

riskband™
ARIES

**Getting Started with the RiskBand
ARIES Manager**

Version 1.08

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Preface

Using the RiskBand ARIES™ Manager you can perform the following tasks:

- [About Passwords on page 17](#)
- [Viewing and Taking Training Modules on page 20](#)
- [Viewing a History of Action Messages on page 22](#)
- [Viewing Closed Emergencies on page 23](#)

The ability to access features in the RiskBand ARIES Manager will depend on the permissions assigned to the user ID you have logged in with.

RiskBand periodically releases revisions of its software and hardware. Some RiskBand ARIES Manager functions may not be available to all users. Additionally, some functionality described in this document might not be supported by all versions of the RiskBand device and management software.

Contact RiskBand customer support if a product does not function properly or does not function as described in this document: www.riskband.com/support.

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Accessing the RiskBand ARIES Manager



Note: Even if you have been assigned a RiskBand device, you may not need to log in to access the RiskBand ARIES Manager. The steps in this chapter only apply to users who have received RiskBand ARIES Manager log in credentials in an email or text message.

In addition to the RiskBand device, there are some features and services that are available through a RiskBand software program referred to as the RiskBand ARIES Manager client. This chapter describes how to install the RiskBand ARIES Manager client and access the features in the RiskBand ARIES Manager.

- [Installing the RiskBand ARIES Manager Client on page 7](#)
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 - [About Password Strength Policies on page 18](#)
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Installing the RiskBand ARIES Manager Client

To access the RiskBand web services, you need to install the RiskBand ARIES Manager client. Download the installer that matches the operating system of the computer you will be using. The following installers are available for download from <https://docs.riskband.com/downloads/>.

- RiskBand-installer-mac.zip
- RiskBand-installer-unix.zip
- RiskBand-installer-win-x64.msi (for 64-bit Windows operating system)
- RiskBand-installer-win-x86.msi (for 32-bit Windows operating system)

Currently, the 64-bit Windows client is the only officially supported version of the RiskBand ARIES Manager. The system requirements for this version are

- Windows 64-bit operating system
- 4 GB of RAM
- 150-200 MB free disk space
- Network connection to the Internet

Installing the RiskBand ARIES Manager on Windows

To install the RiskBand ARIES Manager on the Windows operating system:

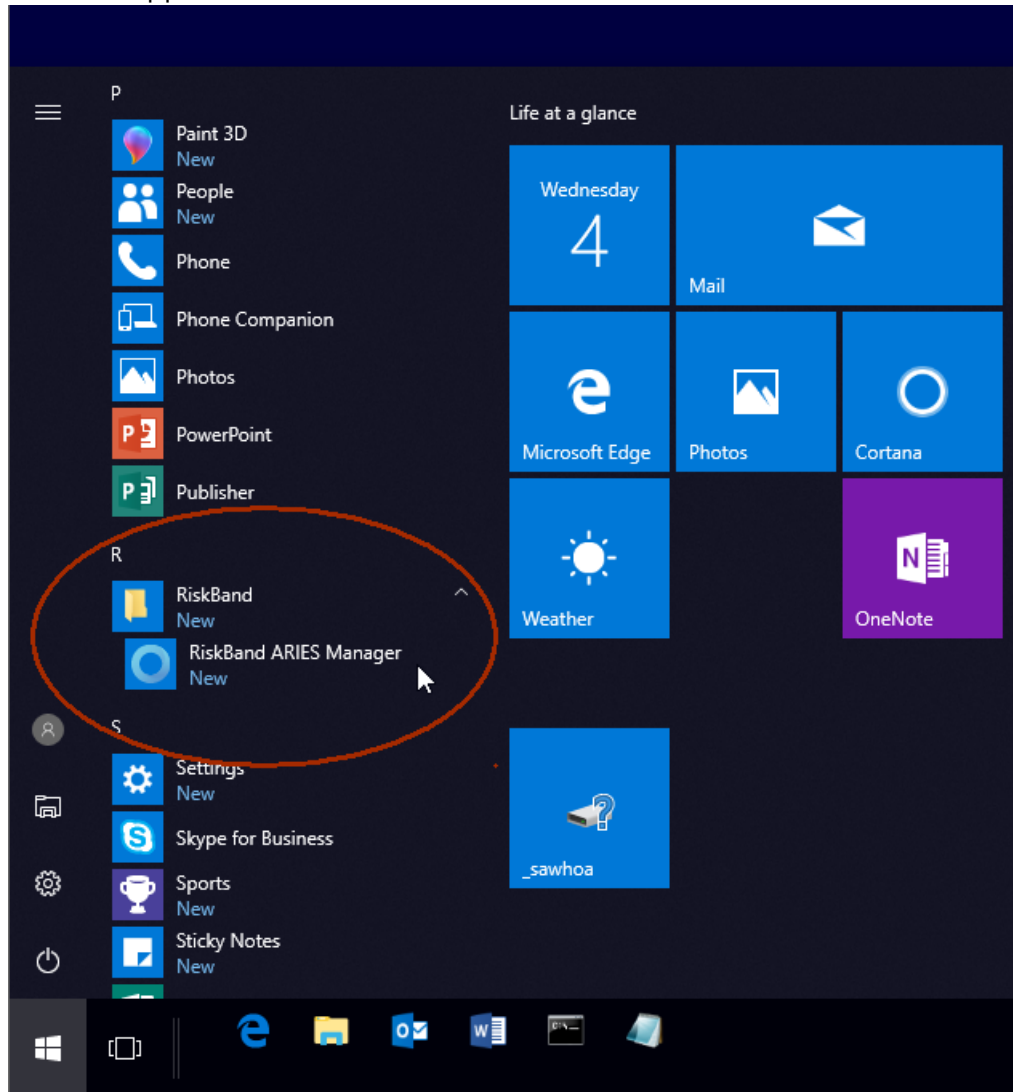
1. Download the `RiskBand-installer-win-x••.msi` file that is appropriate for the operating system on your computer.
2. Double-click **RiskBand-installer-win-x••.msi**.
3. On the Welcome screen click **Next**.
4. To install to the default location, click **Next**.
To install in a different location, click **Browse** and then navigate to the installation folder you prefer, or create a new installation folder. After you are finished, click **OK**. Then click **Next**.
5. Click **Install**.
6. If asked if you want to allow the installation program to modify your device, click **Yes**.
The RiskBand ARIES Manager client is installed on your computer.
7. After the installation completes, click **Finish**.

The RiskBand ARIES Manager is now installed and ready for use.

Launching the RiskBand ARIES Manager on Windows

To log in to the RiskBand ARIES Manager:

1. Click **Start** on the Windows desktop.
2. In the applications list, scroll down to RiskBand and click **RiskBand ARIES Manager**.



