Dell Data Protection | Protected Workspace Frequently Asked Questions

Q1. While browsing to a website, the website does not display correctly in the Dell Data Protection | Protected Workspace browser, how can I fix this?

A1. Due to the secure nature of the DDP | Protected Workspace environment, certain pages may not display correctly. The restrictions have been put into place to provide the safest browsing environment possible, but this does cause some limitations. To view this page in an unprotected browser, click on the preferences drop down located on the top edge of the browser window. From the drop down, select "Unprotect Current Page" and that page will be reopened in the native browser.

Q2. I no longer want Dell Data Protection | Protected Workspace to be my default browser, how to I turn it off?

A2. Just like any other web browser, you can disable DDP | Protected Workspace from being your default browser by opening up any other native browser and setting that as the default browser.

Q3. I want to just use Dell Data Protection | Protected Workspace for internet browsing, not for viewing documents, how do I turn off the document protection feature?

A3a. To disable the document protection feature for all documents, go into the Preferences menu and choose the Apps tab. For each application that is listed, make sure that "Enable Document Protection" option is not checked.

A3b. To disable the document protection feature for just certain file types (such as htm, html), go into the Preferences menu and choose the Apps tab. For the file type that you wish to remove document protection for, make sure that "Enable Document Protection" is unselected for any application that supports that file type. Supported file types are listed at the bottom of the details pane for each application.

Q4. Every morning when I sit down at my computer, there is a message box that says "A restore is recommended", why is this?

A4. This dialog box is displayed whenever the product tries to initiate an auto-restore. It is likely that the auto-restore timer is set to a time when you are not in the office, so this dialog box appears during the evening hours when the computer is still running and the user account is still logged on. This feature can be configured from the Preferences menu, under the auto-restore to better control when the auto-restore happens or to disable the feature

Q5. Dell Data Protection | Protected Workspace is always running in my system tray when I start my computer up or log off and back onto the computer, how do I change it so it only starts up when I click on the icon on the desktop?

A5. To disable the start with windows feature, go into the Preferences menu. On the General tab, uncheck the option "Load in the background when Windows starts."

Q6. When starting Dell Data Protection | Protected Workspace, I noticed that the dialog states "Updating Dell Data Protection | Protected Workspace." What does this mean?

A6. DDP | Protected Workspace has an automatic upgrade mechanism that ensures the product is up to date. This dialog will appear any time a new update has been downloaded and is now being applied. After the upgrade completes, the product will start as it normally does.

Q7. When starting Dell Data Protection | Protected Workspace for the first time, it asks me for an Activation Key? Where do I get one?

A7. DDP | Protected Workspace does not require you to enter an activation key; however it does require you to have an active internet connection when running it for the first time. If you receive this window press the red "X" in the top corner, verify you have an active internet connection then run the product again. It will start successfully once an active connection is established.

Q8. I've installed Mozilla Firefox on my PC, but it does not show up as an available browser within the Dell Data Protection | Protected Workspace product. I thought Mozilla Firefox was supported?

A8. Mozilla Firefox is a supported application within the DDP | Protected Workspace product, however only certain versions are supported currently. You must be running Firefox version 10-19 for it to appear as a protected application within DDP | Protected Workspace.

Q9. A popup appeared saying a new app was detected and I need to restore Dell Data Protection | Protected Workspace. What does this mean?

A9. DDP | Protected Workspace supports a variety of different applications, however not all of these applications are installed on your machine when it first arrives. If a supported application (such as Adobe Flash or Java) is installed while DDP | Protected Workspace is running, the product needs to be restored before it is able to protect that application. Pressing the "Restore Now" button on the message box will reset the protected environment with support for the newly installed application.

Q10. I tried to install an add-on in protected Firefox, but after I restore, the add-on is no longer there, why is this?

A10. DDP | Protected Workspace is designed to be a secure browsing environment. Since toolbars and add-ons are a known vector for malware attacks, DDP | Protected Workspace removes these add-ons and toolbars after every restore to ensure a clean browsing environment.

Q11: When Dell Data Protection | Protected Workspace starts up, it displays an Internet Explorer window. Can I change this to another browser?

