

Bootstrap

Applying for USB Exemption

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Overview

This document describes the process and required field information to apply for the USB exemption request.

By default, the [Transfer of Data to USB and Other Portable Storage Devices](#) is Prohibited. However, in certain conditions you can raise an exemption request.

Important: You may want to plan ahead of time if you need to submit an exemption request because the exemption review process can take up to **30 days** for review and approval. Post-approval, technical changes that enable your computer to write to a portable device can take additional days to implement.

Process

To request an exemption, follow these steps:

1. Click [Portable Storage Approval Request: Exemption Request](#).
2. Enter the following values for the required fields in the exemption request form:

Usecase: *Delivery of firmware or software*

Role: *Create firmware or software*

Circumstances: *My job responsibilities include developing and/or testing firmware/software that must be delivered on a portable storage device*

Duration of the need to transfer data: *Up to one year*

Explain why the selected duration applies to your exemption: **The data delivery mechanism will need to be executed and tested by our team members and engineers for an extended period of time **

Business Justification:

My team is part of designing and testing a “Next-Generation Data Center”. In order to have modular data centers work, each new deployment requires a starting point. That starting point is removable USB media with a collection of software and configuration built into an OS image. That OS image gets the first node in a new data center working by booting the first server in the data center, at which point that first node runs deployment of the very lowest level of data center services known as the “Undercloud”.

Are Using Code42/CrashPlan as a backup solution?: *No*

Provide your Business Unit VP internet address: *enter your current VP's IBM email*

The following is a screenshot of the an exemption form submitted with the required field information.

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Using Code42/CrashPlan as a backup solution: No

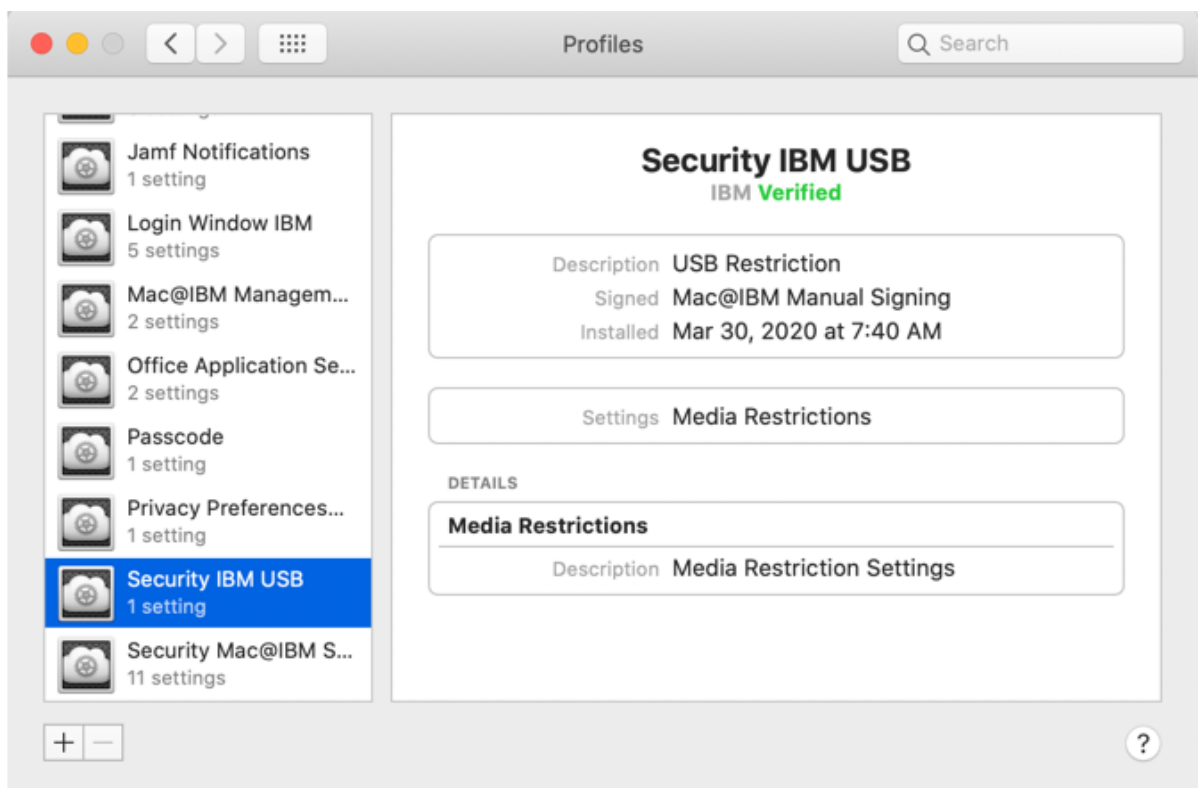
3. Submit your form for review and approval.

