Brigadoon Software.inc

MacPhoneHome™

FAQ - Frequently Asked Questions

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1. Who is Brigadoon Software, Inc.?

Brigadoon Software, Inc. is a closely held New York corporation specializing in the development and distribution of innovative computer security software products. Formed in 1999, BSI has grown into the largest provider of stand-alone computer tracking and theft recovery software in the world to both the Windows and Macintosh communities. BSI's Award Winning Flagship software products PC PhoneHome™ and MacPhoneHome™ have been internationally recognized as "Best of Brand."

2. What is MacPhoneHome™ and how does it work?

MacPhoneHome™ is a stealth computer security program that tracks the location of your computer every time it makes an Internet connection. When you boot your computer and go online, MacPhoneHome™ sends a stealth e-mail message containing its exact location to a pre-determined e-mail address set by the customer. In the event the computer is stolen, the customer must make a report with the local police and then notify the MacPhoneHome Command and Tracking Center, which will provide full tracking and recovery support. When the stolen computer goes online it will send a stealth message to the pre-determined e-mail address containing its location. Once this information is received, recovery agents at MacPhoneHome will work with our customer, the local ISP and the investigating law enforcement agency to recover the stolen property. MacPhoneHome™ provides worldwide tracking and recovery ability.

3. Does MacPhoneHome™ work only on Laptops?

MacPhoneHome™ protects both laptop and desktop computers.

4. Why do I need MacPhoneHome™?

According to US Government and Insurance Industry Statistics there were 2,000,000 computers stolen in the USA in the last three years.

Worldwide statistics are proportionally similar.

According to the FBI, only 3% of stolen computers are EVER recovered. You don't have to be a victim!

5. **What are the system requirements to run MacPhoneHome™?**

> MacPhoneHome™ runs on OS X including Leopard and Intel Processors machines

6. **Do I need a special modem?**

> No. MacPhoneHome™ is compatible with all modems. As long as your modem is functioning properly and you have an Internet connection, MacPhoneHome™ will send its stealth Email message.

7. **Does MacPhoneHome™ affect my computer's performance?**

> No. MacPhoneHome™ resides at a very low level, uses virtually no system resources and will not inhibit system performance nor interfere with any applications.

8. **Can MacPhoneHome™ be used on a dual boot system?**

> Absolutely! However, you must install MacPhoneHome™ in each Mac partition to be protected.

9. **How do I install MacPhoneHome™?**

> Installing MacPhoneHome™ is a simple Internet download or CD installation. Just follow the registration and configuration wizard in our MacPhoneHome Install/Trace FAQ for detailed instruction included with the download or CD

10. **How long does it take to install MacPhoneHome™?**

> It takes the average user less than 5 minutes to install and properly configure MacPhoneHome™.

11. **How do I know MacPhoneHome™ is really working?**

> All you need to do is check the Email address you entered as the "Recipient's Email ID" in the configuration window during installation to see if you received the stealth Email message. If you have any doubts of proper installation, contact our tech support at any time.

12.   Can unauthorized parties tell MacPhoneHome™ is running?

MacPhoneHome™ is completely transparent to the computer user. There are no icons, files or directories visible on the computer. MacPhoneHome™ resides at a very low level and has been purposely disguised to appear to be part of the operating system.

13.   Can unauthorized parties remove MacPhoneHome™?

You cannot remove what you cannot see. Great care has been taken to insure MacPhoneHome™ cannot be removed by unauthorized parties. Several security measures have been specially coded to insure survivability. Key files can only be detected at the root level.

14.   What happens if a computer's hard drive is removed?

The MacPhoneHome™ stealth application resides on the hard drive. If the protected hard drive is plugged into another computer, MacPhoneHome™ will continue to operate and send its stealth message. Once received, this information will be investigated and utilized in the recovery process.

15.   What if the thief formats my hard drive?

MacPhoneHome™ is highly tamper-proof. When MacPhoneHome™ is properly installed with the Apple firmware upgrade, the formatting or reinstallation of the operating system is not possible. That means a thief cannot "wipe" your hard drive. See our "Hardening your Computer" tutorial for additional information on this subject.

16.   How can I "Harden my Computer" to add security?

We recommended you use the Open Firmware Password Application provided by Apple. The Open Firmware Password application allows you to prevent others from starting your computer using a CD or other disk with an operating system on it. When you set a Firmware password, it prevents the unauthorized starting of the computer from a volume other than the startup disk you designate (in the Startup Disk preference panel within the System Preferences). Once security is enabled, it prevents startup from other devices, such as an external FireWire disk, a CD-ROM drive, or another partition or disk inside the computer.

Requirements: MacPhoneHome™ requires Firmware update 4.1.7 or a later version and Mac OS X 10.1 or later.

