PortBlocker User Guide

DataLocker Inc.

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PortBlocker

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About PortBlocker USB Port Control

DataLocker PortBlocker is an endpoint protection agent that limits which USB Mass Storage Devices can be used on a workstation. Your SafeConsole administrator can define which devices are allowed to be used. PortBlocker is commonly used to allow only SafeConsoleReady devices to provide a full encrypted and managed solution for portable device usage.

Affected Devices

PortBlocker can filter USB mass storage, MTP, PTP, and UASP (USB Attached SCSI) devices. Other devices, such as USB mice and keyboards, are always allowed.

Common USB-connected peripherals known to use the USB mass-storage device class:

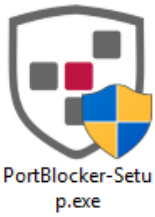
- USB flash drives
- USB external hard drives
- MP3 players
- Digital cameras
- Media card readers
- Cellular devices

Note: It will still be possible to charge portable devices via USB.

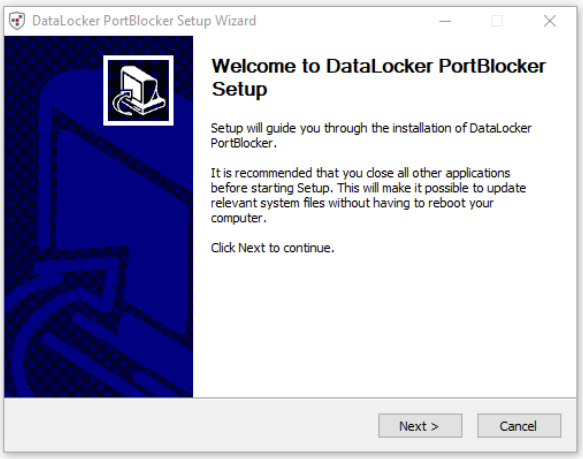
Windows Installation

Note: Installation requires administrative permissions. Please contact your administrator to complete this process if PortBlocker is not already installed.

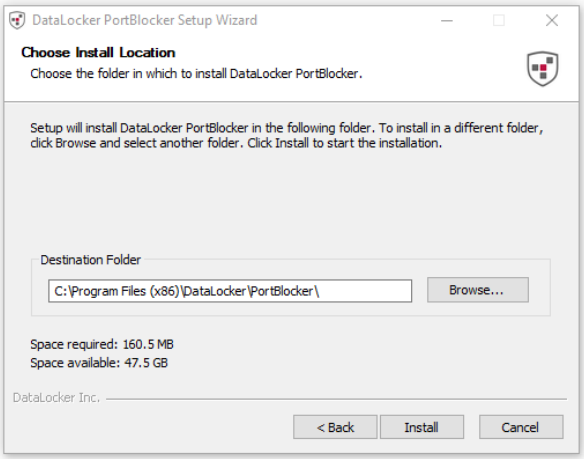
1. Double click the **PortBlocker-Setup.msi**. This will launch the install wizard.
   Note: Installing PortBlocker requires administrative privileges.



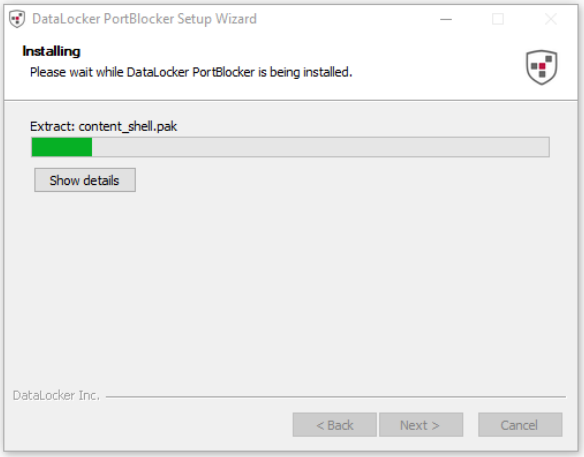
2. On the first page of the installer, click **Next**.



