

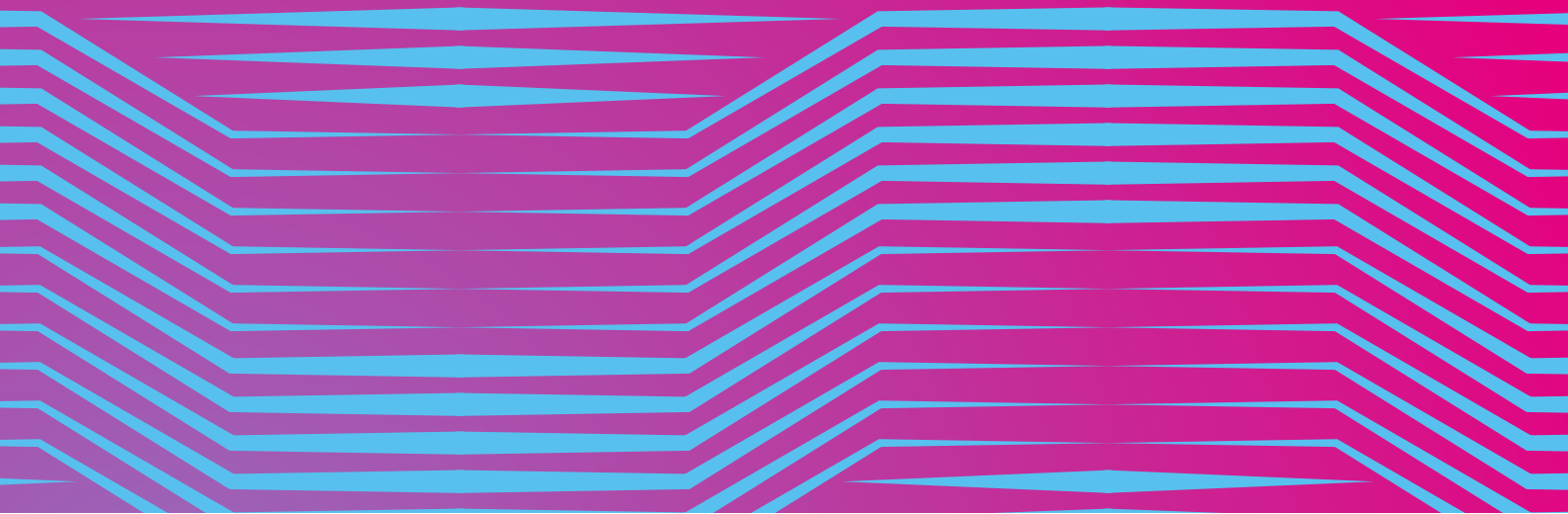
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HUMMINGBIRDS AI

FAQ - GuacamoleID

VERSION 3.3



1. Product and User Experience

2. Privacy, Biometrics and Compliance

3. Onboarding, Installation and Integrations

A. Product and User Experience

1. Can I add another trusted user to GuacamoleID?

Yes. GuacamoleID supports up to 100 trusted users on a device.

2. Can I still use GuacamoleID while on a conference call?

Yes, users can use GuacamoleID while on a conference call without any issues. GuacamoleID is compatible with various video conferencing platforms such as Zoom, Google Meet, Webex, and Teams. However, in order to use your camera for video conferencing, you need to choose GuacamoleID Virtual Camera as your default camera on the settings section of the mentioned video conferencing tools.

3. Does GuacamoleID work in a dark environment?

GuacamoleID recommends adequate lighting for optimal functioning, however, we have created a dark mode that uses screen brightness to shed enough light on the face, allowing for facial matching to work in pitch-dark environments. Additionally, if the user has a computer with an infrared camera (IR camera), there is no need for an additional source of light. So, with the help of our dark mode or IR camera, users can use GuacamoleID in low-light or completely dark environments without any issues.

4. Does GuacamoleID recognize me if I change my appearance, like shaving my beard or coloring my hair?

Generally, minor changes in appearance such as shaving, changing glasses, haircuts, or hair color, will not affect GuacamoleID's facial matching technology. However, we suggest that you register your face again after a significant change in your appearance. In most cases, minor changes should not impact the system's performance.

5. Does GuacamoleID impact the performance of the computer?

The performance of the computer is minimally affected by GuacamoleID. Nevertheless, it does not impede the user experience, and it does not interfere with other software.

6. Can I disable shoulder surfing on GuacamoleID?

Shoulder surfing protection is a feature that obscures the screen when the system detects an unauthorized viewer looking over the user's shoulder. This feature is designed to protect sensitive information from being seen by unauthorized individuals. If the client's policy permits, the user can enable or disable this feature by going to the settings section of the GuacamoleID app.

7. Can I pause GuacamoleID?

If the client's policy permits, users can pause GuacamoleID.