The vice president within your reporting line, your Business Unit Information Security Officer (BISO), and the Corporate Information Security Office (CISO) must approve your request based on your business need. The transfer of data to portable security devices poses a threat to IBM and its clients, so leaders need to be accountable for this action and its outcome.

4. You receive an email when your request has been processed. To track the status of your request, refer to [Portable Storage Approval Process: Exemption Status](#) .

5. Your next step depends on whether your request was **approved** or **rejected**:

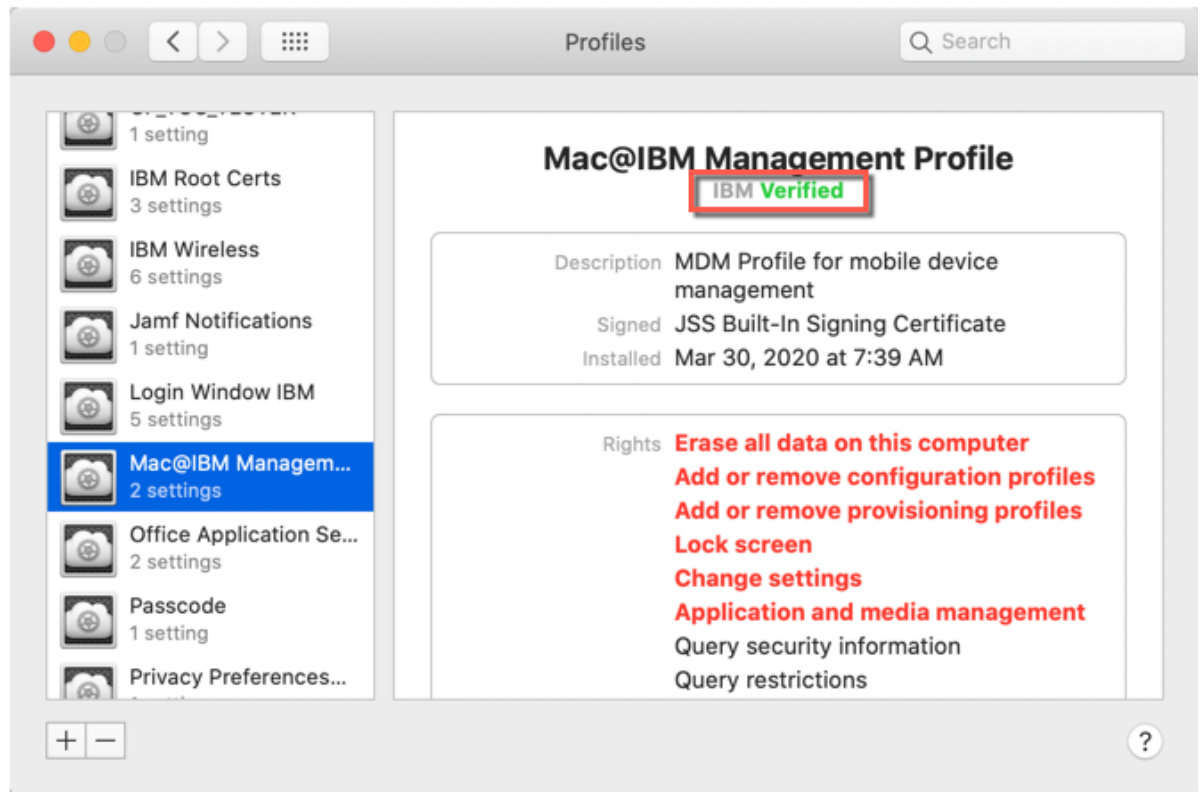
- a. If your request is approved, transfer capability is initiated remotely within 36 hours. You do not need to do anything. When you receive your approval email, an update is sent to all computers registered to you. Once the update is automatically processed by your device(s), your USB and removable media operate normally (i.e., with read and write capabilities). To confirm your exemption:
- b. Click the Apple menu and open System Preferences.
- c. Click Profiles.
- d. Under Devices Profiles, if the Security IBM USB profile appears then the exemption hasn't been applied to your Mac. You may need to reboot for the exemption to be applied. Once applied, the Security IBM USB profile is removed from your Mac.



