

## Quick Start Guide for the AppGate USB Client v1.1

To use the AppGate USB client the computer has to boot from the AppGate USB memory.

- \* Plug the USB memory in a free USB port on the computer. The computer has to be a PC.
- \* Reboot the computer. It may be necessary to press a special key (commonly F12 or F2) during boot to bring up a boot menu and manually set the computer to boot from USB port first.
- \* The very first time the USB memory is used, a new password has to be supplied. This password is used to encrypt a protected area on the USB memory. There is no password when the USB is new. The user has to create and write a new password the first time the USB is used. This will be the password to use in the future.
- \* When the computer has booted from the USB memory, an AppGate client will launch and it is possible to login to the AppGate server in the usual way. This will give secure access to Corporate services through the AppGate server. Services on the corporate network can now be used securely.
- \* Data stored on the computer will not be accessed from the AppGate USB client nor will that data be able to access the secure session or the AppGate USB memory. The AppGate USB client will not store anything on the computer. Once the session is finished and the AppGate USB memory has been removed the computer will be exactly as it was prior to the secure session.
- \* Except for a small area protected by encryption, the USB memory is read-only. The AppGate USB client software resides in the read-only area, consequently the AppGate software cannot be modified, so it will always be secure. The small writeable area is used to store configuration data and it is encrypted in order to protect this information.
- \* To shut down operations, choose Power off computer from the start menu, down left in the screen. Remember to remove the USB memory when the computer has shut down.

## Trouble shooting

**If there are trouble booting from the USB memory try some of these tips:**

- \* Put the USB memory in another USB port. Some computers only scan a few ports, not all of them. If possible avoid using a USB hub.
- \* It may be necessary to press a special key (commonly F12 or F2) during boot to bring up a boot-up menu and manually set the computer to boot from the USB port first.
- \* It may be necessary to press a special key (commonly del) to enable USB boot in the BIOS.
- \* Enable "USB Keyboard and Legacy Support" if it is disabled.
- \* Turn the computer completely off and on again. Some computers require to be turned off physically before they will find a newly attached bootable drive.
- \* If all else fails, try to boot from another PC. Some computers cannot boot from the USB port.