IRONKEY™ WORKSPACE PROVISIONING TOOL 1.5

User Guide

CONTENTS

INTRODUCING IRONKEY WORKSPACE PROVISIONING TOOL

The IronKey Workspace Provisioning Tool is a software application that significantly speeds up the deployment of IronKey Workspace devices. The Provisioning Tool allows you to install a Windows To Go image on multiple devices at the same time. You control what is installed using provisioning profiles. The Provisioning Tool also modifies the WIM file and configures the devices with functionality required for proper operation of your IronKey Workspace.

IronKey Workspace Provisioning Tool

For an overview of how the Provisioning Tool fits into the overall life cycle process for deploying and managing Windows To Go devices, please see the "Introducing IronKey Workspace" chapter of the *IronKey Workspace IT Administrators Handbook*. The following diagram describes the main steps required to set up the Provisioning Tool, set up profiles, and provision devices. Once you have provisioned the devices, you are ready to issue them to users.
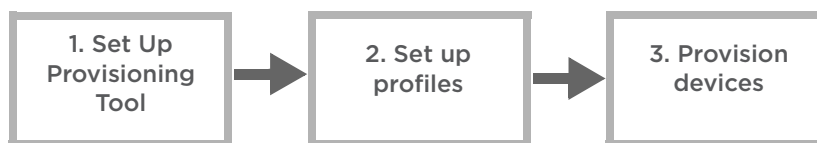
This chapter includes the following sections:

- Supported Devices
- Hardware requirements
- Software Requirements
- Imation documentation

SUPPORTED DEVICES

IronKey Workspace Provisioning Tool now supports the complete family of IronKey Workspace devices, including W300, W500, and W700.

Figure 1: IronKey Workspace devices

IronKey Workspace W300   IronKey Workspace W500   IronKey Workspace W700

IronKey Workspace devices are trusted, secure USB flash drives. As Microsoft-certified Windows To Go devices, they allow users to change virtually any computer into their own secure personal workspace, capable of using all hardware resources on the host computer, without ever accessing the host computer hard drive; the Windows To Go workspace is isolated from any malware on the host operating system. Administrators can control the corporate IT Windows image that installs on the device to include company applications, security controls, VPN access, and more.

IronKey Workspace W500 and W700 devices use hardware encryption to secure the operating system partition; the W700 model meets the highest security requirements as it is certified to FIPS-140-02 Level 3.

With W500 and W700 devices, you can provision *New* devices (from manufacturing and never activated), *Recommissioned* devices (by an IronKey Enterprise Management System), or devices that have been *Reset* (after 10 failed login attempts by the user—unmanaged devices only). Devices in the active state cannot be re-provisioned until the state is changed to recommissioned/wiped or reset.

HARDWARE REQUIREMENTS

- **Provisioning computer—**A laptop or desktop with the following configuration:
  - 3rd or 4th Generation Intel® Processor with Intel USB 3.0 Host Controller Chip set
  - RAM—Minimum 4GB
  - USB 3.0 Ports—Minimum 2 ports
  - Microsoft® Windows® 8.1 Enterprise or higher
  - 64-bit operating system
  - AC powered (use power adaptor for laptop)

  Laptops that have been verified with IronKey Workspace Provisioning Tool:

  - Dell Latitude E6530
  - Dell Precision M4600
  - Samsung series 3 365E5C-S02
  - Lenovo IdeaPad Y500

- **Two USB 3.0 Self-Powered 7-port hubs**
  - **Recommended**:
    1. Dyconn USB 3.0 7- port hub, model number HUB7B, or
    2. Plugable USB 3.0 7-port hub, model number USB3-HUB7-81X
  - **Alternate**:
    1. Anker USB 3.0 7-port hub, model number H7928-U3 (with 7 ports of A type output), or
    2. UtechSmart USB 3.0 7-port hub, model number US-USB3-HUB7

- **Two certified USB 3.0 A to B cables** to connect the hubs to the computer

SOFTWARE REQUIREMENTS

The provisioning computer you use must be a dedicated system. Running other software, for example, VMWare, anti-virus software and so on, on the same system is not supported. It is recommended that you use the latest version of the Provisioning Tool to ensure that devices are provisioned with the latest version of the IronKey Control Panel in Windows To Go and to take advantage of new features and options available with the Tool. To verify the latest released version of the Provisioning Tool, see the *IronKey Support site for Workspace devices*.

- **IronKey Workspace Provisioning Tool**—Requires Administrator level credentials otherwise you will be prompted to enter these when you start the application
- **Microsoft Windows To Go image files (WIM)**—32-bit or 64-bit architecture

Note: For IronKey Workspace W500 and W700 devices (managed and unmanaged), the Provisioning Tool automatically installs the IronKey Control Panel to the WIM file that is loaded on the devices during a provisioning cycle. The IronKey Control Panel allows managed W500 or W700 devices to connect to the IronKey Enterprise Management System in Windows To Go.

IMATION DOCUMENTATION

In addition to this guide, the following documents are available from the support Web site at *http://support.ironkey.com*.

IronKey Workspace

- *IronKey Workspace IT Administrator Handbook*
- *IronKey Workspace W500 User Guide*
- *IronKey Workspace W700 User Guide*

IronKey Enterprise Management System

If your company is using IronKey Enterprise Server or IronKey Enterprise Management Service to manage your deployment of W500 and/or W700 devices, the following guides provide information on how to setup and use the Server or Service.

