Pledge for desktop

1 Introduction

1.1 About Pledge desktop

Pledge is a client software token used to generate one-time passwords based on the OATH algorithm. Access to corporate data is imperative and for many organizations the basic authentication method usually is a combination of a user name and a password. This is often too weak to protect corporate assets and the Pledge client can be used to secure user login with two-factor authentication. Pledge turns your device into a security token and is available for all major platforms. It can be used instead of hardware tokens when logging in. Pledge can be used as a standalone client or be part of a complete security infrastructure, offering automatic user enrollment and customizable profiles. Using Pledge, users can log in safely to different applications and even sign different transactions. Hardware tokens usually require heavy administration and logistic increasing their cost of operations. Pledge offers low-cost two-factor authentication with little administrative overhead. Pledge is supported with the McAfee One Time Password (OTP) Server and may be used with any OATH compliant servers.
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2 System requirement

Pledge for desktop supports all platforms that supports Java Runtime Environment (JRE) 5.0 or higher. For example:

- Windows XP
- Windows Vista
- Windows 7
- Windows 8
- Mac OS X
- Linux
- Unix
3 Pledge client installation

3.1 Installation
The installation process is similar on Windows, Mac OS X and Linux/Unix. In this example we describe the Windows installation process.

Double-click on the file pledgeinstall.exe to start the installation on Windows.

Accept the security warning.
Click Next to proceed with the installation.

InstallAnywhere will guide you through the installation of McAfee Pledge.

It is strongly recommended that you quit all programs before continuing with this installation.

Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.

You may cancel this installation at any time by clicking the 'Cancel' button.
Select an installation path and click Next.
Select where to place Pledge shortcuts and click Next.
Click Install.
Installation is now completed. Click Done.
3.2 Start Pledge

Start Pledge by clicking on the Pledge icon from Start/Programs menu (Windows) or from the Dock (Mac).

An introduction panel will be shown when starting Pledge for the first time and until a profile has been installed.

4 Profile administration
4.1 Add a profile

To add a profile click on the plus sign in the lower left corner.
Enter the profile ID and press OK

Note: The profile ID is supplied by your administrator or from the Pledge Enrollment web application. Please contact your administrator for instructions how to receive a Pledge ID. For more information about the Pledge Enrollment process see the Step by Step guide to implement Pledge Enrollment with One Time Password Server 4: https://kc.mcafee.com/corporate/index?page=content&id=PD24121
Enter a PIN code if required, confirm PIN code and click OK.
4.2 Select a profile

There are several ways to select a profile. The overview icon in the upper right corner can be used to see a list of all profiles installed on this client.

To display a profile, double-click on its name.
It is also possible to change from one profile to another by using the arrow icon showing up when hovering to the left or right side of the current profile with the mouse cursor.
4.3 Generate One-time password

Select the profile corresponding to the system to access.
Click the button "Generate one-time password".

The one-time password may be copied into clipboard either by the copy button in the lower right corner, by right-click the password or by typing ctrl-c on Windows or cmd-c on Mac OS X. It can then be reached with a paste function e.g. on Windows one may use ctrl-v on Mac OS X cmd-v.
When used click on the one-time password display field to reset it.

Note: It is recommended to close the Pledge client after using it.

### 4.4 Remove a profile

Select the profile to remove and click on the minus sign located in the lower left corner. Confirm removal.
Do you want to remove the profile Company_1?

OK  CANCEL
5 Tools

5.1 Version and build number

To display version or build number. Click on the Tools icon and then select About.
5.2 Proxy settings
To configure the proxy settings click on the Tools icon and select Proxy settings.
There are multiple configure options for proxy. By default *Automatic proxy settings* is set. This means that Pledge will try to find a way to connect by itself using the different methods DIRECT, MANUAL, WPAD and SYSTEM.

If *Automatic proxy settings* is unchecked Pledge will use the selected method and by default try DIRECT if it fails.
The method *Use system proxy setting* means that pledge will get the proxy configuration that is set for the system if any exists.
The method *Auto-detect proxy setting* means that Pledge will use the Proxy Auto Config (PAC)-file to choose the appropriate proxy server. If no PAC-file is defined in the *URL* field Pledge will use the Web Proxy Auto-Discovery (WPAD) protocol to try to locate it.
The method *Manual proxy setting* means that Pledge will use the configured parameters *Host* and *Port* to access the proxy server.
5.3 Master password

To configure a Master password click on the Tools icon and select Master password.
Enable the Set password checkbox to add or change a password. Enter password, confirm password and click SAVE.
Master password will be asked next time Pledge is launched.

To remove a password select the Remove password checkbox and click SAVE.
Master password

- Set password
- Remove password

SAVE  CANCEL
5.4 Import profiles

To import old profiles, pre 2.0, click on the Tools icon and select Import profiles.
To load the profiles either drag your profiles file (profiles.nep) into the dotted area or click on the dotted area to make Pledge search for it. If the file is locked with a Master Password Pledge will require it before it can continue. When file is loaded the profiles will be visible in a list. Select the profiles you want to import and click on the ‘IMPORT’ button. If any profile is locked with a PIN-code Pledge will require that during the process.
6 Security

6.1 General

Profiles can be locked individually with a PIN code or together with a Master password.

The Pledge administrators can enforce use of PIN code or disable the possibility to add one via Pledge Profile Service.

Notes:
- It is recommended to close the Pledge client after using it.
- It is recommended to change PIN codes and Master password on a regular basis.

6.2 Master password

Add an extra security layer to protect your profiles with a Master password.

6.3 PIN code management
To change or add a PIN code to a profile, select a profile and click on the details icon in the lower right corner.

If PIN code is disabled in the Pledge Profile Service the PIN code button won’t appear. Else it can ask to either add a PIN code or change a PIN code depending on the current profile configuration. Click on it.

If the profile was already locked enter old PIN code, then click OK.

Enter new PIN code and confirm it, then click SAVE.

Profile is now locked.

Note: A profile can not be unlocked.
7 Troubleshooting

7.1 Common issues

*Can't remember the Master password.*
Profiles secured with a Master password can only be unlocked with a valid Master password.
Install a new profile.

*Can't remember the PIN code.*
A profile secured with a PIN code can only be unlocked with a valid PIN code.
Remove the profile and install a new one.

*Remove PIN code security from a profile.*
There is no way to remove a PIN code from a profile.