

Cyber Alarm 3.0 Configuration Guide and Instruction Manual

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Introduction

Welcome to Cyber Alarm Antivirus for Salesforce Version 3.0! Starpond Software proudly presents Cyber Alarm Antivirus for Salesforce. Cyber Alarm will allow you to natively scan your Files for malicious code without sending your organizations confidential files out to third party servers for scanning. So, what does this mean to you? This means that your companies files stay inside your Salesforce Org. period. Cyber Alarm has been carefully streamlined and designed and meticulously engineered to do its efficient scans inside of Salesforce for you.

Our motto at Starpond Software is to offer our customers 'Overwhelming Value and Support' and that is exactly what we intend to do to win your business. So, whether it is with our great software like Cyber Alarm or the <u>Cloudpond S3 Connector</u>, or great prices or unprecedented Technical Support, we know you will love our products. So jump on board and let us protect your Salesforce platform from malicious code. We are glad you are here, and please let us know if there is any way we can assist you.

Prerequisites

This guide and installation manual assumes the reader has an existing Salesforce Production or Developer Org. For a full licensed installation, the user must have at least 200 MB of free storage. One should note that the free developer edition from Salesforce only comes with 5 MB of free storage. You will only be able to install the full licensed version of Cyber Alarm into a free developer org if you open a case with Salesforce and ask for additional free developer org storage. You will need to ask Salesforce for a minimum of 200 MB of free storage in the free developer org. The reason for this is that the virus signature load to the Virus Signatures object will consume 153 MB of storage. We also assume the Administrator has general knowledge of computer terms such as virus signatures, batch scans, antivirus, and quarantine.

Background

Salesforce is the worlds most popular Customer Relationship (CRM) Management system. It is used world-wide for its CRM capabilities as well as a case management system (Service Cloud). With the advent on its capabilities for Customer Communities and Partner Communities it is now a popular platform for a great way to connect with customers and partners. However, Salesforce does not scan file attachments for malicious code and instead relies on third party vendors to accomplish this capability for its platform.

Starpond Software introduced Cyber Alarm in September of 2016 as the first native capability to scan files and attachments for malicious virus signatures. The Starpond Software development team for Cyber Alarm has a 20 year history of Software Development for Malicious code detection, Cyber Security and Computer Forensics. Fast forward to 2020 and we have proudly released Cyber Alarm 3.0 which offers several new capabilities to include batch scans and new optional attack vector blocking capabilities and MD5 hashing cross checks for known existing malicious files. Cyber Alarm allows your System Administrator to be in full control of everything. There is no need to send your files outside the Salesforce Org for virus

checking, we keep it in your Salesforce org. with our efficient streamlined algorithms. The only time your Salesforce Org will communicate with a 3rd party server is when it downloads the latest antivirus signatures on demand by pressing the button in the settings tab.

Installation Steps

Step 1 Begin Installation

While logged in to the destination Salesforce Org, go to the AppExchange at URL:

https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000DqDF1UAN

Choose the green 'Get It Now Button'



Figure 1 – Use the 'Get It Now' Button in while on the Cyber Alarm AppExchange Page.

Step 2 Ensure only Admins can access the Cyber Alarm App

Install Cyber Alarm for Admins Only. This will ensure only Salesforce Admins can access the controls of the Cyber Alarm App.

20	2	222	
O Install for Ad	mins Only	Install for All Users	Install for Specific Profiles
			Install
vpp Name	Publisher	Version Name	Install Cancel Version Number
.pp Name yber Alarm Antivirus	Publisher Starpond Inc.	Version Name CyberAlarm 3.0	Install Cancel Version Number 3.0
pp Name yber Alarm Antivirus Description	Publisher Starpond Inc.	Version Name CyberAlarm 3.0	Install Cancel Version Number 3.0
App Name Cyber Alarm Antivirus Description Cyber Alarm Antivirus for S scans your Salesforce Atta Schedule Batch	Publisher Starpond Inc. Salesforce Files and Attach chments and Files. Protect	Version Name CyberAlarm 3.0 ments. The first Antivirus develo ts your whole Salesforce Org. ind	Install Cancel Version Number 3.0 oped for Salesforce. A Native app that cluding Communities. 1 Click

Figure 2 – Install Cyber Alarm app so that only Admins have access

Step 3 Review the Package Components and Install

You can review the package components (optional) of what will be installed with Cyber Alarm.

