



DeskActive IT Resource Guide

For system administrators, technical staff or end users, responsible for rollout of DeskActive within an organization, or installing for individual use.

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Table of Contents

The Basics – Getting Started	3
System Architecture	4
Installation: DeskActive Client	6
Minimum PC Requirements	6
Domain Access Requirements.....	6
Installing on a Single PC	7
Installing on Multiple PCs – via Remote Desktop (over a network).....	8
Installing on Multiple PCs – Automatically (over a network).....	8
Creating and Maintaining User Profiles.....	8
Creating and Maintaining User Profiles (Self-managed).....	9
Installation Parameters (Advanced)	9
Installation Parameters for Authenticating Proxies (Advanced)	9
Accessing DeskActive Web Portal and DeskActive Manager	11
Installation: DeskActive Server	11
Frequently Asked Questions – DeskActive System Structure	12
Frequently Asked Questions – Patches and Updates	15
Frequently Asked Questions – DeskActive Servers	15
Frequently Asked Questions – Training and Support	16
Frequently Asked Questions – DeskActive Security	16
Frequently Asked Questions – Auditing and Logging	18



This document can be used to locate and diagnose problems during installation. Screenshots in this document may not be exact matches to your computer since all computer settings vary.

The Basics – Getting Started

The typical Windows-based PC with web access is sufficient to install and run DeskActive without additional work.

DeskActive is downloaded from DeskActive, as follows:

For a demo: Go to www.deskactive.com, and click the [TRY NOW!] button.

For a full version: Follow the instructions received with your purchase, or purchase online at www.deskactive.com

NOTE: The information below gives the exact details of minimum system requirements, internet access, permissions and large-scale rollout options, as required by a large organization.

This is typically NOT required for individual or small-site installations.

System Architecture

The DeskActive system consists of three components:

DeskActive

The light-weight, installed, web-connected 'smart client' installed on each computer used by staff utilizing the DeskActive system.

Optionally, DeskActive can be run purely as a web page in a browser (referred to as **DeskActive Web Access**); however, some functionality of the smart client is lost, including:

- Automated break, target break and health tip pop-ups.
- Keyboard, mouse and computer usage monitoring.
- Caching of frequently utilized resources to improve performance.

In general, downloading and installing the smart client is the recommended approach.