The RiskBand ARIES Manager login screen appears.

Installing the RiskBand ARIES Manager Client on Mac OS

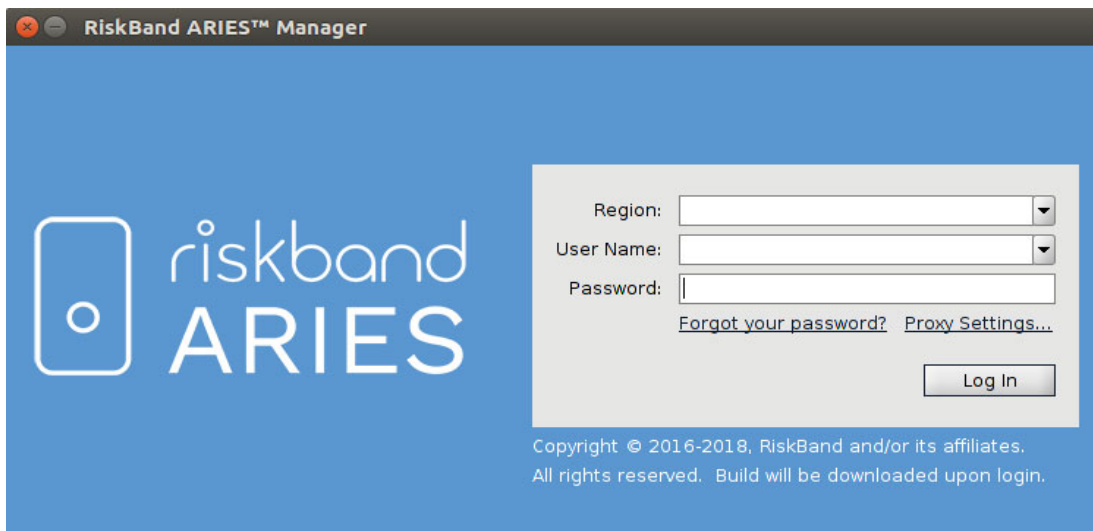


Note: You may need to create an exception to your Mac's security policy to allow it to run applications downloaded from the Internet.

To install the RiskBand ARIES Manager client on Mac OS:

1. Download `RiskBand-installer-mac.zip` to a directory where you want to install the RiskBand ARIES Manager client.

2. In the directory where you downloaded the installer, double-click **RiskBand-installer-mac.zip**
Mac OS unzips the file and creates a directory called RiskBand ARIES Manager. Some versions of Mac OS will automatically unzip the downloaded file for you.
3. In the RiskBand ARIES Manager folder, double-click **RiskBand ARIES Manager**.
The RiskBand ARIES Manager login screen appears.
4. Using the information that was sent to you in the invitation email from your organization, log in to the RiskBand ARIES Manager.



Installing the RiskBand ARIES Manager Client on UNIX/Linux

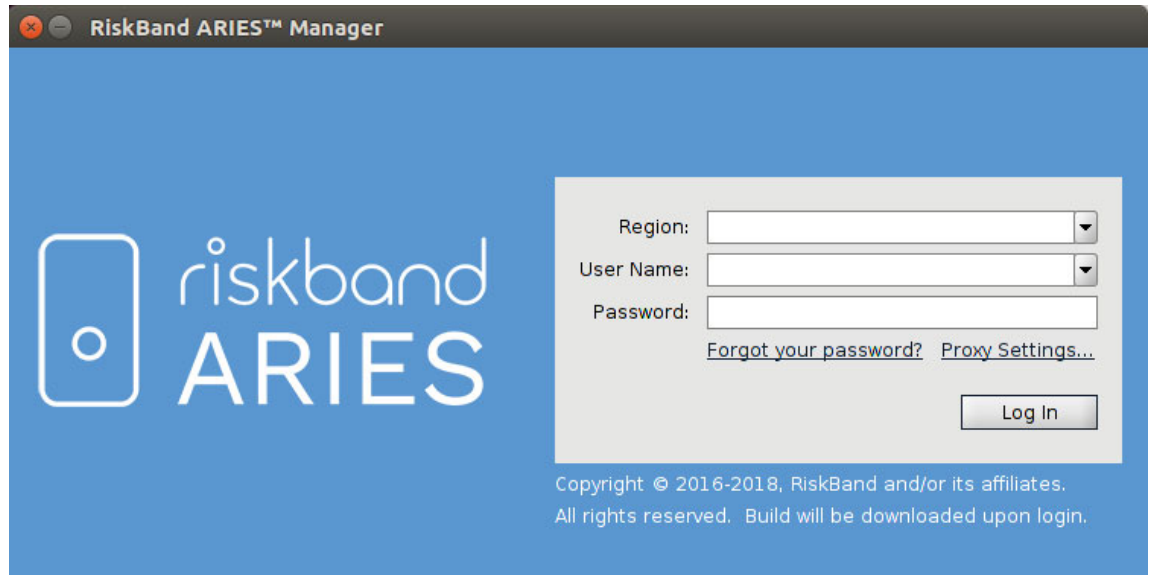


Note: Before installing the RiskBand ARIES Manager client on your UNIX/Linux or machine, you must have Java installed on your computer. Enter `java -version` on the command line to determine if Java is installed.

To install the RiskBand ARIES Manager client on a UNIX/Linux operating system:

1. Download `RiskBand-installer-unix.zip` to a directory where you want to install the RiskBand ARIES Manager client.
2. In the directory where you downloaded the installer, type **`unzip RiskBand-installer-unix.zip`**
3. Type **`chmod 755 runRiskBandGui.sh`**
4. Type **`./runRiskBandGui.sh`**
The RiskBand ARIES Manager login screen appears.

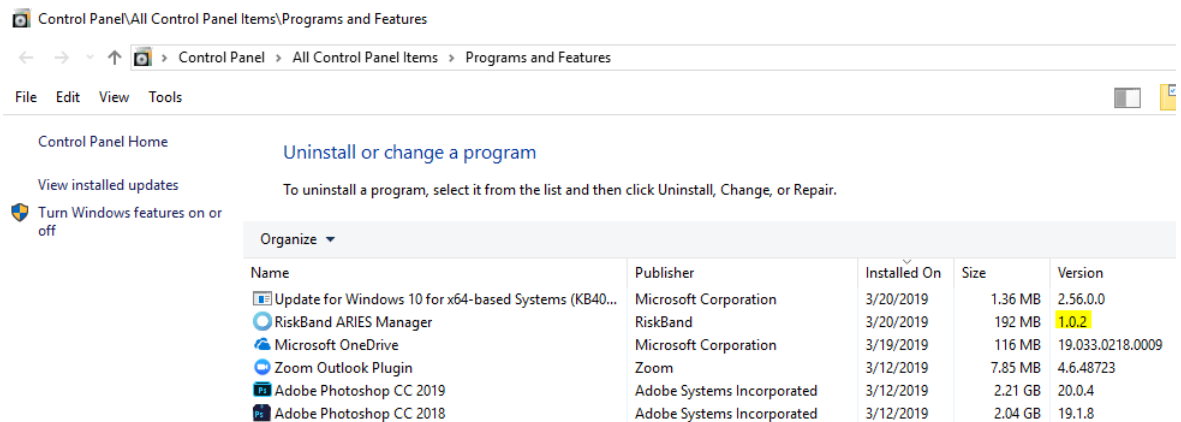
- Using the information that was sent to you in the invitation email from your organization, log in to the RiskBand ARIES Manager.