Installing the Firmware Password Application:

See: http://docs.info.apple.com/article.html?artnum=106482

17.   What happens when my MacPhoneHome™ license expires?

With our single user version of MacPhoneHome™ your software never expires. With MacPhoneHome™ there are no yearly monitoring fees, no additional charges, and no hidden costs! MacPhoneHome™ is available to you for a one time low-cost fee and provides a lifetime of protection for your computer.

18.   Can MacPhoneHome™ co-exist with anti-virus software?

Absolutely! MacPhoneHome™ has been tested and is compatible with all major anti-virus products.

19.   Can MacPhoneHome™ work with encryption software?

Absolutely! We encourage our users to use the strongest encryption software products they can find to safeguard their proprietary data. Since encryption products are controlled in the USA, we do not include this feature in our software for good reason: exportable US encryption products are not strong enough for us to either include or recommend them over stronger encryption that may be available to you.

20.   How often does MacPhoneHome™ "phone home?"

MacPhoneHome™ sends a stealth Email message to the pre-determined Email address every time it makes an Internet connection. In the event the protected computer is plugged into a network, it will send its message every 24 hours, or if the IP address should change.

21.   What type of connection is required to use MacPhoneHome™?

MacPhoneHome™ works with all Internet connections including, but not limited to, PC dial-up, Network, Wireless, ISDN, Cable and DSL.

22.   Does MacPhoneHome™ work with firewalls?

Absolutely! MacPhoneHome™ has been tested and is compatible with all major firewall products.

23.   How can I deploy MacPhoneHome™ throughout my organization?

MacPhoneHome Enterprise™ is the only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously. Imagine if you had to install and configure any software package on hundreds or thousands of computers…

We've taken the hassle out of protecting your computers with MacPhoneHome Enterprise™! MacPhoneHome Enterprise™ allows your organization to deploy the software via numerous methods, including "ghosting" or various "network push" techniques. Unlike our Pro version that needs to be individually configured, MacPhoneHome Enterprise™ is configured for your organization here in our lab. We hard code your organization's ownership and reach information right into the source code. You simply deploy your customized MacPhoneHome Enterprise™ software to your organization's machines. No hassle. No long term deployment time frame. MacPhoneHome Enterprise™ is used by academic institutions, corporations and government agencies worldwide. Special low cost Enterprise versions allow organizations to safeguard their property at a fraction of retail cost. Call us today. You don't have to be a victim!

24.   How do I report my computer stolen?

If your computer is stolen you must make an immediate police report with the appropriate local law enforcement agency. Make sure to note the officer's full name and badge number. Be sure to get the case number he assigns to the report. Next, contact the BSI Command and Recovery Center. Our recovery specialists will provide full technical and recovery support.

25.   What if my stolen computer doesn't connect to the Internet?

MacPhoneHome™ is an intelligent software solution. It activates upon connection to the Internet. Once a connection is made, it ascertains its location and sends its stealth email.

26.   How am I notified when my stolen computer is found?

During installation and registration you will be asked to provide contact information for yourself. This is the information used to notify you of a successful recovery.

27. How can I remove MacPhoneHome™?

MacPhoneHome™ is highly tamper-proof and cannot be removed by unauthorized parties. The uninstall process requires a special uninstall program that we create upon demand for our registered users that will ONLY work on your computer. This additional security measure was implemented to raise the protection bar and insure MacPhoneHome™ cannot be removed by a thief.

28. What if I sell my computer and buy a new one?

You may request an uninstall program from our tech support department at any time to remove MacPhoneHome™ from the hard drive.

29. How do I change my configuration information?

Log in as root and run "*macphonehome*" application. This will allow you to change your settings. Reboot.

30. What happens to my registration details?

The registration information is used to assist law enforcement or security personnel to recover the missing computer.

> **IMPORTANT: All fields MUST BE entered correctly; otherwise, there will be problems in obtaining a proper search warrant to retrieve the missing computer. Incorrect, inaccurate, or less than truthful information entered into the registration form will only hinder the law enforcement agency in the recovery of your missing computer.**

31. What makes MacPhoneHome™ different from similar products?

Unlike all other tracking agents on the market, MacPhoneHome™ is a stand-alone stealth application. It does NOT contain a client server reliance which we consider a major computer security vulnerability that can put your confidential data at risk. MacPhoneHome™ protected computers do not rely on receiving instructions from a host to send their location. Our protection scheme is fully automated and self-sufficient. Also, unlike other tracking agents, MacPhoneHome™ allows the user to do their own monitoring at a significant reduction in cost. With MacPhoneHome™ there is no yearly monitoring fees, no additional

charges, and no hidden costs! One time low-cost fee. Lifetime protection for your computer.