B. Privacy, Biometrics and Compliance

8. Where does GuacamoleID store my biometric data?

The storage location for your biometric data depends on the client's requirements. GuacamoleID can store your biometric data either on your device or on the client's server, depending on the specific demand. It's worth noting that Hummingbirds AI doesn't have access to any biometric data, regardless of where it's stored. We take the privacy and security of your biometric information seriously and ensure that it's kept confidential and secure at all times.

9. Who has access to the GuacamoleID's biometric data?

The biometric data collected by GuacamoleID, such as facial features, is converted into a numerical series by the application. This numerical representation is unique to the GuacamoleID application and has no meaning outside of it. So, we don't store your face or any other biometric data, only a numerical representation of it. This ensures that your biometric information remains secure and private. Neither the client nor Hummingbirds AI has access to this numerical representation of your biometric data, as it is encrypted and stored securely.

10. Does the camera always record me?

No, the camera does not record you at all times. During an active session, the camera sends frames to the GuacamoleID application where artificial intelligence (AI) processes each frame. These frames are not stored, and GuacamoleID does not record any videos.

11. Can the IT team assign different computers to an employee?

Absolutely. Depending on the use case, an employee may need to use a different computer each day. The IT team has the ability to assign access to a group of computers to each employee. This means that each computer can have a pool of users with assigned access.

12. How does the biometrics on the server model work?

The biometrics on the server model works by allowing employees to register their face on an assigned computer. Once the face is registered, the biometric data is encrypted and transmitted via VPN from the client's server to the endpoints (PCs).

13. Is GuacamoleID CJIS-compliant?

GuacamoleID has been designed to support compliance with the Criminal Justice Information Services (CJIS) Security Policy, which is a regulation for law enforcement and related parties that handle sensitive Criminal Justice Information (CJI). While Hummingbirds AI, as a company and its staff, do not have access to any CJI-sensitive data during the lifecycle of its software, GuacamoleID has been designed to meet the CJIS Security Policy requirements to support its customers in being compliant.

The GuacamoleID software supports several articles of the CJIS requirements, including auditing and accountability, session lock, configuration management, encryption at rest, and patch management. For instance, GuacamoleID has been designed to adhere to all the requirements of the auditing and accountability section, including the types of events logged, timestamps, and other relevant requirements. Also, the software provides a superior alternative to traditional session timeouts and implements session lock compatible with the requirements. Moreover, the configuration of the software is limited to the host admin, and users cannot disable or modify it without escalated privileges.

In terms of encryption at rest, all biometric information is strictly stored on the host device itself, and the software does not send any Personally Identifiable Information (PII) over the network. The audit information required by section 5.4 is stored in the host OS (Windows) logs using the standard practices advised by the host OS and will adhere to CJIS requirements assuming the host OS is CJIS compliant. Additionally, all GuacamoleID updates and patches are signed with industry-accepted valid certificates that ensure the patches' authenticity, and the checksum of the patches and updates is provided to the clients for verification.

C. Onboarding, Installation and Integration

14. What are the computer requirements for installing GuacamoleID?

To install GuacamoleID, you'll need a computer that runs on Windows operating system. The recommended minimum technical specifications for running the software are as follows:

- Processor: 4 or more cores, preferably Intel Core i5, AMD Ryzen 5, or higher
- Memory: At least 8 GB RAM
- Storage: A minimum of 1 GB of available storage space is required.

15. What are the hardware and software requirements for installing the GuacamoleID server?

To install the GuacamoleID server, you'll need a virtual machine running X64 Ubuntu version 18 or later, along with Python 3.9 installed. In terms of hardware, the server requires a minimum of 32GB of RAM and at least 8 core CPUs. Additionally, you'll need a minimum of 50GB of SSD storage. The good news is that you won't need a GPU for this installation.

16. Does GuacamoleID support different (IAM) Identity and Access Management providers?

GuacamoleID does not replace any Identity and Access Management (IAM) protocols. Instead, it works alongside them. When an employee starts their work shift, they must first go through the legacy access verification method. Once that's done, GuacamoleID takes over the re-authentication process for the employee.

17. How does Guacamole ID work with Windows Hello? Does it replace or override Windows Hello?

Guacamole ID works side by side Windows Hello and enhances the experience. Windows Hello will continue to be the main interface for the users to log into device even when Guacamole ID is present. However, when the user is logged in, Windows Hello is typically absent until such time that either the user deliberately locks the device or the windows inactivity timer kicks in and puts Windows to sleep. In such case, upon wakening Windows Hello requires a full authentication again.

What Guacamole ID does is that once the user is logged in (typically first in the morning), it takes over the security of the active session and ensures that the device is only accessible when the authorized user is positively identified in front of the device and there are no intruders peeking through the screen content.

Guacamole ID contains a deep integration with Windows Hello and interfaces with it in certain situations. One example is that if the device owner attempts to pause the authentication but there is no positive identification (e.g. broken camera), Guacamole ID brings up Windows Hello and gets the user to reauthenticate for security purposes.



Every Computer Has Chips,
It's Time For Guacamole!

For further information and questions, please contact
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AI With The Speed of Hummingbirds

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