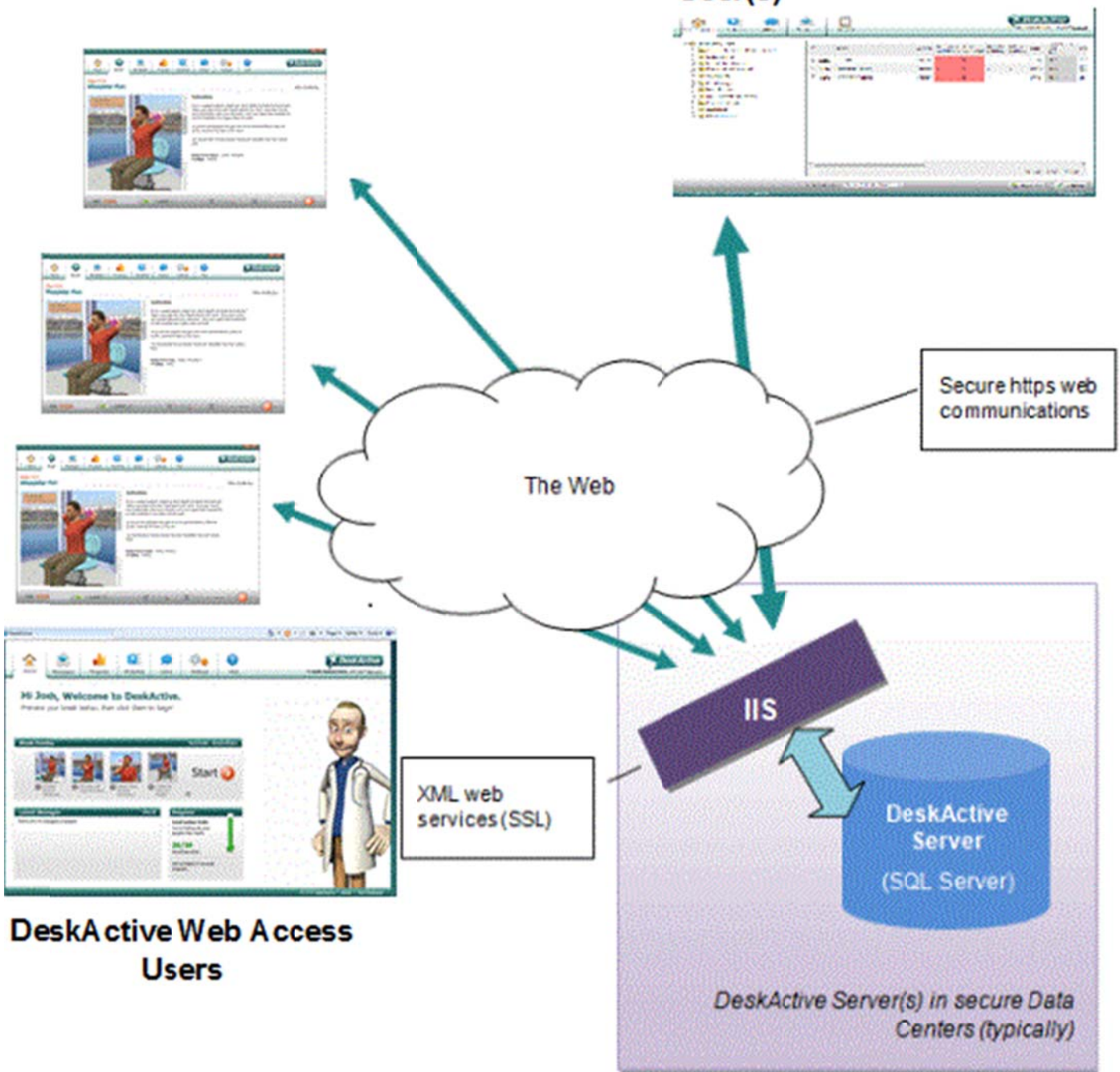
However, where restrictions apply in installing software on staff computers, **DeskActive Web Access** can offer much of the functionality of DeskActive without requiring any installation or maintenance.

DeskActive Server

The DeskActive Server acts as a central repository for all data, including client user profiles, history, stretch and advice programs, messages and statistics. The DeskActive Server is an SSL-secured (https access) XML web server. In the majority of cases, DeskActive Server is maintained, controlled and secured by DeskActive on its own high-availability servers in secure data centers (located in Australia and the USA).

DeskActive Users

DeskActive Manager User(s)



DeskActive Web Access Users

Installation: DeskActive

DeskActive is the light-weight web-connected 'smart client' installed on each computer used by staff utilizing the DeskActive system.

Minimum PC Requirements

DeskActive can be installed on all PCs or laptops that meet the following minimum requirements (which most recent Windows computers do meet):

- Operating system – any of:
 - **Windows 2000**, service pack 4 or later
 - **Windows XP** Service Pack 2 or later
 - **Windows Vista** (all versions)
 - **Windows 7**
- Microsoft .NET 2.0 framework or later. Installed by default on up-to-date versions of the above operating systems.
- Internet connectivity. *A broadband connection is HIGHLY recommended*
- Screen resolution 1024 * 768 or higher.
- Speakers/headphones recommended for audio tips (optional).
- Internet Explorer 7 or later
- 10mb of spare hard drive space.
- Adobe Flash 10.1 or later



Domain Access Requirements

Note: *if your computers have open access to the internet, including access to SSL secured sites like internet banking or e-commerce sites, then it is likely that all the requirements below are met by default.*

DeskActive requires access to DeskActive's secure web services, to receive content updates and allow communications with your health & safety team.

