



# Undercover

User Guide

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# 1. Installing and Registering Undercover

## Undercover requirements

Undercover needs Mac OS X Tiger (10.4), Leopard (10.5) or Snow Leopard (10.6)

## Installing Undercover

If you haven't already done so, you can directly download the Undercover disk image (1.5Mb) at:  
<http://orbicule.com/undercover/undercover.dmg>

- Double-click the Undercover installer and follow the instructions
- Reboot your Mac when prompted by the installer
- If your Mac is not set to auto-login, please login into your account
- About 10 seconds after login, the Undercover registration window will appear
- Click "Enter License" and enter your license key exactly as printed in the email you received upon purchase (you can copy/paste the key)
- You will receive an email to confirm and set up your online account at [undercovercenter.com](http://undercovercenter.com)
- Remove the undercover.dmg file (it's on your Desktop or in your Downloads folder)

## Setting up your UndercoverCenter account

If this is the first time you're installing Undercover, you will first need to set up your new account on [undercovercenter.com](https://www.undercovercenter.com):

After installing Undercover on your Mac, you will receive an email with further instructions, and a link to a website where you can set your password for your account.

Click this link, or copy/paste it in your browser, and enter the new password for your account twice.

You will now be redirected to your new account at [undercovercenter.com](https://www.undercovercenter.com).

The next time you want to login to your account, please visit <https://www.undercovercenter.com> and enter your email address and password.

You can add other devices to your account by installing Undercover and registering the device under the same email address. This new device will then automatically appear in your existing account.

If you can't remember your password, click the "Forgot your password" link on the login page to reset the password for your account.

## 2. Setting up your Mac

### Creating a dummy account

We recommend our users to create a dummy account that does not require a password. This way, the thief will be able to use your Mac to go online, which will trigger Undercover. Because this separate dummy account has no admin privileges, the thief will not have access to any of your personal files.

You can either enable the Mac OS X built-in guest account or you can create a dedicated dummy account - Undercover will work in both cases. The only difference is that in the guest account all files and settings will be deleted every time the guest logs off.

To enable the guest account:

- Go to the System Preferences and click the Accounts icon.
- Click the lock to make changes (if locked).
- Select the Guest Account from the list and enable the 'Allow guests to log into this computer' checkbox. There is no need to enable parental controls or Allow guests to connect to shared folders.

To set up a dedicated dummy account:

- Go to the System Preferences and click the Accounts icon.
- Click the + button to add a new account
- Leave the password fields blank.
- This guest user should not be allowed to administer the computer.

## Setting up the Firmware Password

The Apple Firmware Password can be a very important tool to make your Mac more secure: it basically prevents anyone who does not know the password to reformat your hard disk. For Undercover users, this is particularly useful, since a reformat is the only way to disable Undercover. In spite of its usefulness, the firmware password utility is one of the most poorly understood Apple tools.

Before explaining how to enable the Firmware Password on your Mac, we first squash some common misconceptions.

### **Misconception 1 - If I enable the firmware password, I will need to enter a password every time I boot my Mac.**

Only when booting from \*another\* disk than your default startup disk, the firmware password needs to be entered. This is what makes the firmware password very convenient: since most of us boot from our default startup disk 99% of the time, one will rarely need to enter a password. At the same time, this prevents thieves from reformatting the HD, because the current startup disk cannot be formatted while in use and booting from another drive without entering the password is impossible.

### **Misconception 2 - If I enable the firmware password, a thief cannot boot my Mac, making Undercover useless.**

When enabling the password, a thief can still boot your Mac. The only restriction is that he can only boot your Mac from the default startup disk. As a result, a thief can still work and play with your Mac and Undercover can do its work.

### **Misconception 3 - With the firmware password enabled, I will not be able to troubleshoot my Mac in case of a problem.**

Since you know the password, you will still be able to boot your Mac from any drive you want, including CDs, DVDs, ... and troubleshoot or reformat your drive. You just need to enter the firmware password when prompted.

Enabling the firmware password on your Mac:

- Locate the Mac OS X install CD/DVD that came with your Mac<sup>1</sup>.
- In the Finder, locate the /Applications/Utilities folder on that disk<sup>2</sup>.
- Double click the Firmware Password Utility application inside this folder.
- Click the icon to authenticate. Enter an administrator username and password when prompted.
- Click Change.
- Click to select the checkbox for "Require password to change Open Firmware settings".
- Type your password in the Password and Verify fields and click OK. A confirmation appears.
- Click the lock icon to prevent further changes.
- Quit from the Open Firmware Password application.
- Eject the Mac OS X install disk.

More information regarding the Apple firmware password is available on the Apple website at <http://docs.info.apple.com/article.html?artnum=106482>.

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<sup>1</sup> It is important NOT to use a disk that came with another Mac model. Also, do NOT download the firmware password utility application from the Net! Use the disk that came with your Mac.