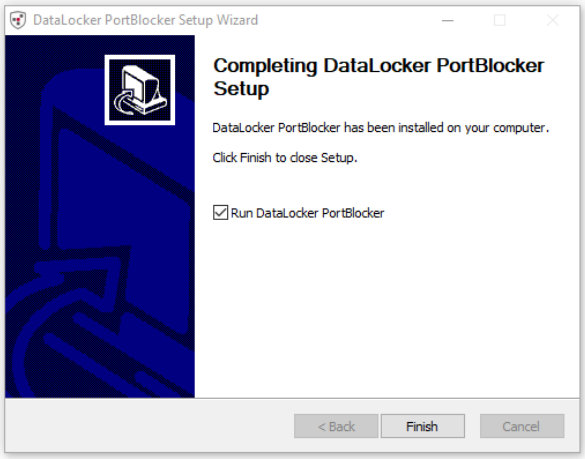
3. Choose an install location and click **Install**.



4. The installer will show the progress bar as it installs drivers signed by DataLocker.

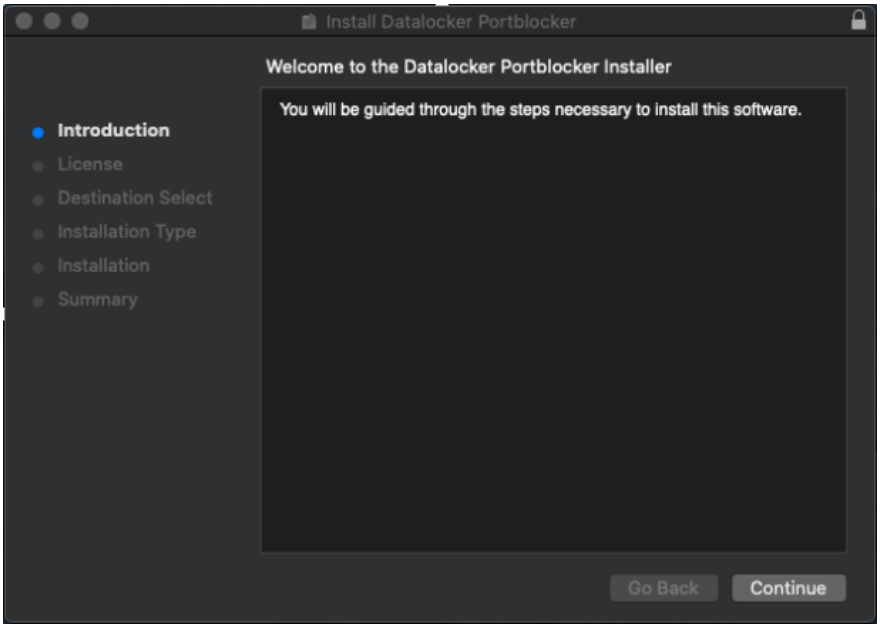


5. Once the installer is finished, check the **Run DataLocker PortBlocker** checkbox if it's not already selected, and click **Finish**.