These XML web services are kept on dedicated, SSL secured web servers located in high quality data centers.

To enable appropriate access:

- **Give all client PCs access to the DeskActive domain (*.deskactive.com).** Typically firewalls can grant access to this domain (or set of sub-domains) specifically, preventing access to other sites and services if preferred.
- Ensure all client computers can access SSL secured sites, on **https://** URLs. The **SSL port 443** should be opened on firewalls, at least for the DeskActive domain.
- To test, attempt to load the following URL in a web browser:
<https://application.deskactive.com/ApplicationWS/RichClient.aspx>

- If a list of XML web services similar to below is displayed, your computers can access DeskActive's web services:

RichClient

The following operations are supported. For a formal definition, please review the [Service Description](#).

- [ChangePassword](#)
- [CreatePatient](#)
- [CreatePatientDivisionsAllowed](#)
- [Load](#)

DeskActive does not use significant bandwidth over this connection – typically material downloaded consists of only changes to activity programs and usage statistics.

All content (images and animations) are small by current internet download standards, are automatically compressed and cache locally on the staff's computer in their browser cache. A typical animated DeskActive stretch/exercise animation is approximately 150kb.

Installing on a Single PC

1. Ensure you are logged on as a user with [administrator privileges](#).
2. Follow the link provided with your purchase to the DeskActive Installer file.
3. DeskActive Installer will automatically start.
4. Follow remaining installation steps (will take a few minutes).

User Profile Setup

These steps are performed by the actual DeskActive user, and do not require administrator privileges.

5. After installation, double-click the “DeskActive” icon on your desktop to setup your user profile.
6. If you are a new user, you'll need to enter a **username and password** to begin.

Where do I find my password?

- Your username and password will have been supplied with your purchase.
- If instructed to do so, within an organization, you can use the [Create Account] button to create a new user account by entering your First Name, Last Name, Email address, and a personal password for your account.
- Trial users will use the username and password that you entered during the trial registration process.

If you have trouble logging in, or need an additional account created for a colleague or client, please contact us – we can setup additional accounts instantly over the phone or via email.

Contact DeskActive at support@deskactive.com.

Installing On Multiple PCs – Via Remote Desktop (over a network)

1. Copy the contents of the downloaded installation file onto a network folder (accessible from all computers).
2. Logon remotely as an administrator to each client PC.
3. From a command-line, run:
 - a. **DeskActive_x_x_x.exe /qn OR**
 - b. **DeskActive_x_x_x.msi /qn**
4. This will silently install DeskActive on that PC.
5. Users can then simply login, double-click the DeskActive icon, enter their username and password, and get started.

Installing On Multiple PCs - Automatically (over a network)

DeskActive is designed for automatic rollout over Windows networks, using the preferred Windows **group policy rollout** approach.

1. Copy the contents of the downloaded installation file onto a network folder (accessible from all computers).
2. Create a deployment package using your preferred systems management tool
3. Within the package, choose to run the following command line:
 - a. **DeskActive_x_x_x.exe /qn OR**
 - b. **DeskActive_x_x_x.msi qn**
4. This will silently install on each PC.
5. Users can then simply login, double-click the DeskActive icon, enter their username and password, and get started.

*****NOTE: Replace the x's with the current version number of the installer that you downloaded.*****

Creating and Maintaining User Profiles

For large organizations, a key administrative 'hassle' is maintaining appropriate user accounts in a variety of software systems (including DeskActive) as staff come and go to/from the organization.

DeskActive offers a variety of options to easily add/edit/delete user accounts to make user account management as simple as possible, and flexible to suit the preferred workflow of the organization.

1. If DeskActive is supplied to you via a 3rd party supplier, e.g. your OH&S or Corporate Health company, they can add/edit/delete individual users, or lists of users in .csv or .xls spreadsheet format for you (the quickest way to get started).
2. DeskActive's support teams can also add/edit/delete individual users, or lists of users in .csv or .xls spreadsheet format for you.

