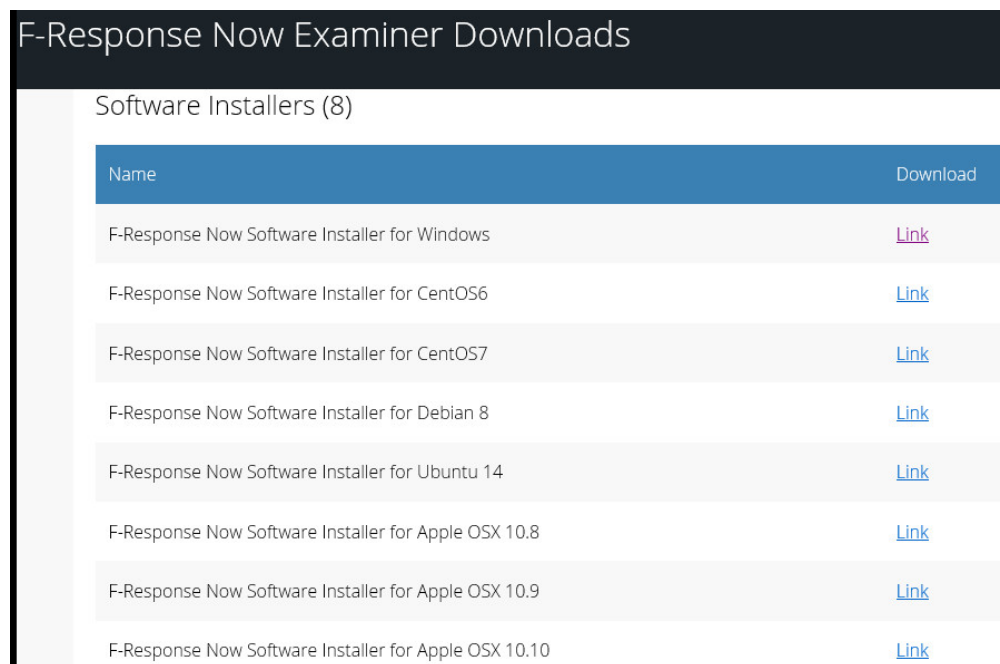


Your Mission: Use F-Response Now™ to connect to remote computers and devices over the Internet

Note: This guide assumes you have an active F-Response Now™ instance and that you have Internet access to this instance. Please refer to the email instructions provided by F-Response to locate your Username, Password, and IP Address/Network address of your F-Response Now™ instance.

Step 1: Install the F-Response Now™ Console on your examiner machine directly from your Now™ instance

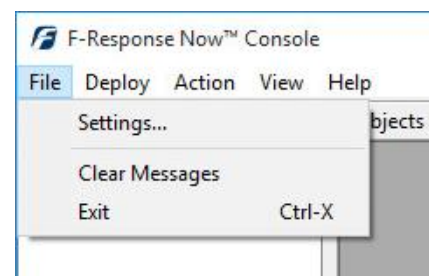
The provided email from F-Response for your Now™ instance should include a link to download the latest F-Response Now™ installer directly from your instance. If you have not already, please use that link to download and install the latest version of F-Response Now™ Examiner directly from your Now™ instance.



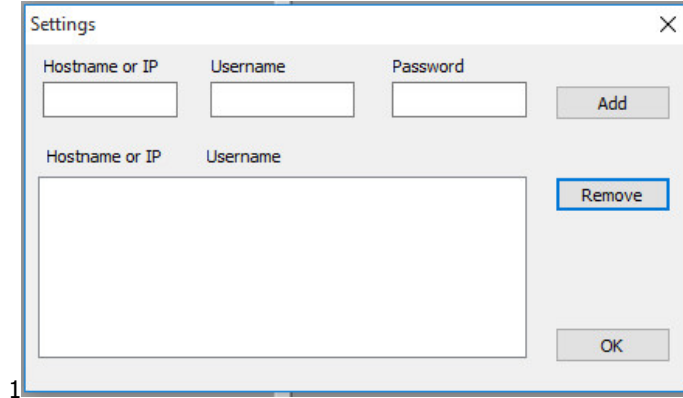
Step 2: Add the Now™ instance to your F-Response Now™ Console



After installing F-Response Now™ you will need to start the console and configure the software to talk to one or more Now™ instances that you have purchased. Included in the provided email following your purchase you will find the Username, Password, and Network Address (IP/Hostname) for each Now™ instance.

