

Blaser Software WinUnlock

Version 2.6

Introduction

For the latest information, please see http://www.blaser.us/software/WinUnlock/

Abstract

This introduction to the Blaser Software WinUnlock utility provides a basic understanding of the system, its intent and purpose and the value that can be derived by using the program. In addition, this introduction is designed to provide its audience with the ability to explore the full documentation set in a meaningful context in order to realize maximum benefit when implementing the software.

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Executive Summary

The **Blaser Software WinUnlock** system is an advanced, Windows application whose purpose is to allow system administrators to "unlock" a "locked" workstation.

Blaser WinUnlock is a security audit and technical support tool that allows an enterprise or domain administrator to unlock and access a locked workstation and user desktop. Traditionally, workstation computers are logged-on to and used during an interactive session with the user in front of the computer. Once a workstation is locked (selecting the "Lock Computer" or "Lock Workstation" option form the "Ctrl-Alt-Delete" screen (Winlogon Desktop), Windows will lock the workstation; securing it to allow only the current user the ability to unlock and use the workstation.

By default, Windows only allows the current user to unlock the computer. An administrator can unlock the computer; however, the current session will be closed along with all the applications started by that user. As a result, any unsaved work is lost. Users often must resort to powering a system down to regain access.

Blaser WinUnlock avoids all of these problems by offering system administrators the flexibility to unlock workstations to perform necessary audits, software installations, and provide technical support – all with logged activity so that the balance between convenience and security can be maintained.

Blaser WinUnlock is a powerful software application that runs as a system service on all modern versions of Windows including: Windows 7, Windows 8, and Windows 10.

For more information and to download a fully-functioning demo, please visit the **Blaser Software WinUnlock** website at http://www.blaser.us/software/winunlock/

Introduction

This document provides the information needed to install and use Blaser Software's WinUnlock.

Who Should Read This Document

This introduction is intended for audiences who are installing **Blaser WinUnlock** or make decisions in the planning, development, deployment, or operational aspects of the application in their IT infrastructure. The document aims to educate the audience sufficiently to help determine what value can be derived from **Blaser WinUnlock** in their environment.

Approach & Design Goals

Blaser WinUnlock uses standard the Windows API and does not store or cache any passwords at any time. Authentication attempts are handled by the standard Windows APIs, and upon successful authentication and group membership verification, the user session is unlocked. Once a user session is unlocked, an overlay on the user desktop displays basic system environment variables for the convenience of the administrator. The overlay also provides an alert to the administrator, and those around, that this is not a regular interactive session.

Desktops will re-lock after 2 minutes of inactivity and return to the Winlogon Desktop (Ctrl+Alt+Delete screen). This is designed to avoid a situation where a workstation is unlocked and left in that unlocked state accidentally by a distracted administrator. The **Blaser WinUnlock** is designed to balance and preserve the trust and security of the user while enabling additional capabilities for authorized administrators to access to assist users' sessions.

For added security, each and every unlock request is verified with the Domain Controller for the member workstation, and then logged both in the Domain Controller and Local Computer security Event Log. This audit trail ensures that security and a log of actions can be maintained within the organization.

Benefits

Blaser WinUnlock will allows authenticated administrators the ability to unlock a locked, active user session on a workstation while maintaining a seamless integration with existing logon functionality in the Microsoft Windows system.

Blaser WinUnlock also allows for the logoff of multiple user sessions in a "Fast user Switching" scenario or "Switch User" scenario. In these cases, multiple users can have active sessions on a workstation and these activities and processes can bog-down the performance of the computer workstation. This scenario is often found in shared computing locations such as small offices, libraries, computer labs, schools, and universities where computers are configured to permit multiple users to have active sessions on computer workstations.

Customer Value

Customers who use **Blaser WinUnlock** in their Active Directory domain environment will experience many benefits:

- Enabling administrators and helpdesk staff to assist with user problems even if the user is not present.
- Unlocking user sessions to help with connectivity issues, update issues, configuration issues, printer support, per-user configuration tasks.
- Multiple idle sessions can be logged-off at once to free up system resources without having to reboot or forcibly power-down a workstation.
- Easy to install and configure on both the server and workstations. Just install and let it run! The system service runs on workstations and can be invoked from the Logon Screen with the ## + F7 hotkey sequence.
- All unlock activity actions are logged in the Windows Event Log for auditing purposes.

