



## SV Hardening Tool User Guide 1.0

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## About this guide

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This document explains how to use the SV Hardening Tool to apply new security changes to your SV appliance.

### Notes and notices

The following notes and notices might appear in this guide:

- **Tip.** Suggests how to apply the information in a topic or step.
- **Note.** Explains a special case, or expands on an important point.
- **Important.** Points out critical information concerning a topic or step.
- **Caution.** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning.** Indicates that an action or step can result in physical harm, or cause damage to hardware.

**IMPORTANT:** Topics appearing in this guide that reference information found on third-party websites were accurate at the time of publication, however, this information is subject to change without prior notice to Genetec Inc.

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## Introduction to the SV Hardening Tool

This section includes the following topics:

- ["What is the SV Hardening Tool 1.0"](#) on page 2

## What is the SV Hardening Tool 1.0

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The SV Hardening Tool offers a way for existing customers to apply the latest security changes without having to re-image or change their hardware.

The SV Hardening Tool secures SV appliances by:

- Applying a custom GPO
- Configuring the registry
- Setting Windows parameters such as firewall, AV, NetBIOS and RDP
- Enforcing a custom password
- Verifying the Windows update status

## Release notes

This section includes the following topics:

- ["What's new in SV Hardening Tool 1.0"](#) on page 4
- ["Known issues in SV Hardening Tool 1.0"](#) on page 5
- ["Limitations in SV Hardening Tool 1.0"](#) on page 6
- ["SV Hardening Tool 1.0 compatibility"](#) on page 7

## What's new in SV Hardening Tool 1.0

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With each release, new features, enhancements, or resolved issues are added to the product.

Version 1.0 is the first release of the SV Hardening Tool.

## Known issues in SV Hardening Tool 1.0

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Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

There are no known issues for the SV Hardening Tool version 1.0.

## Limitations in SV Hardening Tool 1.0

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Limitations are software or hardware issues that cannot be fixed. For certain limitations, workarounds are documented. There are currently no limitations for this version of the software.

## SV Hardening Tool 1.0 compatibility

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Product compatibility indicates that the product can support and run with specific versions of other products.

The SV Hardening Tool supports the following systems:

- SV-16 v2 (images 2.11.1, 2.12.0, 2.14.0)
- SV-16 v3 (images 4.0.4, 4.0.7, 4.1.2)
- SV-16 v4 (image 8.1.0)
- SV-32 v1 (images 5.14.0, 5.14.1, 6.0.0)
- SV-32 v2 (images 7.0.4, 7.1.6)
- SV-PRO v2 (images 10.11.0, 10.12.1, 10.13.0, 10.14.1)
- SV-PRO v3 (images 10.12.1, 10.13.0, 10.14.1)
- SV-PRO v4 (images 11.0.5, 11.1.0)
- Omnicast™ 4.8
- Security Center 5.2 and higher

**NOTE:** Later versions of the appliance images are already up to date with the newest security protocols.

# Using the Hardening Tool

This document explains how to use the SV Hardening Tool 1.0 to update your security.

This section includes the following topics:

- ["Using the SV Hardening Tool 1.0"](#) on page 9
- ["Running the SV Hardening Tool 1.0 with a command line"](#) on page 11

## Using the SV Hardening Tool 1.0

If your appliances are not up to date with the latest security standards, use the SV Hardening Tool to update your security.

### Before you begin

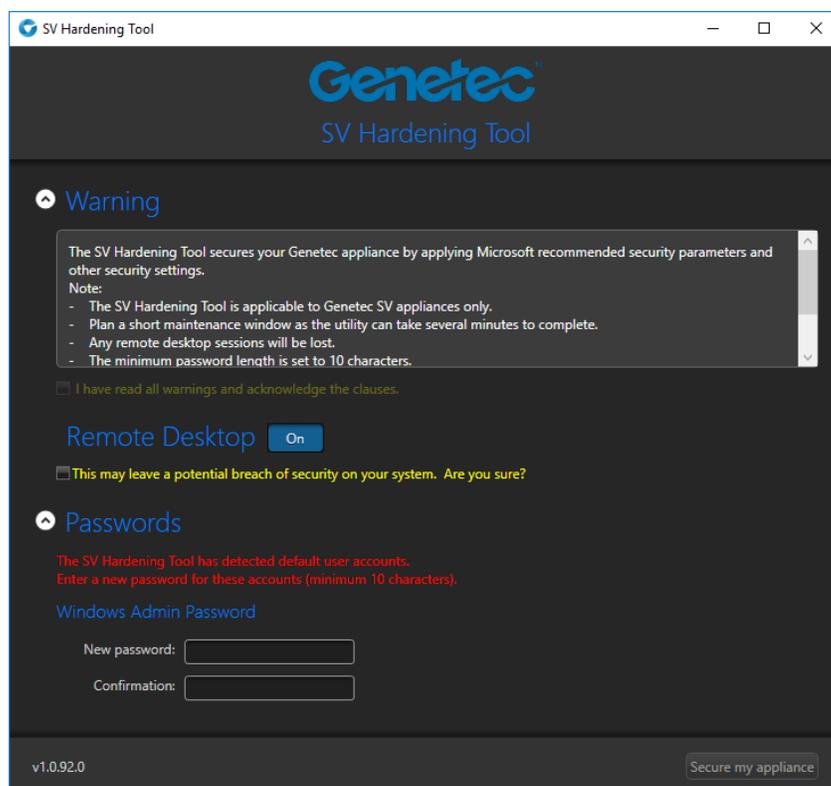
- Close your remote desktop to avoid loss of connectivity.

