

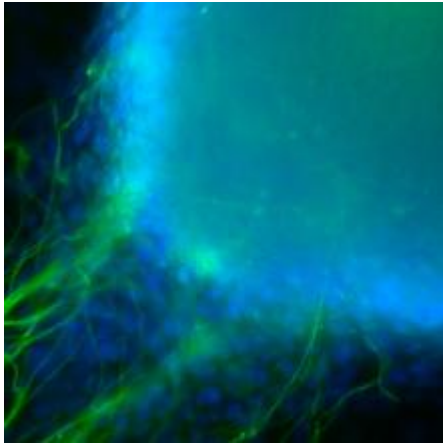
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CipherCloud Agent



Dejon Lewis on February 14, 2020

The CipherCloud agent runs in the background and decrypts your `.ccsecure` ^[1] files.

For more details on what Cipher Cloud encrypts, please visit [here](#) ^[2].

Latest versions of CipherCloud agent:

- Windows v5.0.225
- Mac v5.0.79

Supported Operating Systems:

- Windows 7, 8, and 10
- MacOS 10.9, 10.10, 10.11, 10.12, and 10.13

How To Install

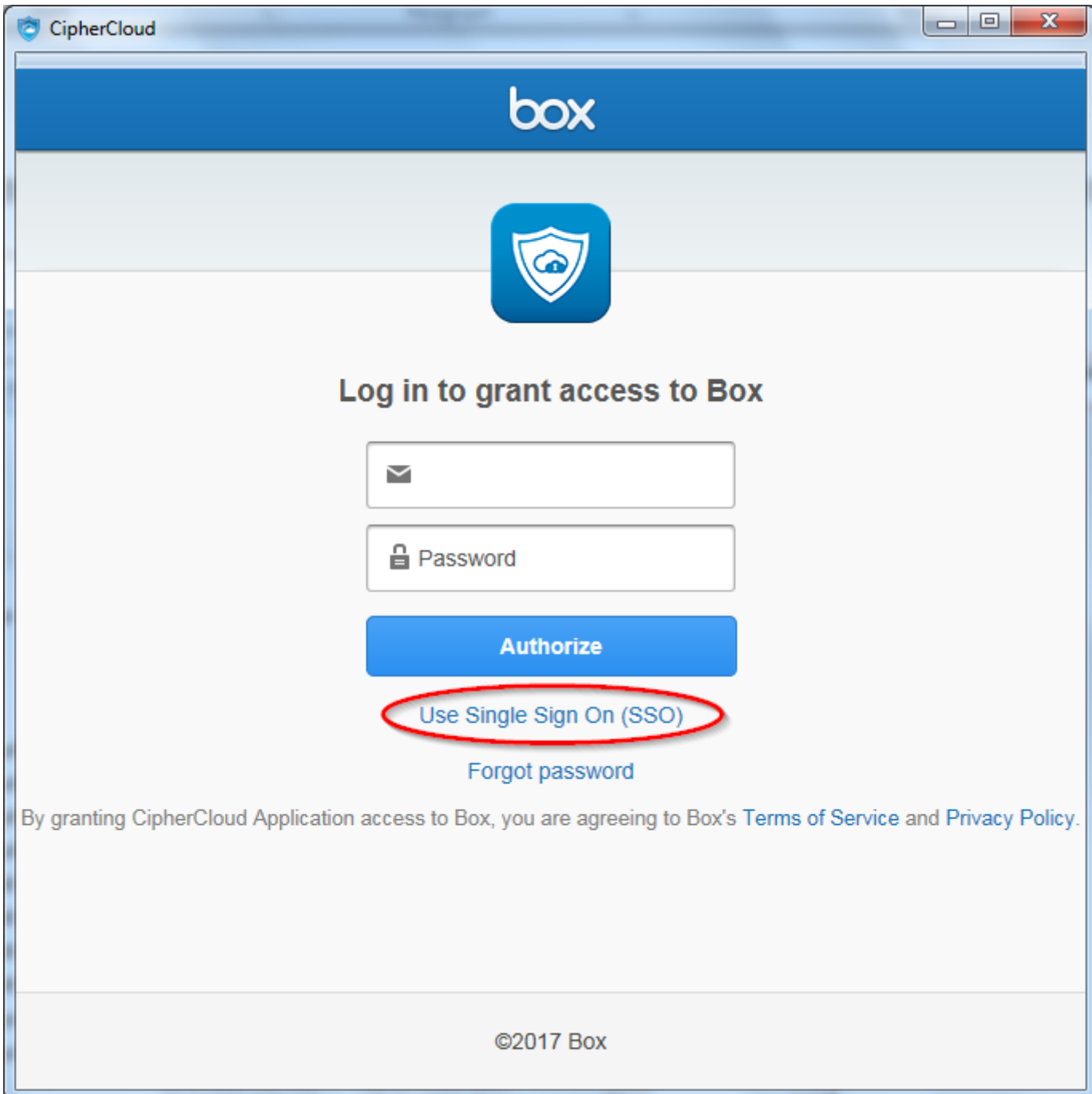
1. You can download the CipherCloud agent at [UCSF Other Software](#) ^[3]. After running the installer as an Administrator, the following message will notify you that the agent has been installed.