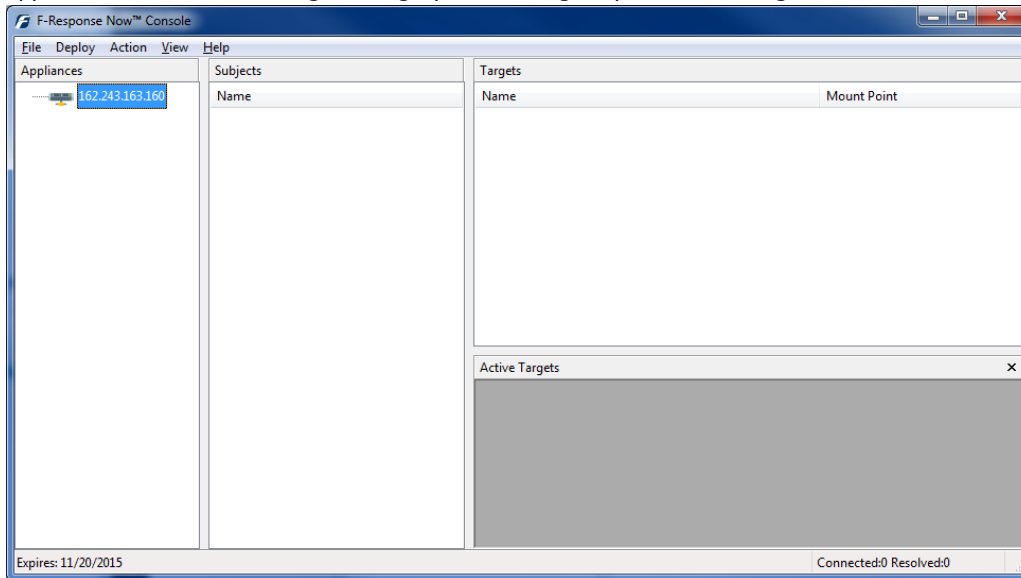
Open the F-Response Now™ Console and select **File->Settings**



The Network Address (the Hostname or IP field), Username, and Password are all provided in the email, copy and paste them directly as presented into the corresponding text entry fields in the Settings Dialog, then click **Add**.



After adding the Now™ instance you should see it in your main window in the Appliances column. Double click on the appliance and it should change from grey  and light up  indicating successful authentication.



Step 3: Send the F-Response Now™ client URL to one or more remote targets

Your F-Response Now™ instance comes with a number of remote client executables. These executables can be used to connect to a number of different remote systems. Provide this link to a remote user and they will find the words "RECOMMENDED" next to the link for the client software they should download and execute on their particular operating system.

F-Response Mission Guide

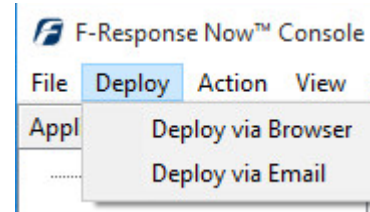
Using F-Response Now™ to connect to remote computers and devices over the Internet
Rev 1.0

Email:support@f-response.com

Website:www.f-response.com

Phone: 1-800-317-5497

You will find the client URL link by first highlighting your Appliance, then selecting **Deploy->Deploy via Browser** from the F-Response Now™ menu.



F-Response Client Downloads

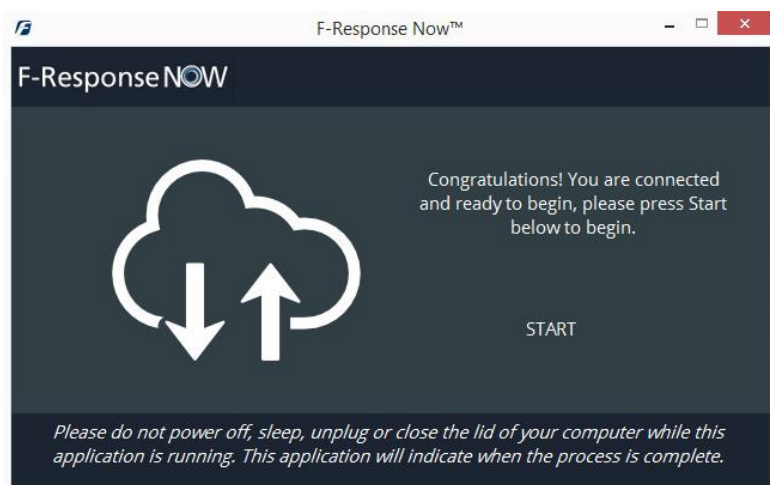
Clients

Client Executables (6)

Name	Download
F-Response Windows GUI Client RECOMMENDED	Link
F-Response Apple OSX Client	Link
F-Response Apple OSX Command Line Client	Link
F-Response Linux 64bit Client	Link
F-Response Linux 32bit Client	Link

Step 4: Instruct the remote target computer user to execute the client software and perform any requested actions




The individual versions of F-Response Now™ for remote platforms differ slightly, not only in what they present, but also in how they interact with the remote user. For clarity the remote user will be asked to confirm AC power is connected to their computer, that they are on the Internet, and that they wish to connect to the F-Response Now™ instance. Once connected the software will instruct the user to not perform any actions that might affect the software, including powering down, closing the lid (of a laptop), disconnecting from the Internet, etc. Furthermore they are instructed to



not close or exit the application until indicated by the application itself. See Step 6 for more details on stopping the remote agent.