Installation and Configuration - Client

The steps below will outline the installation and configuration of **Blaser WinUnlock** client application. This application should be installed on workstations in your environment.

1. Download and execute the **Blaser WinUnlock** installer.

Blaser Software - Blaser Wi	Welcome to the Blaser Software - Blaser WinUnlock Setup Wizard
	The Setup Wizard will install Blaser Software - Blaser WinUnlock on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

2. Read and agree to the terms in the end-user license agreement.



3. Click **Install** to begin the installation.



4. After installation, reboot your computer (or verify that the **Blaser WinUnlock** service is *Running*). No further configuration is required. The WinUnlock client application will use the settings of your Windows configuration to: authorize local unlock requests on a standalone workstation; or communicate with your Active Directory Domain Controllers on a domain-joined workstation.

A	11-1-							
Action View	Help							
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Services (Local)	Services (Local)							
	Blaser WinUnlock	Name	Description	Status	Startup Type	Log On As		
		Background Intelligent Transfer Service	Transfers files in the background		Manual	Local Syste		
	Stop the service	Background Tasks Infrastructure Service	Windows infrastructure service th	Running	Automatic	Local Syste		
	Restart the service	Base Filtering Engine	The Base Filtering Engine (BFE) is	Running	Automatic	Local Service		
		A BEAMS Initiator	3 3 4 4	Running	Automatic	Local Syste		
	Description:	BitLocker Drive Encryption Service	BDESVC hosts the BitLocker Drive		Manual (Trig	Local Syste		
	Blaser Software - WinUnlock	C Blaser EMP	Blaser Software - Emergency Pho		Automatic	Local Syste		
	Allows an Administrator to unlock a	Blaser mDNS Repeater	Blaser Software - mDNS Repeater	Running	Automatic	Local Syste		
	workstation to audit or provide	Blaser WinUnlock	Blaser Software - WinUnlock	Running	Automatic	Local Syste		
	technical support on the current	Slaser WinUnlock Server	Blaser Software - WinUnlock Serv		Automatic	Local Syste		
	user's desktop.	Block Level Backup Engine Service	The WBENGINE service is used by		Manual	Local Syste		
	For more information, visit	Bluetooth Audio Gateway Service	Service supporting the audio gate	Running	Manual (Trig	Local Service		
	http://www.blaser.us/	Bluetooth Support Service	The Bluetooth service supports di	Running	Manual (Trig	Local Service		
		Bluetooth User Support Service_138462	The Bluetooth user service suppor		Manual (Trig	Local Syste		
		🖏 Bonjour Service	Enables hardware devices and sof	Running	Automatic	Local Syste		
		🖏 BranchCache	This service caches network conte		Manual	Network S		
		Capability Access Manager Service	Provides facilities for managing U	Running	Manual	Local Syste		
		CaptureService_138462	Enables optional screen capture f		Manual	Local Syste		
		🔄 Cellular Time	This service sets time based on NI		Manual (Trig	Local Service		
		Certificate Propagation	Copies user certificates and root c		Automatic (T	Local Syste		
		Client License Service (ClipSVC)	Provides infrastructure support fo	Running	Manual (Trig	Local Syste		

Installation and Configuration - Server

The WinUnlock Server setup follows the same steps as the client. The WinUnlock Server consists of two components: the **WinUnlock Server** service; and a companion **Configurator** program which is used to manage the settings of WinUnlock in your network environment.

After installation of the WinUnlock Server on your Domain Controller, run the **WinUnlock Server Configurator**.



The WinUnlock Configurator has two configuration tabs: *"License"* and *"Security Options"*. The *License* tab is where you can apply your trial or full license key and certificate to unlock features of the WinUnlock system. To request a free trial license go to: <u>http://www.blaser.us/license/</u>