You will also need to grant access to s3.amazonaws.com to be able to import new virus signatures.

Updating virus signatures is on demand and happens when your Admin presses the button. Updating virus signatures is not automatic.

By Starpond Inc.									
Install for Adv	2 mins Only	Install for All Users	Install for Specific Profiles						
			Install Cancel						
App Name	Publisher	Version Name	Version Number						
yber Alarm Antivirus	Starpond Inc.	CyberAlarm 3.0	3.0						
escription									
yber Alarm Antivirus for cans your Salesforce Atta chedule Batch	Salesforce Files and Attach chments and Files. Protec	nments. The first Antivirus deve ts your whole Salesforce Org. ii	eloped for Salesforce. A Native app the ncluding Communities. 1 Click						
dditional Details Vie	w Components								

Figure 3 – Review the components that are included with Cyber Alarm

	By Starpo	II Cyber Alarm Antiviru	ls		×
		Package Compo	nents		
		rackage compo	Sherita		
ackage Components					
• Apps (1)					
Action	Component Name	Parent Object	Component Type	Installation Notes	
Create	CyberAlarm Antivirus		App	This is a brand new component.	
Code (32)					
Action	Component Name	Parent Object	Component Type	Installation Notes	
Create	CyberAlarmAttchmentProtect	Attachment	Apex Trigger	This is a brand new component.	
Create	CyberAlarmFiles	Content Version	Apex Trigger	This is a brand new component.	
Create	CRUD_FLS_CheckUtility		Apex Class	This is a brand new component.	
Create	ScanAttchmenCtrNewTest		Apex Class	This is a brand new component.	
Create	ScheduleFileScanCtr		Apex Class	This is a brand new component.	
Create	scheduledScanFile_Batch		Apex Class	This is a brand new component.	
Create	CyberAlarmChatterProtect	Feed Comment	Apex Trigger	This is a brand new component.	
Create	ScheduleFileScanCtrTest		Apex Class	This is a brand new component.	
Create	Test_CyberAlarmFiles		Apex Class	This is a brand new component.	
Create	ScanFile_Batch		Apex Class	This is a brand new component.	
Create	TestCRUD_FLS_CheckUtility		Apex Class	This is a brand new component.	
Create	LogErrorEventTrigger	LogErrorEvente	Apex Trigger	This is a brand new component.	
Create	ScanAttachment		Apex Class	This is a brand new component.	
Create	CyberAlarm_File	Content Version	Apex Trigger	This is a brand new component.	
Create	Test_CyberAlarmChatterProtect		Apex Class	This is a brand new component.	
Create	ScanAttchmenCtrNew		Apex Class	This is a brand new component.	
Create	Test_ScanAttachment		Apex Class	This is a brand new component.	
Create	Test_CyberAlarm		Apex Class	This is a brand new component.	
Create	UpdateSignaturesUtility		Apex Class	This is a brand new component.	
Create	CyberAlarmChatter	Feed Item	Apex Trigger	This is a brand new component.	

Figure 4 – By click on View Components you can see the components which will be installed

DerAlarm Antivirus By Sta	tall Cyber Ala	arm Antivirus	
		Install for All Users	Install for Specific Profiles
		Approve Third-Party Access	× Cancel
App Name	This package may send or reo websites. What if you are un	ceive data from third-party websites. Make su sure?	ure you trust these the the the the the the the the the th
Cyber Alarm Antiv	Website	SSL Encrypted	
Description	s3.amazonaws.com	\checkmark	
Cyber Alarm Antiv scans your Salesfo Schedule Batch	~~~	Yes, grant access to these third-party web sit	Native app the
Additional Detail			

Figure 5 – You must grant access to the Cyber Alarm AWS website to be able to update your virus signatures.