IronKey Enterprise Server

- *IronKey Enterprise Server Quick Start Guide*
- *IronKey Enterprise Server Setup Guide*
- *IronKey Enterprise Server Admin Guide*

IronKey Enterprise Management Service

- *IronKey Enterprise Management Service Admin Guide*

SETTING UP THE PROVISIONING TOOL

Before you can provision devices, you must make sure you have the Provisioning Tool software available on the Provisioning computer and set up the USB hubs. For more information about hardware requirements for the Provisioning computer or USB hubs, see "Hardware requirements" on page 5.

```
┌─────────────────┐      ┌─────────────────┐      ┌─────────────────┐
│   1. Set Up     │      │   2. Set up     │      │   3. Provision  │
│  Provisioning   │ ───▶ │    profiles     │ ───▶ │     devices     │
│      Tool       │      │                 │      │                 │
└─────────────────┘      └─────────────────┘      └─────────────────┘
         │
         │        ┌─────────────────┐
         ├─────── │   Set up USB    │
         │        │     3.0 hub     │
         │        └─────────────────┘
         │        ┌─────────────────┐
         │        │      Start      │
         └─────── │   Provisioning  │
                  │  Tool software  │
                  └─────────────────┘
```
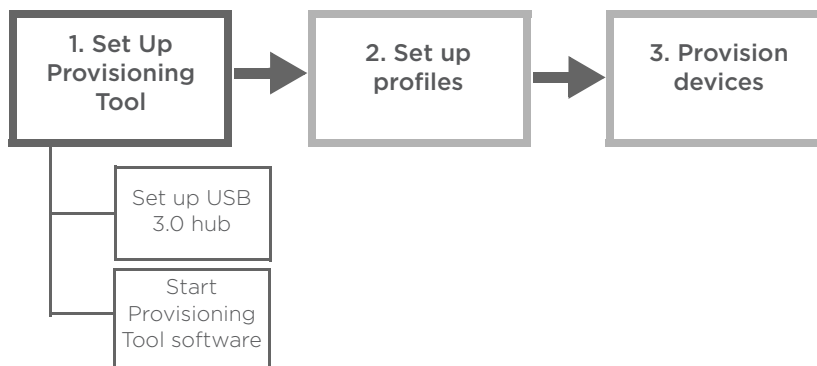
On the Provisioning computer, you *must* turn off the AutoPlay option for all media and devices. This will ensure that a new file manager window does not open each time you insert a device in the USB port. You must also set a power plan for the Provisioning computer to ensure maximum performance during a provisioning cycle. This includes setting the following three Power Options:

- Choosing a High Performance power plan
- Turning off Power Options for Sleep and Hibernate settings, and USB settings
- Setting power management properties for the USB hubs so that the computer cannot turn off the hub to save power

During provisioning, if the computer enters Sleep or Hibernate mode, or the USB hubs lose power, some devices may fail the provisioning process. For more information about setting these options, see page 8.

To set up the USB 3.0 hub

1. Connect the power adapter for the USB 3.0 hub to the power supply.

2. Insert the first 7-port USB 3.0 hub into a USB 3.0 port on the Provisioning computer.

> *Important:* Make sure that the port is a USB 3.0 port. These ports are typically on the left side of the laptop and you will see the following symbol **SS⟶** beside the port to indicate that it is a Super Speed USB 3.0 port.
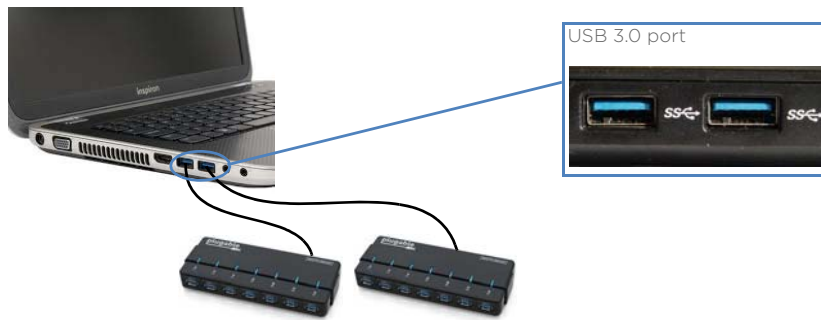
USB 3.0 port

3. Insert the second 7-port USB 3.0 hub into a USB 3.0 port on the Provisioning computer.

Note: When you provision a device, make sure that no additional USB storage devices are connected to the computer (for example, SD card readers, flash card readers or USB flash drives).

To start the IronKey Workspace Provisioning Tool software

1. To start the Provisioning tool application, double-click the *IKWorkspaceProvisioner.exe* file from the following location:

    ..\PROVISIONING TOOL\IronKey Workspace Provisioning Tool\IKWorkspaceProvisioner.exe

    If prompted, click **Yes** to accept the User Account Control (UAC) message or enter the credentials required to proceed.

2. Click **I Agree** to accept the IronKey Workspace Provisioning Tool License Agreement.
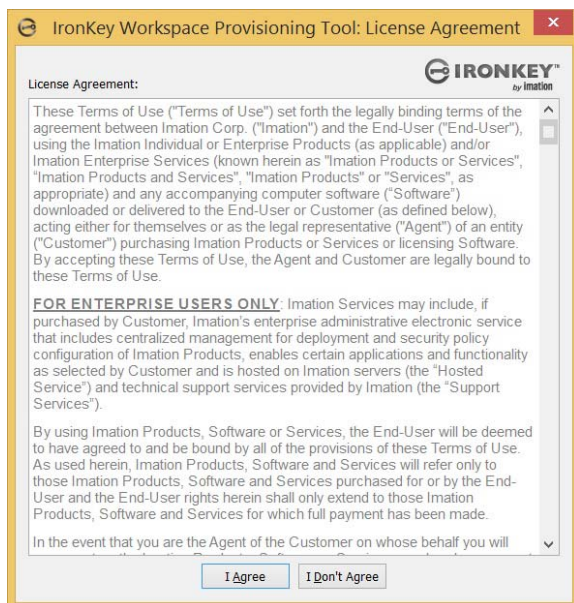

To turn off AutoPlay

1. In the Windows Control Panel, search for "auto" in the text box.
2. Click Start or stop using AutoPlay for all media and devices.

