



Unlocker F.A.Q

April 2014

Section 1: Will it work if ...

1. On which operating system does the Unlocker work?

The Unlocker works on all x86 and x64 versions of following operating systems:

- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012

NOTE: Server Core (no GUI) versions of Windows Server are not supported.

2. Will the Unlocker work if an Anti-Virus program is installed and/or running on the PC?

What if the AV is configured to scan each connected USB drive?

Yes, it will work in most cases. We have tested, and have an ongoing test program, on a large set of common Anti-virus software, to ensure the product works as expected on the most up-to-date Anti-Virus software suites. However, there may still be some Anti-Virus products that we've missed or that have changed since the unit was last updated, and they might block some or all of the features of the Unlocker.

3. Will the Unlocker work if the USB ports on PC are blocked by hardware and/or software?

No it will not. Unlocker will only work on when USB devices are allowed to be connected.

4. Will the Unlocker work if the "auto-run" for USB is disabled?

Yes.

5. Will the Unlocker work on a Windows Phone running Windows 8?

No.



6. Will the Unlocker work on a tablet (for example Microsoft Surface) running Windows 8?

Yes, assuming it is the Intel version (not the ARM), and there is a functional USB port.

7. Will the Unlocker work on Windows XP?

No.

8. Will the Unlocker work on a Mac? Or any other operating system other than Windows (Linux, IOS, Android, etc.)?

No.

9. Will the Unlocker work on laptops, tablets and desktops?

Yes, assuming they run a supported operating system and have a free USB port.

10. Will the Unlocker work on Server Core Windows Server, without GUI interface?

No, however, if this feature is needed, we may add support for it as an extension project, please contact our sales representative and express your interest.

11. Will the Unlocker work on a PC that has just been turned on and no user has logged in yet?

Yes. You can run executables, as well as login as any user. Note that in the case of a PC that is authenticating to a domain, logging on may lead to severe side effects.

12. Will the Unlocker work after the computer goes out of hibernation?

Yes, assuming no boot level encryption is applied.

13. Will the Unlocker work if I disable booting from CD/DVD/USB/Network in the BIOS of the computer and protect the BIOS with a password?

Yes. Using Unlocker gives you the ability to perform two separate operations:

- Launching Executables - run your favourite forensics and data extraction tools directly from the logon screen.
- Logon Bypass - bypass the logon screen without knowing the correct password

Launching Executables will work if you can reach the Windows logon screen (i.e. when the PC is either locked or not yet logged on to) - regardless of any BIOS password.

Logon Bypass will work if you can reach the Windows logon screen, unless the PC is on a domain AND the domain is configured to not cache credentials - again, regardless of any BIOS password.



14. Will the Unlocker work on a domain machine if Cached Credentials are disabled in the Group Policy for the domain?

See previous answer (Q13). Launching Executables will work, Logon Bypass will not work.

15. Will the Unlocker work if a smartcard and/or biometric identification is used for PC authentication?

See previous answers (Q13-Q14). Launching Executables will work. Logon Bypass will only work when password logons are enabled in addition to the smartcard or biometric logon, unless the PC is on a domain and the domain is configured to not cache credentials.

Section 2: Can I use the Unlocker for ...

16. Can the Unlocker run some software automatically, without the need of manual intervention?

No. However, if this feature is needed, we may add support for it as an extension project, please contact our local distributor/representative and express your interest.

17. Can I use the Unlocker to bypass PC boot level encryption?

Yes, a PC (laptop, desktop or server) can be unlocked even if it has boot level hard disk encryption, as long as it is either working/locked, or in sleep mode - in this case just run the Unlocker as usual. If in hibernated state or turned off the unit will not be able to bypass the boot level encryption.

NOTE: A typical laptop will first go into sleep mode, and move on to hibernation only after 4-8 hours of inactivity.

18. Can I use Unlocker to bypass post-boot file / partition level encryption?

In most cases yes. NTFS encryption will be completely bypassed for the currently logged on user. TrueCrypt and similar tools will be bypassed for the currently logged on user, as long as the encrypted file or partition is currently mounted. Encryption keys for these and other packages can be extracted from memory using third party tools.

19. Can the Unlocker work remotely, via LogMeIn/TeamViewer/Citrix/Other remote control software? That is, if the Unlocker is connected to the local PC, and you try to unlock the remote pc?

No. Unlocker will only work on the local PC.



20. How does the Unlocker handle PCs with multiple logged on users?

After the purple screen is shown, you can login to any local or MS account user by entering any password (of non zero length).

In the case of a different user that authenticates to a domain, logging in is not recommended. You can try to login by entering any password (of non zero length), but in this case the authentication may fail, and moreover, it may lead to severe side effects (for example locking the user on the domain).

Section 3: Operational issues

21. What happens if I disconnect the Unlocker's USB cable before the Unlocker (purple) window is closed?

The unlocker software (the purple window) will close itself and clean any leftovers on the PC.

Under extremely rare circumstances, the clean-up code may fail. In such an event, the Unlocker purple window will not close even after the device is physically disconnected. If the purple window does not close within 2 minutes of the device disconnection, please perform a hard boot of the PC (by pressing the reset button or turning the PC off and then back on).

22. Can I run the attack multiple times on the same PC?

Yes.

23. How resistant is the device to falling, heat etc.?

Fall from 70cm. Temperature: -20°C to 70°C.

24. What is the lifetime of a unit?

The unit comes with a one year warranty as described in the warranty agreement. Additional warranty coverage can be purchased on a yearly basis. In case of failure, units under warranty will be replaced free of charge.

25. Does the Unlocker need to be updated?

Yes, we will send notifications by email when new firmware updates are available. The updates will be available on our web site for your convenience.



26. What traces does the Unlocker leave on the target PC?

Some minor traces will be left, similar to the leftovers left by someone connecting a USB flash disk from a known large vendor to the PC. These traces can only be found in areas which are not easily or usually accessed by normal or power users, and require expert knowledge to locate.

Section 4: Feature requests & Improvements

27. Is it possible to make physical and/or software changes to unit ?

Please contact our local distributor/representative and express your interest.