What is u.trust LAN Crypt for Android?

u.trust LAN Crypt for Android enables users to work with their encrypted data remotely, by using their mobile devices, such as smartphones or tablets. With transparent file encryption on Windows / macOS, *u.trust LAN Crypt* enables the secure exchange of confidential data within authorization groups in small, medium and large organizations. Numerous companies, business organizations and the public administration in Germany and worldwide are already relying on *u.trust LAN Crypt*.

A Security Officer (SO) determines centrally, which files and storage locations should be protected by *u.trust LAN Crypt* and defines which users are allowed to have access to specific data by setting one, or several encryption rules. As an example, the Security Office (SO) can ensure that all Word documents in a specific file storage path, are encrypted, by creating an encryption rule on the defined path e.g., "//Servername/Files/.docx". As soon as this rule is transferred to the client computer via a policy file, created with the *u.trust LAN Crypt* Administration console, all Word documents in this path will be encrypted from now on. Additionally, you can combine one or more encryption rules to one encryption profile. This applies to all files, independently of where the files are stored. You can access all *u.trust LAN Crypt* encrypted files that are either stored locally, on a network storage or on a remote storage (e.g., cloud storage). A user can easily access the same *u.trust LAN Crypt* encrypted files, that are also available on his workstation computer.

This release of **u.trust LAN Crypt for Android** allows the user to open, edit and save encrypted files and access them per se and moreover extends the usual *u.trust LAN Crypt* security infrastructure by using certificates (.p12 files) and policy files (.xml.bz2) on mobile devices. In addition, with this version you can now also encrypt and decrypt files with a very secure password (integrated u.trust LAN Crypt 2Go).

u.trust LAN Crypt 2Go

u.trust LAN Crypt for Android now supports password-based encryption and decryption of files and is compatible with u.trust LAN Crypt 2Go. This allows you to easily and securely exchange information with other people, such as your business partners or even external employees.

SafeGuard Enterprise: File encryption migration

SafeGuard Enterprise is a security suite from Sophos, consisting of several modules. Data Exchange (DX), Cloud Storage (CS), and File Encryption (FE) all provide file-level encryption. However, the entire software suite is being discontinued, putting users at risk of losing access to their encrypted documents. Migrating from one security product to another can be a hassle and an added risk, especially if the process involves decrypting the data. However, this is not the case when migrating to u.trust LAN Crypt.

u.trust LAN Crypt and Sophos SafeGuard Enterprise are fully compatible. They share the same technical foundation and file-encryption subsystem. Consequently, files encrypted in SafeGuard Enterprise are fully compatible with and can be read natively by u.trust LAN Crypt. The encryption keys are specific to each installation, and only those need to be migrated.

Step 1: Export Keys from SafeGuard Enterprise

The keys used to encrypt files are unique for each SafeGuard Enterprise installation. Sophos provides a simple tool that allows for easy export of all encryption keys used in SafeGuard Enterprise for encrypting files. All keys are conveniently copied into a single package.

Step 2: Import Keys to u.trust LAN Crypt

The keys, now available in a separate package, can easily be imported into any existing u.trust LAN Crypt system. Once imported, the u.trust LAN Crypt installation has all it needs to access files that have been encrypted with SafeGuard Enterprise.

Step 3: Update Policy / Assign Keys

Assign the newly imported keys to all users who need access to files encrypted by SafeGuard Enterprise. These keys enable users to read files that have been encrypted by any SafeGuard file encryption module in the past. This also applies to files that have been encrypted by SafeGuard Enterprise after the key import.

Step 4: Access Safeguard Enterprise Files

The u.trust LAN Crypt LAN Crypt client shares its technical foundation with SafeGuard Enterprise. Once the keys have been deployed to the client, it can read all files that have been encrypted with any of the SafeGuard Enterprise file encryption modules – DX, CS, FS. There's no need to decrypt a single file. No matter how long ago a file was encrypted, u.trust LAN Crypt can read it.