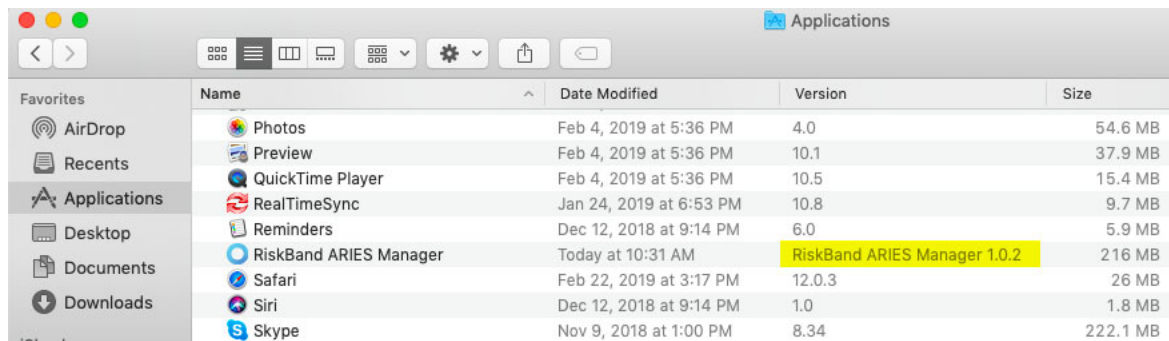
Determining the Version of the Installed Client Software

The current version of the RiskBand ARIES Manager client is 1.0.2. You can determine which version of the RiskBand ARIES Manager you have installed on your computer in this way:

- Windows** — the version of the RiskBand ARIES Manager reported in the Programs and Features dialog box. In the example shown here, the installed version is 1.0.2.



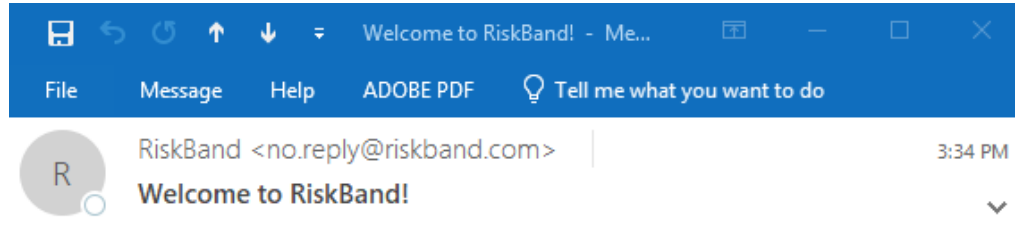
- **Mac OS** — in the Finder window the version should display in the Version column. In this example the version number is 1.0.2.



- **Linux** — the version number is determined by the date of the `guirb-Dev.jar` file. Version 1.0.2 has a date of 3/13/2019 or later.

Logging in to the RiskBand ARIES Manager

In the process of assigning you a device, a user ID was created for you in the RiskBand system. Your user ID and login credentials were emailed to you. The email may have looked something like this:



John Doe:

Welcome to Acme:

Your Credentials

Region: dev3.riskband.ws

Username: acme\john.doe

Password: MjPz

You are required to change your password at first login, as email is rarely a secure form of communication. To get started using RiskBand ARIES Manager, visit <https://www.riskband.com/downloads>.

Please verify your email address and phone number below are correct:

Email Address: john.doe@acme.com

This email was sent by RiskBand (www.riskband.com) to acme\john.doe since you or your employer/administrator have configured an account for your safety and protection. Please do not reply to this message, as this email was sent from a mailbox that is not monitored. If this is a mistake and you do not wish to receive any further emails from RiskBand, unsubscribe [here](#).

Use the information in this welcome email to log in to the RiskBand ARIES Manager.

To log in to the RiskBand ARIES Manager:

1. Open the RiskBand ARIES Manager by clicking **Start > All Programs > RiskBand > RiskBand ARIES Manager**.

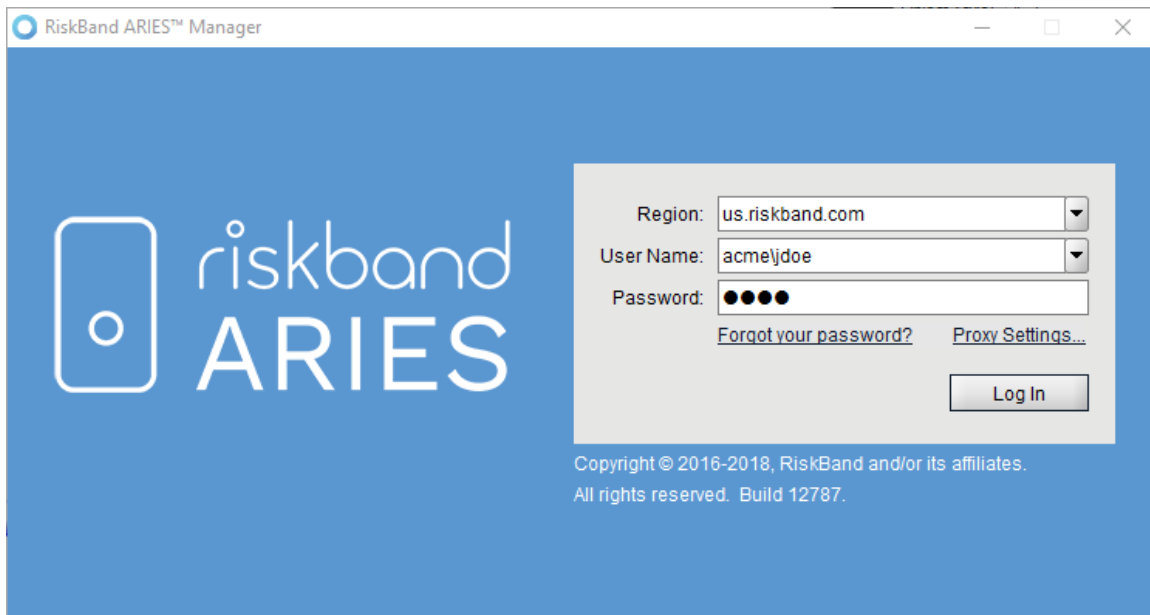
The RiskBand ARIES Manager Log In dialog box appears.

