1) **Will (SE) work with the latest service pack?**

Versions of (SE) are compiled and evaluated against specific Service Pack versions. e.g., XP(SE) V1.0-3 is for SP1. Technically they will work with later Service Packs {not NT(SE)}, but not all of the fixes contained in the later service pack will work on an (SE) system. Also using a later service pack will mean the system is no longer CESG evaluated. Update kits are available to supported customers from HP (SE) support.

2) **I can log in but I can't change my password?**

The client component of (SE) needs to be installed on ALL machines in a domain, including the domain controllers. In a mixed environment with NT4 domain controllers, with some Windows 2000 or XP clients, this may also be that HashPasswordStyle has not been set correctly (see below). Make sure that the standard Windows feature of minimum password age is not preventing this.

3) **I think I've installed (SE) but it doesn't seem to work!**

Installation of (SE) is a two stage process. In the first configuration phase the client component kit is created with the site specific algorithm seeds. This typically resides in C:\Program Files\Hewlett-Packard. In this directory are the setup.exe and .msi files used to install the client component.

4) **Why does a quiet install require a reboot?**

(SE) replaces some system files which are loaded at start-up, hence the need to reboot after installation.
5) **Why does the administrator need to have a 5 character lowercase password before installation?**

(SE) can potentially be configured to hash passwords of 6 characters or more in length. If the administrator password was more than this then after installation, the stored hash would not match the entered hash, thus preventing the administrator from logging in and rendering the system unusable.

6) **Can a domain with (SE) installed trust another domain?**

If both domains have the same (SE) algorithm and seeds installed then full trusts can be established. With Windows 2000(SE) and Windows Server 2003(SE), trusts can be established even if the algorithm and seeds differ, or indeed one domain has no (SE) at all. In this case using trusts to access resources in the other domain will work, however user roaming won’t work as the hashing of the user’s password will differ. To allow two NT(SE) domains with different algorithms/seeds to trust each other then the Inter-Domain Trusts option pack needs to be installed (see below)

7) **What happens if the Discoverer Server is unavailable?**

A message is displayed telling the user that last login information is unavailable, but the login will be allowed to proceed.

8) **Tell me more about the compatibility kit?**

This needs to be installed on NT(SE) V3.2 or earlier domain controllers to allow Windows 2000(SE) or XP(SE) systems to join the domain. The compatibility functionality is incorporated into NT(SE) v3.3 or later.

9) **How can I add a Windows 2000(SE) machine into a NT(SE) domain?**

The Winlogon registry entry HashPasswordStyle (default value 3) needs to be set to 1 to allow Windows 2000(SE) and XP(SE) systems to create workstation accounts in the NT(SE) domain. Once this has been done the value can be reset to 3 (this is a dynamic parameter).

10) **Do I need the Inter-Domain Trusts option pack?**

The IDT is installed onto all NT(SE) domain controllers to allow two NT(SE) domains with different algorithms or seeds to maintain a trust relationship. The IDT cannot be used with non (SE) domains or with Windows 2000(SE)
11) What's the difference between removable drive locking and device locking?

Removable drive locking was known as CD and Floppy locking in the context of NT(SE), whereby access to the CD and Floppy was controlled. Windows 2000(SE), XP(SE) and Windows Server 2003(SE) has additional functionality which allows access to other devices to be controlled. Note that when configuring (SE) the appropriate locking options need to be selected in order that access to devices may be managed.

12) Will Device Locking protect against things like pen drives?

Yes. However it depends on how the pen drive presents itself to windows. Some pen drives will be presented as mass storage devices whereas others will be presented as removable drives.

13) I've got a standalone Windows 2000(SE) system and I can't log into a local account

This was a known problem with early versions of Windows 2000(SE) (v2.0 or earlier) and a fix is available from HP (SE) Support.

14) Can I call support over the weekend when I'm doing my upgrade?

Customers with current support contracts can call the (SE) hotline +44 (0) 1925 841841 between 09:00-17:00 (GMT) Monday to Friday (excluding English bank holidays and the period between Xmas and the New Year). Support outside of these hours can be arranged beforehand at additional cost.

15) Where can I download evaluation software from?

Free evaluation software for the (SE) products can be downloaded from our Software Depot website www.software.hp.com. The (SE) software is listed under the heading of Security & Manageability.

For additional enquiries regarding the (SE) products please email security.enhancements@hp.com or call us on +44 (0) 1925 841841.