3. **Domain Add Feature:** If an organization allows enabling of the ‘domain add’ feature, new users can create their own accounts approved by the fact that they have an email address within your organization’s domain (or domains), i.e. anyone with an “@yourcompany.com” email address will be able to create their own account.

This feature has the advantage of being **zero work** for your technical support team.

DeskActive will monitor the number of active accounts, and if they exceed the pre-purchased number they will contact you to arrange additional payment or to delete obsolete accounts.

Creating and Maintaining User Profiles (Self-Managed)

If your organization runs DeskActive Manager (internally)

1. Users can be manually added directly in the Manager Application.
2. Users can be imported from a **.csv** or **.xls** spreadsheet.
3. Users can be imported via **LDAP** over any LDAP-compatible source, including Microsoft Active Directory, Microsoft Exchange Server or numerous other mail and domain server systems. This process can also be scheduled to occur automatically as required.

Installation Parameters (Advanced)

The following parameters may be utilized when running the DeskActive Client installer to customize the installation.

Parameter	Description and Examples
LOCAL_PROFILE	<p>Specifies whether user configuration is stored in local or roaming application data. Defaults to False.</p> <p>LOCAL_PROFILE=False (uses roaming application data)</p> <p>LOCAL_PROFILE=True (uses non-roaming application data)</p>
PROG_AUTO	<p>Specifies whether DeskActive prompts to automatically patch to a newer version if available. Defaults to True.</p> <p>PROG_AUTO=True (checks for new versions and offers to patch)</p> <p>PROG_AUTO=False (no check for updated versions)</p>

Installation Parameters for Authenticating Proxies (Advanced)

The following parameters can be utilized when an authenticating proxy is being used, requiring authenticating to access the internet:

Parameter	Description and Examples
PROXY_ENABLE	<p>Specifies whether an authenticating proxy is being utilized. Defaults to False.</p>

	<p>PROXY_ENABLE=False (no authenticating proxy)</p> <p>PROXY_ENABLE=True (authenticating proxy enabled)</p>
PROXY_USER	<p>Specifies authenticating proxy username and type. Defaults to empty.</p> <p>PROXY_USER="craig123 Basic" (Username craig12, basic authentication mode)</p> <p>PROXY_USER="craig123 Digest" (Username craig12, digest authentication mode)</p> <p>PROXY_USER="craig123 Kerberos" (Username craig12, kerberos authentication mode)</p> <p>PROXY_USER="craig123 Ntlm" (Username craig123, NTLM authentication mode)</p>
PROXY_PASS	<p>Specifies authenticating proxy password in encrypted format. Defaults to empty. Please contact DeskActive support for information on encryption algorithm.</p> <p>PROXY_PASSWORD=50B02948D428ED61A474D3AA6971A5A3</p>
PROXY_DOMAIN	<p>Specifies authenticating proxy domain. Often not required. Defaults to empty.</p> <p>PROXY_DOMAIN=domain</p>

Accessing: DeskActive Manager/Web Portal

DeskActive Manager Portal

DeskActive Manager is a web application that allows wellness & safety experts to remotely manage activity and advice programs for groups of DeskActive Client users.

If access to the DeskActive Manager (either full management or reporting only mode) is included in your license agreement, you will be sent login information (a username and password) by the DeskActive team.

Use this login information at the following URL to access the DeskActive Manager:

<http://manager.deskactive.com/Application/Login.aspx>

DeskActive Web Portal

All DeskActive users, whether running the smart client or not, may access the DeskActive Web Portal at:

<http://application.deskactive.com/Application/Login.aspx>

Please note that accounts are shared between the smart client and the web portal.