2. In the Region field, enter the Region included in your welcome email.
3. In the User Name field, enter your full user name.

Include the domain prefix with your user name. In the illustration above, the domain prefix is "acme" so you would enter **acme\jdoe** in the User Name field.

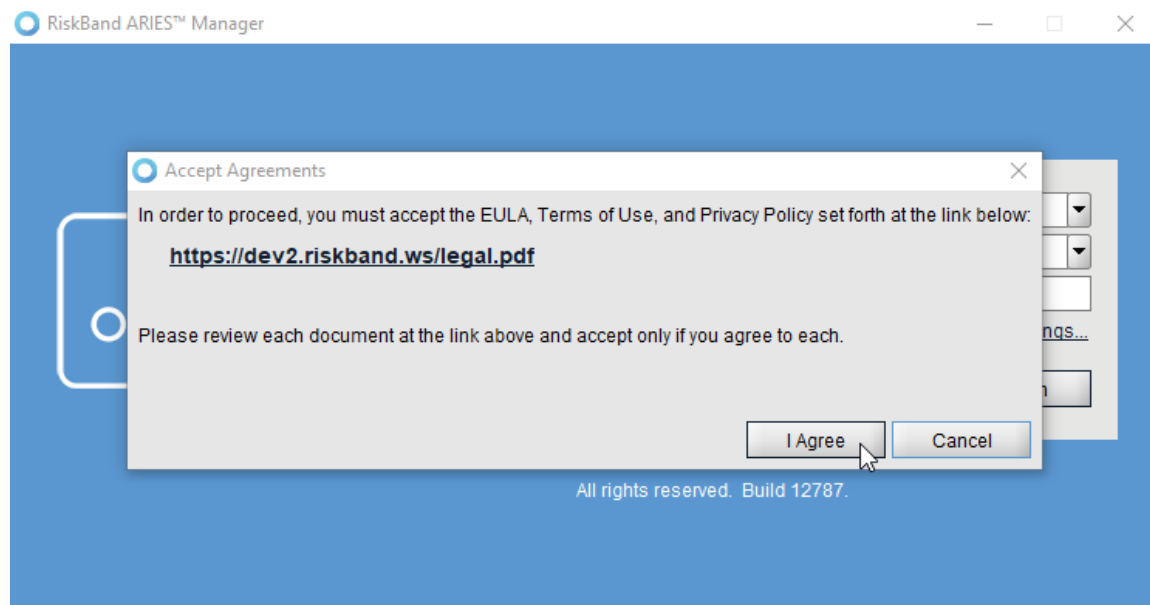
4. In the Password field, enter your password.

5. Click **Log In**.



6. If you have entered valid login credentials, the program will determine if the version of the RiskBand ARIES Manager that is being used on your computer matches the current version on the server. If it does not, then the latest version of the RiskBand ARIES Manager is downloaded to your computer. After it has been downloaded, you will need to repeat steps 4 and 5 to log in again.

The first time you log in to the RiskBand ARIES Manager the Accept Agreements dialog box appears. You will need to accept the EULA, Terms of Use, and Privacy Policy.



7. Click on the link to view the agreements.

The agreements can also be viewed at: <https://us.riskband.com/legal.pdf>.

8. After reading the agreements, click **I Agree**.

You are logged in to the RiskBand ARIES Manager.

If you are unable to connect to the RiskBand ARIES Manager, here are some possible reasons:

- Your company firewall is preventing the connection. If this is case, contact your IT group and ask if them to open up outgoing TCP/IP on port 443.
- Your company uses a proxy server. If this is the case, see the “Configuring Proxy Server Settings” section of this guide.



Note: After logging in, the RiskBand ARIES Manager displays any required training that you need to complete. You can click **Finish** to close the dialog box and take the training later (see [Viewing and Taking Training Modules on page 20](#)). Or, you can click a link that is displayed to take the training immediately.

Configuring Proxy Settings

If your organization uses a proxy server that allows users to connect to the internet, you can provide proxy server settings to the RiskBand ARIES Manager.



Note: Contact your organization’s network administrator to get the proxy settings for you network.

To set proxy server settings:

1. From the RiskBand ARIES Manager login screen, click **Proxy Settings**.
The Proxy Settings dialog box appears.
2. In the HTTPS Proxy Host field, enter the network name or IP address of your organization’s proxy server.
3. In the HTTPS Proxy Port, enter the port that your proxy server communicates on.
4. In the HTTPS Proxy User Name, enter a user name that is authorized to use the proxy server.
5. In the HTTPS Proxy Password field, enter the password for the user.
6. Click **OK**.

The RiskBand ARIES Manager now has the proxy server information necessary to communicate over the Internet.



Note: The RiskBand ARIES Manager does not validate any of the information entered in the Proxy Settings dialog box. If you get a “connection refused” error, verify that the information you entered is correct.

Recovering Forgotten Passwords

If you have forgotten your password for the RiskBand ARIES Manager, you can reset it with the Reset Password Wizard. Depending on how your organization has been configured, you will need the following information:

- email address — this is the email address that is associated with your user name in the RiskBand ARIES Manager.
- phone number — this is the phone number that is capable of receiving SMS text messages that is associated with your user name in the RiskBand ARIES Manager.

However, if your organization is configured so that password self-recovery is “Allowed via Email,” you do not need to enter a phone number.



Note: If you do not know your user name you cannot use this wizard to recover your password. You will need to contact your organizational administrator to get your user name and password.