3. Click to clear the Use autoplay for all media and devices check box.

4. Click Save.

To set the Power Plan to High Performance

1   In the Windows Control Panel click **Personalization**, and then click **Change screen saver**.

2. In the Screen Saver Settings window, click **Change Power Settings**.

3. In the Power Options window, click **Change Plan Settings**, and then click **Change Advanced Power Settings**.

4. In the Advanced settings tab, choose **High Performance** from the list box.
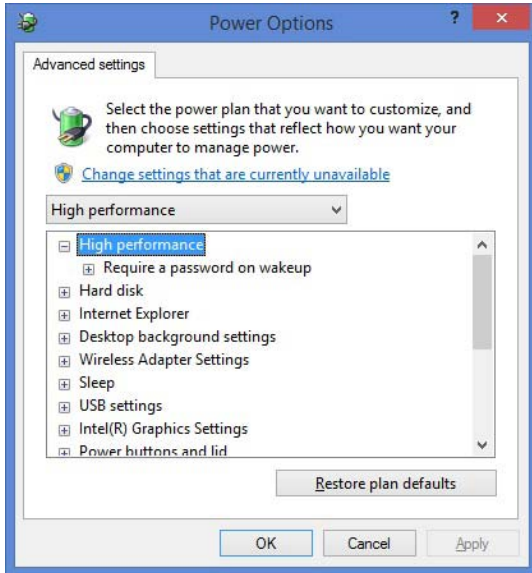
To turn off Power Options for Sleep, Hibernate, and USB settings

1   In the Screen Saver Settings window, click **Change Power Settings**.

2. In the Power Options window, click **Change Plan Settings** and do the following:

    • Set **Turn off the display** to **Never**
    • Set **Put the computer to sleep** to **Never**

3. Click **Change Advanced power settings** and do the following:
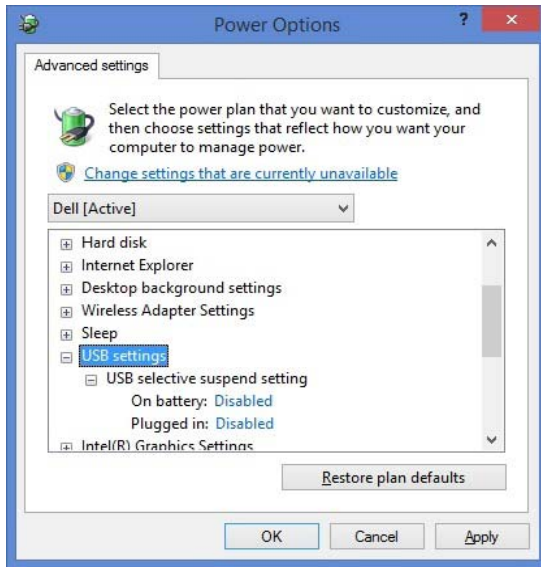
    Under **Sleep**:

    • Set **Sleep after setting** to **Never**
    • Set **Allow hybrid sleep** to **Off**
    • Set **Hibernate after** to **Never**
    • Set **Put the Computer to Sleep** to **Never**

    Under **USB**:

- Set **USB Selective Suspend Setting** to **Disabled**

4. Click **OK** to save and close Power Option settings.

To turn off power save options for the USB hubs

1. In the Windows Device Manager, under Universal Serial Bus controllers, right-click the **Generic Super-Speed USB hub** and click **Properties**.

2. On the **Power Management** tab, click to clear the **Allow the computer to turn off this device to save power** setting.
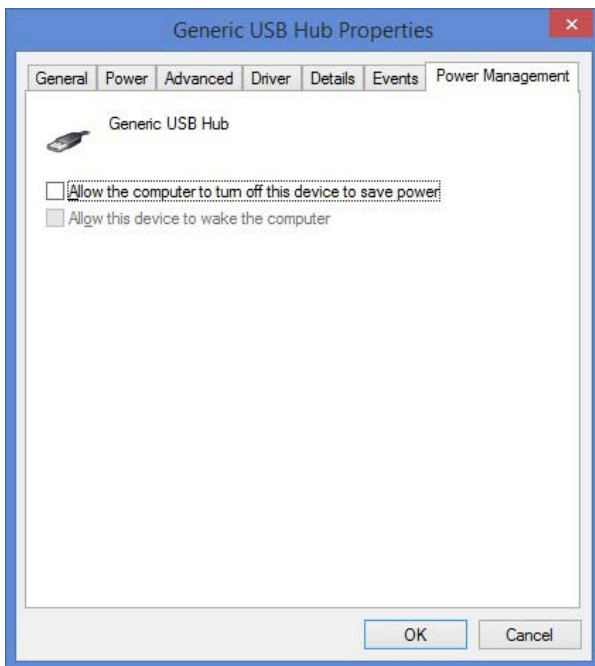
3. Repeat steps 1 and 2 for the following hub entries:
    - Generic USB Hub
    - USB Root Hub
    - USB Root Hub (XHCI).

MANAGING PROVISIONING PROFILES

The IronKey Workspace Provisioning Tool uses profiles to control what is loaded on devices during the provisioning process. Profiles allow you to provision multiple devices with identical information across multiple "Provisioning cycles". You can set the following profile options:

- **Profile Name**—Provides a name for the Add a descriptive name for the profile.
- **Device Type**—Allows you to select the type of device model (W300, W500, or W700) that will be provisioned using this profile. You cannot provision different device models in the same imaging cycle.
- **Architecture**—Indicates whether the devices being provisioned use a 32-bit or 64-bit architecture.
- **Windows To Go image**—Provides a link to the WIM file that contains the Windows 8.1 operating system.
- **Windows Hibernate**—Allows you to set the Hibernate option in Windows To Go. By default, the Provisioning Tool disables Hibernate and Sleep options in Windows To Go. Hibernate mode and roaming between computer hosts is not supported. If you enable the Hibernate setting, make sure that the IronKey Workspace device will not be used to roam between host computers when Windows To Go is in the Hibernate state. Enabling this feature does not turn on the Sleep option.
- **Device management**—Allows you to determine whether a device will be managed or not.
    - Unmanaged
    - Managed by Enterprise Management System—Either
- **Admin Code**—A password that unlocks the operating system partition so that you can install Windows To Go. If a device is managed, this code must be the same as the Admin code that is referenced for the user account in the Enterprise Management System.