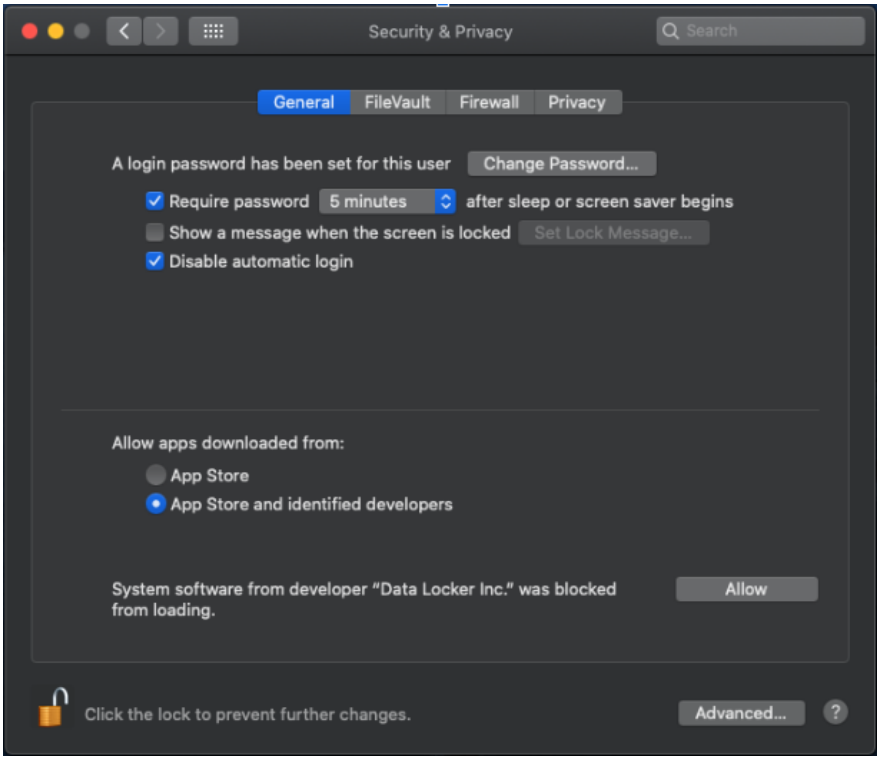


macOS Installation

PortBlocker for macOS is distributed as a PKG installer inside of a DMG file. To start the installation process double click on the .dmg file then double click on Install.pkg.



Follow the installation wizard and agree to the license agreement. You will be prompted to enter your User Name and Password to continue. During installation, you may receive a notification that System Extensions are blocked. As indicated on this notification open the Security & Privacy System Preferences. Click the lock icon to make changes and re-enter your admin User Name and Password. Finally, click **Allow** to load the blocked software from "Data Locker Inc."



PortBlocker will now be installed and block all affected devices until registration is complete.

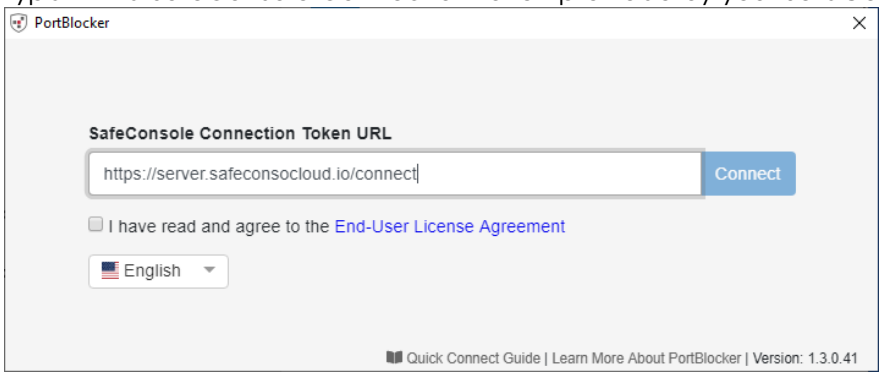
Registration

Upon first launch, registration will be the only option available. **All affected devices will be blocked until registration is completed.** See the Affected Devices section for more details.

If PortBlocker is installed with the registration command line parameters, these steps can be skipped.

To register your application:

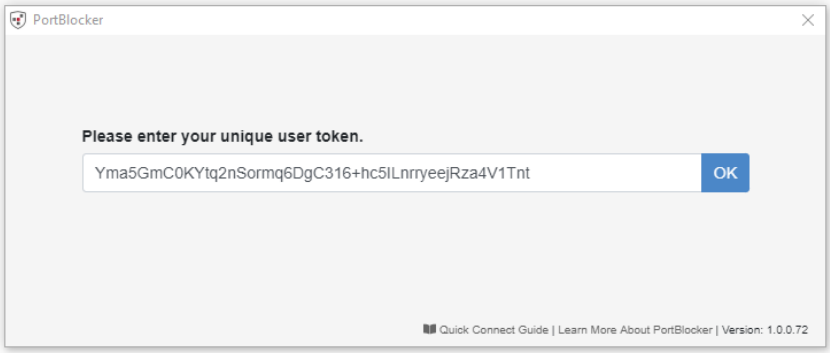
1. Type in the **SafeConsole Connection Token** provided by your SafeConsole administrator.