Browser Requirements

DeskActive Manager can be run on a wide variety of browsers, including

- Internet Explorer(Version 7.0+)
- Firefox (Version 3.5+)
- Chrome (Version 8.0+)
- Safari (Version 5.0.3+)

Installation: DeskActive Server

The DeskActive Server acts as a central repository for all Client and Manager data, including Client user profiles, history, activity and advice programs, messages and statistics.

The DeskActive Server is an SSL-secured (https access) XML web server, hosted on a Windows Server, on IIS, with a Microsoft SQL Database.

In most situations, the DeskActive Server is setup, maintained, controlled and secured by DeskActive on its own high-availability servers in secure data centers (located in Australia and the USA).

Certain large-scale organizations and government departments have a need to contain the entire DeskActive system within their intranet if they run a 'closed' security system. In this case, DeskActive can assist in the setup and maintenance of the DeskActive Server within their network.

This typically requires a Windows Server (2000 or later), with IIS and Microsoft SQL installed.

In addition, steps should be taken to ensure appropriate **backup**, **redundancy** and **security** aspects are considered and handled appropriately.

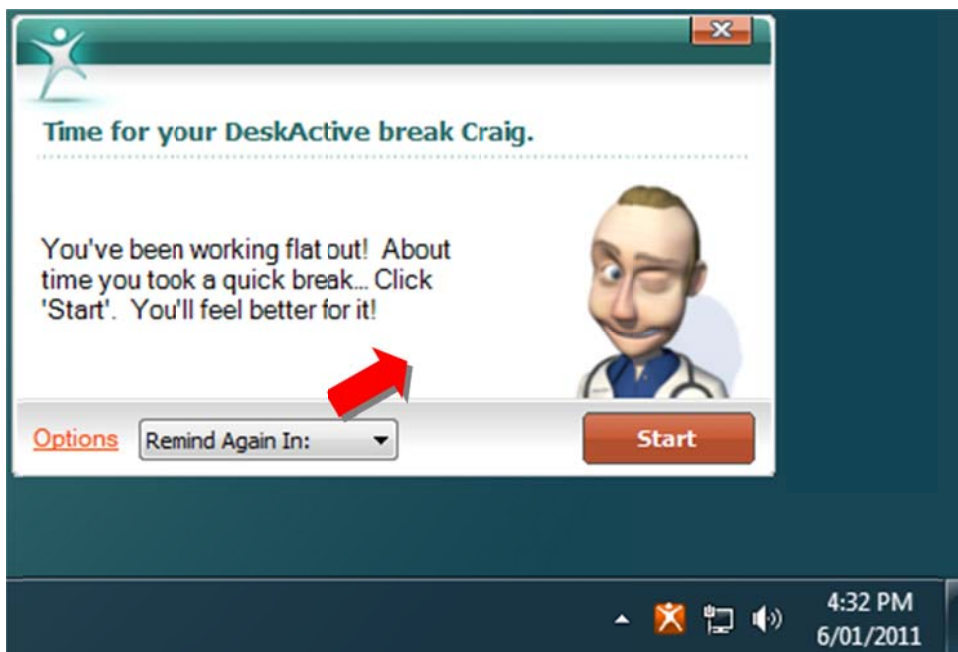
Frequently Asked Questions

DeskActive System Structure

What are the Advantages of Installing DeskActive?

The installed 'smart-client' version of DeskActive provides benefits in engaging staff and improves the ability of DeskActive to monitor and proactively manage staff health.

- DeskActive resides in the user's system tray (bottom-right), and can subtly notify staff that activity breaks are due, via Outlook-style pop-ups (see picture below). This is shown to be far more effective at encouraging regular participation than relying on users to access a website of their own accord, or having them receive email newsletters (which are too easy to ignore).



DeskActive notification politely reminds users when sessions are due.

- As an installed application, DeskActive represents '**push**' technology rather than a web-based 'pull' model. In pull model offerings, content is only viewed when the user explicitly chooses to go to a website.
- This results in dramatically increased **engagement** by staff, compared to web-only solutions.
- DeskActive incorporates numerous **computer usage monitoring features**, including scheduling of breaks based on keyboard and mouse activity, and reporting on computer usage time per-day.
- The installed application silently caches content (stretch/exercise animations or health and wellbeing advice) in the background, improving the responsiveness of the application.

