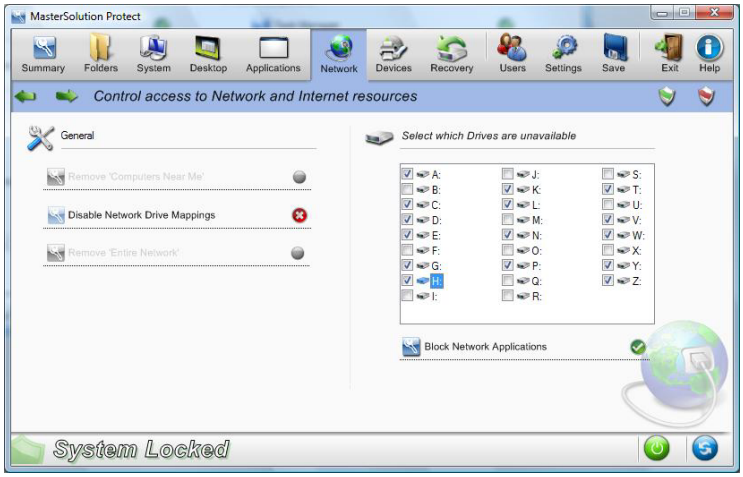
Blocked Applications

Prevent users from accessing specific applications. Click Add to browse for the required exe files.

Clicking  or  turns protection on/off for all options.

Network

Control access to network and internet resources.



Remove 'Computers Near Me'

Removes the 'Computers Near Me' Icon and the icons representing the computers in the workgroup.

Disable Network Drive Mappings

Prevents users from being able to create or remove network drive mappings.

Remove 'Entire Network'

Remove access to computers outside the users workgroup or local domain.

Disable Network Drives

Determine which drives are available to the user. Check those to be hidden.

Block Network Applications
Prevents the user running applications stored on a network share even if the Network Drive itself is available.

Clicking  or  turns protection on/off for all options.

Devices
Control the use of peripheral devices. Protect your systems against users trying to install damaging materials from memory sticks or CD.

Printers
Prevent users from adding and deleting local or network printers.

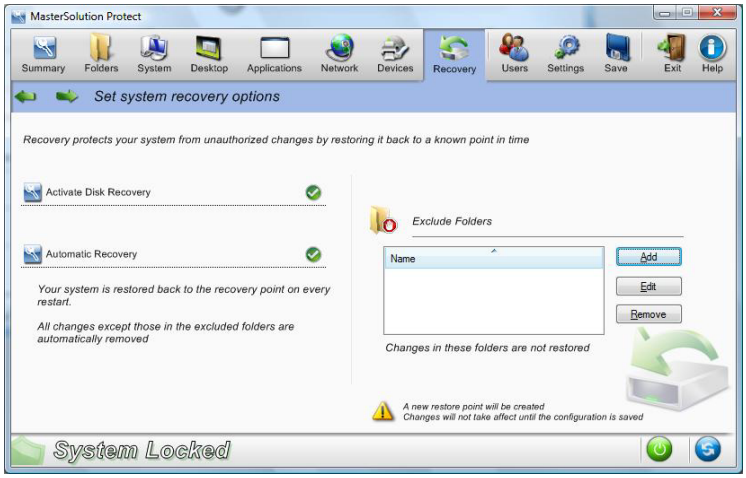
USB Mass Storage Access
You can block the use of external storage devices or prevent files being written to a device and block applications being run from the device.

CD/DVD Drive Access
Disable the CD/DVD drive or prevent applications being run from a disk.

Clicking  or  turns protection on/off for all options.

Recovery
Protect your operating system and associated files from accidental or malicious deletion. This option allows you to restore the system on reboot.

Notes:
- To install Disk Recovery on Windows XP and Vista, the system restore must be turned off.
- Disk Recovery will be disabled for Users who are excluded from Protection settings in the Users tab.



Activate
Allows you to switch the recovery option on/off.

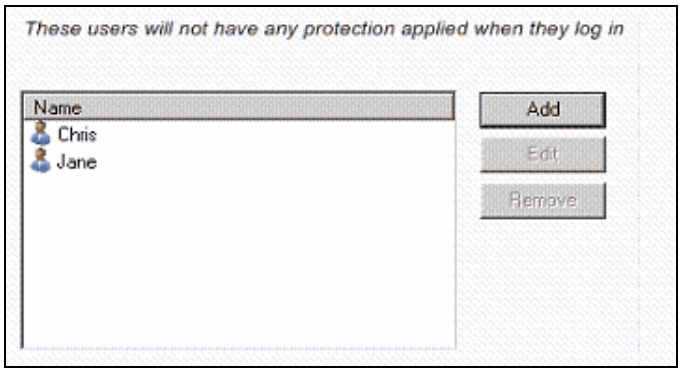
The current recovery status is displayed. From here you can create or update a recovery point.