### What you should know

- The minimum password length is 10 characters.
- The SV Hardening Tool must be run as an administrator.
- The SV Hardening Tool can only be used on factory SV appliance images.
- The SV Hardening Tool takes precedence over a custom local Group Policy Object (GPO) that is already in use.
- Do not use the SV Hardening Tool for appliances added to a domain. The Domain will overwrite the GPO.
- Windows Defender is not activated on SV-16 v2.
- Netbios will only be deactivated on active Network Adapters.

### To run the SV Hardening Tool:

- 1 Download the tool from the [Product Download page on GTAP](#).
- 2 Double-click the tool (SVHardeningTool.exe).
- 3 Read and accept the **Warning** message.



- 4 Select to enable the **Remote Desktop** if you are accessing the appliance remotely. The **Remote Desktop** is **Off** by default. If you enable it, you will receive a warning of a potential breach of security.
- 5 Create new user passwords.

- 6 Click **Secure my appliance**.

This will take a few minutes to complete. The *Progress* window indicates success or failure.

- 7 Upon success, click **Reboot now** or **Reboot later**. You should Reboot as soon as possible.

**NOTE:** If the tool does not run successfully, contact the [Genetec™ Technical Assistance Center \(GTAC\)](#).

## Running the SV Hardening Tool 1.0 with a command line

If your appliances are not up to date with the latest security standards, the SV Hardening Tool provides you with the same security as the new appliances.

### Before you begin

- You will need administrator privileges.

### What you should know

- All options in the UI can be sent using a command line.

#### To run the SV Hardening Tool using a command line:

- Download the tool from the [Product Download page on GTAP](#).
- To start the Hardening Tool, open an elevated command prompt.

### Example

You can use the following command prompt to run the tool and keep remote desktop enabled while changing the administrator password.

```
SvHardeningTool.exe -a "1234567890" -rdp
```

The following table lists the available command line arguments.

Argument	Definition
-a	Specify a new password for the default administrator user: "admin".
-o	Specify a new password for the Omnicast™ service user: "omnicastsvcusr".
-g	Specify a new password for the guard user: "guard".
-op	Specify a new password for the operator user: "operator".
-rdp	Enable the remote desktop.
-r	Reboot the system.
-c	Ensure the tool runs in command line when no other parameters are given.

**NOTE:** If no parameters are specified, the SV Hardening Tool opens in UI mode.

# Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ Technical Information Site:** The latest documentation is available on the Technical Information Site. To access the Technical Information Site, log on to [Genetec™ Portal](#) and click [Technical Information](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. Patroller and the Sharp Portal also include context-sensitive help for each screen. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

# Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to the Genetec™ Technical Information Site, where you can find information and search for answers to your product questions.

- **Genetec™ Technical Information Site:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

Before contacting GTAC or opening a support case, it is recommended to search the Technical Information Site for potential fixes, workarounds, or known issues.

To access the Technical Information Site, log on to [Genetec™ Portal](#) and click [Technical Information](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).

- **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: [EN\\_GLM\\_ASSURANCE](#) and [EN\\_GLM\\_ADVANTAGE](#).

## Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, the following is available to you:

- **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss a variety of topics, ranging from technical questions to technology tips. You can log in or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/support/training/training-calendar>.

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## Hardware product issues and defects

Please contact GTAC at <https://gtap.genetec.com> to address any issue regarding Genetec™ appliances or any hardware purchased through Genetec Inc.