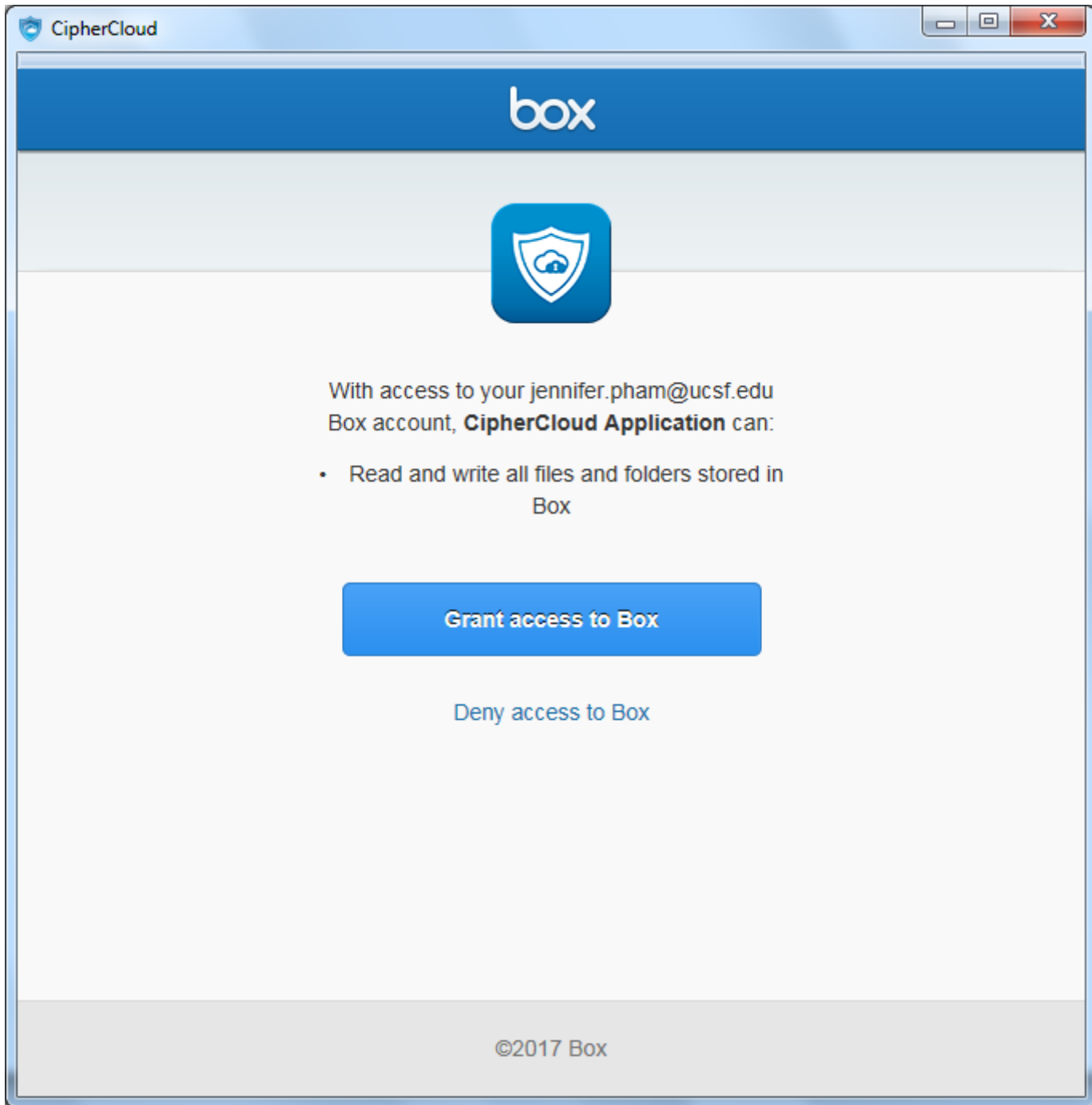
2. Once the agent has been installed, it will run passively in the background and allow access to your encrypted files. The agent requires you to authenticate to Box (even if you are already logged into Box) once every 30 days by logging on to a window that pops up when you try to access your secure file.

How to Authenticate

1. The first time you try to open an encrypted file after you have installed the CipherCloud agent, a window will pop up. Select **Use Single Sign On (SSO)** and enter your UCSF email address. You will be directed to enter your UCSF MyAccess Login. Log in with your credentials.



2. Click on **Grant access to Box** to complete the authorization process. Your encrypted file will open shortly after. You will need to repeat this process every 30 days.



CipherCloud FAQs

- Is there a performance hit using the CipherCloud agent?

