Cyclope 6

Installation Guide

CYCLOPE | let's talk productivity

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1. Cyclope Employee Surveillance Solution Overview

Cyclope is an advanced **employee surveillance software solution** which provides you valuable information regarding your IT infrastructure usage and your employees' computer related activities by allowing you to monitor any targeted machine within your company's network.

Designed for the business environment, Cyclope provides to the managers the perfect surveillance software to monitor their employees and increase efficiency while also respecting their privacy. Information is provided through detailed statistics and customized reports based on all computer related activities such as application usage, documents opened, idle time, windows and Internet/web sites activity.

Using Cyclope you will be able to determine, in terms of time or percentage, your employees' involvement in work related activities such as the **productive applications** (ERP, CRM, Desktop Application, Office, Development or Planning Tools, etc.) or those **less productive** such as Internet Browsing, Chat, Downloads, Games etc.

The solution implements the client-server architecture. The client (named in this document **Cyclope Client**) is a thin-client and it is necessary to run on each machine that needs to be monitored. The server (named in this document **Cyclope Server**) collects and processes data received from the clients and shows statistics with the aid of a web interface.

1.1 System Requirements

Cyclope Client can be installed on machines running Windows operating system (**8.1**, **8**, **7**, **Vista**, **XP Professional SP3**, **Server 2012**, **Server 2008** and **Server 2003**). Cyclope Client uses conveniently small resources, just about 1% of the CPU and only 200 KB amount of memory (Virtual Memory included). The application does not have a user interface and does not interfere with any other activity conducted on that computer.

Cyclope Server requires a machine running one of the following operating systems: **Windows Server 2012**, **Windows Server 2008**, **Windows 8.1**, **Windows 8**, **Windows 7**, **Windows Vista**, **Windows Server 2003** or **Windows XP Professional SP3**. The application can manage up to 500 simultaneous client connections on a dedicated server.

Managing networks with more than 500 employees can be accomplished by using our **Cyclope Server Linux package** on a machine that runs **CentOS** operating system (we recommend the **6.4 x86_64 minimal version**).

NOTE: AN INTERNET CONNECTION IS REQUIRED IN ORDER TO REQUEST A TRIAL VERSION AND ACTIVATE CYCLOPE.

Cyclope Server comes with a web interface which allows the application administration and reports visualization.

1.2 Hardware Recommendations

You can assure the best performance for our application if you carefully consider your monitoring needs and your server and network configuration.

We can suggest a simple calculus that can help you determine a good configuration for your server:

For each monitored computer, the **Apache** server requires **8MB** of RAM memory and another **2 MB** of RAM required by **MySQL**. So that means ***for each monitored station, the server that hosts Cyclope Server must allocate 10MB of RAM memory***.

If you plan on monitoring more than 150 employees we strongly recommend choosing a dedicated server machine with at least a dual core CPU and a viable operating system to host the Cyclope Server application.

NOTE: THE ABOVE CALCULUS IS A RATHER THEORETICAL ESTIMATION AND WORKS BEST FOR THE LINUX ENVIRONMENT. FOR MORE INCLUSIVE RECOMMENDATIONS SEE THE LIST BELOW, WHICH IS ALSO BASED ON CONCRETE CASES, OR SIMPLY CONTACT US AND, ACCORDING TO YOUR REQUESTS, WE'LL DETERMINE THE BEST CONFIGURATION.

1. **Small, 1-30 computers**
   In this case, the Cyclope Server should run smoothly on any decent computer station (Dual core CPU and around 2GB of RAM memory).

2. **Medium, 31-150 computers**
   The computer that will host Cyclope Server is not mandatory to be a dedicated server, but should have at least a quad core CPU and at least 4GB of RAM memory. Also a fast HDD is recommended and sufficient disk space available (the database can expand up to 2GB for the first month, with 100+ monitored computers).

3. **Large, 151-400 computers**
   For this range we recommend a dedicated server computer, with a proper operating system (Latest Server releases). A multi-core (> 4) CPU is recommended, at least 8GB of RAM memory and a fast HDD with at least 10-15 GB of free space available.