Full file-level compatibility allows for smooth migration. Even if parts of the company still use SafeGuard Enterprise, all encrypted files they create can be read by anyone who has already migrated to u.trust LAN Crypt.

Note

- If you have installed *SafeGuard Enterprise* and plan to migrate to *u.trust LAN Crypt*, please contact the u.trust LAN Crypt support. Further information is available at https://utimaco.com/file-encryption-migration-five-easy-steps-safeguard-enterprise.

Which versions are supported?

u.trust LAN Crypt for Android supports Android 9 and later

u.trust LAN Crypt for Android is available in German and English.

Supported encryption algorithms

Supported encryption algorithms for file encryption

u.trust LAN Crypt for Android supports the following encryption algorithms:

- AES-256 Bit (XTS-Mode)
- AES-256 Bit (CBC-Mode)
- AES-128 Bit (XTS-Mode)
- AES-128 Bit (CBC-Mode)

Supported encryption algorithms for key wrapping

u.trust LAN Crypt for Android supports the following encryption algorithms for key-wrapping:

- AES-256
- AES-192
- AES-128
- Supported but not recommended: 3DES, 3DES TWO KEY

With key-wrapping (default setting), the transport key of the Security Officer data and the user profile data will be encrypted with a randomly generated session key using the selected algorithm (AES is used by default). This key in turn is RSA-encrypted using the public key from the certificate.

Note

- In comparison to u.trust LAN Crypt for Windows, the algorithm "RC2" is not supported by *u.trust LAN Crypt for Android*. If the Key-Wrapping for your policy file is set to this algorithm, the policy file cannot be used with *u.trust LAN Crypt for Android*. In that case, you have to change the Key-Wrapping encryption algorithm and choose an algorithm that is supported (e.g., AES-128).

General preparations and setup

For security reasons, please always activate the screen lock on your Android device before using this app. You cannot run *u.trust LAN Crypt for Android* without an activated screen lock. Never use an easy-to-guess password, such as "1234" or "password". Only with a strong password you can prevent unauthorized access to your confidential data, in case your device is lost or stolen. In general, Utimaco recommends to delete all App-Data on your Android device, if the device is not in use for a longer period of time, or if you exchange your device for a new one (see Delete App-Data).

Note

- If you deactivate the screen lock later, *u.trust LAN Crypt for Android* deletes the certificate and the private key file from the certificate storage of your Android device.
- Rooted devices are not supported by *u.trust LAN Crypt for Android*.

Providing the configuration data

Tap the **gear icon** at the bottom of the app to open the settings page, which allows you to provide the configuration data:

- Import your policy file
- Import your user certificate

Note

- In case you want to distribute your configuration files via SMB network shares, an additional section Network is displayed in the settings. Be aware: If you delete the SMB credentials there, the configuration files will also be deleted as a consequence.

Managing encryption keys

Managed keys and password-based keys can be both found within the settings. Managed keys originate exclusively from the given policy file, whereas password-based keys can be freely created, renamed and deleted inside the related settings. Renaming a key does not change the generated key used for encryption.

Note

- Password-based keys can also be created within the action of encrypting a file. These keys are then automatically added to the saved list of password-based keys.
- By successfully decrypting a file with a password-based key, the used key will also be automatically added to the saved list of password-based keys.
- Passwords used for generating password-based keys can also still be inspected after they have been created.

Policies

What are u.trust LAN Crypt policy files?

A Security Officer (SO) determines centrally, which files and storage locations should be protected by *u.trust LAN Crypt* and defines which users are allowed to have access to specific data, by setting one or several encryption rules. Each individual encryption rule consists of an encryption path, a key and an encryption algorithm. *u.trust LAN Crypt* policy files contain all encryption rules, that the user requires, in order to be able to work with encrypted data. For the user to be able to use the policy file, he/she needs a certificate, which will be provided to him/her as a key file (.p12 file) by the *u.trust LAN Crypt* Security Officer. The key file contains the certificate and the private key of the user. The access to the key file is secured by a password. The user will receive the password through his Security Officer.

