

## Can You Afford to Lose Track of Your Remote and Mobile Assets? Get the Ultimate Tracking & Loss Prevention Solution.

ComputraceComplete is available with the Motion C5 mobile clinical assistant and the LE1700 Tablet PC.

### What is ComputraceComplete?

Motion Computing® and Absolute® Software have partnered together to add an extra level of security and persistence to the Computrace® agent – a small software client that enables ComputraceComplete. Available on the C5 mobile clinical assistant and the LE1700 Tablet PC, this module of the Computrace agent is built-in but disabled in the BIOS.

To activate, the customer first purchases the ComputraceComplete service (preferably at the same time as the PC purchase). Then, the customer installs the Computrace agent software via the installation CD, imaging process or network installation. Once installed and connected to the Internet, the agent will automatically detect and enable the BIOS module during the first activation call. Once enabled, this module's self-healing feature will ensure that the agent is always on the machine even if the hard drive is completely replaced.

### Deter Theft and Recover Stolen Computers

ComputraceComplete lets you efficiently monitor who is using your computers, what hardware and software changes they make, and where your computers are located.

And if your computer goes missing?

We'll recover it within 60 days or you may be eligible to receive up to \$1,000<sup>1</sup>.

### Theft Recovery Process

When you report a theft to the Absolute Recovery Team:

- The Recovery Team flags the reported computer as "stolen" at the monitoring center
- The computer calls in every 15 minutes online to report its location
- The Recovery Team provides your local law enforcement agency with tracking information and the necessary documentation to procure subpoenas and search warrants, and recover your stolen computer
- ComputraceComplete gives you the option to remotely delete sensitive data from the missing computer<sup>2</sup>

### The Absolute Recovery Team

The Absolute Recovery Team can find your missing computers because they know who to call and where to look. Our team is staffed by former police officers and seasoned professionals who have spent years building relationships with police and security agencies across the United States and Canada. Our team works with local authorities to obtain subpoenas and warrants. Knowing how law enforcement works has helped us achieve the highest recovery rate in the industry.

### Avoid Costly Penalties – Ensure Regulatory Compliance

Most government legislation is designed to protect customers' privacy rights or place tighter controls on data and reporting. ComputraceComplete helps with regulatory compliance by protecting data, tracking hardware and users, providing auditing capabilities and acting as a historical record of your computer assets and how they are being used. In cases where machines are stolen containing sensitive information, an optional Data Delete function can be used to remotely wipe machines using a U.S. Department of Defense-approved algorithm.

Ensure that your security is never compromised and you meet all the requirements of government regulations.

- Use ComputraceComplete to track all IT assets, their location and usage
- Use Data Delete to remotely delete sensitive information in the case of theft
- Ensure that your organization meets the requirements of SOX, HIPAA, California Senate Bill 1386 and Gramm-Leach-Bliley

### Computrace BIOS-Based Agent

Absolute has partnered with leading PC manufacturers to add an extra level of security and persistence to the Computrace agent (i.e., software client). This module is built-in but disabled in the BIOS. Once installed and connected to the internet, the agent will automatically detect and enable the BIOS module during the first activation call. Once enabled, this module's self-healing feature will ensure that the agent is always on, even if the hard drive is completely reformatted or replaced.

<sup>1</sup> The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: [www.absolute.com/pdf/eula.pdf](http://www.absolute.com/pdf/eula.pdf)

<sup>2</sup> Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization agreement and then purchase one or more RSA SecurID tokens from Absolute Software.

### Keep IT Simple.

Absolute Software gives you visibility into all of your computers, including your remote and mobile users. The patented technology automatically gathers data and alerts you via email when you need to be concerned. If you already have an ITAM (Information Technology Asset Management) system in place, Absolute Software can extend your reach to all of your machines. Absolute Software keeps *IT* simple.

### Keep IT Safe.

As long as your machine touches the Internet or a phone line, you will know its status. Stolen? We will locate it and return it safely to you. We are so confident of our computer recovery service that if we can't find it in 60 days, we will pay you up to \$1000. Absolute Software keeps *IT* safe.