Before you can provision devices, you must create at least one profile. You can also edit or delete existing profiles.
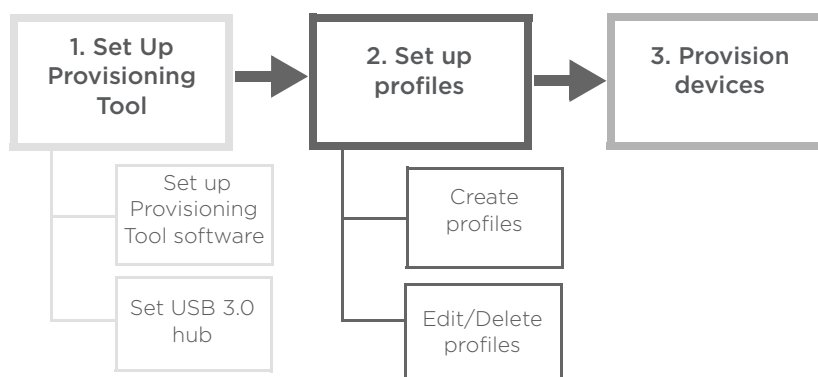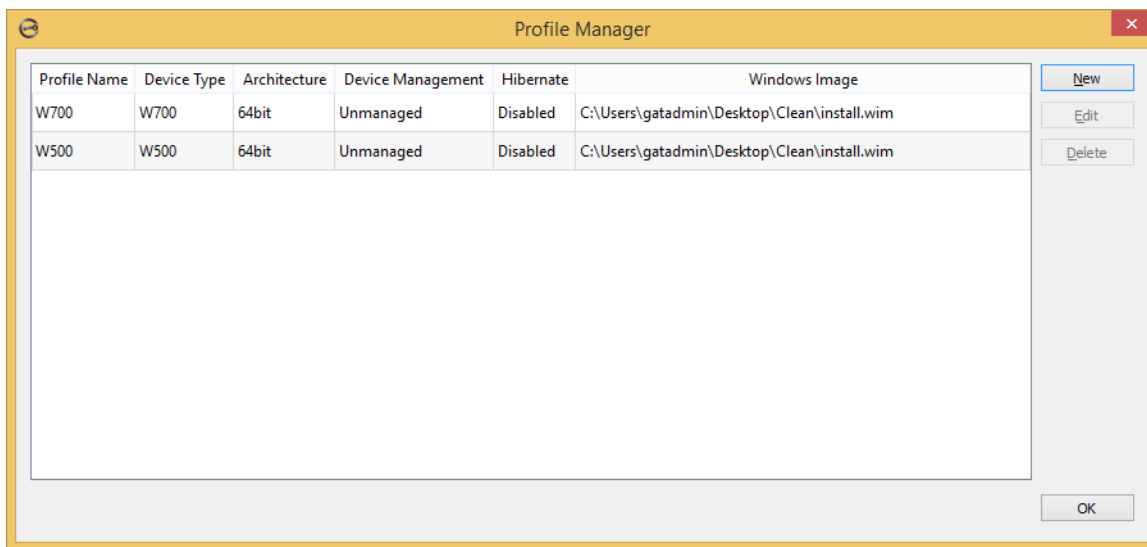
CREATING PROFILES

Before you create a profile, ensure that the Windows To Go image file (.wim) is accessible from the Provisioning computer. You will need to specify an Admin Code for this profile so make sure that you know what this code should be.

To create a provisioning profile

1. Double-click the executable file to start the IronKey Workspace Provisioning Tool.

    ..\PROVISIONING TOOL\IronKey Workspace Provisioning Tool\IKWorkspaceProvisioner.exe

2. Click **Yes** to agree to the UAC message and the IronKey Workspace Provisioning Tool License Agreement if you have not already accepted it.

3. From the main menu, click **Profiles**, and then click **Manage Profiles**.

    The Profile Manager dialog box will appear.

Profile Name	Device Type	Architecture	Device Management	Hibernate	Windows Image
W700	W700	64bit	Unmanaged	Disabled	C:\Users\gatadmin\Desktop\Clean\install.wim
W500	W500	64bit	Unmanaged	Disabled	C:\Users\gatadmin\Desktop\Clean\install.wim

4. Click **New**. The New Profile dialog box will appear.

5. In the **Profile Name** box, type a descriptive name for the device profile. For example, the name *"Sales_WTG_64bit_UnManaged"* indicates that this profile is for devices to be used by the Sales team. Devices will not be managed and are provisioned with a 64-bit Windows To Go image.

6. Select the **Architecture** of the devices to be provisioned. For example, if you set the profile for 64-bit devices, the tool will not let you provision 32-bit devices with this profile.

7. In the **Windows Image** box, click **Browse**. Locate and select the Windows To Go image file, and then click **Open**.

8. If you want to enable the Hibernate feature in Windows To Go, click the **Windows Hibernate** check box. *Note*: Sleep is automatically disabled by default and cannot be turned on.

9. Under **Device Management**, select one of the following options:
    *   **Unmanaged** if the device will not be managed, or
    *   **Managed by Enterprise Management System**

10. In the **Admin Code** text box, type the code that will be used to unlock the operating system on the device. This code must be the same as what is entered in the user account in the Enterprise Management System.

11.   Click **Save**.

       The new profile will display in the **Profile Manager** window.

Note: Repeat this procedure for each profile you want to create.

EDITING AND DELETING PROFILES

You can change the properties of an existing profile or delete profiles no longer needed.

To edit a profile

1   From the main menu of the Provisioning Tool, click **Profiles**, and then click **Manage Profiles**.
       The Profile Manager application will display.