Automated import with LAN Crypt Cloud

If the Security Officer (SO) performs administration via the LAN Crypt Cloud, policy files and user certificates are automatically loaded. For this to happen, the user simply needs to be logged into the client with the appropriate LAN Crypt account. The login function can be accessed by tapping the profile icon in the top right corner of the application.

Manual import of policy files

Open the *u.trust LAN Crypt for Android* App on your mobile device. Tap the **gear icon** at the bottom of the app to open the settings. Tap **Import your policy** and select the location that contains the policy file. The policy file will then be imported into the application.

Manual import of certificates

Open the *u.trust LAN Crypt for Android* App on your mobile device. Tap the **gear icon** at the bottom of the app to open the settings. Tap the **Import your user certificate** and choose the location that contains the certificate key file (.p12 file). Into the dialog box, enter the password of your certificate, that you have received from your Security Officer. Once you have entered the correct password, the certificate and its associated private key will be stored in the application's certificate store.

Note

- *u.trust LAN Crypt for Android* also supports referencing multiple user certificates in the policy file. In order to be able to use the policy file, the user must have at least one of the certificates that have been issued to him and whose public key is used to encrypt the policy file, and of course he must also have imported it.

Display certificate details

Open the *u.trust LAN Crypt for Android* App on your mobile device. Tap the **gear icon** at the bottom of the app to open the settings. There, tap on the **Certificate information** option. In the next dialog, you will see an overview of the certificates installed on the device. Tap on the desired certificate from which you want to obtain further information. You will then be shown the further details, such as the Serial number, validity period, Issuer, etc., of the certificate. You can also copy this information to the clipboard by tapping **COPY TO CLIPBOARD** further down in the sub-dialog. By tapping **OK** you close the dialog.

Rolling out policy files and certificates using MDM

In addition to the app, you can use a Mobile Device Management (MDM) solution to deploy the individual configuration (policy file and certificate) for the mobile devices in addition to the app itself. If you do not have a Mobile Device Management (MDM) solution at your disposal, the configuration data (policy file and certificate) must be imported by each user manually, as described above.

Note

- If *u.trust LAN Crypt for Android* is rolled out via MDM, the security officer's public certificate (.cer), which was used to sign the policy file, can also be provided on the mobile device in addition to the policy and user certificate. In this case, policy files imported manually by the user are also checked by validating the signature of the Security Officer certificate.

Settings

Configuration data is a list of key+string tuples. Files must be provided as Base64-encoded strings, via URL, hosted on a HTTPS or SMB server. The following configuration keys are offered by *u.trust LAN Crypt*:

Operation Mode

operation_mode: Can be used to restrict the configuration options of the app **(STRING)**.

- Possible values:
  - `"cloud"`: Only LAN Crypt Cloud administration can be used.
  - `"classic"`: Only LAN Crypt on-premise administration (usage of policy files) can be used.
  - No value: Cloud or on-premise administration options are available.

Note

- If *operation_mode* is empty or has an undefined value and one of the MDM configurations are set (*policy_url*, *policy_blob*, *usercert_url*, *usercert_blob*, *admcert_url*, *admcert_blob*), `"classic"` is enforced by the app.

Policy

policy_blob: Policy XML or XML.bz2 file as Base64-encoded **(STRING)**.

policy_url: URL to a policy XML or XML.bz2 file **(STRING)**.

User Certificate / P12 file

usercert_blob: Certificate PKCS-12 file as Base64-encoded **(STRING)**.

usercert_url: URL to a certificate PKCS-12 file **(STRING)**.