Cyber Alarm will begin its installation into your Salesforce Org.

By Starpond	Cyber Alarm	Antivirus	
- Me Me	៖ Installing and រួ	granting access to adr	nins Only
App Name	Publisher	Version Name	Version Number
Cyber Alarm Antivirus	Starpond Inc.	CyberAlarm 3.0	3.0
Description			
Cyber Alarm Antivirus for s scans your Salesforce Atta Schedule Batch	Salesforce Files and Attach chments and Files. Protect	ments. The first Antivirus develo s your whole Salesforce Org. inc	oped for Salesforce. A Native app that cluding Communities. 1 Click
Additional Details Vie	w Components		

Figure 6 – Cyber Alarm will begin it's installation into your Salesforce Org.

When Cyber Alarm has completed it's installation you will see the confirmation screen. Click the 'Done' button.



Figure 7 – Installation is complete confirmation screen

Step 4 Post Install Setup

Once you are back in your Salesforce Org and the installation has completed you will need to go to the New Cyber Alarm App

			All 🔻 Q. Search	Salesforce			
Sales Home	Opportunities 🗸 Leads 🗸	Tasks ∨ Files ∨ A	ccounts 🗸 Contacts 🗸	Campaigns 🗸 🛛	Dashboards 🗸 Reports 🗸	Chatter G	roups 🗸 Calendar 🗸 People 🗸
Quarterly Performance CLOSED \$75,000 OPEN	(>70%) \$0 GOAL 🖋	110 - 777 - 53 WELT N	ANNI ANNA ANNA ANNA ANNA ANNA ANNA ANNA		As of Apr 7, 2020 4:47	52 PM C	Assistant
80K							
60к — 40к —							Nothing needs your
20к							
Apr		May Closed Goal	Closed + Open (>70%)	Jun			
Today's Events			Today's Tasks				
		_					
Looks li	ike you're free and clear the rest of t	the day.	Nothi	ng due today. Be a go-g	getter, and check back soon.		
	View Calendar			View	/ All		

Figure 8 – In Lightning Experience click on the nine dots

✓ All Ap	pps							
Ŗ	Service Manage customer service with accounts, contacts, cases, and more	1	0	Marketing Best-in-class on-demand marketing automation		<u>8</u>	Community Salesforce CRM Communities	
≁	Salesforce Chatter The Salesforce Chatter social network, including profiles and feeds	1	Đ	Content Salesforce CRM Content	1		Sales Console (Lightning Experience) Lets sales reps work with multiple records on one screen	ľ
0	Service Console (Lightning Experience) Lets support agents work with multiple records across customer service channels on one screen		Ø	Sales Manage your sales process with accounts, leads, opportunities, and more		Ľ	Lightning Usage App View Adoption and Usage Metrics for Lightning Experience	:
	Lightning Scheduler Setup Set up personalized appointment scheduling.		Ø	Bolt Solutions Discover and manage business solutions designed for your industry.		CA	CyberAlarm Antivirus Cyber Alarm Antivirus	

Figure 9 – Choose View All and navigate to the Cyber Alarm App

On the Cyber alarm settings page, you can control the functionality of Cyber Alarm and request a paid license if you choose.

