



CONTROLLING THIN CLIENTS Shell Control Box Use Case

The Challenge - Management of Numerous Thin-Users

Enterprises increasingly implement virtualized desktops on a central server, thus, when users work from their local machine, all of the applications, processes, and data used are kept on the server and run centrally. This model allows companies to build cost-effective and easy-to-manage thin-client environments. This approach is typical at call/contact centers of large service providers, such as banks, insurers, telecom operators or utilities. However, countless business applications running on these terminal servers are not capable of sufficient logging. Consequently, controlling the activities of several hundred or thousand thin-client users is challenging. In addition, the employee turnover in these workplaces is relatively high, which represents further security risk for these organizations.

Furthermore, PCI-DSS, SAS 70 and other compliance requirements demand total visibility of all access to sensitive data. Achieving this compliance requires overcoming the complexity of auditing dozens of virtual applications.

Without user session recording the question of “who did what?” is almost impossible to answer, and often leads to accusations along with the time and money wasted on investigating incidents. To avoid this, a tamper-proof session recording solution could be implemented to have reliable thin-client control.

Key Shell Control Box benefits for thin client control



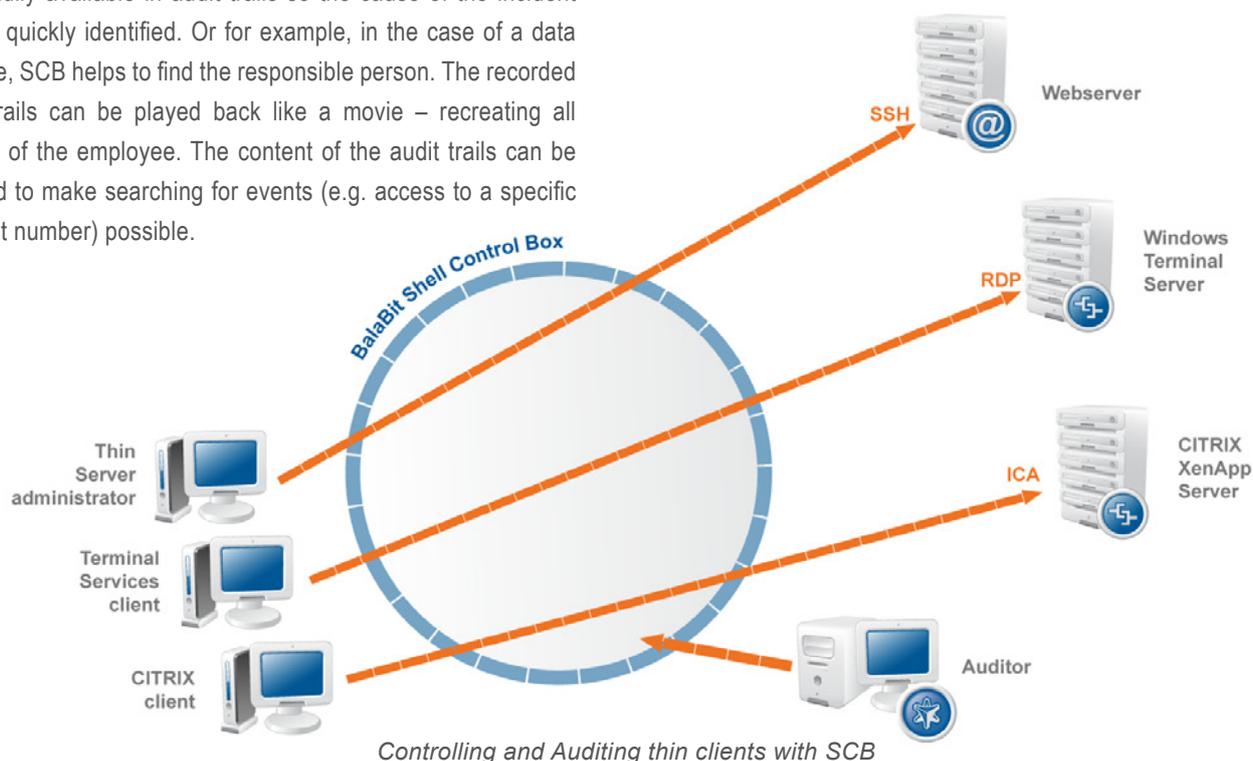
- control SSH, RDP, VNC, Citrix ICA, VMWare View and other protocols
- support XenDesktop and XenApp environments
- integration with AD/LDAP/RADIUS directories
- granular access control (e.g. based on time periods or group membership)
- strong authentication methods
- tamper-proof audit trails for privacy and compliance
- real-time session following with the possibility of instant termination
- automatic and customizable reporting

The Solution - User Activity Monitoring

BalaBit Shell Control Box (SCB) is an activity monitoring solution to audit protocols used in popular thin-client applications, allowing to monitor and record all user activities independently of the application being used. SCB audits, controls and records who, when and what has done for example in the central CRM or SAP system. By creating encrypted and timestamped activity records, SCB can eliminate accountability questions, as well.

SCB allows organizations to record on-screen user activity in virtual applications that store sensitive information. This is especially critical in regulated industries such as telecoms and finance, where compliance with personal information security rules is paramount. In addition, SCB provides detailed custom reports on remote access to support compliance audits.

SCB is a cost-efficient solution to aid in the investigation of incidents related to terminal servers or virtual applications. For example, if a thin-client user calls the help-desk with a problem that is hard to reproduce, the circumstances of the event are readily available in audit trails so the cause of the incident can be quickly identified. Or for example, in the case of a data leakage, SCB helps to find the responsible person. The recorded audit trails can be played back like a movie – recreating all actions of the employee. The content of the audit trails can be indexed to make searching for events (e.g. access to a specific account number) possible.



About BalaBit

BalaBit IT Security is an innovative information security company, one of the global leaders in developing privileged activity monitoring, trusted logging and proxy-based gateway technologies to help customers be protected against insider and outsider threats and meet security and compliance regulations. BalaBit, the second fastest-growing IT Security company in the Central European region concerning Deloitte Technology Fast 50 list, has local offices in France, Germany, Italy, Russia, and in the USA, and cooperates with partners worldwide. Its R&D and global support centers are located in Hungary, Europe.

More information: www.balabit.com

Technical Implementation

SCB is a proxy gateway: the transferred connections and traffic are inspected on the application level (Layer 7 in the OSI model), giving control over protocol features like the authentication and encryption methods or the permitted channels. SCB operates transparently in your network and extracts information into audit trails directly from the communication of the remote client and the server, providing reliable, easy-to-access content. Audit trails can be browsed on-line, or viewed real-time to monitor the activities of the employees. With free-text search, the alphanumeric commands typed by the user or displayed texts in graphical protocols (e.g. RDP) can also be searched.

SCB can monitor all the protocols widely used in thin-client environments: Citrix ICA, VMWare View, VNC, or RDP used to access Windows Terminal Services. In addition, by supporting Terminal Services Gateway Server Protocol, SCB can act as a Terminal Services Gateway.

Learn More

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- [PCI and ISO27001 compliance and forensics in auditing remote server access](#)
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