Security Officer Certificate

admcert_blob: Security Officer Certificate (.cer) file (DER encoded) as Base64-encoded **(STRING)**.

admcert_url: URL to a Security Officer Certificate (.cer) file (DER encoded) **(STRING)**.

Default Key

default_key_guid: GUID of the key that must be used for encryption of new files **(STRING)**.

Note

- If this key is set, the user is not allowed to change the encryption key (forced encryption key). However, he can always use a password-based key for encryption (which results in an encrypted copy of the original file).

Samba Credentials

smb_username: If one of the policy or user cert settings refers to a SMB location, the user name for the SMB connection can be configured with this key **(STRING)**.

Note

- If the value is not set, the user is asked to enter the user name.
- Due to security reasons, the password for the SMB connection has always to be entered by the user.

Certificate Validation

cert_validation: Enables the certificate validation. Validation is disabled if setting is missing **(BOOLEAN)**.

Note

- The validation is disabled if the setting is missing.

Compatibillity

microsoft_office_support: Enables editing of files in Microsoft Office. **(BOOLEAN)**.

Note

- Office support is disabled if the setting is missing. Requires "Allow management of all files" permission enabled in Microsoft Office App, too.

Policy cache expiration

cache_timeout_hours: Number of hours a policy remains valid without connecting to the server **(INTEGER)**.

Note

- This setting is only relevant if an SMB share is used to import policies or certificates.

Samsung eSE

enable_samsung_ese: Enables the use of Samsung eSE. **(BOOLEAN)**.

Rules

- Managed settings cannot be changed or overruled by the user.
- URLs must be hosted on HTTPS servers with a valid SSL certificate. You can verify this by entering the URL in a browser on the mobile device (e.g., Chrome, Safari). If the file can be shown, the URL will also work as configuration value.
- If both BLOB and URL are supported for a setting, the BLOB has priority.
- If the data BLOB or URL of a setting is invalid, an error is shown.
- When using URLs for SMB shares, username and passwords will be ignored (use smb_username instead) (smb://localfileserver/certificates/sepp.p12) format: smb://<host>/<share>/<folders>/<filename>
- There are no documented maximum lengths for configuration strings but size of the strings should not be bigger than a few kilobytes.

Deleting app data

Resetting *u.trust LAN Crypt for Android*

In *u.trust LAN Crypt for Android* select the option Delete App-Data in the app settings. This will delete all data stored in the *u.trust LAN Crypt for Android* app, including the policy file, the user certificate and the private key. *u.trust LAN Crypt for Android* will then be reset to factory defaults.

Open, edit, encrypt, decrypt and share files

u.trust LAN Crypt for Android enables you to access files stored on the device itself (local memory and also data stored on the inserted SD card), on network shares or in the cloud (e.g., on OneDrive or Google Drive). File access via *u.trust LAN Crypt for Android* can be done directly or via the "Storage Access Framework (SAF)" for Android. SAF allows to use remote access provided by other apps installed on the same device. For example, the *u.trust LAN Crypt* app can access the user's data on OneDrive if the OneDrive app is installed. Similarly, access to Google Drive is then also provided if the associated app is installed on the mobile device, etc. To simplify the usability of *u.trust LAN Crypt for Android*, the integrated file browser has been extended by a menu. Tap on the folder icon in the lower left corner within the app to open the context menu. This allows you to quickly and directly access files that are stored on different storage locations.

Note

- You may need to log in to your OneDrive or Google Drive account first to access files there. This also applies to accessing files via a Windows share (SMB).

How to access encrypted data?

As already described in part, files on a mobile device can be accessed in various ways. This can be done via a native file browser app, a proprietary app for cloud storage (such as OneDrive), or directly from an app. *u.trust LAN Crypt for Android* contains its own integrated file browser. This means that (encrypted) files can now also be accessed directly via the dashboard, which are either stored on a local storage location, on a Windows share or on OneDrive cloud storage. You can also use the file browser to see the encryption information of the files displayed there. If a file is marked with a green key symbol, it means that the file is encrypted and that you have the necessary key to open and edit this file. A red key symbol, on the other hand, means that the file is encrypted by *u.trust LAN Crypt*, but you do not have the key required to open or edit this file.