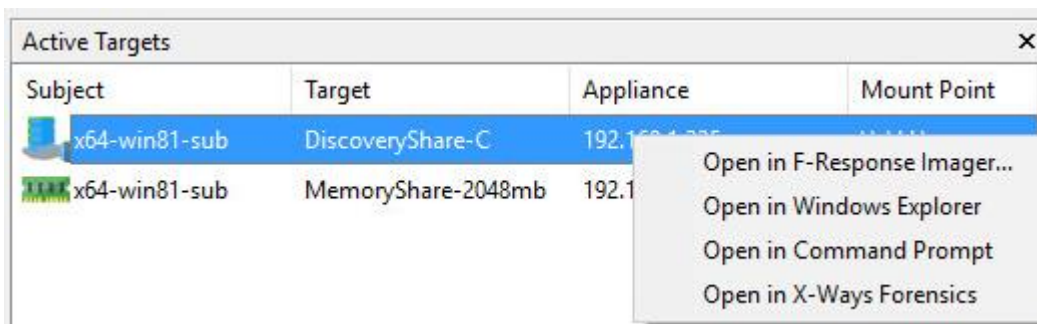
Step 5: Connect to one or more targets presented by the remote computer

When the remote machine is connected it will appear in the Subjects column in the Now™ Console. Highlight the subject machine to see a list of available targets in the Targets pane. Each target reflects a different source of data and provides different information. Please refer to the following summary when determining what target to connect to.

- DiscoveryShares™ 
 - DiscoveryShares™ allow F-Response Now™ users to access a remote machine's files and folders completely read-only with no file locking, whether they be Windows, Linux, or Apple OSX.
 - DiscoveryShares™ offer a great way for both technical and non-technical users to access a remote machine's files and folders.
 - **Recommended Usage**
 - Use DiscoveryShares™ for single file or select file and folder collections. Do not use DiscoveryShares™ for full device imaging.
- Physical Drives and Partitions 
 - Physical Drives and Partitions provide a complete SCSI Adapter for presenting remote physical disk(s) as full, read-only SCSI devices as well as a hybrid "DOS Device" for accessing individual partition content.
 - **Recommended Usage**
 - Use Physical Drives that represent full disks (any target without the word "Part" in the name) for full drive imaging. These are the fastest targets available.
 - Use individual partitions for targeted collection or review.
- MemoryShares™ 
 - MemoryShares™ provide live physical memory access to remote Windows subject physical memory as a live file, suitable for imaging and analysis with virtually any incident response product.

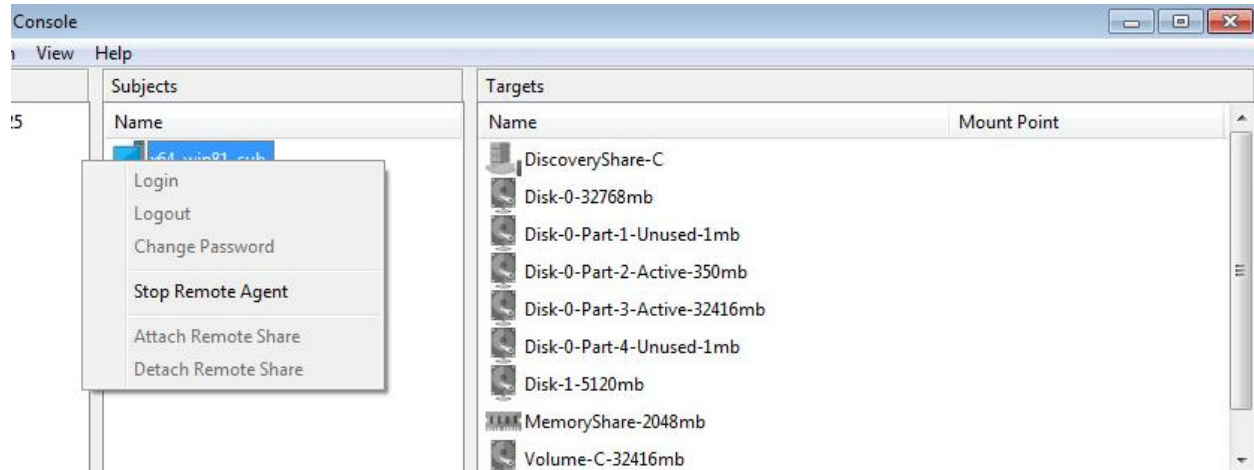
Connecting or disconnecting from remote targets is as simple as using the **Action->Attach Remote Share**, **Action->Detach Remote Share** dropdown menu, or simply double clicking on the target.

Once attached to a remote target, it will appear in the Active Targets pane. If you right click on the mount point for the active target you will see a list of possible options you can initiate right from the Now™ Console:



Step 6: When finished interacting with the remote agent, stop the Now™ client on the remote computer

When you have finished with the subject machine, you can remove it from your console by disconnecting from the targets (as explained above), then highlighting the subject in the console. You can then use **the Action-> Stop Remote Agent** menu item, or right click on the subject to signal the remote software to stop and indicate a "complete" status to the remote user.



Troubleshooting

Q: The remote user indicates they received an error code when trying to run the software on their machine, what should I do?

A: Please direct any error codes to F-Response Support (support@f-response.com) and we will investigate it immediately. However, the most common issue that can arise is connectivity to the Now™ instance. You may need to make exceptions for the Now™ instance in the organizational firewall or proxy. All communications with the Now™ instance take place on TCP Port 80.