



# Frequently Asked Questions

S3 | control  
Embedded

## General FAQ

### What is Solidcore S3 Control – Embedded?

S3 Control – Embedded is the only software change control solution that helps control “what software can run” and “what software can change, how, when and by whom” on embedded systems. This control helps the device vendors reduce their support costs and gain a competitive edge, while eliminating the need for patching and anti-virus for device owners.

### On what type of embedded systems can S3 Control – Embedded be installed on?

S3 Control – Embedded can be installed on any system running Windows, Linux or Solaris. It is commonly installed on ATMs, kiosks, retail point-of-sale and service devices, point of care medical systems like CT-Scan, X-Ray, Ultrasound, CAD systems, Thin Clients etc. it's a low touch, quick to install software solution.

### Who are some of the customers of Solidcore?

Solidcore is proud to listen and address the needs of NCR, NEC-Infrafrontia, Ericsson, Confirma, StoreNext, Wyse, Neoware, Tacit Networks(Packeteer). For more details, visit our website at <http://www.solidcore.com/embedded>.

### What does Solidcore's Gold Partnership in Microsoft's Windows Embedded Partner Program mean?

Windows Embedded Partner Gold-level membership is given to companies that have demonstrated excellence in building and enabling Windows Embedded-powered solutions. This reflects Solidcore's commitment with Microsoft to enable Windows XP Embedded and Windows Embedded for Point of Service device manufacturers, distributors, system integrators, channel service providers, etc to accelerate the deployment of these solutions while reducing support costs.

### How do I determine if I will benefit from it?

If you are a system manufacturer, reseller, distributor, dealer, system integrator, full service provider or software service channel vendor for

embedded systems building or adding software to embedded systems running Windows/Unix/Solaris, then Solidcore can help you reduce your number of support related touch points, differentiate your product offering, charge more per unit sold for additional benefits and meet your end customer requirements of change control, security and compliance.

### What are the benefits of S3 Control – Embedded?

Solidcore S3 Control – Embedded helps device manufacturers, resellers, distributors, service channel providers reduce their support costs, differentiate their product offering and charge more per unit sold for additional change control/security/compliance benefits. It helps system vendors meet their end customer needs of reduced patching, update free protection against zero day threats and meeting PCI and HIPAA compliance requirements.

### Do I still need to use Anti-Virus software on systems with S3 Control – Embedded?

S3 Control – Embedded helps eliminate the need for anti-virus once the final production image of the embedded device/system has been finalized. It ensures system uptime and integrity. It provides update free control with minimal performance impact. On an ongoing basis, S3 Control locks down and secures the embedded system from any existing and zero day polymorphic threats from malware, worms, viruses, Trojans, buffer-overflow attacks, rootkits etc.

### Do I need to patch embedded systems with S3 Control – Embedded?

S3 Control – Embedded helps eliminate the need for emergency patching, reduces number and frequency of patching cycles and enables more time for testing before patching. It reduces security risk on difficult to patch devices that are for instance remote and distributed in areas with little or no local support via it's runtime control feature. It helps reduce costs of operations by reducing both planned patching and unplanned recovery downtime, thereby increasing in-production device availability.

## Product FAQ

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### On what platforms can S3 Control – Embedded be installed?

The off the shelf version of S3 Control – Embedded is supported on any flavor of Windows and Linux ES 3.x, Solaris 8,9.

### What is the deployment process of S3 Control – Embedded?

Most of Solidcore's S3 Control – Embedded customers install Solidcore after the production software image on the embedded system has been finalized and installed. Many also solidify the image and replicate it using imaging software (similar to Norton Ghost).

### What is Solidification™?

Solidification™ is a patented technology by Solidcore that controls “what software can change” and “what software can run” on an embedded system. Solidification is the process of deploying software into a controlled state. It creates a baseline without user input or configuration. It ensures that baseline is not changed outside of a defined process. It assigns ownership to company/process rather than individuals and provides auto-documentation, enforceability, verifiability to software changes on embedded devices in production.

### How does S3 Control – Embedded lockdown or solidify an embedded system or device? What does a lockdown or solidified system mean?

S3 Control – Embedded locks down an embedded system/device using Solidification™. Once locked down or solidified, the software image on the embedded system cannot be changed outside of an authorized change control process.

### How does it control “what can change” on the software image on the embedded system?

Solidification protects any and all program files from being modified or deleted outside of an authorized change process.

### How does it control “what can run” on the embedded system?

Solidification allows only the authorized software to run on a solidified embedded system. Authorized is defined as the software that was either initially present at the time of solidification or that landed via an authorized process.

### How does it protect against any and every zero day polymorphic threats, malware, Trojans, rootkits etc?

S3 Control prevents any unauthorized code that lands on the disk or gets injected in memory from executing. Any malware has some form of new code that runs to compromise the system. Solidcore does not recognize any new code as authorized unless from an authorized source and prevents it from running. This protects against all zero day threats.

### How does S3 Control – Embedded prevent unauthorized changes?

S3 Control – Embedded can prevent any and all changes to the entire filesystem or a part of it.

### How can updates be made to a system solidified by S3 Control – Embedded? What is authorized change process?

An embedded system solidified by S3 Control – Embedded enables “channel friendly change control”. This helps ensure that the device manufacturer's or service channel's or the device owner's software change policy can be enforced on the production systems. Solidified systems in the field can be updated by either opening an update window, or by an approved program or via a secure signed update. In addition, it can track in real time, any attempts to change protected program files.

If you did not find an answer to your question in the FAQs, you can contact Solidcore's support team directly at [support@solidcore.com](mailto:support@solidcore.com).

## About Solidcore Systems

Solidcore is a leading provider of change control for critical systems. Solidcore is used by major manufacturers of automated teller machines, point-of-sale terminals, medical devices, thin-clients, storage appliances and other devices to securely leverage open systems while controlling support costs. Visit us at <http://www.solidcore.com/embedded>.