Open files, edit them and save them encrypted

To edit files, they can also be loaded directly from the *u.trust LAN Crypt for Android* app via the integrated file browser using the respective context menu. You can then edit the files. When you save them, they will be automatically encrypted by *u.trust LAN Crypt for Android*.

Note

- For editing Office documents, Utimaco recommends using the open source and free app "Collabora Office". This is based on LibreOffice, which is one of the best-known and most popular open-source office applications worldwide.

Users can thus browse, open, edit and save their files using a native file browser, via the integrated file browser, directly from an app, and via the *u.trust LAN Crypt for Android* app. To open an encrypted file via the integrated file browser, tap the **folder icon** at the bottom left within the app. Then use the menu (OneDrive, Windows Share or Browse) to select the location where the file is stored.

Using the file browser, then select the path and there the encrypted file that you want to open via the *u.trust LAN Crypt* app. Tap **OPEN** selection in the extended menu. the Open with dialog opens. Then select the app with which you want to open or edit this file. The previously selected file is then opened and decrypted on your mobile device via the app. You can then edit it and also save it again. The file is automatically encrypted during this process.

Note

- On the storage location itself, this file always remains encrypted. All encryption and decryption operations of *u.trust LAN Crypt for Android* only take place within the protected data area of the app on the mobile Android device. Only *u.trust LAN Crypt for Android* has access to this data area.

Display file encryption information

Each file has a key symbol indicating the status of the file:

- **green key:** The file is encrypted and can be accessed.
- **gray key:** The file is plain and can be accessed.
- **red key:** The file is encrypted and can not be accessed (the key is not available or the used encryption algorithm is not supported on mobile).

For more detailed information, you can display the encryption information for each file on your mobile device. To do this, open the *u.trust LAN Crypt for Android* app for Android on your **mobile device. Then tap on the folder icon** at the bottom left within the app to open the file menu view. Select the appropriate location (OneDrive, Windows Share or Browse) where the file whose encryption information you want to view is located. Tap on the file and after that, tap on the **INFO** selection. The **Encryption Info** dialog now displays the following information about the previously selected file:

- **Encryption state:** Indicating if the file is encrypted or not.
- **Key name:** The name of the key used for encryption (only shown for encrypted files).
- **Key Id:** The GUID of the key used for encryption (only shown for encrypted files).
- **Key availability:** Indicating if the key is available in the policy (only shown for encrypted files).

Encrypt a file with a key from the policy file

To encrypt a file with a key from the policy file, open the *u.trust LAN Crypt for Android* app on your mobile device. Then tap on the **folder icon** in the lower left corner within the app to open the file menu view. There, select the location (OneDrive, Windows Share or Browse) that contains the file you want to encrypt or perhaps share. Then select the file you want to encrypt by tapping on it. After that, tap the **ENCRYPT** selection in the advanced menu. Select the option for encryption with a stored key. Check the **Overwrite existing file option** if you want the original file to be encrypted and tap **OK**. The file will then be saved encrypted to the previously selected location. If you do not want to overwrite the original file, uncheck the Overwrite existing file option and tap OK. The Share dialog opens. From the list of apps displayed there, select the respective app with which you want to save or possibly share the encrypted file (e.g., Google Drive, Gmail etc.) and tap on it. The file will then be transferred to this app in encrypted form.

The **Nearby** option also allows you to share the encrypted file with a nearby device via Wi-Fi or Bluetooth.

Note:

- If no default encryption key was set up for you, you can change the encryption key from the list by tapping on another available key. In that case, the file will be encrypted using that key instead of the previously selected key.