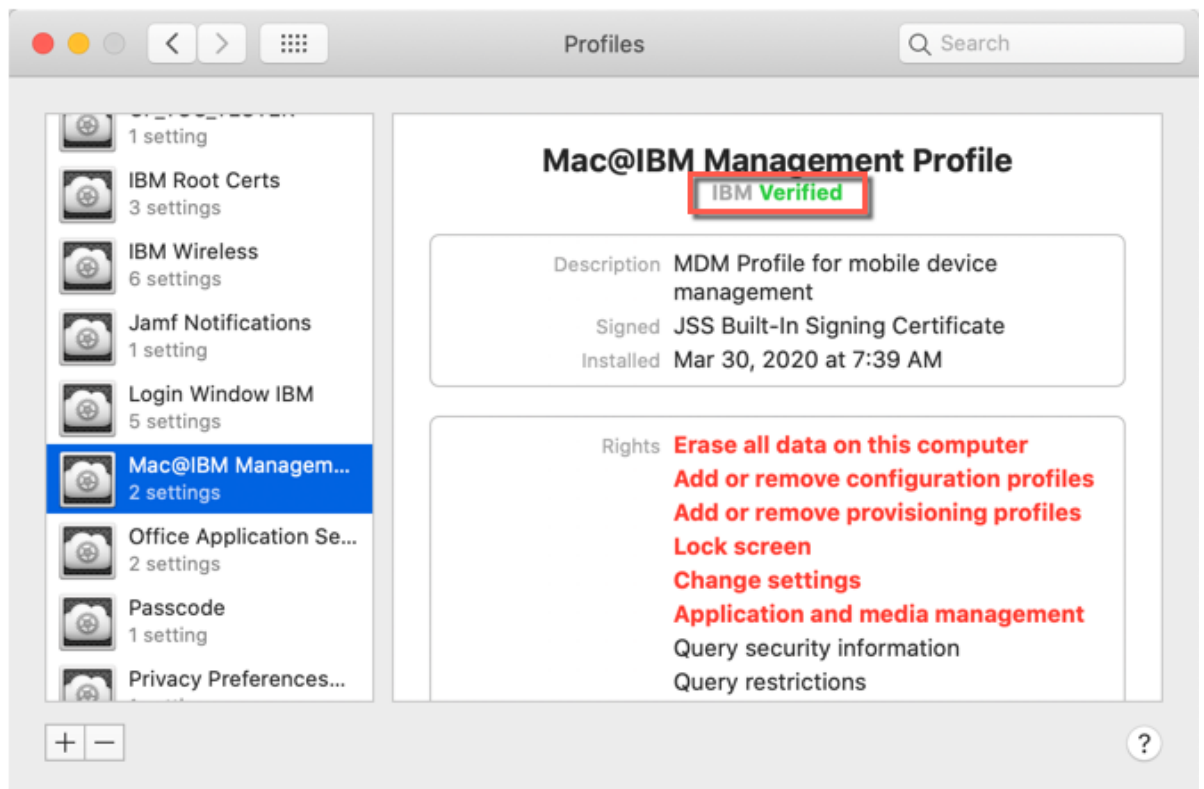
- e. If your request is not approved, contact your manager to determine why the request was rejected.

If you have waited over 36 hours after receiving an exemption approval email but you still can not write to USB devices:

- a. Check that your approval appears on IBM's [Portable Storage Approval Process: Exemption Status](#) page.
- b. Verify that your Mac is managed by IBM. To do this:
 - a. Click the Apple menu and open System Preferences.
 - b. Click Profiles.
 - c. Under Device Profiles check for Mac@IBM Management Profile.



If your Mac was enrolled with IBM a long time ago the Mac@IBM management could appear as MDM Profile.



Important: A profile can be listed as Unverified and still work without issue.

6. Remove the USB devices and restart your computer.

7. If you still cannot write to USB devices, contact support.

Important: Your device must have all required security patches installed, and pending restarts completed for the USB exemption to apply.

If you have an exemption, your device must remain under IBM management. If for any reason your device becomes managed by anything other than IBM management, your device loses its exemption and you need to reapply for exemption.