When the agent isn't actively encrypting or decrypting a file, there is no performance difference. There may be a very minimal delay during decryption and encryption, the length of which depends on the size of the file.

- How is the CipherCloud agent updated?

The CipherCloud agent is distributed and updated by BigFix on UCSF-managed computers.

Required Service Information

UCSF Box [4]

Images



box



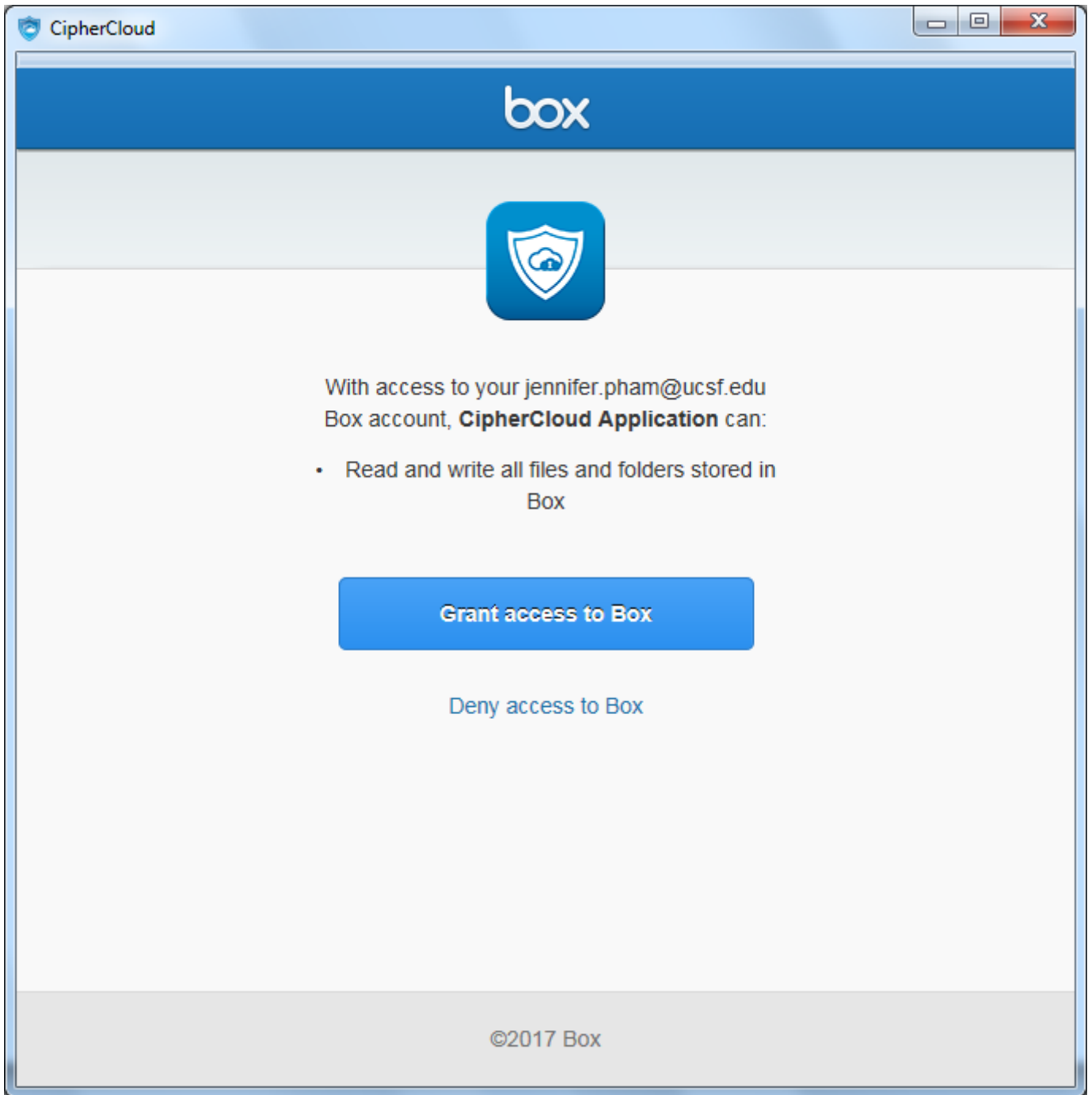
Log in to grant access to Box

Authorize

[Use Single Sign On \(SSO\)](#)

[Forgot password](#)

By granting CipherCloud Application access to Box, you are agreeing to Box's [Terms of Service](#) and [Privacy Policy](#).



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Source URL: <https://it.ucsf.edu/services/ucsf-box/additional/ciphercloud-agent>

Links

[1] <https://it.ucsf.edu/services/ucsf-box/additional/ccsecure-files>

[2] <https://it.ucsf.edu/services/ucsf-box/additional/ciphercloud#encrypt>

[3] <https://software.ucsf.edu/content/other-software>

[4] <https://it.ucsf.edu/services/ucsf-box>