4. **Extra, 400+ computers**
   Contact us.

1.3 Software Requirements

Cyclope Client does not meet any additional software prerequisites – other than those related to the Windows operating system. Same policy applies to **Cyclope Server**.

NOTE: ON THE MACHINE (IT CAN BE THE SERVER OR ANY OTHER MACHINE THAT CAN CONNECT TO THE SERVER) WHERE THE WEB USER INTERFACE IS USED, THE BROWSERS (IE, FIREFOX, CHROME, ETC.) MUST BE CONFIGURED TO ALLOW RUNNING JAVASCRIPT AND ACTIVEX OBJECTS. ALSO, IF THE CASE, THE BROWSER WILL PROMPT YOU FOR THE INSTALLATION OF THE ADOBE FLASH PLUG-IN, AVAILABLE ONLINE AT http://get.adobe.com/flashplayer

2. Installing Cyclope Employee Surveillance Solution

The installation sequence is: **Cyclope Server**, followed by **Cyclope Client** (which can be installed or distributed through domain policy – if the network architecture allows it).

2.1 Installing Cyclope Server

The installation package **Setup.exe** will install the following applications on your computer:
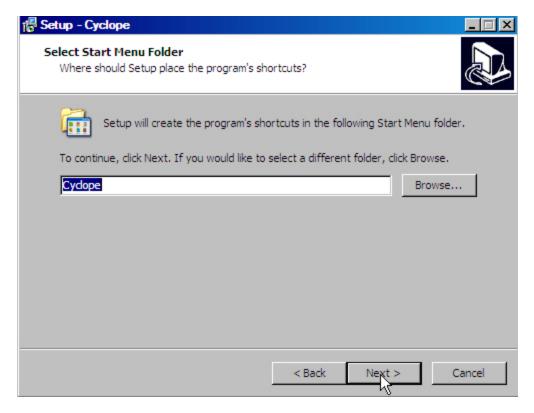
- · Apache 2.2
- · PHP 5.3
- · MySQL
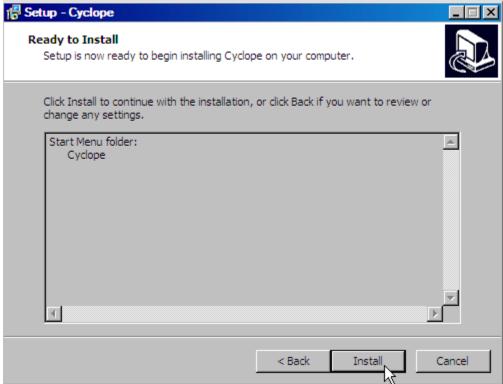- · **Cyclope Server** - our application

Setup.exe – the executable which performs the installation on operating systems which incorporate the **UAC** (User Account Control) (Vista, 7, 8, Server 2008, Server 2012). The **UAC** prompts the user for administrative privileges when running the installer.

NOTE: APACHE 2.2 IS CONFIGURED TO RUN ON 7879 PORT. THEREFORE, IN ORDER TO RECEIVE THE PACKAGES FROM THE MONITORED STATIONS, PLEASE MAKE SURE YOU HAVE THIS PORT OPENED IN YOUR FIREWALL.

Follow the steps in the installation wizard:

The login page should be loaded. This login page can also be accessed from **Start -> Programs -> Cyclope** by selecting **Cyclope Login**

The default username and pass are **admin** and **admin**.

The first page that will be loaded is activate.php which requires you to fill the following information:

- · **Company Name** - mandatory field
- · **Name** - mandatory field
- · **Email** - mandatory field
- · Phone - optional field
- · **Installation Key** - mandatory field. This info is read only and it is generated by the product installation.

NOTE: THE MANDATORY FIELDS' LABELS ARE WRITTEN IN BOLD, UNLIKE THE LABELS ASSIGNED TO THE OPTIONAL FIELDS. YOU CAN SEE THE DIFFERENCE BETWEEN EMAIL FIELD AND PHONE FIELD.