2.   Select the profile, and then click **Edit**.

3.   Make the appropriate changes to the profile, and then click **Save**. Click **Cancel** to discard any changes.

Note: To view profile details without editing the profile, from the main menu, click **Profiles**, and then click **Open Profiles**. Select the profile, and then click **View**.
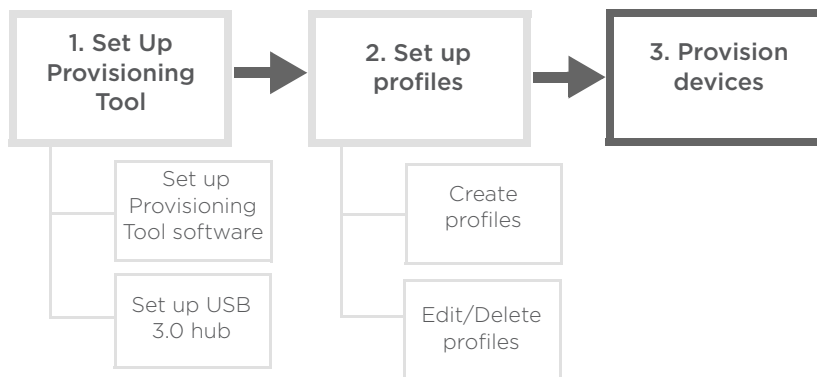
To delete a profile

1   From the main menu of the Provisioning Tool, click **Profiles**, and then click **Manage Profiles**.

2.   Select the profile, and then click **Delete**.

3.   Click **Yes** to confirm the Delete command.

PROVISIONING DEVICES

The provisioning process loads the information stored in the profile to all devices that are connected to the USB 3.0 hub of the Provisioning computer. Once you set up the Provisioning Tool and create a profile, you can provision devices. Only one profile can be used per provisioning cycle. You can provision up to 14 devices in each cycle. One provisioning cycle will take approximately 20 minutes.

Once the Provisioning Tool configures the devices, you can review a provisioning report to see details about the process and each provisioned device. A report file is created for each provisioning cycle.

1. Set Up Provisioning Tool	→	2. Set up profiles	→	3. Provision devices

| Set up Provisioning Tool software |
| Set up USB 3.0 hub |

| Create profiles |
| Edit/Delete profiles |

Before you begin...

1. If you are provisioning W500 or W700 devices, they must be New (and not activated), Recommissioned, or Reset.

2. Turn on the Provisioning computer and make sure the USB 3.0 hubs are properly connected to the USB 3.0 ports (see "To set up the USB 3.0 hub" on page 7). **Important:** Do not plug in any devices before you set up the hubs and start the IronKey Workspace Provisioning Tool.

3. Ensure that no additional USB storage devices are connected to the computer (for example, SD card readers, flash card readers or USB flash drives).

4. Ensure that the AutoPlay option and the Power Options for Sleep and Hibernate, and USB settings are turned off. For more information about turning these options off, see page 8.

To provision devices

1. Double-click the *IKWorkspaceProvisioner.exe* file to start the IronKey Workspace Provisioning Tool.

   ..\PROVISIONING TOOL\IronKey Workspace Provisioning Tool\IKWorkspaceProvisioner.exe

   If prompted, click **Yes** to agree to the UAC message and IronKey Workspace Provisioning Tool License Agreement if you have not accepted it already.

2.   From the main menu, click **Profiles**, and then click **Open Profiles**.

The Open Profile dialog box will appear.
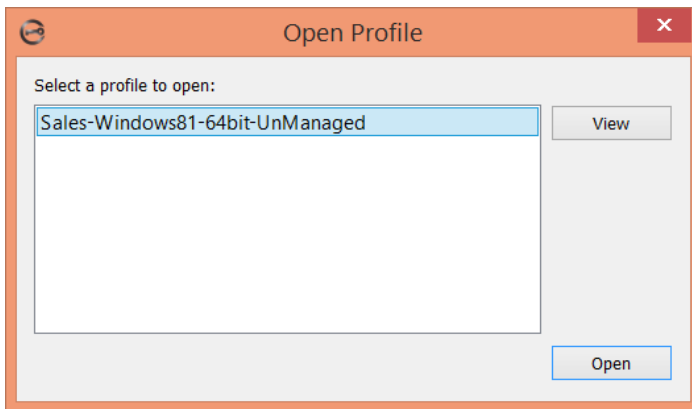
3.   Select the profile from the list, and then click **Open**. The profile will load in the main application window.
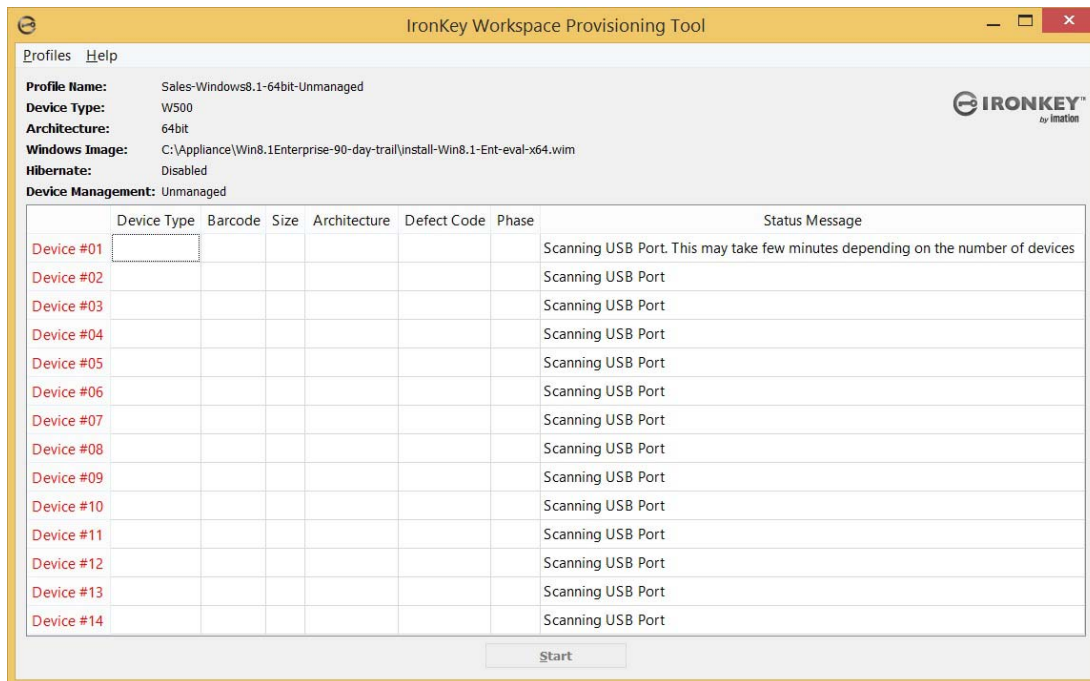
Tip: You can also double-click the profile to open it.