Security Opti	ons					
 Information -						
	ense informatio ided determine					
Name	Authorized U	ser				
Company	Authorized Co	ompany				
License H	(ey					
TRIAL	VC8C4	BKXF3	P42BX	HXGGR	1	
License C	ertificate				-	
1FD1D6 1E723E(3E4A2A) DA2C86 77FD8D EE70CA F6C1F14 2258263 F321732 FF93829 EEDC5D 663AFA(8SCD7E	466B22BC26A 33E86988619F 8A10FA515B5 80D40882275 99BF00149437 F79201625950 193C6DA9FAE 33A05D0EB7B 842A968B50F 132C5A7C64C50 132C537C64C50 132C309992 57D998352A4f	2CE526DF4B 77827678600 090D5E08C30 18116885BA 775D10BFCB5 129883A918D 938B84F02D 938B84F02D 938B84F02D 938B84F02D 938B84F02D 938B4702D 9372355F67 1047617C70 EB1835A1465	4EA1C7968A DB921ED58b JAC576DF4D1 JB02F922669 J7D7FFE3D3f AF8E4CEDC0 51D37249261 400CFE662E: 439CDDB230 F96CCB433A C95AF7FEA4 C95AF7FEA4 S97026E7001 308E6001D9	64337082262; 5564E56920AC/ 6EC72823066E/ 473350F56910 35E57CDA7833 317E1018F9CF5 2004947EA9C6D D06FEB148354 026F27827548E57 205611867348 1064E578DBE3 55521AFA38670 D96861339B2D	A 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	
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	EA02992811547765 F603390EC9FECD3 F70150496E226C26 F722E03E0696619 F722E03E0696619 F702E07E0698619 F70CAF720162555 F70CAF720162555 F70CAF720162555 F70CAF720162555 S0AFA67098352A4 F70CAF798352A4 S0AF645098352A4 S0C7E98636C3A7 -BLASER S0FTWA	EA283281C54778277828120C58A5 F033908CFR2030EBDC582026A2C55260F484 F723E03863861942773E0786705 F033908CFR20451585590D5E08230A A2C686004088227518115865A80 F70CAF792016258029883A9180A F70CAF792016258029883A9180A F70CAF792016258029883A9180A F70CAF792016258029883A9180A F70CAF792016258029883A9180A F70CAF792016258029833344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF79201625802983344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF7920162580298344 F70CAF79201624 F70CAF79201625802983 F70CAF792016258020000000000000000000000000000000000	EA0289281C5477627782830C58A680B241B17 FD633908C6FBCD30EBD658BCCE3212732856 F723E00268598619F78E7526017484EA(7)96845 F723E00268598619F778E757860E9821ED586 A2C686004082275181158858A802972926057 7080958F001494377750108FC89707FE3D38 E70CAF73201625950298334180AF8E4CEDCC CF11493C6D49745230180FC89707FE3D38 E70CAF73201625950298334180AF8E4CEDCC CF11493C6D497452308842587040CF65223 22173242A698850FECF335C544439CD052302 738297C5A7C64C501AE2008372F96C264334 EDC5D13EC30899E30F7C355F6C565AF7FEA45	

- 1. In the License Key field, provide your 25-character alpha-numeric license key. In the License Certificate field, paste in your certificate file that accompanied the license key. Both of these items can be found in your e-mail from Blaser Software Sales (sales@blaser.us).
- 2. After you enter the license information, click the **Apply** button to activate the license and enable the features of the WinUnlock system. If the license information is valid you will see the *green check* indicator.



If the license information is invalid, or the license time period has expired, you will see the *"no-go"* indicator.



The next tab, *Security Options*, allows you to specify additional security options for your WinUnlock installation based on your individual Windows environment, preferences, and needs.

License Security Op	tions	
Authorized WinUn	ock Security Group	
Specifiy an ado workstations.	ditional security group that is permitted to unlock	
	van Enterprise or Domain Administrator is permitted to session on a workstation.	
Group Name:	WinUnlock Admins	Test
Always Deny Winl	Inlock Security Group	
	ecified security group will not be able to be unlocked rprise or Domain Administrators.	
Group Name:	WinUnlock Disallow	Test

By default, only *Domain Administrators* and *Enterprise Administrators* have the authority to unlock a user's session on a workstation. In some environments, you may wish to allow other staff, such as helpdesk support, or other sub-administrator groups, to also have the ability to unlock user sessions.

Using the **Authorized WinUnlock Security Group** section, you can add additional security groups whose members will also be permitted to unlock a user's session on a workstation.

In the **Always Deny WinUnlock Security Group** section, you can specify a security group whose members will not be able to be unlocked by the **Authorized WinUnlock Security Group.** For example, for certain staff of your organization (employees in your finance department, in the chief executive's office, or other secure business areas) you may not want the helpdesk staff to have the ability to unlock these user's sessions. Adding key staff to the **Always Deny WinUnlock Security Group** security group will prevent WinUnlock from authorizing an unlock request by your sub-administrators.