All 👻 Q. Search Salesforce										
CyberAlarm Antivir Home CyberAlarm Settings Scan Files Scan Attachments Quarantine 🗸 Event Logs 🗸 Schedule File Scan Virus Signatures 🗸										
Vour CyberAlarm license valid: false and expiration date is:										
License and Settings for CyberAlarm Antivirus Signatures Save CyberAlarm Settings Update Antivirus Signatures										
To request or renew a License quotation for Real Time Protection - email sales@starpond.com with your Org Id or press Request or renew License button										
Real Time Antivirus Protection License Details										
License Details Salesforce Org Id License Granted Date License Expire Date										
CyberAlarm AntiVirus Real Time Protection is Licensed										
CyberAlarm License License Is Valid										
Enable CyberAlarm AntiVirus Real Time Protection										
Enable Real Time Protection - Antivirus Scanning on Attachment & File Uploads (Excludes Chatter Uploads, Documents in Classic) Enable Real Time AntiVirus Protection on File and Attachment Uploads										
CyberAlarm Chatter Feed Upload & Files Tab Protection										
Chatter Feed Attachment Restrictions (Recommended) Prevent Users from Uploading Files In Chatter Comments Prevent Users from Uploading Files In Chatter Feed Items Prevent Users from Uploading Files via Files Tab Prevent Users from Uploading Attachments in Classic										
Save CyberAlarm Settings Request or renew a License Update Antivirus Signatures										

Figure 10 – Cyber Alarm Settings Page

Step 5 Settings to enforce the use of 'Files' with Record Access

Ensure that your Salesforce Org in now saving Attachments as files instead of Attachments.

With Files, there is now the ability to relate files to multiple records, track multiple versions, and view file previews. You can now share a single File with users, groups, or records, providing more control over what is shared. Additionally, it offers version control, collaborates with Chatter, and is optimized for Lightning.

Important: For security reasons Files offer an MD5 Checksum which Cyber Alarm will utilize to ensure the Files MD5 checksum is not matching with one of tens of thousands of known virus signatures, which offers the org better security protection.

Step 5a: Steps to Enable that the Salesforce Org is using Files instead of Attachments:

- 1. Go to Setup.
- 2. Go to Salesforce Files (quick find: type "Salesforce Files")
- 3. Click General setting.
- 4. Click Edit.
- 5. Check "Files uploaded to the Attachments related list on records are uploaded as Salesforce Files, not as attachments"
- 6. Click Save.



Figure 11 – Enforce the use of Salesforce Files <u>Set by Record Access</u> in the Salesforce Org.

Step 5 B: Steps to Enable that the Salesforce Org is using Files Set by Record Access:

- 7. Go to Setup.
- 8. Go to Salesforce Files (quick find: type "Salesforce Files")
- 9. Click General setting.
- 10. Click Edit.
- 11. Check Set file access to Set by Record for Files Attached to Records
- 12. Click Save.



Figure 12 – Set File Access by Record for Files Attached to Records

The reason to change **<u>File Access to by record</u>** is so that the Administrator has Access to all files for Batch Antivirus Scanning as well as access to all files from the Scan Files Page on Cyber Alarm. The important point here is that the Admin who will be using Cyber Alarm has access to all files uploaded so they can be scanned by Cyber Alarm utilities.

Step 6 Using the Cyber Alarm Graphical user Interface

On the Cyber Alarm Scan Files Tab the Admin will be able to search for any file in the Salesforce Org and conduct a antivirus scan. There are several columns to be able to sort the files as well. Keep in mind that Set File Access by Record needs to be enabled in order for the files in the Salesforce org. to show up on this page.

	i.			All	▼ Q Search S	alesforce					* •	8	?:	ģ 🌲	6
	CyberAlarm Ar	ntivir Home	CyberAlarm Settings	Scan Files	Scan Attachments	Quarantine 🗸	Event Logs 🗸	Schedule File Scan	Virus Signatures 🗸						0
Select	a File for AntiVirus	Scan													
						W ber Ant	Alarm tivirus Securing the Clou	4			0				
Antivi	rus Scan										Sean	:n:			
Nan	ne 🔶	FileType	Created	Date			÷	Parent Record			vner				¢
Hello	3	TEXT	Mon Feb 0	8 00:17:01 GM	T 2016			Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	12:08:16 GMT	2016			Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	12:09:57 GMT	2016			Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	12:11:28 GMT	2016			Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	18:51:16 GMT	2016		1	Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	18:52:00 GMT	2016		1	Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sat Apr 09	22:18:04 GMT	2016			Edward Stachyra		Edv	ard Stachy	ra			
Hello	2	TEXT	Sat Apr 09	22:18:31 GMT	2016		1	Edward Stachyra		Edv	ard Stachy	ra			
Hello	2	TEXT	Sat Apr 09	22:19:14 GMT	2016		1	Edward Stachyra		Edv	ard Stachy	ra			
Hello	3	TEXT	Sun Apr 10	0 12:59:38 GMT	2016			Edward Stachyra		Edv	ard Stachy	ra			
Showir	ig 1 to 10 of 24 entries	5									Previous	1	2	3	Next