32. How does MacPhoneHome™ communicate its location?

MacPhoneHome™ uses the Internet as its worldwide communications infrastructure. Every time a MacPhoneHome™ protected computer makes an Internet connection, it will send the stealth Email message to the pre-determined Email address that you designated. The originating IP address in the Email header provides enough information for our recovery specialists, ISPs and investigating law enforcement agencies to ascertain the actual physical address from where the message was sent. For in-depth information on this process please see our Install/Trace FAQ.

33. Can MacPhoneHome™ be "ghosted" or included on a disk image?

MacPhoneHome™ may be deployed to multiple computers utilizing a variety of options. Our MacPhoneHome Enterprise™ version may be "pushed" via your network transparently or with pop-up GUI notification. MacPhoneHome™ may also be deployed using all popular disk imaging products.

34. Will the police really respond to the report of my stolen computer?

Computer theft is at an epidemic level worldwide. Reliable computer theft statistics indicate that the problem is only getting worse. Computers are not cheap. Generally, the price of the stolen computer puts it in the Grand Larceny category of crimes. How the computer was stolen is also a factor. It may have been stolen during a burglary. Because of these factors, understaffed but well meaning police agencies have embraced MacPhoneHome™ with open arms. They have found MacPhoneHome™ is a powerful tool that allows them to solve previously unsolvable crimes. In several cases we've handled, police were actually able to arrest and convict entire theft rings. According to the FBI, only 3% of stolen computers are ever recovered. As of this writing, our recovery rate is 100%. You don't have to be a victim!

35. How come I seem to get a stealth email when dialed up to my primary ISP, but sometimes I don't when dialing up from an alternate ISP?

What you are experiencing is an issue with some ISPs and whether or not they allow the relaying of email on port 25.

We were fully aware that there were ISPs where that would be an issue, so that is why the software will also seek to send the data through alternative ports other than port 25. Since the logistics of providing these alternatives to the end user directly is cumbersome, we have the application send the data to BSI for archival as a redundancy and backup/failsafe.

So, the bottom line is that even if the application cannot send the data to you because email relaying may be blocked by your (or theoretically the thief's) ISP, BSI receives it and archives the information unless or until your permit us to access that info (such as in the case of tech support or theft recovery).

36.   Is there a universal uninstaller for MacPhoneHome™?

There is no universal uninstaller available. This was done in order to prevent an undesirable from posting it onto a warez site in order to neutralize MacPhoneHome™'s ability to track a missing computer.

Each uninstaller is set for each computer's specific application. When BSI provides an uninstaller, it will work only with the computer for which it was designated. Therefore it will not work for any other computer, even if it has MacPhoneHome™ on it.

So, in order for us to provide an uninstaller, you would have to formally request and uninstaller and provide verifying information, such as any unique identifiers you entered into the configuration when you installed it.

37.   I have a paid single user version of MacPhoneHome™. Why is it not fully operational until I register the software and receive a User Name (UN) and Password (PW)?

There is a legal basis for this: Remember, this application is primarily designed to track and locate missing and stolen computers. As such, the software is designed to (1) locate the computer; and (2) provide law enforcement the necessary tools they need to both (a) obtain a search warrant to recover the computer; and (b) prosecute the perpetrator.

Since, in most cases, the ONLY instrumentality that provided the information used to find and prosecute a thief, the METHOD on how that instrumentality is used is subject to legal scrutiny.

The process must withstand a defense's challenge on "can you prove that you used this software on your computer legally?" A good defense lawyer may challenge the software as being "illegally used" (i.e., bootlegged, or used in violation of the user license). He/she will challenge the prosecution to prove that it wasn't used illegally (proving a negative is always difficult).

But in our system, we can. (Remember Enterprise Editions have none of these issues.)

When an end-user purchases the program, the purchase is verified by a number of methods:

1. Electronic download: by the record of the download;
2. CD media: by the Unique ID that accompanies each paid disk.

Therefore, the software is legally installed on the computer (remember, the license is for ONE computer for the length you own the computer).

Now the end-user is required to "Register" the software in order to continue to use it after the first 30 days. When the request for the registration number is received, the request is cross-referenced against records (either download receipts or validly-issued UIDs). If everything checks out (i.e., valid purchase) the registration UN and PW are sent to the bona fide end-user. No further registration UN and PWs are now issued to that transaction or UID.

38. How do I register my paid single user version of MacPhoneHome™?

Once you install MacPhoneHome™ Pro, you may request your Registration Code by emailing your request, along with identifying information (i.e., such as your name, address and privacy code/UID from the configuration screen when you installed MacPhoneHome™ to: support@brigadoonsoftware.com

39. How do I contact Brigadoon Software, Inc. for recovery support?

Call us 24 hours a day at +1-845-624-0909; or Email us at: support@brigadoonsoftware.com