



Brigadoon Software^{inc}

MacPhoneHomeTM

FAQ - Frequently Asked Questions

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FAQ - Frequently Asked Questions

1. Who is Brigadoon Software, Inc. and Trace Technologies (Aust.) Pty Ltd?

Brigadoon Software, Inc. is an American owned closely held New York corporation specializing in the development and distribution of innovative computer security software products. Formed in 2000, 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 recognised as "Best of Brand."

Trace Technologies (Australia) Pty Ltd is a new company that has formed a strategic partnership with Brigadoon Software, Inc. to distribute PCPhone Home & MacPhone Home throughout the Pacific region, including Australia, New Zealand, Indonesia, Malaysia and Singapore.

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 Trace Technologies, 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 Australia's National Computer Emergency Response Team (AusCERT) statistics for 2006, 69% of the companies surveyed indicated that they suffered some form of financial loss relating to thefts of company

laptops (Up from 59% in 2005).

Also reported in the survey was the “Greatest sources of financial loss were due to the theft, breach of proprietary or confidential information over 2 million on average” (Source – 2006 AusCERT Computer Crime And Security Survey)

5. What are the system requirements to run MacPhoneHome™ Version 3.0?

MacPhoneHome™ Version 3.0 runs on OS X and is Tiger compatible.

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 in a multi-user environment (i.e., multiple user accounts created on same computer)?

Absolutely! You only need to install MacPhoneHome™ once. Then any time the computer has an Internet connection (regardless of which user is logged in) it will send the information.

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 FAQ for detailed instructions 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.

SPAM FILTER NOTE: Be sure you are not filtering the message with a spam filter. The email will have "Information" in the subject line and will be sent either from tech@brigadoonsoftware.com or techt@brigadoonsoftware.com.

12. Can unauthorised 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 unauthorised parties remove MacPhoneHome™?

You cannot remove what you cannot see. Great care has been taken to insure unauthorised parties cannot remove MacPhoneHome™. 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 utilised 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 recommend you use both the Open Firmware Password Application (to prevent unauthorised computer bootup from an external drive) and

FileVault (to prevent unauthorised access to your critical data). Apple provides both.

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 unauthorised 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>

Mac OS X includes FileVault, which allows you to encrypt the information in your home folder. Encryption scrambles the data in your home folder so that your information is secure if your computer is lost or stolen. FileVault uses the latest government-approved encryption standard, the Advanced Encryption Standard with 128-bit keys (AES-128).

When you turn on FileVault, you can also set up a master password for the computer that you or an administrator can use if you forget your regular login password.

WARNING: If you turn on FileVault and then forget both your login password and your master password, you will not be able to log in to your account and your data will be lost forever.

Because of the amount of disk space required, we recommend that you use File Vault with the account in which it essential to protect your important data only.

See: <http://www.apple.com/macosx/features/filevault/>

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 (such as OS X's FileVault). Mac OS X includes FileVault, which allows you to encrypt the information in your home folder.

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 organisation?

MacPhoneHome Enterprise™ is the only stand-alone computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers. 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 organisation 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 organisation here in our lab. We hard code your organisation's ownership and reach information right into the source code. You simply deploy your customized MacPhoneHome Enterprise™ software to your organisation'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 organisations 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 Trace Technologies. Our recovery specialists will provide full technical and recovery support at no additional cost!

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, when properly installed, cannot be removed by unauthorised 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 a thief cannot remove MacPhoneHome™.

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?

Run *Macpro-config* application. This will allow you to change your settings. Reboot. NOTE: you can only access this file with an Administration Name and Password.

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 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. 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 statistics, 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, or if authentication is required in order to send email. If you are using MacPhoneHome™, it also means that you are using Version 2.x or earlier. You will need to upgrade to Version 3.0.

MacPhoneHome™ Version 3.0 eliminates these problems. All you need to do is input the email address to which you want your information send in the “Recipient Email” field of the configuration box and the software does the rest.

In addition, we have the application send the data to BSI for archival as a backup/failsafe. So the bottom line is that BSI provides the extra assurance your need to have the highest probability of computer recovery.

If you would like a copy of Brigadoon Software's Data Archiving Privacy Statement, you may obtain a copy by going to our website at <http://www.brigadoonsoftware.com/product.html> and downloading the PDF file entitled "Data Archiving Privacy Statement."

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 offender.

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: register@pcphonehome.com.au

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

Call us at 1300 307 482 during normal business hours (Australian Eastern Standard Time) or Email us at: tech@pcphonehome.com.au

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