Encrypt and share as password-protected file (u.trust LAN Crypt 2Go)

To encrypt and share a file with a password-based key, open the *u.trust LAN Crypt for Android* app on your mobile device. Then tap on the **folder icon** in the lower left corner within the app to open the file menu view. There, select the location (OneDrive, Windows Share or Browse) that contains the file you want to encrypt or perhaps share. Then select the file you want to encrypt by tapping on it. After that, tap the **ENCRYPT** selection in the advanced menu. Select the option for encryption with a password-based key. Now you can either select a previously used password or create a new password for encryption. By creating a new password in this way, the password will automatically be saved on device and can be used to further encrypt and decrypt files. Password-based keys can also be found and edited in the settings menu.

The Share dialog opens. From the list of apps displayed there, select the respective app you want to save or possibly share the encrypted file (e.g., Google Drive, Gmail, etc.) with and tap on it. The file is then transferred to this app in encrypted form and can be processed, saved, or shared with others (e.g., Gmail) depending on the functionality (e.g., native file browser or Google Drive, etc.).

The **Nearby** option also allows you to share the encrypted file with a nearby device via Wi-Fi or Bluetooth.

Note:

- The encryption requires a secure password! This must be at least 8 characters long and contain upper- and lower-case letters, numbers and special characters. The password used for the key can still be inspected later on in the settings.
- The name given to the encryption password does not have any impact on the key used for encryption. The actual key value for encryption is generated separately.
- Unlike the in-place encryption using a key from the police file, the encryption with a password-based key will not manipulate the original file and will instead create an encrypted copy of the file to then share.

Decrypt and share a file

To decrypt a file, open the *u.trust LAN Crypt for Android* app on your mobile device. Then tap on the **folder icon** at the bottom left within the app to open the file menu view. There, select the location (OneDrive, Windows Share or Browse) where the file you want to decrypt or perhaps share is stored. Then select the file you want to decrypt by tapping on it. After that, tap on the **DECRYPT** selection in the advanced menu. If the file is a password-protected file, an additional dialog may be displayed at this point. In this case, enter the required password in the Enter password field.

The **Share** dialog opens. From the list of apps displayed there, select the respective app with which you want to save or possibly share the decrypted file (e.g., Google Drive, Gmail, etc.) and tap on it. The file is then transferred to this app in decrypted form and can be processed, saved, or shared with others (e.g., Gmail) depending on the functionality (e.g., native file browser or Google Drive, etc.).

The **Nearby** option also allows you to share the decrypted file with a nearby device via Wi-Fi or Bluetooth.

Note:

- If you choose the same location, another dialog will ask you if you want to replace the existing file.
- By successfully decrypting a file with a password-based key, the used key will automatically be added to the saved list of password-based keys. The list of password-based keys can be found and edited in the settings. The password used for the password-based key can also be accessed there.

Windows Shares (SMB)

u.trust LAN Crypt for Android allows adding multiple Windows shares (SMB), which can be managed in the **Files** tab. Additionally, file management with LAN Crypt on individual Windows shares offers advanced features.

Advanced File Management on Windows Shares (SMB)

File management on a Windows share provides advanced options in addition to the basic functions of *u.trust LAN Crypt for Android*, such as copying and moving files, as well as creating, deleting, and renaming folders and files. Furthermore, it is possible to upload files. To perform these additional actions, the user must be assigned the appropriate encryption rules for the files and folders.

When copying, moving, and uploading files, the system automatically checks the applicable encryption policies. If necessary, the user will be asked whether the file should be encrypted according to the new encryption requirements.

Note

- Deleting folders is only supported for empty folders.

