

## SPECOPS KEY RECOVERY

### Datasheet

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**ABOUT SPECOPS** Specops Software is the leading provider of password management and authentication solutions. Specops protects your business data by blocking weak passwords and securing user authentication. Every day thousands of organizations use Specops Software to protect business data. For more information, please visit [specopssoft.com](https://specopssoft.com)

# SPECOPS KEY RECOVERY

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Specops Key Recovery is a self-service solution for unlocking computers encrypted by Microsoft BitLocker or Symantec Endpoint Encryption. A user who is locked out at the pre-boot authentication screen can use Specops Key Recovery to unlock their computer, without calling the helpdesk. For added security, users are verified with multi-factor authentication. The solution supports a number of authentication factors, including Duo Security, Symantec VIP, Okta, PingID and YubiKey.

To protect corporate data and address regulatory requirements, organizations are increasingly turning to endpoint encryption solutions. Encryption at the hardware level of a storage device, commonly referred to as full-disk encryption (FDE), protects confidential information from unauthorized access.

FDE solutions, such as BitLocker and Symantec Endpoint Encryption, create a pre-boot authentication environment that require a secret key every time the computer is started, or when a lockout is triggered. Without a self-service recovery solution, FDE will drive calls to the helpdesk.

FEATURES	BITLOCKER ALONE	BITLOCKER WITH SPECOPS	SYMANTEC ENDPOINT ENCRYPTION ALONE	SYMANTEC ENDPOINT ENCRYPTION WITH SPECOPS
Self-service key recovery	Yes (MBAM integrated with SCCM)	Yes	Yes	Yes
Remote self-service key recovery	No	Yes	No	Yes
Multi-factor authentication	No	Yes (20+ identity services)	No (security questions)	Yes (20+ identity services)
Integration with self-service password reset	No	Yes, with Specops uReset	No	Yes, with Specops uReset



## How does it work?

You can configure Specops Key Recovery by installing the Gatekeeper component in your organization's corporate network. The Gatekeeper will access BitLocker and/or Symantec Endpoint Encryption to relay recovery keys for end users. The recovery key is encrypted inside the corporate network, and decrypted once it reaches the user's device. Specops Key Recovery does not access sensitive data from BitLocker or Symantec Endpoint Encryption.

When a user attempts a self-driven key recovery, Specops Key Recovery will prompt the user to authenticate with the identity service(s) from their enrollment. The enrollment data is stored on a subobject of their user account in the on-premises Active Directory.

The following takes place during a self-driven key recovery:



1. User is locked out at the pre-boot authentication screen. The preboot authentication screen prompts the user to visit Specops Key Recovery on a mobile device.



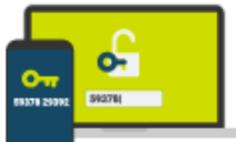
2. The user visits Specops Key Recovery and enters their corporate email address.



3. Specops Key Recovery displays the authentication rules to the user. The user authenticates with various identity services to fulfill the policy.



4. The user is asked for the sequence number or first 8 characters of the recovery key ID of the locked computer. The user enters the additional information on their mobile device.



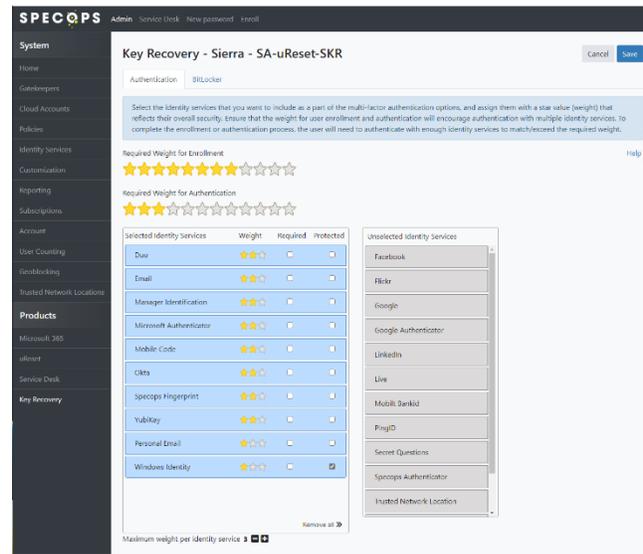
5. Specops Key Recovery displays a recovery key for the locked computer on the user's mobile device. The user enters the recovery key on the locked computer to regain access.



## What does it look like?

Specops Key Recovery enhances security by extending multi-factor authentication to self-service key recovery. There are 20+ identity services available to ensure that you can select the best options for your users.

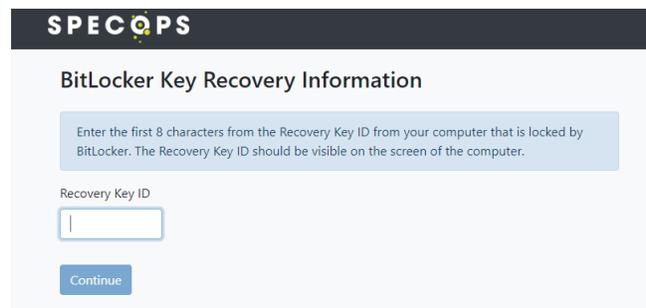
However, since not all identity services are equally secure, administrators can assign each identity service a trust value, based on their perceived level of security. The trust assignment is managed via stars, as shown in the administrator view to the right.



## What does it look like for end users?

After verifying their identity via the methods configured by their administrator, the end user can follow the steps on screen to finish the recovery key process, as shown on the right.

The end-user friendly instruction found within Specops Key Recovery helps minimize encryption lockout calls to the service desk.



## Why customers choose Specops

### *Really great product*

“Overall, I think that Specops Key Recovery is a really great product that will go a long way toward helping organizations prevent BitLocker-related data loss.”

- Brien Posey, Microsoft MVP, [Techgenix review](#)

### *Really impressed with the management portal and support*

“I was impressed with Specops Key Recovery for BitLocker, the management portal, and the support I received.”

- Robert Pearman, Microsoft MVP, [4sysops review](#)

## Get a Demo of Specops Key Recovery

Interested to see how Specops Key Recovery can work in your organization? [Click here](#) to start a demo or trial today.