Figure 13 – The Scan Files Tab in Cyber Alarm allows Admins to search for and scan files

		Al	▼ Q Search Sale	sforce				*- =	?‡	🜲 👩
	CyberAlarm Antivir	Home CyberAlarm Settings Scan Files	Scan Attachments	Quarantine 🗸	Event Logs 🗸	Schedule File Scan	Virus Signatures 🗸 🗸			0
Select a	File for AntiVirus Scan									
1	Messages									
	Scan results clear	1								
	No Virus Detecte	d								
	File Name : Hello	3								
	Last Modified : 20	016-04-09 12:11:34								
	Owner Id : 00515	5000006NEsMAAW								
	Description : null									
				Cyber	Alarm					
				Ant	Securing the cloud					
Antiviru	s Scan							Search:		
Name	÷ FileType	Created Date			÷	Parent Record		Owner		÷
Hello3	TEXT	Mon Feb 08 00:17:01 G	IT 2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 12:08:16 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 12:09:57 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 12:11:28 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 18:51:16 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 18:52:00 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sat Apr 09 22:18:04 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello2	TEXT	Sat Apr 09 22:18:31 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello2	TEXT	Sat Apr 09 22:19:14 GM	2016		E	dward Stachyra		Edward Stachyra		
Hello3	TEXT	Sun Apr 10 12:59:38 GM	T 2016		E	dward Stachyra		Edward Stachyra		
	1 to 10 of 24 optrios 1 row solocts							Previous	2 3	3 Next

Figure 14 – An Admin can click on any file in the list and scan it for a virus. Results displayed above.

Step 7 Batch Scan of the entire Salesforce Org's Files

With Cyber Alarm 3.0 the Admin can now conduct an Batch Antivirus scan the entire org's Files.

With our simple one step batch scan an Admin can schedule a batch to run on one of several timed intervals. It should be noted that if hourly intervals are chosen the batch will on the hour of the beginning of the next hour.

)			All	▼ Q Search S	alesforce			
	CyberAlarm Antivir	Home	CyberAlarm Settings	Scan Files	Scan Attachments	Quarantine 🗸	Event Logs 🗸	Schedule File Scan	Virus Signatures 🗸
Schee	lule File Scan								
						Ober Ant	Alarm tivirus Securing the Cloud		
Please	Select time to run the job								
RL RL RL RL RL RL RL RL RL	n every hour each Day n two time each Day n one time each Day n one time each Week n one time each Month					Sch	edule		
			Monitor Jobs:You o Delete an Ex	an monitor th isting schedu	ne status of all jobs in t led Job: Go to setup->	he Salesforce user ir Environments->jobs	terface. From Setu ->scheduled jobs a	p, enter Jobs in the Qui Ind search for FileScan .	ck Find box, then select Apex Jobs Now you can delete this job.

Step 8 Noting Quarantined Files

Files that are found to have been positively identified as containing a virus will be quarantined by Cyber Alarm. Quarantined Files can be found in the Salesforce Recycle Bin for 15 days.

				All	Q Search Q	uarantine and more	Ð
***	CyberAlarm Antivir	Home	CyberAlarm Settings	Scan Files	Scan Attachments	Quarantine 🗸	Eve
3 item	Quarantine Recently Viewed	₩ <i>17)</i> . Ŧ	118-11 (- <i>1114-</i> - N		JMBC JNV-		
JILEI	Quarantine Name						
1	eicar (2).com						
2	eicar (2)						
3	eicar (2)						

Cyber Alarm Sales and Support

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Cyber Alarm Licensing for Full Version

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