Press the **Start Evaluation button** and you will be able to start using the product.

NOTE: IT IS ESSENTIAL TO FIRST RUN THE EVALUATION VERSION IN ORDER TO ACTIVATE CYCLOPE!

2.2 Installing Cyclope Client

The client applications are located in C:\Program Files\Cyclope\Client. The client must be installed on each computer that is to be monitored.
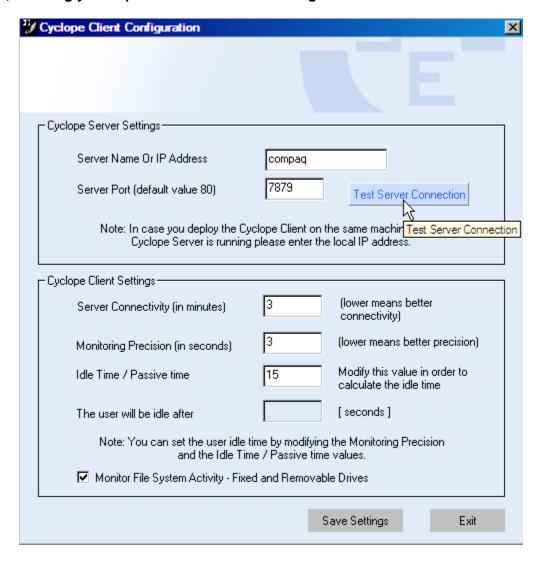
This version of Cyclope comes with two different versions for the client application, each one of them offering the same functionalities in terms of monitoring capabilities. The difference consists in their deployment method:

1. **CyclopeClient.exe** (invisible in Task Manager, recommended to be installed on computers running the following Windows versions: **8.1**, **8**, **7**, **Vista**, **XP Professional SP3**, **Server 2012**, **Server 2008** and **Server 2003**). It needs to be manually installed on each station that will be monitored.

2. **SysRestore.dll** - will not be manually installed on each station that needs monitoring. Instead, GPO (Group Policy Object) will be used for deployment over the network.

2.2.1 – Installing CyclopeClient.exe

CyclopeClient.exe can be copied to a network shared folder or on a mobile support (CD, USB drive) from where the administrator can run the application on the computer that will be monitored. The installation steps are described below: Run CyclopeClient. On the appearing Welcome dialog, hit the Install button.

Before completing the installation process, the Cyclope Client Configuration dialog will appear, allowing you to perform some basic settings.

The only mandatory field on this dialog is the one reserved for the **server name** (the computer where Cyclope Server was installed) or the IP address for that computer (in the example above, the server name was used). The default value for the port field is 7879.

NOTE: IF THE SERVER NAME IS USED, MAKE SURE THE IP OF THE SERVER COMPUTER IS STATIC.

After filling the server name field, make sure to click on Test Server Connection in order to test the server connectivity.

It is highly recommended that, when installing the client, also test the server connectivity.
If there is any active firewall installed, this will notify the application's attempt of connecting to the server. You need to grant permission to this connection.

Server connectivity represents the frequency (in minutes) of the reports submission from the client to the server (these reports can be visualized through the web interface on the server). The default value is set to 3.

Monitoring Precision represents the frequency (in seconds) of logging the activity on the current monitored machine – the default value is set to 3. The minimum allowed value is 1.

Idle Time/Passive Time – is the required value for determining the period after which the monitored computer will be perceived as inactive. Setting this value (which will be multiplied with the Monitoring Precision) allows controlling the period after which a user is considered idle. The default value for the Monitoring Precision is 3 and the Idle Time / Passive Time is set to 15 – in conclusion, the user will be considered idle after 45 seconds. Modifying the Idle Time / Passive Time to 30 will result in considering the user idle after 90 seconds.

Monitor File System Activity – Fixed and Removable Drives – by checking this option you choose to monitor the file activity (files, network and removable media). You can keep track of creating, modifying, transfer and deletion of all documents and files.

Press Save Settings and the installation of the client is completed.