A11: You can change the preferred browser that DDP | Protected Workspace uses (the one that will open when the product launch or a hyperlink is accessed) in the Preferences menu. Start by right-clicking on the DDP | Protected Workspace Icon in the System Tray. From the menu, choose the Preferences option. Next, select the Apps tab. On the Apps tab, both Internet Explore and Mozilla Firefox (if installed on the system) will be available as an option. Select the browser you wish to be preferred, and then select the option "Use this browser to open web pages." Once this option has been selected for the chosen browser press okay on the Preferences menu to confirm the change. Now, the next time the product is restarted, or if the DDP | Protected Workspace icon is clicked, the newly selected browser will open in the protected environment.

Q12: When trying to access "View objects" and "View files" under the Temporary Internet Files and History Settings in Internet Explorer, nothing happens. Why is this?

A12: This Internet Explorer function is blocked by design in the protected environment. This is to ensure that the host environment is not susceptible to a malicious attack.

Q13: When viewing the services prior to first run of Dell Data Protection | Protected Workspace, the Invincea Enterprise Service and the SboxSvc services are disabled and not running. Is this normal?

A13: All DDP | Protected Workspace services are disabled until the first run. Once the product is started for the first time, these services will be changed from "Disabled" to "Automatic" and will be started.

Q14: A user set their homepage to a trusted site and now every time they try to open a protected browser in Dell Data Protection | Protected Workspace, an unprotected window appears. How can I correct this?

A14: To correct this issue, go to the Apps tab of the preferences menu for DDP | Protected Workspace and remove the URL for the homepage from the trusted sites list. Once this is done, launch a new browser window in DDP|PW and it will remain in the protected environment. The user can then change their homepage in the protected browser, and re-add the original trusted site back to their trusted site list.

Q15: Sometimes when a new protected application window is open, it opens behind other open windows. Is there a way to fix this?

A15: This is a current known issue with DDP | Protected Workspace and as of this version there is no current workaround. Some application windows will open behind other open application windows. You can find a newly opened application window by looking for the blinking icon on the task bar.

Q16: The "Block unsafe file extensions from downloading" includes a large list of file types. Is there a way to modify this list?

A16: From with DDP | Protected Workspace there is no way to modify the default list. However, by upgrading to the Invincea Enterprise product (www.invincea.com) this is a configurable option.

Q17: Some times when I open a supported document, I don't see a border around the application. Am I still protected?

A17: Documents can only be viewed in the protected applications when the file is opened from a windows explorer window. If a user opens an application (such as Microsoft Word) directly, then does a File Open, this file will not be protected. A user will need to browse to My Documents and double click on that file for it to open in a protected session.

Q18: When browsing to a specific website over and over again, I notice that a Suspicious Activity alert always display. I'm pretty sure this is not a malicious site, so why does this keep appearing?

A18: If a suspicious activity alert keeps displaying every time a specific site is visited, please contact Dell Support for assistance with resolving this issue. Some sites have actions that may not have been encounter before, so they are not trusted.

Q19: When I attempt to open a document I get a notification that says "Cannot access the file because it is being used by another process." What does this mean?

A19: This error will occur when a user attempts to open a document that is either being viewed by another user, or is opened in an unprotected environment on your machine. A user cannot have the same document open in both a protected and unprotected application.

Q20: Why do my internet browser shortcut icons have the DDP | Protected Workspace icon instead of their default icon?

A20: When DDP | Protected Workspace is the default browser, the shortcut icons will update to the DDP|PW icon to indicate they will be opened with DDP|PW.

Q21: When trying to delete my browsing history in Internet Explorer using the Safety menu (Delete Browsing History option), I notice the history doesn't immediately disappear. Why is this?

A21: In some cases, all open browser windows may need to be closed first before the "Delete Browsing History" option in the protected IE window will work correctly.

Q22: When trying to click on a hyperlink to another document in a protected Microsoft Office document, I get an error that says "This Feature is disabled". Why is this?

A22: This feature has been disabled in DDP | Protected Workspace as the secondary document cannot be accessed while in the protected environment. In order to open the secondary document in the protected environment, it will need to be accessed from Windows Explorer by double clicking on the file.