Automatic Recovery
Enables you to automatically restore systems back to the recovery point on every reboot.

Exclude Folders
Specify folders to be excluded when the system is restored. A new recovery point will be created when a folder is added.

Note: Sub folders are automatically excluded.

Users
Create a list of users to whom protection does not apply. Click Add to enter the users login name.



Settings
Enables you to set MasterSolution Protect preferences.

General

Display System Tray Icon
If required, the MasterSolution Protect tray icon can be hidden. If displaying the MasterSolution Protect tray icon you may want to set an administrator/manager password to ensure that unauthorised users do not deactivate protection.

Beep when item blocked
An audible warning can be sounded if a user attempts to use an option that is blocked.

Change cursor when item blocked
To indicate to the user that a task is blocked you can display the MasterSolution Protect shield logo.

License Details

Provides details of your MasterSolution Protect license.

If converting an Evaluation to a Sale copy you will need to activate your product License key with the details supplied.

To Install with a pre-activated License key place the file NSP.LIC in the same directory as the product installer.

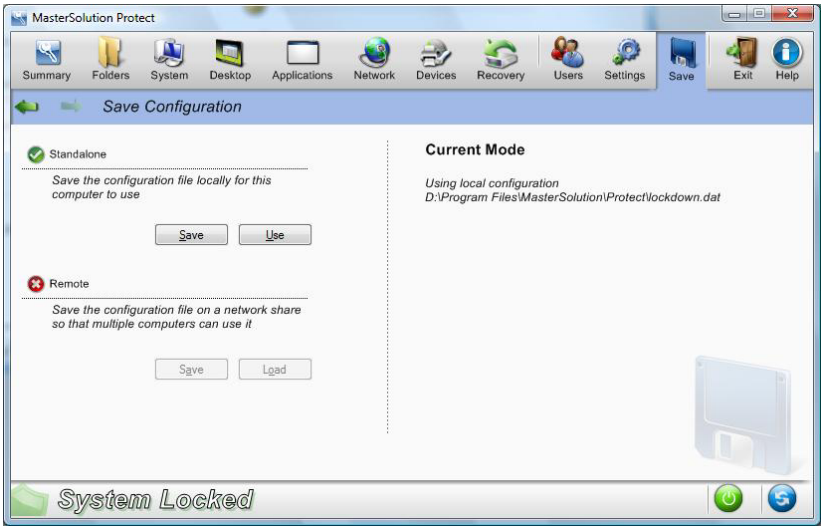
Security

Two levels of password can be assigned to users who need to access the MasterSolution Protect Configuration:

Administrator - Enables the user to toggle between locked and unlocked status and change protection options.
Manager - Enables the user to toggle between locked and unlocked status in order to use the system without protection being in play but they do not have authority to change any of the protection options.

Save Configuration

Once all the relevant protection settings are in place, the configuration can be saved locally or to a network share for multiple users to access.



Standalone

Once appropriate settings are in place click SAVE to store the configuration. If the 'Current Mode' is set to Remote, click USE in order to load the locally stored configuration file.

Remote

For ease of administration, MasterSolution Protect can be set to load restrictions from a centrally stored configuration file (lockdown.dat) on a network share.

Click REMOTE to enable the following options.

Save Saves the current configuration and sets this PC to load it's restrictions from a network share. You will be required to enter a path and appropriate user credentials.

Load Sets this PC to Load its configuration from a network share. Browse for the required file and enter the appropriate user credentials.

Note: The user credentials must exist locally and on the Network and with rights to the specified share.

Installing with pre-configured restrictions

A stored configuration file, Lockdown.dat, can be applied to other installations.

Place the configuration file in the same directory as the installer to install and apply your pre-set configuration when using locally stored configuration files.

Silent Install

Setup /S /v/qn will perform a silent installation without displaying installer dialogs.

Setup /S /v/qb will not prompt for input but will display a progress bar during installation.

Remotely Deploy Configurations

The MasterSolution Protect Deploy tool provides a convenient method for centrally deploying stored configurations to remote PCs.

Using Disk Recovery with Shared Configuration Files

When loading a remote configuration from a Network drive, there are certain considerations to be taken into account when using the Disk Recovery options.

Sufficient time needs to be allowed for the configuration file update to be detected, acted on and for the new recovery point to be generated.

If the restore point creation process is interrupted by logging off, re-booting etc this can lead to a corrupt restore point being generated.