When Shouldn't DeskActive Be Installed?

In situations where '**push**' technology isn't deemed necessary, and where **computer usage monitoring features** aren't required, all other functionality of DeskActive can be accessed through the web portal.

This greatly simplifies the rollout process as no installed component is required; staff can access DeskActive by simply accessing and logging in to the web page. Very little involvement is required from IT departments using this approach.

DeskActive still supports basic periodic and scheduled break, target break and advice tip notifications within the browser window, or optionally through email.

What Information is transferred into and out of the System from Connected Components?

The following information is transferred to DeskActive:

- A simple profile of the client, including their first name, last name and gender.
- The client's personalized activity and advice settings.
- Contact details for their organization (if part of an organizational account.)
- The client's usage history (e.g. number of Breaks/Target Breaks completed to date)

All data is compressed and then encrypted using the 128-bit AES algorithm and transferred over secure SSL web services.

Staff can only make limited changes to their profile from the client application, all of which are forwarded to the DeskActive server for processing. The following changes can be made:

- Preferences can be adjusted, including selecting a different activity program.
- Passwords can be changed (the original password must be specified).
- Personal information (i.e. gender, DoB, Phone numbers, and address) can be entered and updated.
- Usage will be recorded.

Where are Files Created When DeskActive Client Is Installed?

Location	Description
Application Directory	<p><u>Stores application executables.</u></p> <p>Default location is C:\Program Files\DeskActive\DeskActive</p> <p>This can be changed during installation.</p> <p>Contains:</p> <ul style="list-style-type: none">• DeskActive.Client.RichClient.exe (executable file)• DeskActive.Client.RichClient.exe.config (default configuration values)• DLL Files (.NET assemblies which don't need to be registered)• LicenseAgreement.rtf (license information)• Updater.exe (executable used for checking whether patches are available)

Resources Directory

- **Updater.ini** (configuration settings for updater.exe)

Stores cached application resources (animations etc).

Default location is in the local application data folder accessible to all users .

This can be changed during installation.

In **Windows XP and prior:**

C:\Documents and Settings\All Users\Application Data\DeskActive\Resources\

In **Windows Vista and Windows 7:**

C:\ProgramData\DeskActive\Resources\

Configuration Directory

Stores version-specific application configuration

Configuration is stored under application version in **local** (default) or **roaming** user configuration.

Roaming/local profile mode can be changed during installation.

In **Windows XP and prior:**

C:\Documents and Settings\\Application Data\DeskActive\DeskActive.Client.RichCli_Url_StrongName\roaming)

C:\Documents and Settings\\Local Settings\Application Data\DeskActive\DeskActive.Client.RichCli_Url_StrongName\local)

In **Windows Vista and Windows 7:**

C:\Users\\AppData\Roaming\DeskActive\DeskActive.Client.RichCli_Url_StrongName\roaming)

C:\Users\\AppData\Local\DeskActive\DeskActive.Client.RichCli_Url_StrongName\local)

Contains:

- **Configuration**
- **ErrorLog.txt** (backup error logging mechanism)

Patches and Updates

Is DeskActive Client Subject to Application Updates and/or System Patches?

Yes, DeskActive is periodically patched to eliminate any bugs located, and sometimes to provide functionality improvements. DeskActive provides an built in patching mechanism.

How Often Are These Applied?

DeskActive is a mature software platform and doesn't experience problems which require immediate roll-out of a patch; minor problems are patched with (approximately) quarterly or annual patches.

How Are These Applied?

How DeskActive patches are applied is at the discretion of your on-site technical staff. DeskActive can be configured such that it checks whether any new versions of the application are available when accessing DeskActive servers; users are then prompted to (optionally) download the patch, which is then automatically applied.