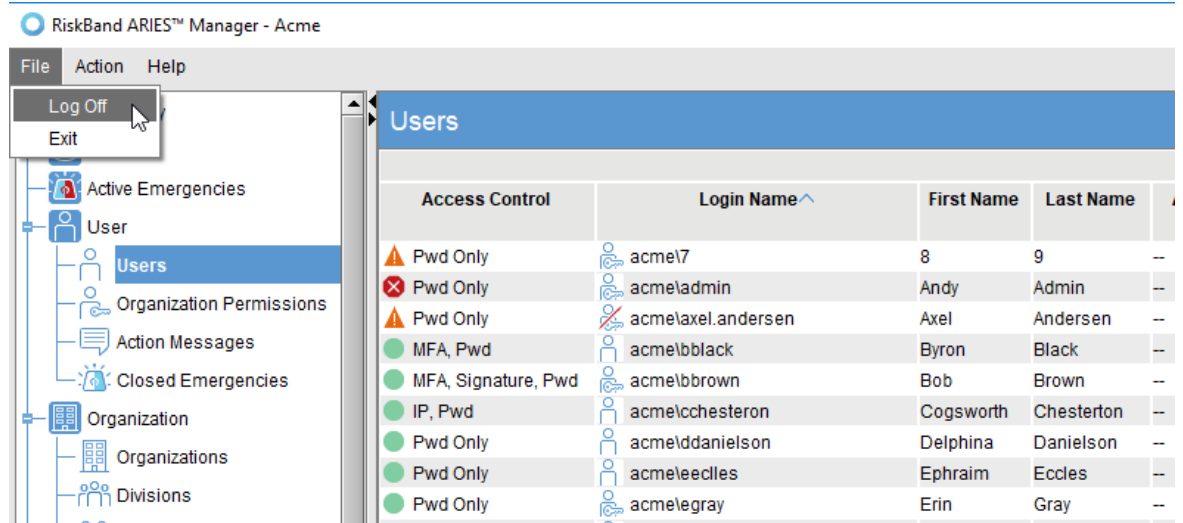
To recover a forgotten password:

1. From the RiskBand ARIES Manager login screen, click **Forgot your password?**
The first screen of the Reset Password Wizard appears. This screen contains important information about the password recovery process.
2. Click **Next**.
The Enter Your Information dialog box appears.
3. In the Your User Name field, enter your user name.
The user name should include the organization domain. For example, in an organization where the domain was “acme,” the user name “jdoe” would be entered as “acme\jdoe.”
4. In the Your Email Address field, enter your email address.
5. In the Your Phone Number field, enter your telephone number.
This field is optional if your organization is configured to allow password self-recovery with just an email address.
6. Click **Next**.
7. Click **OK**.
The Password Reset Request Accepted screen appears.
8. In the Password Reset Code Sent via Email field, enter the code that was sent to your email address.
9. In the Password Reset Code Sent via SMS Text field enter the reset code sent to your phone.
10. Click **Next**.
11. Click **OK**.
The Password Reset Complete screen appears.
12. Click **Finish**.
The RiskBand ARIES Manager sends an email to you containing your new credentials.

Closing the RiskBand ARIES Manager

When closing the RiskBand ARIES Manager, you have two options:

- Log Off — closes the session and returns you to the login screen. To log off, click **File > Log Off**.
- Exit — closes the program completely, and returns you to your operating system’s desktop. To exit the RiskBand ARIES Manager completely click **File > Exit**.



About Passwords



Note: After logging in to the RiskBand ARIES Manager for the first time, RiskBand strongly recommends that you change your password.

User passwords can be set to one of following modes or types:

- Memorized — these passwords are traditional passwords that a user creates and can use to log in to the RiskBand ARIES Manager.
- Cryptographic — these passwords are generated by the system and are 40 characters long.

Table 1 shows some of the feature and vocabulary differences between these two types of passwords.

Table 1: Differences between password types

Memorized Passwords	Cryptographic Passwords
User created (must comply with your organization’s User Password Strength Policy)	System Assigned
Up to 40 characters long	Exactly 40 characters long

Table 1: Differences between password types





Memorized Passwords (cont.)	Cryptographic Passwords (cont.)
Requires the use of sessions for programmatic access to RiskBand APIs.	Can be used for programmatic access to RiskBand APIs.
Selecting "Auto-generate password" in the Reset Password dialog creates a memorized password that is emailed to the user.	Configuring an account for "secret key" access in the Reset Password dialog displays the cryptographic password on the Secret Key Configured dialog, where you have the opportunity to cut and paste it to a location where it can be saved.
Memorized Secret Authenticator (Encrypted)	Cryptographic Secret Key (for session-less programmatic access.

About Password Strength Policies

Password strength policies are defined as follows:

- **Maximum** — Passwords must be 12 characters in length and contain at least three of the following four types of characters: lowercase, uppercase, numerical, and special characters. Additionally, complexity requirements are enforced, which means that dictionary words, and slightly masked dictionary words, are not allowed.
- **Strong** — (Default) Passwords must be 8 characters in length and contain at least two of the following four types of characters: lowercase, uppercase, numerical, and special characters. Additionally, complexity requirements are enforced, which means that dictionary words, and slightly masked dictionary words, are not allowed.
- **Standard** — Passwords must be 8 characters in length and contain at least two of the following four types of characters: lowercase, uppercase, numerical, and special characters.
- **Weak** — Passwords must be 4 characters in length.

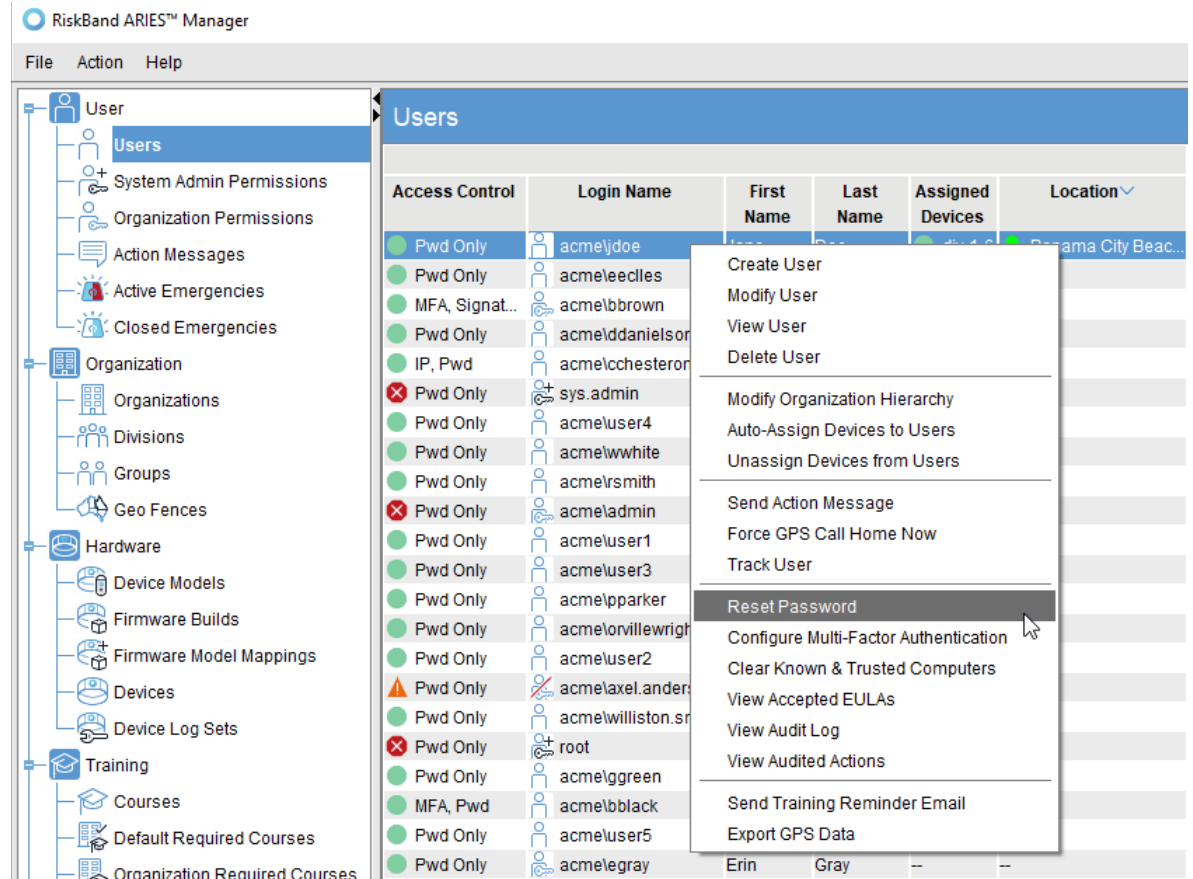
The RiskBand ARIES Manager provides a password strength indicator to indicate the strength of the password entered. The password strength policies roughly correspond to the following visual indicators:

- **Maximum** — Password Strength:  **Strong**
- **Strong** — Password Strength:  **Fair**
- **Standard** — Password Strength:  **Weak**
- **Weak** — Password Strength:  **Very Weak**

Resetting Passwords

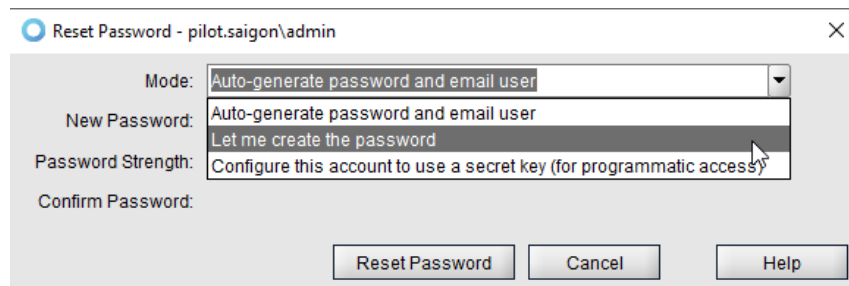
To reset a user password:

1. In the navigation pane, under the User section, click **Users**.
2. From the Users content pane, right-click the user whose password you want to reset and select **Reset Password**.



The Reset Password dialog box appears.

3. In the Reset Password dialog box, choose the Mode or type of password you want to create. There are three choices:
 - Auto-generate password and email user (creates a memorized type password)
 - Let me create the password (creates a memorized password)
 - Configure this account to use a secret key (creates a cryptographic password)



4. Click **Reset Password**.

The user's password is reset.

If you chose to auto-generate a password, the password will be emailed to the user. After the user logs in with the new password, the user will be immediately required to change their password.

If you chose to configure the account to use a secret key, the secret key is displayed in the Secret Key Configured dialog where it can be copied and saved for later use.

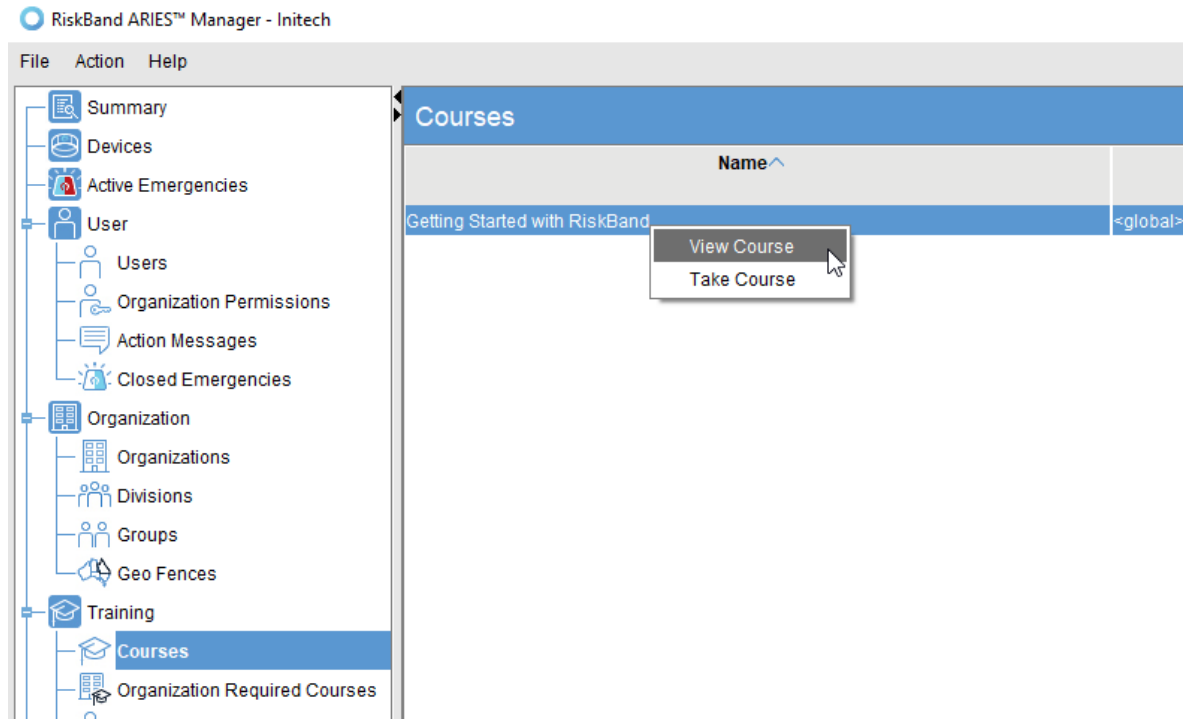
Viewing and Taking Training Modules

From the RiskBand ARIES Manager you can view the training modules that are available. You can also launch training modules by right-clicking on them and selecting **Take Course**.