2.2.2 – Installing / Deploying SysRestore.dll

SysRestore.dll, SystemRestore.dll and **SysRestore.ini** should be copied into a network share and the info in **SysRestore.ini** should reflect your server information.

Edit the **SysRestore.ini** file and fill

```
[General]
    ServerName=yourservername_here
    # server port - default value 80
    ServerPort=7879_here_if_the default_port_was_used
    #file monitoring
    MonitorFiles=1
    AutomaticInstall=1

[Monitoring]
    # precision -
    Precision=3
    # connectivity
    Connection=2
    #IDLE COUNTER
```

```
   Idle=3
```
The other values are already filled but you can edit them - MonitorFiles (1 means that the product monitors file system activity, 0 means that it will not monitor file system usage), Precision, Connection and Idle (with the same meaning as for CyclopeClient - see the above paragraph).
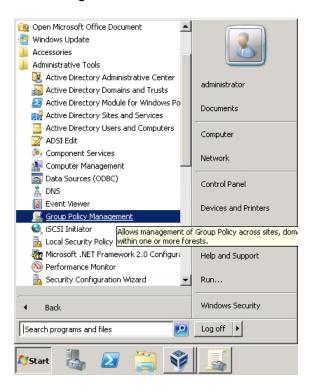
A sample script file that can be used with the AD is **SystemRestore.vbs** which also should be edited in order to reflect your settings:

```
Set WshShell = WScript.CreateObject("WScript.Shell")
Set WshSysEnv = WshShell.Environment("SYSTEM")
If WshSysEnv("PROCESSOR_ARCHITECTURE") = "AMD64" Then
  WshShell.Run "%WINDIR%\SysWow64\rundll32.exe
\\networkshare\SystemRestore.dll rdl \\networkshare\SysRestore.ini"
Else
  WshShell.Run "%WINDIR%\system32\rundll32.exe
\\networkshare\SystemRestore.dll rdl \\networkshare\SysRestore.ini"
End If
```
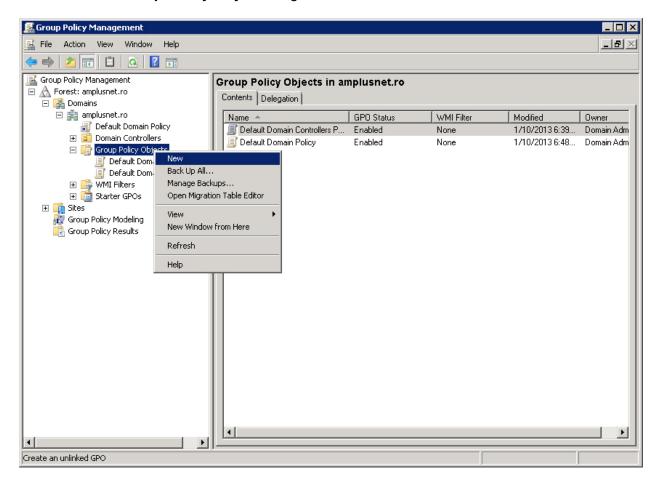
networkshare - should be replaced with the folder (network path) where you will copy the **SysRestore.dll, SystemRestore.dll** and **SysRestore.ini** files.

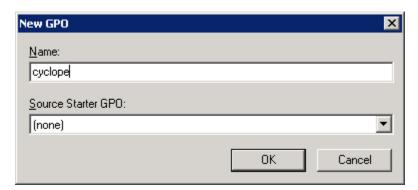**SPECIAL NOTE!!! Creating and linking the required GPO on Windows Server 2008**