NOTE: *Domain Administrators* and *Enterprise Administrators* will always have the ability to unlock any user's session.

In Active Directory Users and Computers, set up two security groups: one for your Authorized WinUnlock Security Group and one for your Always Deny WinUnlock Security Group.

File Action View Help		AC	tive Directory Users and Compu
the content there have	🗟 🖬 🐔 📚 🖆 🍸	2 38	
Active Directory Users and Computers Saved Queries Scrolllock.us Builtin	Name Numunlock Disallow NinUnlock Admins	Type Security Group - Global Security Group - Global	Description
 Computers Domain Controllers ForeignSecurityPrincipals LostAndFound Managed Service Accounts Program Data System 	WinRMRemoteWMIUsers_ Schema Admins Read-only Domain Contr RAS and IAS Servers Protected Users krbtgt Karen Jones Johanna	Security Group - Domain Local Security Group - Universal Security Group - Global Security Group - Domain Local Security Group - Global User User	Members of this group Designated administrato Members of this group Servers in this group can Members of this group Key Distribution Center
 Users NTDS Quotas TPM Devices 	Sonanna Jeremy Help Desk Harambe	User User User User	Built-in account for que

In this example, we are adding two users to the **Authorized WinUnlock Security Group**. These users, along with the Domain Administrators and the Enterprise Administrators will be able to unlock user workstations.

General Members Member Of Managed By embers:	Object	Secu	rity		Attribute Ed	litor
Name Active Directory Domain Services Folder	General			r Of	Mana	ged By
Name Active Directory Domain Services Folder	lembers ·					
Besu scrollock.us/Users	Name	Active Direc	tory Domain	Service	s Folder	
Help Desk scrollock us/Users						
		scrolllock.us	s/Users			
Add						
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Add Remove						
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Add Remove						
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Add Remove						
Add Remove						
	Add	Remove				

Next, in the **Always Deny WinUnlock Security Group**, we have added a single user. This user, and any others that are added to this security group, will not be able to have their workstations unlocked by members of the **Authorized WinUnlock Security Group**.

Only Domain Administrators and Enterprise Administrators will be able to unlock this user's workstations.

Object	Sec	unity	Attrib	oute Editor
General	Members	Member 0)f	Managed By
embers:				
Name 🛃 Jeremy	Active Dire scrolllock.u	ctory Domain S s/Users	ervices Fo	lder
Add	Remove			

Testing your Security Group Configuration

The test button for each section can be used to verify membership in the specified security group. In the following example, we are testing to see whether the user "**Michael**" is a member of the **Authorized WinUnlock Security Group**.

To begin, click the **Test** button in the **Authorized WinUnlock Security Group** section.

License Security O	otions		
Authorized WinUr	lock Security Group		
Specifiy an ad workstations.	ditional security group that is permitted to unlock		
	ly an Enterprise or Domain Administrator is permitted to session on a workstation.		
Group Name	WinUnlock Admins	Test	

In the **Group Membership Test** dialog, type in the username to test. In this example, we are testing whether the user "**Michael**" is a member of the **Authorized WinUnlock Security Group**.

Type in the username, and click the **Test** button.

Ei	Blaser Software - WinUnloo Group Membership Test	ck Co
	Enter the username to test for membership.	k itte
	Test Cancel	ŀ

If the user is not a member of the specified group, a message box will appears to alert you of this fact, along with any corresponding Window system error code.



When you have finished establishing and testing your settings, click the **OK** button and you will see the following dialog:



WinUnlock loads it settings from the registry at startup. For any new changes to take effect, the **Blaser WinUnlock Server** service must be restarted.

