Brigadoon Software.inc

PC PhoneHome™

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 PC PhoneHome™ and how does it work?**

PC PhoneHome™ 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, PC PhoneHome™ 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 PC PhoneHome 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 PC PhoneHome will work with our customer, the local ISP and the investigating law enforcement agency to recover the stolen property. PC PhoneHome™ provides worldwide tracking and recovery ability.

3.   **Does PC PhoneHome™ work only on Laptops?**

PC PhoneHome™ protects both laptop and desktop computers.

4.   **Why do I need PC PhoneHome™?**

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 PC PhoneHome™?**

PC PhoneHome™ runs on Windows 95/98/ME/NT/2K/XP/Vista

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

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

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

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

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

Absolutely! However, you must install PC PhoneHome™ in each Windows partition to be protected.

9. **How do I install PC PhoneHome™?**

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

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

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

11.   How do I know PC PhoneHome™ 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 PC PhoneHome™ is running?

PC PhoneHome™ is completely transparent to the computer user. There are no icons, files or directories visible on the computer. PC PhoneHome™ resides at a very low level and has been purposely disguised to appear to be part of the operating system. You won't find it running in the task manager and won't see it running as a process either.

13.   Can unauthorized parties remove PC PhoneHome™?

You cannot remove what you cannot see. Great care has been taken to insure PC PhoneHome™ cannot be removed by unauthorized parties. Several security measures have been specially coded to insure survivability. If key files are discovered and deleted, they will re-spawn and continue to send their stealth message upon reboot.

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

The PC PhoneHome™ stealth application resides on the hard drive. If the protected hard drive is plugged into another computer, PC PhoneHome™ 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?

PC PhoneHome™ is highly tamper-proof. PC PhoneHome™ will survive an operating system reload. Normal format, low level format, fdisk and fdisk/mbr commands have been "hooked" and do not work when PC PhoneHome™ is properly installed; that means a thief cannot "format" 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 STRONGLY suggest you use the built-in security features on your computer to prevent an unauthorized user from booting from a floppy or CD-ROM while the computer is outside of your control.

The most effective solution is to enable the computer's CMOS security features already on your computer. The CMOS is a storage area on your computer where information is retained even when the power is turned off. A special CMOS setup program accesses this important computer information.

Pressing a special key sequence (usually the DEL key) before Windows starts will access the CMOS setup program. Once in the CMOS setup, change the CMOS setup to boot from the hard disk only. You do this by disabling the ability to boot from the "A:" floppy disk drive or CD-ROM drive *by modifying your computer's boot sequence*.
Finally, enable your computer's setup password to prevent someone

> IMPORTANT: You should consult your computer's user manual for specific information on using the CMOS setup program for your computer.

from accessing the computer's CMOS settings and changing the boot sequence.

To enter a CMOS password, start the CMOS program (see above on how to do that), look for a "Security" or "Password" menu item and enter a password for the computer setup.

Don't forget to use good security practices by using passwords that are unique to the computer (i.e., don't use passwords used on other computers), and use a combination of upper and lower-case characters, numbers, and words that are difficult to guess by watching the keyboard.

17.   What happens when my PC PhoneHome™ license expires?

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

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

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

19.   Can PC PhoneHome™ 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 PC PhoneHome™ "phone home?"

PC PhoneHome™ 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 PC PhoneHome™

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

22.   Does PC PhoneHome™ work with firewalls?

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

23.   How can I deploy PC PhoneHome™ throughout my organization?

PC PhoneHome 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 PC PhoneHome Enterprise™! PC PhoneHome 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, PC PhoneHome 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 PC PhoneHome Enterprise™ software to your organization's machines. No hassle. No long term deployment time frame. PC PhoneHome 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?

PC PhoneHome™ 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 PC PhoneHome™?

PC PhoneHome™ 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 PC PhoneHome™ 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 PC PhoneHome™ from the hard drive.

29.   How do I change my configuration information?

Simply search for *configmod.exe* on your hard drive and open the file. This will allow you to change your settings.

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 PC PhoneHome™ different from similar products?

Unlike all other tracking agents on the market, PC PhoneHome™ 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. PC PhoneHome™ 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, PC PhoneHome™ allows the user to do their own monitoring at a significant reduction in cost. With PC PhoneHome™ 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 PC PhoneHome™ communicate its location?

PC PhoneHome™ uses the Internet as its worldwide communications infrastructure. Every time a PC PhoneHome™ 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 PC PhoneHome™ be "ghosted" or included on a disk image?

PC PhoneHome™ may be deployed to multiple computers utilizing a variety of options. Our PC PhoneHome Enterprise™ version may be "pushed" via your network transparently or with pop-up GUI notification. PC PhoneHome™ 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 PC PhoneHome™ with open arms. They have found PC PhoneHome™ 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 PC PhoneHome™?

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 PhoneHome™'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 PC PhoneHome™ 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 PC PhoneHome™. 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 PC PhoneHome™?

Once you install PC PhoneHome™ 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 PC PhoneHome™ to **support@brigadoonsoftware.com**

39.   How Do I Enable Automatic Logon in Windows XP?

You can configure Windows XP to automate the logon process if your computer is not part of a domain. Click "Start", click "Run", and type "control userpasswords2". Clear the "Users must enter a username and password to use this computer" check box. Click "Apply". Enter the user name and password with which you wish to automatically log on, and then click "OK". Click "OK" again and you're all done.

This feature allows other users to start your computer and use the account that you establish to automatically log on. Enabling auto logon makes your computer more convenient to use, but can pose a security risk.

For more information on "How to Enable Automatic Logon in Win XP" see: **http://www.support.microsoft.com/default.aspx?scid=kb;en-us;315231**

40.   How Do I Enable Automatic Logon in Windows 2000?

If you have a Windows 2000 Professional computer that is not part of a domain structure, you can enable automatic logons easily (without editing the Registry). Go to Control Panel, and open the "Users and Passwords" applet. Clear the box next to "Users must enter a user name and password to use this computer check box." You may also have to click the "Advanced" tab, and clear the box next to "Require users to press Ctrl-Alt-Del before logging on."

Note that if the computer is a member of a domain, that these options may not be available. Also keep in mind that this is a potential security risk, since the computer will be available to anyone, even if they don't know the password.

For more information on "How to Enable Automatic Logon in Win2000 Pro see: http://www.support.microsoft.com/default.aspx?scid=kb;en-us;234562

41.   How Do I Enable Automatic Logon in Windows NT?

Windows NT allows you to automate the logon process by storing your password and other pertinent information in the Registry database.

For more information on "How to Enable Automatic Logon in Windows NT" see: http://www.support.microsoft.com/default.aspx?scid=kb;en-us;97597

42.   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