Alternatively, DeskActive can inform your IT department that a patch is available, and provide an MSI or EXE containing the patch. Your IT department can then use Windows Group Policy or any other tool to rollout this patch to all users. The patch could also be placed in a shared location and run manually by users.

When run, the patch will remove the existing copy of DeskActive and install the new version, while remembering all configuration and prior installation parameters (i.e. if it was previously specified that DeskActive was using a shared resource store, this setting will be remembering).

DeskActive Servers

Where Are DeskActive Servers Located?

DeskActive servers are located within Australia and the United States. DeskActive Client will automatically be connected to the closest server.

How Are DeskActive Servers Protected from Unauthorized Access?

DeskActive servers are hosted in a dedicated data center with guaranteed uptime, bandwidth, network monitoring and physical security. All DeskActive servers have installed firewalls, anti-virus and anti-malware tools. All DeskActive servers and operating software are protected by strong passwords, and all communication with the DeskActive server is over an SSL channel.

DeskActive server databases have differential backups run throughout the day, with a full backup run in the evenings, and transferred to physical media, along with log files and archived data.

Training and Support

How Is Support Provided for the DeskActive Platform?

DeskActive can provide support through a combination of telephone and email support. Information and frequently asked questions are also located on the DeskActive web site.

Web: <http://www.deskactive.com/Support/Support.aspx>

Email: support@deskactive.com

Is Training Available to Users and Administrative Staff?

From prior experience we haven't found that any client has required any training in the use of DeskActive. Context-sensitive help is available on all main screens on DeskActive, and a quick-start guide is also displayed the first time that the user accesses DeskActive.

We also provide a quick-start guide and an introduction guide to introduce DeskActive to employees.

Full support is provided to any technical staff that will be rolling-out DeskActive; however, it is a simple installation process, and specialized training hasn't been required to date.

For the majority of companies using DeskActive hosted servers, DeskActive will provide administration and maintenance of users, and training won't be necessary for any support or administrative staff. If DeskActive is chosen to be maintained in-house, then training will be provided as part of that agreement.

What Documentation is Available for DeskActive?

DeskActive can provide detailed installation and rollout guides, as well as user documentation, quick-help guides, frequently asked questions and introductory guides. Context-sensitive help is built into DeskActive, and is also available from the DeskActive website.

DeskActive Security

DeskActive was built from the ground-up to be a secure, enterprise grade application.

In summary, all data is encrypted during transmission using 128-bit SSL security, encrypted, and is kept on the server as a SQL database, which can only be accessed via digitally signed DeskActive XML web services, which require authentication as part of every request (username / password) for all users.

Are Communications Between the DeskActive Client and Server Encrypted?

Yes, all communications sent between DeskActive and servers are through XML web services across an SSL connection, which uses RC4 128-bit encryption.

As such, any instances of the DeskActive Client and DeskActive Manager require:

- Web access to all sub-domains at ***.deskactive.com**
- Access to https:// web facilities (SSL port 443)

In network environments where users have open access to the web, **this access will typically be available by default.**

In network environments where users have limited web access to specific sites only, it is usually a simple matter to allow access to the *.deskactive.com domain.

SSL port 443 access is also typically available, as it is required for any secure web service (e.g. online banking and shopping).

Can DeskActive Be Run Without Internet Access?

No; DeskActive is fundamentally a web application with additional functionality provided by a smart client.

Is All Data Encrypted When Stored on the DeskActive Server?

DeskActive stores very little information which could be considered private or sensitive. We only store a very basic profile of a user (their name, email address, gender and password), along with information that supports and records their use of DeskActive (such as preferences and program selections)

Within the database on the DeskActive Server, both usernames and passwords are encrypted using the 128-bit AES algorithm.

Database access can only be obtained by DeskActive administrators or through certificate signed DeskActive Server components, which can only access a user profile when provided with the matching username and password.

Are All Passwords Encrypted While Stored on the System?