To do this, go to: Control Panel, Administrative Tools, Services

Find and *Restart* (or *Start* if Blaser WinUnlock Server is not running) the service named **Blaser WinUnlock Server**

Blaser WinUnlock Server	Name	Description	Status	Startup Type	Log On As
	Rackground Intelligent Tran	Transfers fil		Manual	Local Syste
Start the service	Rackground Tasks Infrastru	Windows in	Running	Automatic	Local Syste
	Sase Filtering Engine	The Base Fil	Running	Automatic	Local Service
Description:	🐫 Blaser WinUnlock Server	Blaser Softw		Automatic	Local Syste
Blaser Software - WinUnlock Server	Certificate Propagation	Copies user	Running	Manual	Local Syste
	CNG Key Isolation	The CNG ke		Manual (Trig	Local Syste
Blaser Software WinUnlock Server enables the unlocking of locked user	COM+ Event System	Supports Sy	Running	Automatic	Local Service
workstations for auditing or technical	COM+ System Application	Manages th		Manual	Local Syste
support. This service authenticates	Computer Browser	Maintains a		Disabled	Local Syste
and logs access from domain workstations.	🖏 Credential Manager	Provides se		Manual	Local Syste
workstations.	Cryptographic Services	Provides thr	Running	Automatic	Network S
For more information, visit	COM Server Process Laun	The DCOM	Running	Automatic	Local Syste
http://www.blaser.us/	Cevice Association Service	Enables pair		Manual (Trig	Local Syste
	Cevice Install Service	Enables a c		Manual (Trig	Local Syste
	🔍 Device Setup Manager	Enables the	Running	Manual (Trig	Local Syste
	🔐 DFS Namespace	Enables you	Running	Automatic	Local Syste
	Charles Replication	Enables you	Running	Automatic	Local Syste
	Client DHCP Client	Registers an	Running	Automatic	Local Service
	Carling Service Diagnostic Policy Service	The Diagno	Running	Automatic (D	Local Service
	Diagnostic Service Host	The Diagno		Manual	Local Service

Client Operation and Usage

Once the **Blaser WinUnlock** service has been installed and is running on a workstation, it will provide unlock functionality as long as there is at least one user session active on the workstation. To invoke the unlock operation, use the hotkey sequence 11 + F7.



This action will present the **Blaser WinUnlock** dialog of options.

The selection dialog contains information for all active sessions on the local workstation. This information includes the session number, the username, and the logon time in *Year-Month-Day Hour:Minute:Second* format.

	one of the following sessions:	
ID U Session	lsername Username	Logon Time
4	SCROLLLOCKyereny	20200119 at 18:18:18

The dialog will allow for the selection of one or more sessions to use with the **Logoff** button. This permits an administrator to logoff multiple user sessions at once, freeing up system resources, without the need to reboot or forcibly power-down the computer. To unlock a user session, click to select any session listed in the dialog followed by a click of the **Unlock** button.

	Username	
Session	Username	Logon Time
4	SCROLLOCK/jeremy	20200119 at 18:18:18
Logoff		Uniodk .

This will display a second dialog requesting credentials of a **Domain Administrator** or an **Enterprise Administrator** (or a member of the **Authorized WinUnlock Security Group**).

	This compute	r is in use and has been locked.
U	Only a Domai to the user's	in or Enterprise Administrator can switch desktop.
	User name:	edminist
	Password:	
	Domain:	SCROLLLOCK .

Enter the appropriate credentials and click **OK** to authenticate and approve the unlock action.

Only a Domain or Enterprise to the user's desktop.	
Only a Domain or Enterprise	Administrator can switch
to the user's desktop.	
User name: administrator	
Password:	1
Domain: SCROLLLOCK	-
Domain: SCROLLLOCK	•

NOTE: By default, **Blaser WinUnlock**, will attempt to authenticate to any **Domain Controller** that serves the domain listed in the dialog box. Since Blaser WinUnlock relies on the Windows API to handle authentication, and this authentication will select domain controllers in a round-robin fashion, if the **Blaser WinUnlock Server** is not running on the domain contoller that is contacted, the authentication request will fail. If you only have **Blaser WinUnlock Server** installed on one or a few specific domain controllers (in an effort to concentrate all authentication logs to a single server, for example), you can hold down the **Ctrl** key on your keyboard while clicking the **expand** (*down-arrow* icon) of the domain pulldown list. This action will enumerate all of the domain contollers in your Windows domain, and allow to you target your authentication request to a domain controller that has the **Blaser WinUnlock Server** installed and running.

Jnlock U	ser's Desktop	
i		er is in use and has been locked. in or Enterprise Administrator can switch desktop.
	User name:	
	Password:	
	Domain:	•
		dc01.scrolllock.us ENCOM511 (this computer) SCROLLLOCK

If the authentication is successful, a small process dialog will be displayed to alert you to wait while the session is unlocked.