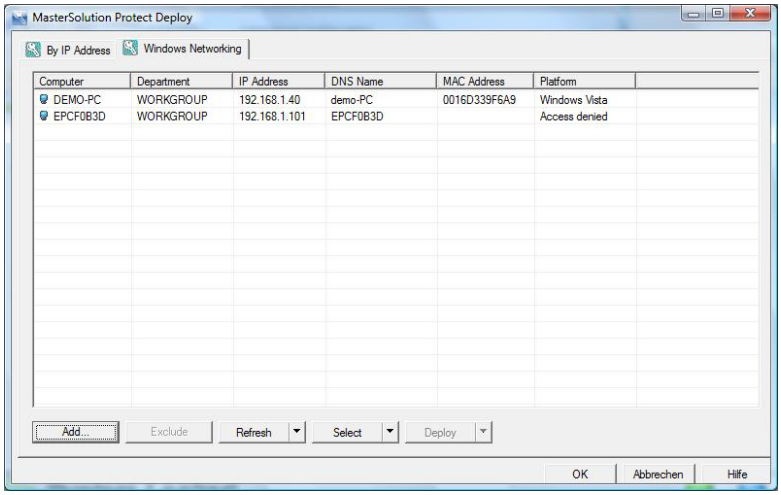
Creating/Updating Restore Points using Remote Configuration Files

1. Ensure all the PCs that are set to use the remote configuration file are logged off.
2. Use Protect to save the new settings to the remote configuration file (lockdown.dat) on the Network Drive.
3. Logon the PCs and wait for the new configuration to be detected and applied.
4. Wait for the dialog displayed on each PC during the recovery point generation to clear.

Discovery and Deploy Tool

The Deploy Utility, launched from the MasterSolution Protect program group, provides Network Administrators with the ability to install and configure MasterSolution Protect on multiple workstations without the need to visit the machines individually.

You are provided with a view of your Network, allowing you to select the workstations you want to include and you can then choose to deploy the MasterSolution Protect Setup package, a Configuration file or a License file. You can also remotely uninstall MasterSolution Protect.



Find PCs

To determine which machines to include in the deployment firstly decide whether to search 'by IP Address' or 'Windows Network' by selecting the appropriate Tab.

Click Add.

If searching by IP Address enter the address range or select an existing range if present. Select the appropriate Network Groups if using Windows Networking.

Click OK to begin searching the network for matching machines.

Select PCs

To help identify the PCs to be included or excluded from the deployment the list can be sorted by clicking on any of the column headings. You can further refine the list by removing machines that you do not want to include in the deployment. Click Select and choose the appropriate task from the drop down list. Click Exclude to remove the highlighted items.

From the PCs that remain, select the ones to deploy to. To include all machines click Select – All Clients or highlight the PCs individually using Shift-Click, Ctrl-Click.

With the required PCs selected, click Deploy.

Select Type Of Deployment

Setup

Select this option if you want users at the remote machine to be able to access the MasterSolution Protect Interface, change settings and create new configurations. At the same time as deploying the setup package you can optionally include a new License File and/or a specific Configuration file.

Uninstall

Enables you to remotely uninstall MasterSolution Protect from the selected machines.

Configuration

Deploy a stored MasterSolution Protect configuration (lockdown.dat file).

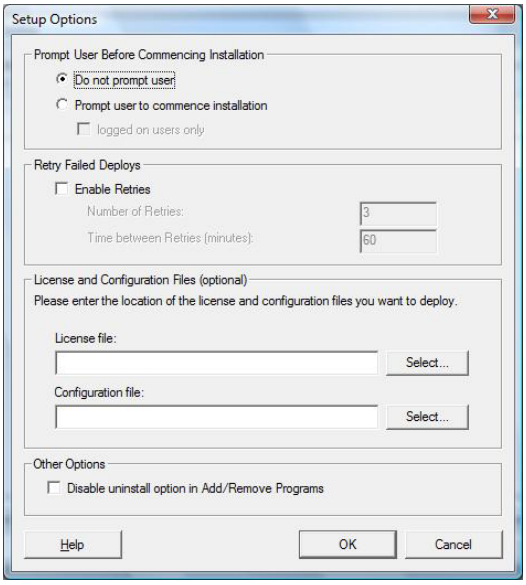
License

Deploy a MasterSolution Protect License file. (nsp.lic)

Click Start. Depending on the type of deployment you will be prompted to provide additional information such as the location of license and configuration files, and the MasterSolution Protect Admin password.

Deploy Setup Options

When deploying a MasterSolution Protect Setup you will be prompted to provide additional information.



Prompt User before Commencing Installation

If the target PCs are likely to be in use at the time of the deployment you can display a prompt at the machines before commencing. The user can then start the installation when ready. The message can be sent to Logged On machines only.

Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

(Optional) Deploy License and Configuration Files

At the same time as deploying the setup you can also include a specific License file (nsp.lic) and/or Configuration file (lockdown.dat). Click Select to browse for the appropriate files.

Other Options

Disables the uninstall option in Add/Remove Programs, ensuring the user is unable to remove the deployed items.

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