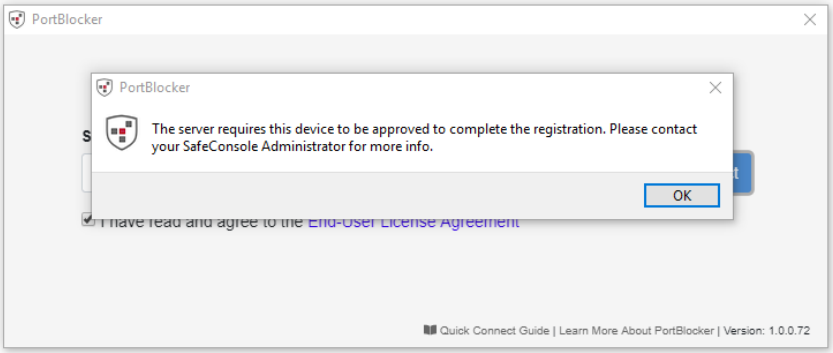
2. Select the desired language.
   Note: Changing from the default may require PortBlocker to be restarted.
3. Check the **EULA** checkbox and click **Connect**..

Any optionally enabled policies will appear at this point. For more information on these policies, see Server Settings.

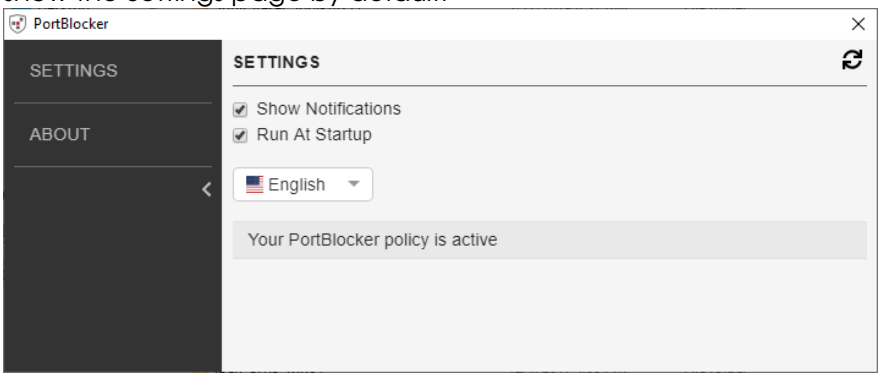
- Unique User Token:



- Administrator Registration Approval:



4. PortBlocker will register the application and apply the appropriate policies. The client will show the Settings page by default.



Expected Behavior

A SafeConsole Admin can set policies that will match USB devices to one of three behaviors.

Blocked

When a device, which is set to *Blocked*, is inserted into the computer, the device will not be mounted. No data will be able to be transferred in this state. If configured, PortBlocker will display a notification indicating that the device was blocked.

Read Only

When a device, which is set to *Read Only*, is inserted into the computer, the device will be mounted. No data will not be able to be transferred to the device in this state. If configured, PortBlocker will display a notification indicating that the device is in read-only mode.

Full Access

When a device, which is set to *Full Access*, is inserted into the computer, the device will be mounted like normal. No modifications will be made to limit data transfer. If configured, PortBlocker will display a notification indicating that the device was allowed.

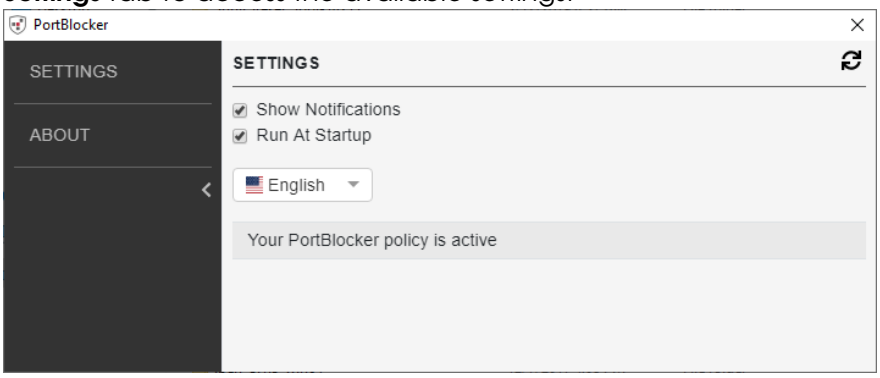
Note: Allowed event notifications will be shown for all USB devices.

User Interface

Launching the PortBlocker client will allow interaction with PortBlocker, including managing optional settings.