1. First, you should open the Start menu and open the window corresponding to the **Group Policy Management**, like in the image below.
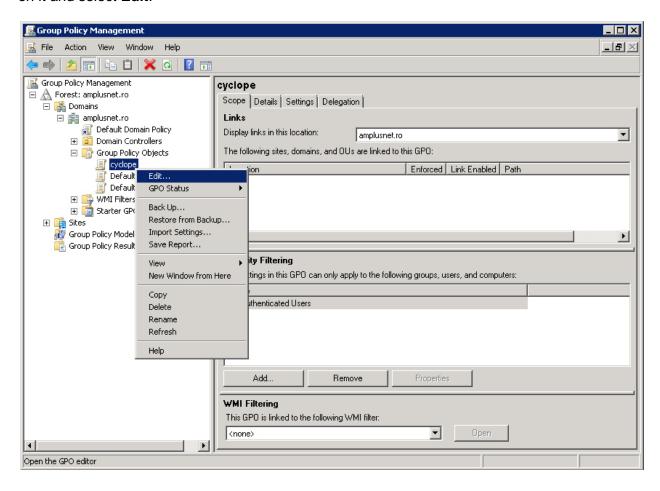
2. Once you are in the **Group Policy Management** window, open the tree to the left until you reach the node **Group Policy Objects**. Right click on it and select **New**.
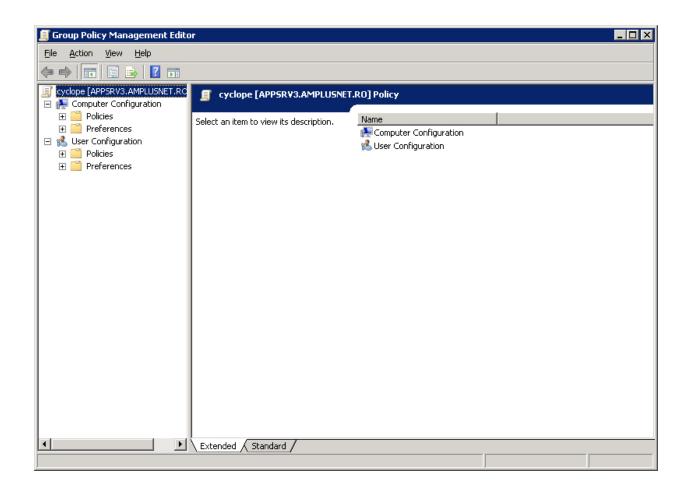

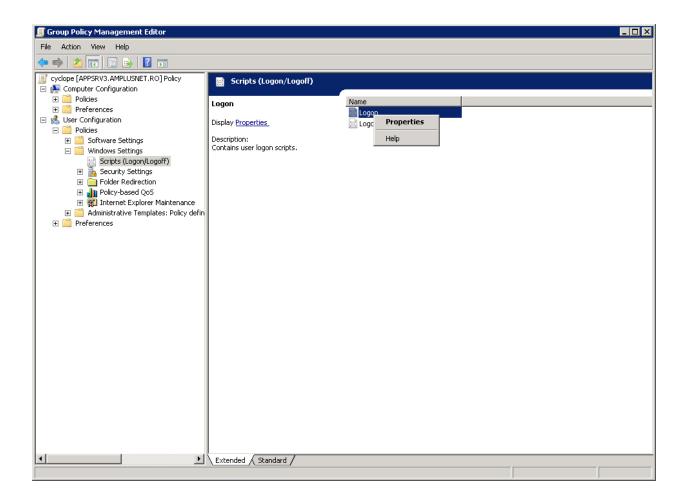**3.** You will be prompted to create a new GPO. Fill in the name and click OK.

4. The new Group Policy Object will appear under the **Group Policy Objects** node. Right click on it and select **Edit**.
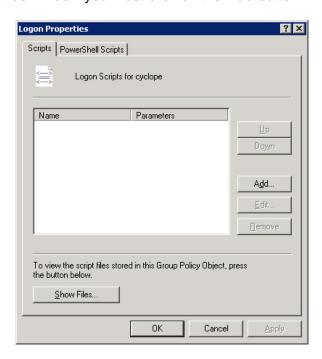

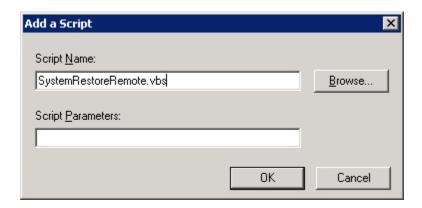**5.** The **Group Policy Management Editor** window will appear on screen.