Logging

u.trust LAN Crypt for Android has a Verbose Logging feature. **The usage of this feature is only intended for error analysis and should only be activated if you encounter any errors or problems with the *u.trust LAN Crypt for Android* app.**

Verbose logging

The **Verbose Logging** feature can be activated or deactivated at any time in the settings of the *u.trust LAN Crypt for Android* app. To activate **Verbose Logging**, open *u.trust LAN Crypt for Android* on your device. Tap the **gear icon** at the bottom of the app to open the settings. Activate the Verbose Logging by moving the slider, for the **Verbose Logging**, to the right. The logging feature will be displayed as activated (red color). Take the necessary steps to reproduce the error, to create the log files.

Note:

- In no case will the log files reveal sensitive information!

Send logs

By using the **Send Logs** feature, you can send the log files, for analysis purposes, to the Utimaco support team by e-mail. To send the log files, tap the **share icon**, that appears to the right of **Send Logs**. Then select the app you use for your email communication. The log file will be attached as a compressed file (.zip) and sent to the team at support@Utimaco.de. To disable the **Verbose Logging** feature, move the slide button back to the left.

Compatibility with Cloud Services

LAN Crypt supports the encryption of files stored on cloud-based platforms, providing an additional layer of protection against unauthorized access - even by the operators of the cloud services themselves. Cloud providers such as Microsoft, Google, and similar platforms typically offer additional capabilities, such as collaborative document editing or content-based file search. Since these services cannot access the contents of encrypted files, such features are unavailable for files protected by LAN Crypt. The encrypted data is subject to a particularly high level of protection and therefore cannot be processed by these services.

Microsoft 365 Services Not Compatible

The following Microsoft 365 features require content-level analysis and therefore cannot be used with files encrypted by LAN Crypt:

- Mail flow rules, including anti-malware and anti-spam checks that require access to attachments
- Microsoft Delve
- eDiscovery
- Content search and indexing
- Office Web Apps, including collaborative document editing

Reporting Security Vulnerabilities

Utimaco recognizes that strong security is built through collaboration. We are committed to working responsibly and constructively with customers, security professionals, security researchers, and the broader community to identify and address vulnerabilities.

We welcome and encourage responsible reporting of vulnerabilities. Every report we receive is treated with diligence and urgency, and we aim to acknowledge submissions promptly, communicate responsibly throughout the investigation process, and share relevant updates (Security Advisories and patches) as they become available.

If you discover a vulnerability, we encourage you to report it urgently and securely to the Utimaco PSIRT (Product Security Incident Response Team) who will address the report with urgency.

Any vulnerability report must be submitted encrypted, using PGP encryption, thereby preventing critical information from being accidentally disclosed.

(Step 1) Prepare Your Report

Include as much detail as possible to help us understand and reproduce the issue:

```
Short summary of the vulnerability Description of the vulnerability Affected
product(s), version(s), and configuration Describe product environment Operating System
used. Step-by-step reproduction instructions Possible Root cause. Proof-of-concept
code, screenshots, or logs (if available) Potential impact and suggested remediation
(optional) Your contact information for follow-up and public PGP encryption key.
```

Any reports will be handled strictly confidentially, and no personal data will be shared with third parties

(Step 2) Encrypt Your Email with PGP

To protect sensitive information, you must encrypt your report using our PGP public PSIRT key before sending it.

1. Import our PSIRT public key (provided below) into your PGP/GPG tool.
2. Encrypt Vulnerability report using this key
3. Submit email to PSIRT@utimaco.com with encrypted attachment.
4. Optionally, sign your message with your own PGP key so we can verify authenticity.

PSIRT Contact

PSIRT team: PSIRT@Utimaco.com

PGP fingerprint: 77F3 05F8 11AF 228B 7623 33E5 DA5F 264E A9C1 64CB

PGP Key: Download

Technical support

To access technical support for Utimaco products do the following:

All maintenance contract customers can access further information and/or knowledge base items at the following link support.Utimaco.com. As a maintenance contract customer, send an email to technical support using the support@Utimaco.de email address and let us know the exact version number, operating system and patch level of your Utimaco software and, if applicable, a detailed description of any error messages you receive or applicable knowledge base items.

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