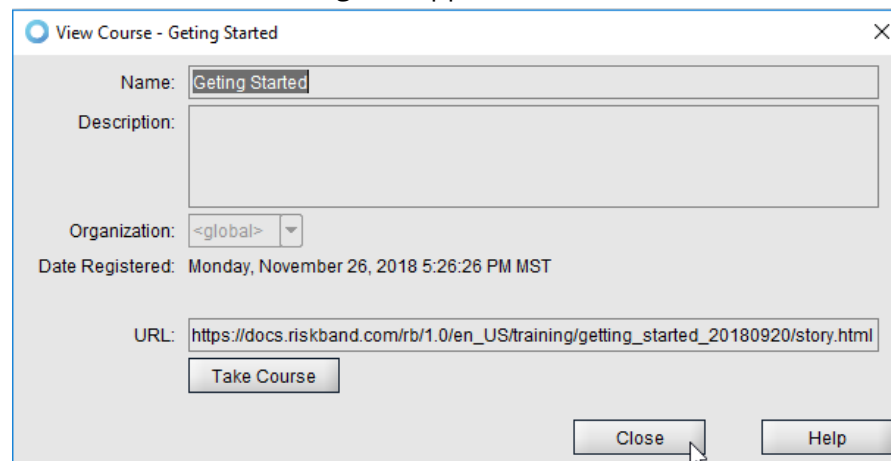
Viewing Training Courses

To view a training course:

1. In the navigation pane, under the Training section, click **Courses**.
2. In the Courses content pane, right-click the course you want to view and select **View Course**.



The View Course dialog box appears.

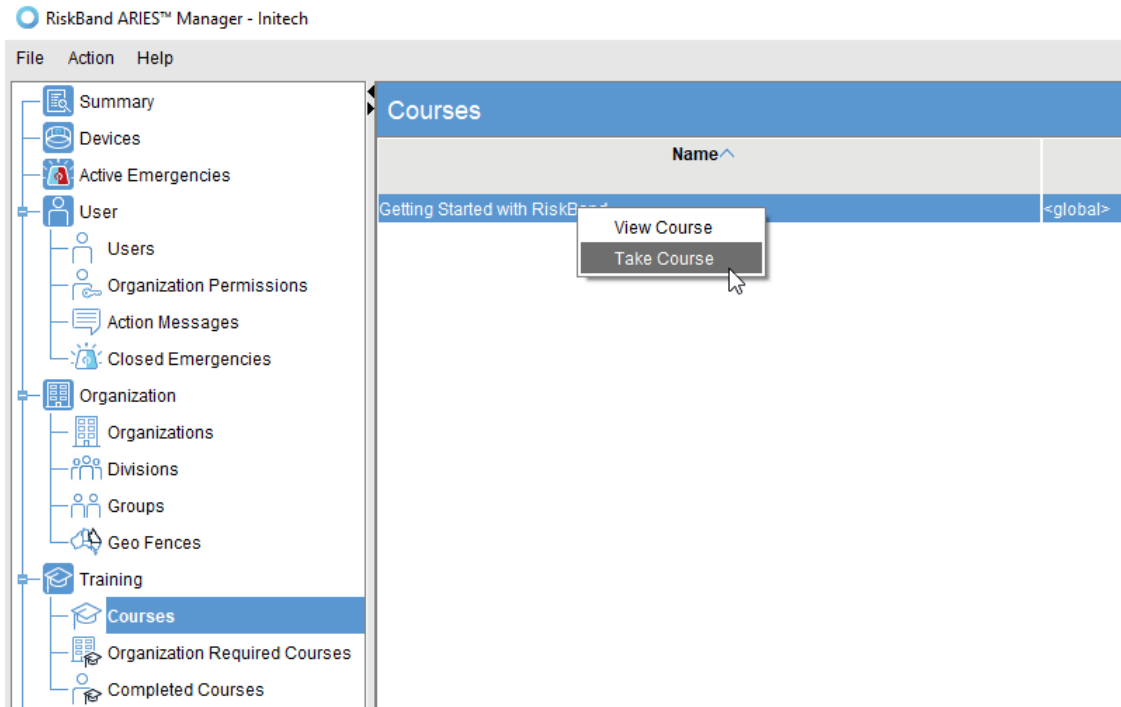


3. After you are finished viewing the information about the course, click **Close**. The View Course dialog box closes.

Taking Training Courses

To take a training course:

1. In the navigation pane, under the Training section, click **Courses**.
2. In the Courses content pane, right-click the course you want to take and select **Take Course**.



The Take Course dialog box appears informing you that the browser has been launched to display the training course.

3. Click **Close**.

You can now go to the browser window that was launched and take the training course.

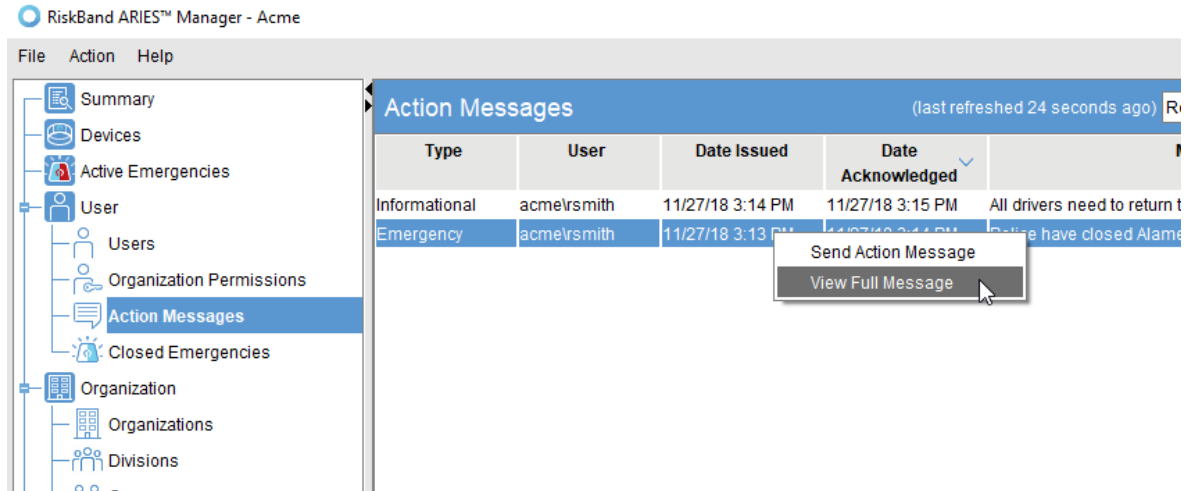
Viewing a History of Action Messages

To view the full text of an action message that has been sent:

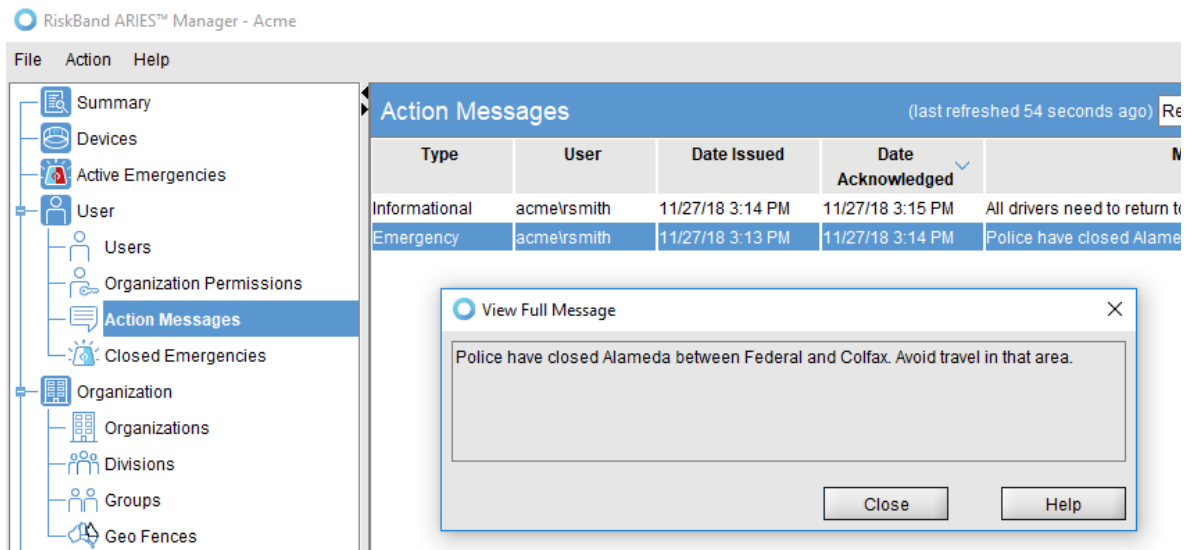
1. In the navigation pane, under the Users section, click **Action Messages**.

The Action Messages content pane appears.

- From the Action Messages content pane, right-click the row that contains the action message you want to view and select **View Full Message**.



The View Full Message dialog box appears.



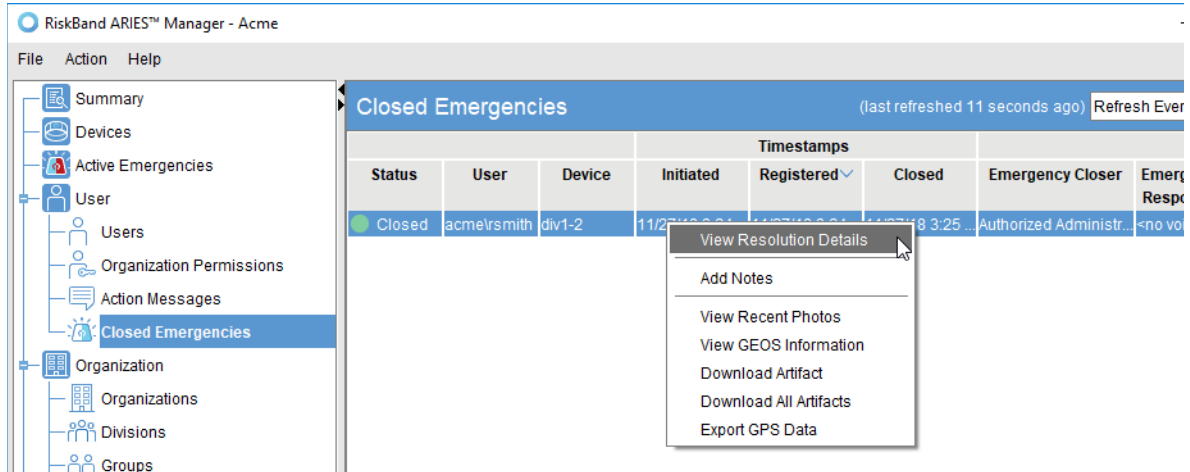
- After viewing the message, click **Close**.
The View Full Message dialog box closes.

Viewing Closed Emergencies

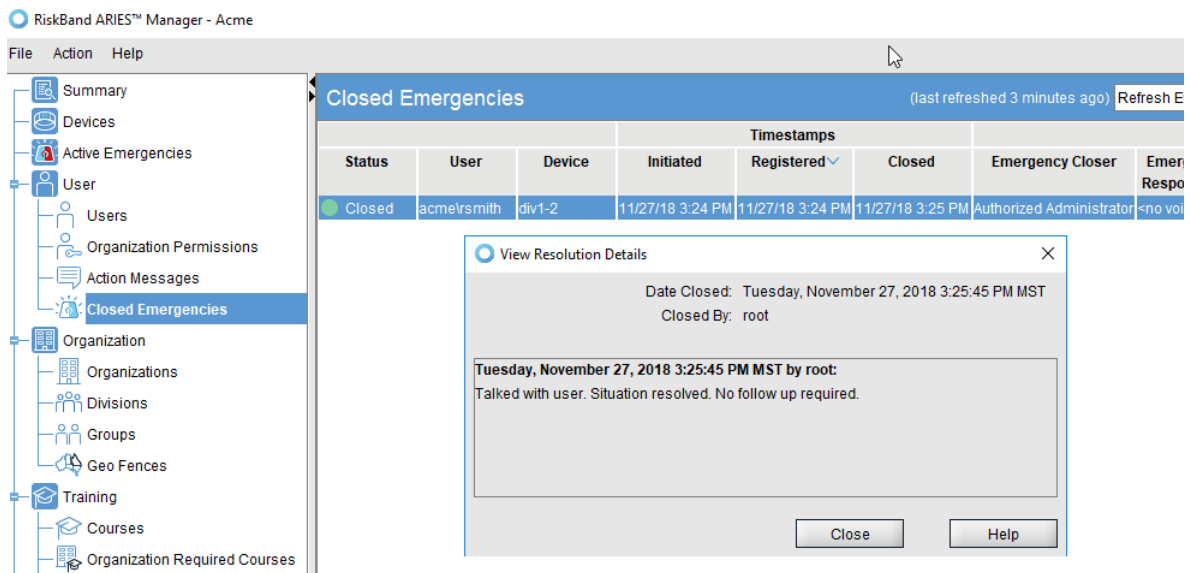
To view the resolution details of a closed emergency:

- In the navigation pane, under the Users section, click **Closed Emergencies**.
The Closed Emergencies content pane appears.

- From the content pane, right-click the row that contains the emergency whose resolution details you want to view and select **View Resolution Details**.



The View Resolution Details dialog box appears.



- After viewing the resolution details, click **Close**.

The View Resolution Details dialog box closes.

Contacting RiskBand

Contact RiskBand customer support in the following ways:

Support Site	www.riskband.com/support
email	customercare@riskband.com
Telephone Number	877-475-2263 (87RISKBAND)
Company Website	www.riskband.com