4.   Insert the devices into the USB ports of the USB hubs (you can start with either hub).

Important: As you insert each device into the USB hub, the LED light for the port number will turn blue. If the LED light does not turn blue when you insert a device, you must unplug the device and reinsert it. If the LED still does not turn blue, make sure the inserted device is a compatible IronKey Workspace device.

PROVISIONING DEVICES
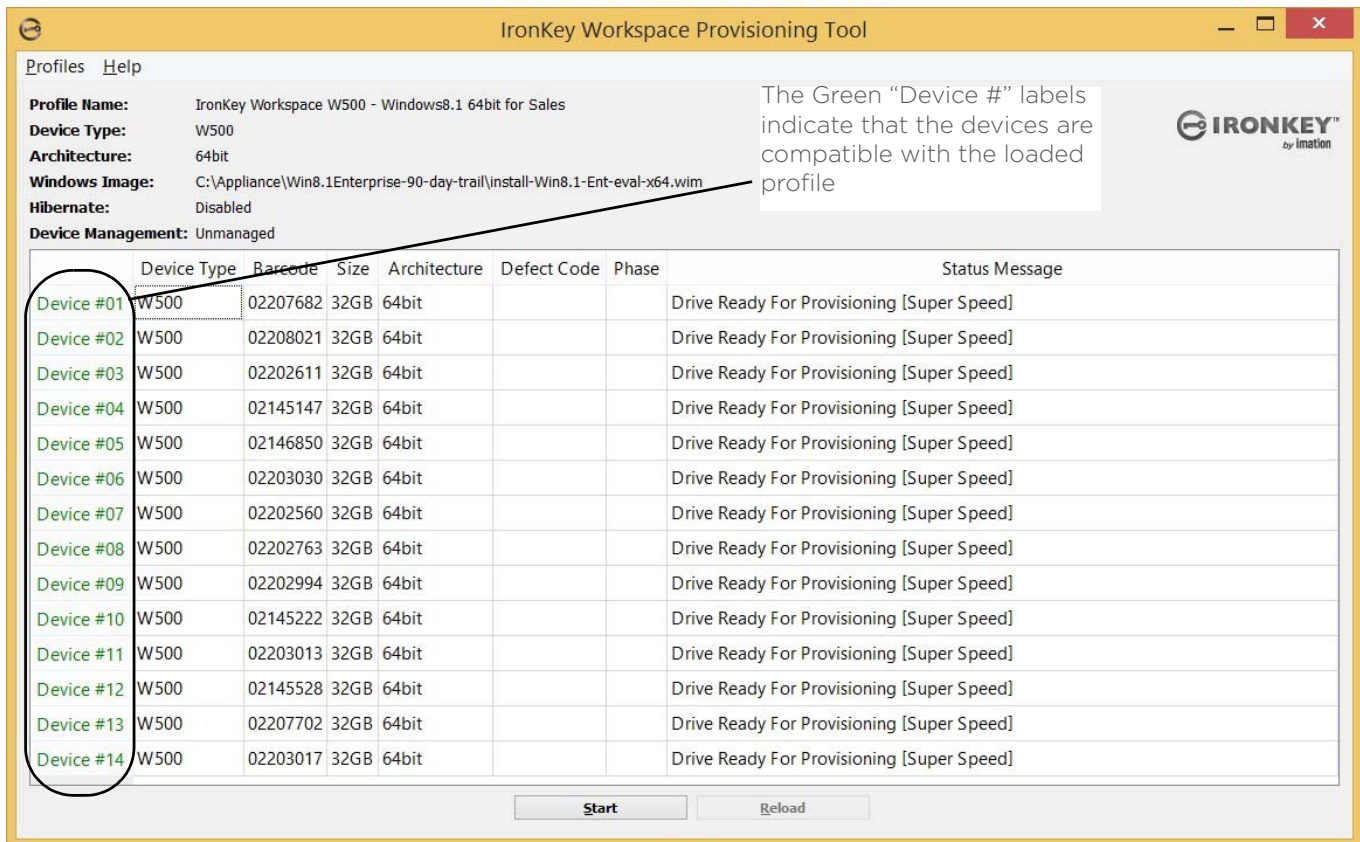
Important: When you insert a device, the Provisioning Tool will detect the device and determine if the device is compatible with the loaded profile. When the "Device #" label (in the main window) turns GREEN and the Status Message indicates "Drive Ready for Provisioning [Super Speed]", the Provisioning Tool is ready to provision that device. If you do not see the term "[SuperSpeed]", the device is not being enumerated in USB 3.0 mode, it is using USB 2.0.

Device Type	Barcode	Size	Architecture	Defect Code	Phase	Status Message
Device #01 W500	02207682	32GB	64bit			Drive Ready For Provisioning [Super Speed]

If a device is not compatible with the provisioning profile, the "Device #" label will turn RED. To view details, move the mouse pointer and pause on the red "Device #" label. Unplug the device.

5.   When the Provisioning Tool has detected all devices and determined that all devices are compatible with the loaded profile, click **Start** to initiate the provisioning process.

IronKey Workspace Provisioning Tool

Profiles   Help

Profile Name: IronKey Workspace W500 - Windows8.1 64bit for Sales
Device Type: W500
Architecture: 64bit
Windows Image: C:\Appliance\Win8.1Enterprise-90-day-trail\install-Win8.1-Ent-eval-x64.wim
Hibernate: Disabled
Device Management: Unmanaged

The Green "Device #" labels indicate that the devices are compatible with the loaded profile

	Device Type	Barcode	Size	Architecture	Defect Code	Phase	Status Message
Device #01	W500	02207682	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #02	W500	02208021	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #03	W500	02202611	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #04	W500	02145147	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #05	W500	02146850	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #06	W500	02203030	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #07	W500	02202560	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #08	W500	02202763	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #09	W500	02202994	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #10	W500	02145222	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #11	W500	02203013	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #12	W500	02145528	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #13	W500	02207702	32GB	64bit			Drive Ready For Provisioning [Super Speed]
Device #14	W500	02203017	32GB	64bit			Drive Ready For Provisioning [Super Speed]

Start   Reload

Note If incompatible devices have been detected, the Start button will appear dimmed. You must unplug any incompatible devices before you can start the provisioning process.