Yes, all passwords are encrypted while stored in the system. A copy of the password is stored on the server (128-bit AES), and a cached copy of the password is also optionally stored on the workstation to prevent the user from having to re-enter it every time they launch DeskActive. This cached password is encrypted (128-bit AES), and is located within an XML file, which is compressed and encrypted.

How Are Users Authenticated?

The first time that a user attempts to run DeskActive, they will be prompted to enter their username and password. These login details are encrypted and sent over an SSL channel to the DeskActive server, and if valid, the user profile will be sent to the workstation.

Throughout the duration that DeskActive is running, DeskActive will automatically send these login details in every call to our web server, and every request is verified to make sure that it's valid.

Once DeskActive is closed, these login details can be securely cached locally to prevent the user from having to enter their username and password again, or DeskActive can run in a mode where every time the application is launched, it requires the username and password to be re-entered.

How Are Usernames and Passwords Initially Provided to the User?

After the user's account is first created, the username generally defaults to the same as their company username, and a temporary, strong, 8 character long password is generated in accordance with the company's password policy. This username and password is then emailed directly to the user.


When the user first logs-in successfully, they will be prompted to enter a new password, again in accordance with the company's password policy.

Please note however this is a standard process and can be adjusted based on a company's requirements.

How Can Forgotten Usernames or Passwords Be Retrieved?

The user is able to request that their password is reset by entering their email address and last name into the "forgotten password" screen within the DeskActive client. If this information matches, then a new, randomly generated password will be mailed to the specified email address, which they can subsequently use to login to DeskActive.

If they've forgotten their username and password, DeskActive support will need to be contacted who will then ask some screening questions to retrieve their username, and then send a new, randomly generated password to the email address stored in the account.



Screening questions include what is their date of birth (only if provided), what activity programs have been selected on their DeskActive client, and what they have customized in their DeskActive client preferences (e.g. the scheduling of sessions).

Does DeskActive Support LDAP or Other Authentication Techniques?

Currently, DeskActive doesn't support LDAP or other authentication techniques.

The DeskActive Manager does allow bulk import/update of user details. A file containing usernames and user details can be exported from LDAP periodically, and imported into DeskActive (which also allows the automatic creation of new user accounts).

Do Usernames or Passwords Need to be Unique?

Yes, usernames must be unique. Passwords don't need to be unique.

Does DeskActive Support Minimum Password Strength Requirements?

Yes, DeskActive supports 3 password modes.

Basic Mode: Only enforces minimum password lengths

Strict Mode: At least 8 characters, not based on username, a combination of numeric and lower/uppercase letters

Strict Mode with Expiration: As with strict mode, with regular password expiration

Auditing and Logging

Does the DeskActive Server Keep Audit Logs of Users Logging in and Out?

Yes, every time the DeskActive server is accessed (which occurs when users login, logout, and at periodic intervals when DeskActive is running), this access is logged. The information recorded includes user name, date, time, machine name, IP address and status (e.g. success, failed due to invalid password etc.) These logs are routinely monitored.

What Level of Logging is Utilized on the DeskActive Server?

DeskActive uses database level logging which is automatically triggered whenever data changes are made within the system, recording username, date, time, before and after values.

Data can only be read from the database by DeskActive (certified and signed) server components (which in turn require a valid user account, and limits access to the user's profile and information only), or by a DeskActive administrator with an administrator password.

Although this is discussed further below, please note that DeskActive doesn't store any information which can be used for identity theft, doesn't store any confidential medical records, and only records keyboard and mouse usage in terms of total usage (i.e. Only the total count of keys pressed in 24 hours is recorded, not which keys or in which sequence).



For How Long Are Audit Logs Retained?

Audit logs are initially stored in the database, after which they are periodically archived into a text file format and kept in a secure location. Audit logs can be obtained by contacting DeskActive technical support, or they can be periodically sent to a company as part of the standard support process. Logs can be sent to a central log system if requested.