PGP® Whole Disk Encryption
Installation Guide
General Section

Introduction

Important ACS Initiative

One of ACS' top security initiatives requires data encryption software be installed on all computers to protect all company and client data. ACS has implemented PGP Desktop, an application that encrypts your entire hard drive, thus protecting all of your files.

This document provides information about PGP Desktop and the appropriate installation steps for you to take to encrypt the hard drive of your laptop or desktop computer.

What is PGP Desktop?

PGP Desktop is a security software tool that uses “encrypting” and “decrypting” to protect your data against unauthorized access. Encrypting is the process of scrambling data so that if an unauthorized person gets access to it, they cannot do anything with it. Decrypting is the process of taking encrypted (scrambled) data and making it meaningful again. PGP Desktop encrypts your entire hard drive (using “Whole Disk Encryption”) so everything is protected all the time. The encryption is transparent to the user, automatically protecting data.

Installation of PGP Desktop Web Install

The initial installation of PGP Desktop is mostly automated but; during the installation you will be required to enter some information and perform various functions. The enrollment portion of the installation will take approximately 15–45 minutes. The entire process of “whole disk encryption” could take 2–5 hours depending primarily on the size of your computer’s hard drive.

**Important Guidelines – Check List

- Print this document prior to beginning the PGP installation process. If you have trouble with the installation, you will need the printed information for reference.
- Complete all of the installation steps on the following pages.
- During this process, when called for, shut down your computer using the standard “Start” menu and selecting “Shutdown.” Other methods such as disconnecting the AC power or battery could cause a loss of data.
- Prior to beginning this installation/upgrade you must ensure that you have a mail client (Exchange, Lotus Notes, etc.) installed on your system. If you do not have a mail client installed please contact your local Desktop support staff.
**Important Guidelines – Check List**

- ATTENTION LAPTOP USERS: Do not disconnect the AC power from your computer during this process. Doing so could cause a loss of data.

- Remove any non-Microsoft defragmentation tools. They will could make your PC “unable to boot” and possibly cause all of your data to be lost.

- RAID hard drive configurations are not supported.

### Installing PGP Client


2. Click the **Downloads** button at the bottom left-hand side of the ACS Encryption Services PGP website homepage.

![Figure 1](image-url)
3. **Click Download Now** from the PGP Web Install section of Standard Installation.

4. **Click** the **Run** button at the File Download window.
The Download dialog box will appear.

5. Click **Run** on the Internet Explorer – Security Warning window.

![Internet Explorer - Security Warning](image1)

6. **Click Yes** on the End User License Agreement window.

![ACS PGP Whole Disk Encryption Installation](image2)
7. The system will display the following windows Microsoft .NET Framework 2.0 software is installing.

**Note:** The installation may take 5 – 10 minutes. These screens will flash quickly if you already have .NET Framework 2.0 software installed.

8. Once the installation of .NET framework is complete, a PGP Whole Disk Encryption Installation application window will open in the lower right portion of your screen. It will display the install progress for the rest of the process.

9. Once the software installation is complete, the system displays the message “Installation Complete…Reboot Required.” Click the “CLICK HERE TO REBOOT” button.

Remember to save all of your work and close any open applications before rebooting.
10. After clicking the “CLICK HERE TO REBOOT” button a confirmation message will appear. *Click “Yes”* to reboot your system.

![Figure 9](image_url)

**NOTE:** This completes the installation of the PGP Client. After your system reboots you will be prompted to continue with the installation of PGP Desktop.

*(Please read the following important instructions)*
Installation of PGP Desktop

Continuing Installation of PGP Desktop

After login, the PGP Setup Assistant will appear.

1. Enter your ACS email address. Then enter it again to confirm. Click Next.

An enrollment message will be sent to your email address.

2. Launch your email application and open the email titled "Welcome to PGP Universal". Click Next to continue.
Installation of PGP Desktop (continued)

3. Click Next to continue.

![Figure 12]

4. Select “I am a new user”. Click “Next”.

![Figure 13]
Installation of PGP Desktop (continued)

5. Click **Next** on the “Welcome to the PGP Whole Disk Encryption Assistant” window.

6. Create a passphrase and enter it into the “Passphrase” field. Then, re-enter your passphrase again. Click Next.

**Note:** Your passphrase should be at 6 characters long and should contain non-alphanumeric characters. This is the passphrase that you will use each time you boot-up.
Installation of PGP Desktop (continued) The Encryption process will begin. A dialog box will appear in the lower right corner of your screen.

![PGP Whole Disk Encryption](image)

Figure 16

Note: Because the encryption process happens in the background, you can continue to work. If it becomes necessary for you to shut down your system before the encryption completes, the system will resume encryption once rebooted back on AC power.

7. **Click Next** on the Completing the Whole Disk Encryption Assistant.

![Completing the Whole Disk Encryption Assistant](image)

Figure 17
Installation of PGP Desktop (continued)

8. Click “Finish” on the final “PGP Set up Assistant” screen. A gray lock will appear in your system tray.

Figure 18

Note: The drive is now being encrypted and the process will continue automatically until completed.
Installation of PGP Desktop (continued)

You will receive a message once encryption has been completed. If your computer is shut down before the encryption process has completed, encryption will begin again after your machine is turned on. To view encryption status:

1. Click Start>Programs>PGP>PGP Desktop.
2. Click “PGP Disk” from the menu on the left side of your screen.
3. Select “Encrypt Whole Disk or Partition”.

The encryption status will be displayed at the bottom of the screen.

Once your workstation has been encrypted, you will be prompted to enter your PGP Passphrase when the computer is rebooted. You will also be presented with the screen below each time the computer is powered on.

![PGP Desktop encryption status](image)

Figure 19