<sup>2</sup> The firmware password is still on the (Snow) Leopard DVD, and it's still in /Applications/Utilities, but this folder is now hidden.

In order to view it in the Finder:

- Press Command + Shift + G (Go To Folder)

- Enter /Volumes/Mac OS X Upgrade DVD/Applications/Utilities in the dialog box

(where Mac OS X Upgrade DVD is the name of your (Snow) Leopard DVD: this name might be different)

## 3. UndercoverCenter

### My Devices

When you login to your account on [undercovercenter.com](http://undercovercenter.com), you will land on a page which lists your devices. If you have multiple devices registered under the same email address, they will all appear on this page in your account.

You can see 3 different tabs for each device: the Map tab , the Info tab and the Report Stolen tab:

- Map - Here you can see the location of your device, if your area is covered by Skyhook Wireless. This technology uses their database of known WiFi access points to determine the location of a device. The location will get updated every time you reboot your Mac.

If you don't want Undercover to obtain your location when your Mac is not marked as stolen, you can uncheck the box "Locate if not stolen" under the "Info" tab.

For more information, and to check the Skyhook coverage in your area, please visit <http://www.skyhookwireless.com>

- Info - Here you can find some important information about your device: the Ethernet and Wireless ID, the serial number, and the name of your Mac.
- Report Stolen - In case of theft, fill out the form and click "Report stolen" to start tracking your Mac with Undercover.

## My Account

Under “My account”, you can find and edit your personal information, your email address and the password for your account.

## Testing Undercover

You may test Undercover by reporting your device as stolen under the “Report Theft” tab in your account. Please make sure not to enter any police information during a simulation!

After reporting your Mac as stolen, you will start receiving information every 8 minutes: pictures from the iSight camera, screenshots and IP information. If there’s Skyhook coverage in your area, you will also see the Mac’s location on the map.

Remember that even when there’s no Skyhook information, it will still be no problem to track the exact location of your Mac with the IP location information.

The police can use the IP address to obtain the name and physical address of the thief (the user of that IP address) from the Internet Service Provider.

Don’t forget to mark your device as recovered before logging out.

## Plan B

You can also test the different options of Plan B, but make sure you have another computer nearby which you can use to deactivate Plan B again. Once Plan B has been activated on your Mac, your Mac will be effectively blocked!

## 4. In case of theft

### Theft report

You can report your Mac as stolen by logging in to your account at [undercovercenter.com](http://undercovercenter.com), choosing the “Report stolen” tab, and entering the details about the theft.

You will then be invited to enter all police details. If you enter an email address for the police, they will also automatically be notified when your stolen Mac gets connected.

You can always return to this page later to complete the information.

### Theft follow-up

As soon as your stolen Mac connects to the internet, Undercover will start sending information to your account. You will automatically be notified by email when that happens.

Every 8 minutes, Undercover will take pictures, screenshots and gather IP information from the stolen Mac. All this information will appear under the “theft follow-up” tab. If the area is covered by Skyhook, the Mac’s location will also be updated on the map.

The complete theft file can be downloaded by clicking the “Download complete file” at the bottom of the Theft follow-up pane. This file contains all information gathered by Undercover, and can easily be passed on to the police officer who is handling your case.

The police can track the exact location of your Mac with the IP location information. Since Internet Service Providers consider computer theft as network abuse, they will reveal the thief’s identity to the police.

An IP Whois lookup on the internet will reveal which ISP the thief is using.

## Plan B

If law enforcement fails to recover the stolen Mac, you can activate plan B on your Mac by clicking “Plan B” at the bottom of the Theft follow-up pane.

In plan B mode, Undercover can simulate a screen failure, slowly making the Mac’s screen unusable. At this point, we think the thief has two options: to send the computer to a reseller for repair, or to get rid of it by selling it on the Net.

Undercover can also show a full-screen message alerting the reseller or someone who bought the Mac from the thief that the Mac has been stolen, that it has become unusable and that it needs to be returned as soon as possible.

This message can be fully customised by the user and when dismissed, this message will instantly reappear. Additionally, your Mac will start shouting at the highest volume level, using its built-in text-to-speech capabilities.

You can decide when Undercover switches to plan B and what message is displayed.

Plan B can not be disabled by the thief. If you installed Apple’s firmware password, (see above) your Mac’s Hard Disk can also not be wiped by someone who doesn’t know your firmware password.

## Here if you need us

On our website, we have compiled a list of frequently asked questions. The F.A.Q. is available at: <http://orbicule.com/undercover/mac/faq.php>

If you have a question that is not in the F.A.Q., feel free to contact us at: [support@orbicule.com](mailto:support@orbicule.com).

We value our relation with you and we want you to be 100% satisfied with Undercover.

## Stay informed on Undercover

If you want to keep up with the latest Undercover news, make sure to visit our company weblog at <http://orbicule.com/blog>, or follow us on Twitter or Facebook.

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