Note Once the provisioning process starts, the blue LED lights on the USB ports may turn off. This is OK and does not indicate that the device provisioning has failed.

6.   The **Status Message** column will provide updates during the provisioning process. When the process has successfully completed, all devices will display the Status Message: "**Device Provisioning Completed**." Devices are now ready for distribution to end users. For more information about status messages, see page 18.

7.   Unplug the devices and click the **Reload** button to refresh the Provisioning Tool. The tool is now ready to start a new provisioning cycle.

Note: See the device *User Guide* for more information about using IronKey Workspace devices. For information about managing devices, see the *IronKey Workspace IT Administrator Handbook*.

Note: At the end of the provisioning process, devices are automatically set to Deployment Mode. This mode locks the operating system partition. If you need to configure Windows To Go after a device is provisioned, you must change to Configuration Mode. For more information about changing device modes, see the *IronKey Workspace IT Administrator Handbook*.

REVIEWING REPORTS

A report file is created for each provisioning cycle. Report files use the date and time stamp of the cycle in the filename, for example, *ikmptoolreport04-26-2014-162935.csv.*

To open a provisioning report file

1. Locate the directory on the Provisioning computer where you extracted the IronKey Workspace Provisioning Tool files.

2. Locate the report file that you want to review from the following folder.

    ..\PROVISIONING TOOL\IronKey Workspace Provisioning Tool\reports

3. Double-click the *ikmptoolreport<date><time>.csv* file.

KNOWLEDGE BASE AND FAQ

The following tips and frequently asked questions are available to help ensure your provisioning process is successful.

1   You must make sure that you insert the USB 3.0 hubs into the computer first, and then start the Provisioning Tool application. Once you have opened the provisioning profile, you can start inserting devices, one at a time. If you insert the device into the USB 3.0 hub *before* you plug the hub into the Provisioning computer, the operating system may not detect all devices. Do not insert devices before setting up the hub and starting the Provisioning Tool.

2. *Why is the "Device #" label RED for the last few devices that I plugged in?*

    Answer: The RED label indicates that the inserted device is not supported by the loaded profile. It could also indicate that the USB 3.0 hub is not able to supply enough power for all the devices, or the USB 3.0 Host Controller is not able to handle these devices. If the Provisioning computer cannot consistently mount 14 devices, then the host controller or the hub may be an older generation and this hardware configuration does not meet the requirements for the Provisioning computer. See "Hardware requirements" on page 5.

3. *How do I disable AutoPlay in Windows 8.1?*

    See "To turn off AutoPlay" on page 8.

4. Make sure that the Provisioning computer and Super Speed USB hubs meet the hardware requirements listed in "Hardware requirements" on page 5. Also, make sure that the WIM images are available on the local drive of the Provisioning computer.

5. Only click the Start button to begin the provisioning cycle when *all* devices (inserted in the hub) appear in the Provisioning Tool application. If one or two devices fail to mount, close the IronKey Workspace Provisioning Tool and re-open it. The application will re-scan the hub for the devices.

6. IronKey Workspace devices go through 13 phases during a provisioning cycle with the IronKey Workspace Provisioning Tool. The following table lists the status messages that display during each provisioning phase.

Table 2: Provisioning phase with status message

Provisioning phase	Status message
Phase 1	Launching Imaging process Extracting WIM file
Phase 2	Preparing to Unlock Disk Creating Virtual Path on Local Disk
Phase 3	Unlocking Disk n Disk n Unlocked Successfully
Phase 4	Creating Partitions on Disk n
Phase 5	Creating System Mount Point on Disk n
Phase 6	Formatting System Mount Point on Disk n
Phase 7	Creating Windows Mount Point on Disk n
Phase 8	Formatting Windows Mount Point on Disk n
Phase 9	Starting Imaging process
Phase 10	Installing WIM Image on Disk n...
Phase 11	Applying System Policies on Disk n
Phase 12	Make Disk n Bootable
Phase 13	Generating Reports Disk n Provisioning Completed

7. *During provisioning, one or more of my devices failed the provisioning process.*

    If one or more devices fail the provisioning process, the row color for the device will be RED and an error code and status message will display to indicate the failure. Please wait for the other devices to finish the provisioning cycle, this may take 30 to 45 minutes. Re-start the provisioning cycle. If the devices still fail the provisioning process, you must manually provision them. For more information, see the "Provisioning single devices" of the *IronKey Workspace IT Administrator Handbook*

8. During a provisioning cycle, if the Provisioning computer or USB hub loses power, or the hub is disconnected from the computer, some devices may fail the provisioning process. However, since these devices have not been initialized or activated, you should still be able to provision them with the IronKey Workspace Provisioning Tool by restarting the provisioning cycle.

9. The IronKey Workspace Provisioning Tool creates multiple folders on the local hard drive during provisioning. Please do not attempt to delete them during a provisioning cycle.

    IronKey Workspace Provisioning Tool will delete the files when the cycle finishes or the application closes.

10. *The provisioning cycle is very slow.*

> If you plugged the devices into the USB hub *before* you connected the hub to the Provisioning computer, the devices will enumerate in USB 2.0 mode and your provisioning cycle will be slow. To verify that devices are using USB 3.0 mode, the status message, for devices ready to be provisioned, must indicate "Drive Ready For Provisioning [Super Speed]". See diagram in Step 5 of the procedure "To provision devices" on page 14.

> **Important:** Make sure that you plug the hub into the provisioning computer, start the IronKey Workspace Provisioning Tool, *and then* insert devices into the USB ports of the hub.

GLOSSARY

Activation The process by which the user activates a newly provisioned device using an activation code. Activation binds the device to the user in the management system and applies a device policy. Activation applies to only managed devices. For unmanaged devices, refer to "Personalization".

Active (Device state) The device is in an active state after it has been activated by a user (managed devices). Unmanaged devices are active when the user receives the device and changes the password. A device stays in the active state until it is recommissioned, disabled, or detonated by a Silver Bullet command. A device can also move to a "detonated" state if the number of password attempts is exceeded.