#### Remote Tablet

Location is transmitted daily without user input or knowledge.

#### Online Monitoring Center

Information is stored confidentially in a secure offsite facility.



#### IT Administrator

Responsible for managing remote/mobile computer assets and for setting up Data Delete.

#### Online Customer Center

Securely track and manage computer assets.

### Improve Life Cycle Management with Secure Asset Tracking™

Centrally manage your entire computer population, including remote and mobile assets. ComputraceComplete provides you with detailed reports for every computer with an Internet connection.

- Track machines as they change hands or move around within your organization
- Know when your leased computers are due back and where they are located
- Track your hardware and software inventory and ensure license compliance
- Create predefined alerts to manage users operating outside corporate policies
- Use reports to plan for company-wide upgrades, migrations and machine retirement

### The Ideal Solution for Managing Remote and Mobile Users

By adding visibility to the 40%<sup>†</sup> of computers that go unseen by traditional ITAM systems, ComputraceComplete can take your asset management program one step further. With a small, stealthy and tamper-resistant client application that reports detailed information using minimal bandwidth, it is ideal for remote and mobile PCs. Traditional asset management systems can lose track of assets such as laptops when they drift to unknown locations or are not connected to the LAN. With ComputraceComplete, laptops report changes in asset information on a daily basis – regardless of their location.



<sup>†</sup> Gartner Group (2002) estimates that companies using asset management tools only track 60% of their assets.

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# COMPUTRACE® COMPLETE FAQ

## **Q. What is ComputraceComplete?**

**A.** ComputraceComplete provides both Computer Theft Recovery and Secure Asset Tracking™. This product is centrally managed by IT departments, and meant for customers with large populations of remote and mobile users. In the area of computer theft, the product deters theft, minimizes computer drift, and recovers stolen computers. For IT asset management, ComputraceComplete gives IT staff visibility to up to 100% of their connected computer assets, including the 40% of computer assets that Gartner Group estimates are unaccounted for at any given point in time.

## **Q. How does ComputraceComplete work?**

**A.** The Computrace technology is more than just software – it's like having your own security team watching over your computer. Here's how it works:

- 1) Absolute Software will electronically ship ComputraceComplete software and registration instructions. You install the client software on your computer and register on Absolute's website.
- 2) Your computer reports its location to Absolute's confidential, secure Monitoring Center every day you connect to the Internet.
- 3) If your computer is stolen, Absolute's full-service Recovery Team works with local law enforcement agencies to track the location of the computer, issue subpoenas and warrants as needed, and return your stolen computer to you within 60 days.
- 4) There is an optional Data Delete function that can be performed on your stolen computer to keep sensitive data from falling into the wrong hands.
- 5) If your PC isn't recovered within 60 days, you may be eligible for a Recovery Guarantee of up to \$1,000.

# COMPUTRACE AGENT

## **Q. Can the Computrace Agent be removed?**

**A.** The product is extremely difficult to remove. The Computrace software incorporates self-healing technology, which functions to rebuild the agent software installation even if the agent service is deleted by conventional means. The self-healing function is not resident within the file system and is more difficult to detect and remove than "normal" software. The software is normally removed only by an authorized user with the correct password. The self-healing feature will function to repair a Computrace installation in newly formatted and installed operating systems as well as freshly imaged systems.

## **Q. Can the Computrace Agent be detected?**

**A.** The product is very difficult to detect. The Computrace software runs as a non-descript service, and is not listed as an application. As well, the product does not show up on the programs menu listing or as a system tray icon.

## **Q. What is the footprint or size of your agent?**

**A.** The Computrace agent has a very small footprint and requires less than 100Kb of disk space.

## **Q. Is the Computrace agent monitoring my activities on the computer?**

**A.** No. The agent is inactive until its next scheduled call. Only if the computer is reported stolen by the customer is any further action taken.