Blaser WinUnlock will then switch into the selected user's session. A message box will appear in the center of the screen alerting you that after 120 seconds of inactivity, the session will automatically re-lock.



While the session is unlocked, you are acting as the user whose session has been unlocked. They are the one who is logged-in and you are operating in the same capacity as they would be. From this vantage point, you can troubleshoot reported problems, modify settings in the control panel; do anything and everything the user would be able to do.



After you have completed your work, always be sure to **re-lock** the session. This can be accomplished by pressing **Ctrl+Alt+Del** and selecting the **Lock Workstation** option – or the **Lock** option from the Windows Start Menu. Both of these actions will re-lock the workstation and take you back to the Winlogon Desktop again.

Auditing Activity

Upon successful unlock of a user session, the Domain Controller running the **Blaser WinUnlock Server** service that processed and authorized the unlock request will create an audit entry in the Windows **Application** Event Log. This entry will denote the date and time of the unlock approval and additionally include the *session username* that was unlocked, the *workstation* that is in use, and the *administrator that unlocked* the user session.

Event Viewer						
ile Action View Help						
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Event Viewer (Local)	Application Nu	mber of events: 1,039				
Custom Views	Level	Date and Time	Source	Event ID	Task C	
Windows Logs	(i) Information	11/15/2019 12:25:59 PM	Blaser WinUnlock Server	5	None	
Application	(i) Information	11/15/2019 12:26:37 PM	Blaser WinUnlock Server	5	None	
Setup	() Information	11/15/2019 12:23:35 PM	Blaser WinUnlock Server	5	None	
System	(1) Information	11/15/2019 12:24:54 PM	Blaser WinUnlock Server	5	None	
Forwarded Events	(i) Information	11/14/2019 6:21:23 PM	Blaser WinUnlock Server	5	None	
Applications and Services Lo	(i) Information	11/14/2019 6:20:15 PM	Blaser WinUnlock Server	3	None	
Subscriptions	(i) Information	11/15/2019 2:43:38 PM	Blaser WinUnlock Server	5	None	
interest of the second s	Event 5, Blaser WinUnlock Server					
	General Detai	s				
	Blaser WinUnlock Server has processed and authorized the following access request: Session Username: [DESKTOP-0FI4BD3] Workstation: [jeremy] Admin Username: [administrator]					
	Session Osername: [DESKTOP-OFI46D5] Workstation: [Jeremy] Admin Osername: [administrator]					

Using this auditing functionality, you can ensure that the capabilities of the **Blaser WinUnlock** system are being used for your intended purposes.

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Summary

The goal of the WinUnlock system is to allow system administrators to "unlock" a "locked" workstation to help system administrators the flexibility of unlocking workstations to perform necessary audits, software installations, and provide technical support – all with logged activity so that the balance between convenience and security can be maintained.

We encourage you to download a fully-functioning demo of **Blaser WinUnlock** at <u>http://www.blaser.us/software/winunlock/</u> and try it for yourself. If you have suggestions that would improve the product, or requirements that you need in the product that would make you purchase it, let us know!

Blaser Software is committed to making software that is easy to install, configure and use; and software that is useful! All of our products are coded in C++ using documented standards. Our code and clean (not messy) and we pride ourselves on robust and efficient products that are fast and easy to setup and use.

References

Blaser WinUnlock application information and additional available details can be found at:

http://www.blaser.us/software/winunlock/

For feedback and information, send e-mail to: contact@blaser.us

A few words from Beau...

I hope that you like the WinUnlock system and that it can bring great value to your organization. WinUnlock was created after discussions with system administrators and helpdesk technicians in small to medium sized organizations that had limited technical staff. In organizations of this size, system administrators can have several different roles and "wear many different hats", so to speak. Finding a time to assist a user that's convenient for both the administrator and the user is challenging and usually inconvenient for the user.

Blaser Software is a small sized business itself though we offer software solutions that can meet the needs of any sized business or organization. We pride ourselves on high quality software that offers innovative features at a competitive price. We also listen to our customer feedback – not only to enhance current products but for ideas to assist with real-world challenges in different markets. The only way for our products to improve and become more useful is for people to let us know if we're achieving our stated goal. I invite you to send me an e-mail and let me know what you think.

Sincerely,

Beau