Settings Tab

There are several options for configuring the settings on the PortBlocker client. The Settings page will be shown by default upon launching the PortBlocker client. If not already there, click on the **Settings** tab to access the available settings.



Show Notifications

By checking the **Show Notifications** checkbox, you will see desktop notifications regarding the PortBlocker application. These notifications will show on your desktop, regardless if the client is

open or not. Notifications are shown when a device is inserted into the user's machine, with information regarding the status of the inserted device. Clicking on the notification will bring up the client.

This setting may be disabled by your SafeConsole Admin.

Run At Startup

The PortBlocker service launches automatically on startup, but the client does not. By checking the **Run At Startup** checkbox, PortBlocker will appear minimized with a tray icon. If this setting is disabled, the tray icon will not be present unless a device is plugged in or the administrator issues a reset command.

Note: Disabling this option will not keep the PortBlocker application from running on the computer.

Language

Allows chasing the language of the PortBlocker User Interface.

Note: Changing from the default may require PortBlocker to be restarted.

Policy Updates

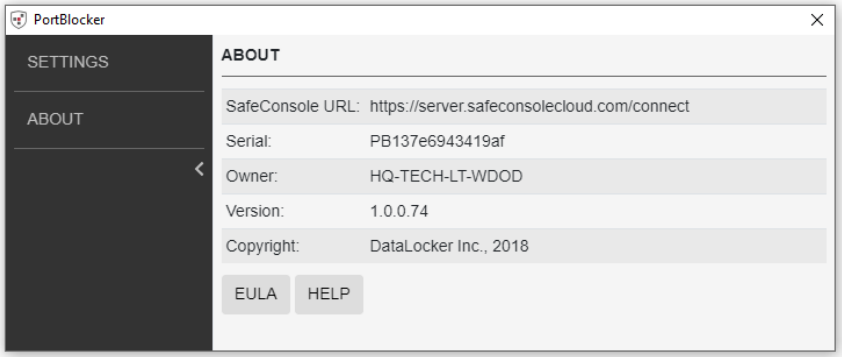
The policy will update when the **Refresh** icon is clicked. Automatic updates are applied every 10 minutes, even when the client is closed. If you wish to update the policy manually, click the **Refresh** icon at the top right.

To update the policy manually:

1. Click the **Settings** tab on the client. PortBlocker opens the Settings page by default upon launch.
2. Click the **Refresh** button in the upper right-hand corner.
3. PortBlocker will check for updates from the SafeConsole server and apply them.

About Tab

The About tab will show the technical details of the PortBlocker endpoint.



The information includes the following:

- SafeConsole URL that the client is registered to
- Serial number of the client
- Owner of the client
- Version number
- Copyright information

A copy of this information can be provided to your administrator or to technical support during additional troubleshooting.

EULA and Help links are listed below the technical details.

Tray Icon

PortBlocker launches automatically on startup, displaying a tray icon. Clicking on the tray icon or selecting the application from the start menu will bring up the client.

Note: By checking the **Run At Startup** checkbox on the Settings page, PortBlocker will appear minimized with a tray icon. If this setting is disabled, the tray icon will not be present unless a device is plugged in or the administrator issues a reset command.

Allowing Devices

To allow a specific device or a group of devices so that they can be used, please contact your SafeConsole administrator. They may ask you to send the technical details from the PortBlocker client to assist in allowing the device to be used. See the About Tab section for more information.

Updating PortBlocker

PortBlocker will notify the user if an updated version if available on startup. If an update is found, the user will be prompted to download and install the newest version. If PortBlocker is already registered to SafeConsole, the registration will be preserved.

Note: Installing the newest version of PortBlocker will require local admin access.

Uninstalling

To uninstall PortBlocker please contact your SafeConsole Administrator

Troubleshooting

For help with PortBlocker, contact your SafeConsole administrator or visit the PortBlocker Support Page.

Where Can I Get Help?

The following resources provide more information about DataLocker products. Please contact your Help Desk or System Administrator if you have further questions.

- support.datalocker.com: Information, knowledgebase articles, and video tutorials
- support@datalocker.com: Email a support ticket
- datalocker.com: General information
- datalocker.com/eula: EULA information

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