## **Q. How is ComputraceComplete activated?**

**A.** A subscription to ComputraceComplete must be purchased and activated in order to take advantage of the benefits of ComputraceComplete. Customers who have purchased ComputraceComplete may check on the installation and activation status of an individual PC by logging into their account in Absolute's Customer Center at [www.absolute.com](http://www.absolute.com).

# CONNECTIVITY

## **Q. How often does Computrace contact the Monitoring Center?**

**A.** The call frequency is typically set to once daily and is automatically reset to call every 15 minutes after a computer has been reported stolen.

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**Q. Can Computrace work through firewalls (including personal firewalls) to reach the Internet?**

**A.** Yes. The paradigm is “if you can browse, Computrace will work.” Absolute’s goal is as close to zero-configuration as possible. Current versions of Computrace do not require the user to give connection permission.

**Q. Can Computrace work with a DSL or cable Internet service?**

**A.** Yes. Computrace will work over a dial-up connection or with any Internet connection (cable, DSL, wireless).

**Q. What if your server is unavailable when the agent tries to call?**

**A.** If the Computrace agent is unable to connect to the Monitoring Server during its regularly scheduled time it will attempt to call every 15 minutes until successful.

**Q. What type of data is being collected by the Computrace agent?**

**A.** The Computrace agent has the ability to gather the following four categories of information, which are primarily data points to allow us to recover lost or stolen computers and to provide asset management of your computers:

- 1) **Location:** phone number, local IP address, routable IP address, MAC address, date, time.
- 2) **User:** Electronic Serial Number (ESN), user name, computer name, e-mail address.
- 3) **Hardware:** Basic system information: processor type, processor speed, hard disk size, hard disk space available, RAM size, computer make/model/serial number, number of CPUs, BIOS version (PC), BIOS date (PC), networking device description (PC).
- 4) **Software:** operating system, service packs for operating systems, software application, version, program & publisher; virus protection title & version, virus protection definition title & definition description.

## **DATA DELETE**

**Q. How do I request Data Delete?**

**A.** You must sign and return a pre-authorization agreement which also identifies the IT administrators who are authorized to perform Data Delete. Each authorized user will be provided with an RSA token which is required for Data Delete activation.

**Q. Can I choose the type of files I want deleted?**

**A.** Yes. Data Delete administrators are able to specify a priority list of file types or directories to be deleted and in what order. This can be set at the time of the Data Delete request or the admin can set up Data Delete policies prior to running the process. These policies can be applied globally or to particular groups.

**Q. How do I know if the Data Delete was successful?**

**A.** The Data Delete process creates an audit log verifying which files have been deleted. This audit log will be reported back to the Monitoring Server and will be available within Customer Center.

**Q. Can I still get my PC back if we delete the data?**

**A.** Yes. Absolute will continue to track the stolen computer after removing data files. If the entire operating system has been removed and Computrace is supported in the BIOS, the Computrace agent will continue to contact the Monitoring Server after the operating systems is reinstalled. Note: When Data Delete is activated, the Recovery Guarantee is no longer valid for ComputraceComplete.

## **BIOS**

**Q. How is ComputraceComplete preloaded?**

**A.** The self-healing, persistence module of the ComputraceComplete agent is built-in, but disabled. The customer must activate ComputraceComplete in order for the persistence module to be enabled in the BIOS. To activate ComputraceComplete, the customer first purchases the service, (preferably at the same time as purchase of the PC) and installs the ComputraceComplete software. The first call to the monitoring server will detect and enable the persistence module. Once enabled, the BIOS module’s self-healing feature will repair a ComputraceComplete agent installation even if the hard drive is completely replaced.

**Q. Will ComputraceComplete still work if the PC undergoes an IMAC process such as replacing the hard drive?**

**A.** Yes. The BIOS-resident self-healing feature of ComputraceComplete will survive IMAC procedures such as imaging, hard drive replacement, or operating system changes and will continue to protect the PC.