6. Unfold the tree starting with the **User Configuration** node and then **Policies->Windows Settings**. Click on the **Scripts (Logon/Logoff)** entry. Then, right click on **Logon**, in the right panel, and select **Properties**.
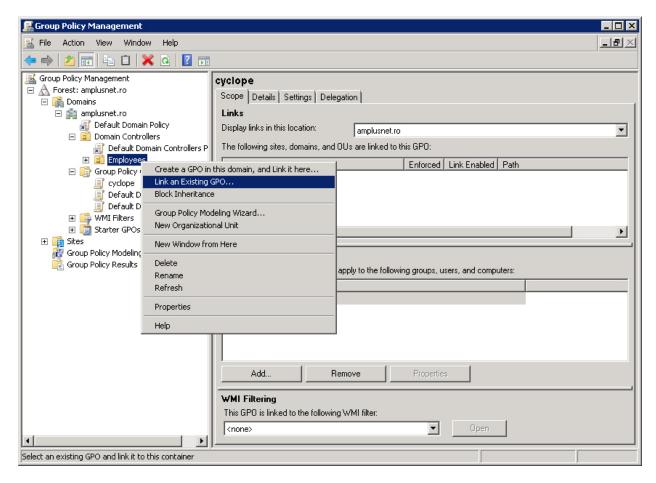
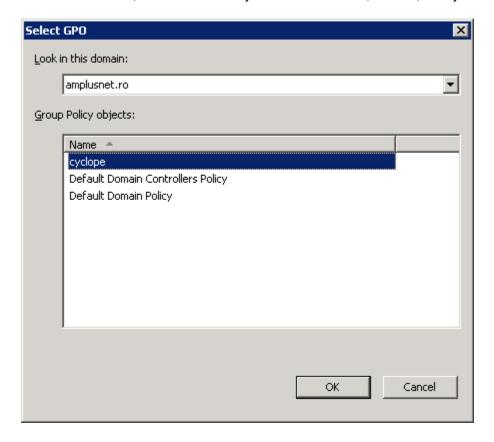**7.** In the **Logon Properties** window you must click on the **Add** button.

8. In the **Add a Script** window you are required to add the script file (usually a **vbs** file) and then click the **OK** button.

9. Back to the **Group Policy Management** window, locate the group of users you want to monitor, right click on it and select **Link an Existing GPO…**.

10. In the **Select GPO** window, select the GPO you created earlier, hit **OK**, and you are done.
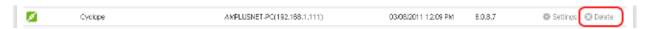

3. Uninstalling Cyclope Employee Surveillance Solution

Uninstalling the solution is simple. The sequence recommended is to uninstall the Cyclope Client first and then followed by the Cyclope Server.

3.1 Uninstalling Cyclope Client

3.1.1 – Uninstalling the client via the UI

You can perform the client uninstall from the UI. Navigate to the Administration->Monitored Users page and choose the **Delete** link for the user you wish to remove from the monitoring list.

After being prompted about deleting the employee, you will be prompted if you would also like to uninstall the Cyclope Client from the monitored computer.

If you click the Uninstall button, the client application will be uninstalled from the monitored station after the next computer restart.

NOTE: IF THE CYCLOPE CLIENT IS INSTALLED USING ACTIVE DIRECTORY, THIS COMMAND WILL NOT HAVE ANY EFFECT.

3.1.2 – Uninstalling the client from the monitored station

You need to navigate to the following location: **C:\Program Data\SysRestore2** (or **C:\Documents and Settings\All Users\Application Data\SysRestore2** if your operating system is a Windows version prior to Vista). Launch the following application: **SystemRestoreUninstall.exe** and press the Uninstall Now button. You will be prompted for the *uninstall password*. This password is saved on the server in the Administration->Settings page. Enter the password and complete the uninstall process.

3.2 Uninstalling Cyclope Server

You can perform the uninstall process by clicking the shortcut link located at Start->All Programs->Cyclope->Uninstall Cyclope

Follow the wizard's steps and uninstall the Cyclope Server. To complete the process you might be prompted to perform a restart.