Admin Code When you provision an IronKey Workspace W500/W700 device, the Admin code is the password that unlocks the operating system partition so that Windows To Go can be installed. For managed devices, you will need to enter the same code when you add the user to the IronKey Enterprise Management System. With the IronKey Workspace Provisioning Tool, the Admin Code is specified in a provisioning profile and is applied to all devices that are provisioned in the same imaging cycle.

The Admin code is intended for Admin use only and is replaced when you change the device password. This happens automatically when a user activates a managed device. For unmanaged devices, it is strongly advised that you replace the Admin code before giving devices to users by changing the device password.

BIOS Refers to the software, provided by the computer manufacturer, that tells the host computer the boot order it must follow when starting up; it also identifies and initializes hardware in the computer. Host computers must have the boot order configured in the BIOS so that the computer can start from a USB device.

Bootability Refers to the ability of a host computer to successfully boot a Windows To Go device.

Configuration Mode In this mode, administrators can modify the operating system partition, for example to change device management options. A device remains in Configuration mode during the provisioning process. See also, Deployment Mode.

Deployment Mode The device must be set in this mode after provisioning is finished and the device is ready for distribution to the user. Deployment mode locks the operating system partition. The Provisioning Tool automatically sets devices to Deployment mode at the end of an imaging cycle.

Device policy A set of parameters that control the password rules of devices. With an IronKey Enterprise Management System, a device policy also controls whether a device can receive software updates. For a complete list of policy options, see the *IronKey Enterprise Server Admin guide* or *IronKey Enterprise Management Service Admin Guide*.

Detonated (Device state) Also called "destroyed." A device in this state is permanently destroyed. Once you detonate a device, all data is inaccessible and the device can no longer be used. When you detonate a device from the IronKey Enterprise Management System, the command is irreversible.

Disabled (Device state) Applies to W500/W700 devices managed by an IronKey Enterprise Management System. A device in this state has been rendered unusable. If the device is currently in use when it receives the "disable" Silver Bullet command, it will shut down. The device can be re-enabled and put back to an Active state, Recommissioned, or Detonated.

Host computer   The computer into which the user plugs the device to start the Windows To Go operating system. It is recommended that the host computer BIOS be configured to automatically boot from a USB device (Windows only). IronKey Workspace devices will boot on host PCs that are certified to run Windows 7 or higher and qualified Mac computers.

Initialization   During the provisioning process, this step involves setting the Admin Code and Management option on a W500/W700 device before installing the Windows To Go operating system. With the IronKey Workspace Provisioning Tool, initialization is part of the automated provisioning cycle. The Admin Code and Management options are set in the provisioning profile and are automatically configured on devices during the provisioning cycle.

IronKey Control Panel   The IronKey Control Panel is a software application that is installed on the application drive of the device (W500/W700 only) and is available in non-boot mode. The Control Panel is also available when booted in Windows To Go. The application lets users manage their device password and device preferences, and view device information.

Managed devices use the Control Panel to communicate with the management system to activate a new device and apply the device policy. Devices managed by an IronKey Enterprise Management System can also download software/firmware using the Control Panel in non-boot mode. Users with unmanaged devices use the Control Panel to manage their device password and view device information.

IronKey Workspace Provisioning Tool   A software application that lets you provision multiple devices with Windows To Go during the same provisioning cycle. This application runs on a dedicated provisioning computer with one or two USB 3.0 hubs (provided by the customer).

Managed device   A device that is administered by an IronKey Enterprise Management System. Users must activate their managed device upon first-time use. Activation binds the device to the user in the management system and loads the policy on the device.

New   (Device state) A device state where the device is new from manufacturing and ready for provisioning. It has not been previously activated, personalized, recommissioned, or reset. See also, Recommissioned.

Non-boot mode   An operating mode where the host operating system is currently running on the host computer. and download and install device updates (IronKey Enterprise Management System only).

Operating system partition   The secure partition of the device where the Windows To Go operating system is installed.

Personalization   The action whereby the end user unlocks an *unmanaged* device for the first time (using a password given to them by the administrator) and sets a new device password. See "Activation" for managed devices.

Processor architecture   Refers to the way in which the host computer's processor (CPU) handles information; 32-bit or 64-bit. Windows To Go images must use an architecture that is supported by the host computer BIOS type and processor architecture.

Provisioning   The process that takes a new or recommissioned device through a series of steps to initialize the device, install Windows To Go, and set the device mode for deployment (W500/W700). This process must be completed before distributing the device to a user.

Provisioning computer   The computer that is used to provision IronKey Workspace devices.

Provisioning cycle   The provisioning cycle is the process whereby the IronKey Workspace Provisioning Tool initializes new or recommissioned devices (to set the Admin code and other device options), installs the Windows To Go operating system, and sets the devices to Deployment mode so that devices are ready to issue to users. The process typically takes about 20 minutes with the IronKey Workspace Provisioning Tool.

Provisioning profile   Applies to the IronKey Workspace Provisioning Tool. A profile contains a set of options that determine what is loaded and configured on devices during provisioning; options include a link to the Windows To Go image file, the Admin Code, device management settings, and more. The IronKey Workspace Provisioning Tool stores these profiles for reuse.

Recommissioned <Device state) A device state in the IronKey Enterprise Management System where the device is not active and has been wiped of all device data. Administrators can use the Silver Bullet "recommission" command to prepare a device for re-provisioning.

Reset (Device state) This device state applies to unmanaged devices where the device has been wiped of all data after exceeding the number of failed password attempts allowed for the device. The device must be re-provisioned.

Silver Bullet This is a patented, encrypted, secure channel for sending commands from the management system to managed devices.

Unmanaged device A device that is not centrally administered by an IronKey Enterprise Management System. See also "Managed device".

User ready The state of the device after it has been provisioned and prepared for distribution to the user. For managed devices, administrators must send the device activation code to the user before a "user ready" device can be activated for use. Users with unmanaged devices will require the device password.

Windows To Go mode The alternative operating mode to "Non-boot mode" where the Windows To Go operating system has booted from the device. The host operating system on the host computer is not running.