eScan™

Enterprise EDR

(with MDM & Hybrid Network Support)

User Guide

Product Version: 22.0.0000.xxxx
Document Version: 22.0.0000.xxxx

24x7 FREE
Online Technical Support
support@escanav.com
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Clients Supported

Cyber Vaccine

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Document Number:	5BUG/04.10.2021/22.x
Current Software Version:	22.0.xxxx.xxxx
Technical Support:	**support@escanav.com**
Sales:	**sales@escanav.com**
Forums:	**https://forums.escanav.com**
eScan Wiki:	**https://wiki.escanav.com/wiki/index.php/**
Live Chat:	**https://www.escanav.com/english/livechat.asp**
Printed by:	MicroWorld Software Services Private Limited
Date:	October, 2021

Content

Introduction

eScan Endpoint Detection and Response (EDR) is a comprehensive, integrated, and layered endpoint protection solution that combines real-time monitoring and endpoint data analytics with rule-based responses. This helps to analyze and alerts admin about the malicious activity, and allows fast investigation and restricts the attacks on endpoints as soon as detected. It supports automated and manual actions to restrict the potential threats on the endpoint.

eScan EDR solution helps to gain deep insights into the attack to identify the security gaps and demonstrate the impact of the incidents. It provides security team with the tools to proactively identify threats and protect the organizations.

eScan Management Console is a web-based centralized management console that lets an administrator install and manage eScan client on the computers connected across the network. With this console, you can perform following activities–

- Install eScan client application on computers.
- Monitor the security status of computers.
- Create and manage policies or tasks for computers.
- Create and view customized reports of the security status of the computers.
- Manage notifications for alerts and warnings of suspicious activities.
- Detection and prevention of malicious activities
- Incident data investigation and search

Pre-requisites for eScan Enterprise EDR Server

Before installing eScan ensure that the following pre-requisites are met:

- Access to computer as an administrator.
- Uninstall the existing anti-virus software, if any.
- Check for free space on the hard disk/partition for installing eScan.
- Static IP address for eScan server.
- IP address of the mail server to which warning messages will be sent (optional).

NOTE	If authentication for the mail server is mandatory for accepting emails, you will need a username and password to send emails.

System Requirements

Windows Server and Endpoints	Mac Endpoints	Linux Endpoints
Microsoft® Windows® 2019 / 2016 / 2012 / SBS 2011 / Essential / 2008 R2 / 2008 / 2003 R2 / 2003 / 11 / 10 / 8.1 / 8 / 7 / Vista / XP SP 2 / 2000 Service Pack 4 and Rollup Pack 1 (For 32-bit and 64-bit Editions)	OS X Snow Leopard (10.6 or later) OS X Lion (10.7 or later) OS X Mountain Lion (10.8 or later) OS X Mavericks (10.9 or later) OS X Yosemite (10.10 or later) OS X El Capitan (10.11 or later) macOS Sierra (10.12 or later) macOS High Sierra (10.13 or later) macOS Mojave (10.14 or later) macOS Catalina (10.15 or later) macOS Big Sur (11.0 or later) macOS Monterey (12.0 or later)	RHEL 4 and above (32 and 64-bit) CentOS 5.10 and above (32 and 64-bit) SLES 10 SP3 and above (32 and 64-bit) Debian 4.0 and above (32 and 64-bit) openSUSE 10.1 and above (32 and 64-bit) Fedora 5.0 and above (32 and 64-bit) Ubuntu 6.06 and above (32 and 64-bit) Mint 12 and above (32 and 64-bit) Linux Oracle 7.x and above (32 and 64 bit) Red Hat Linux server (32 and 64 bit)
Hardware Requirements for eScan Server: **CPU** - 2GHz Intel™ Core™ Duo processor or equivalent **Memory** - 4 GB and above **Disk Space** (Free) – 8 GB and above **Hardware Requirements for eScan Client:** **CPU** - 1.4 GHz minimum (2.0 GHz recommended) Intel Pentium or equivalent **Memory** - 1.0 GB and above **Disk Space** (Free) – 1 GB and above	**Hardware Requirements for eScan Client:** **CPU** - Intel based Macintosh **Memory** –2 GB and More recommended **Disk Space** – 2 GB and above	**Hardware Requirements for eScan Client:** **CPU** - Intel® Pentium or compatible or equivalent **Memory** –2 GB and above **Disk Space** – 2 GB free hard drive space for installation of the application and storage of temporary files

eScan Management Console can be accessed by using following browsers:

- Internet Explorer 11 and above
- Firefox latest version
- Google Chrome latest version

For Android

(Android Endpoints) Platforms Supported:

- Android version: 5.0 and above
- Storage: 40-50 MB

For iOS

(iOS Endpoints) Platforms Supported:

- iOS version: 10.3 and above
- Storage: 40-50 MB

NOTE	Rooted and Jailbroken devices are not supported.

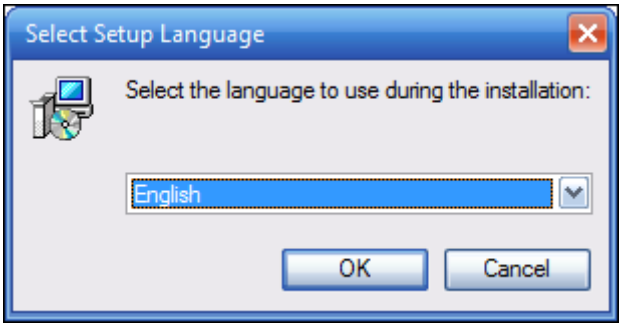
Installing eScan Enterprise EDR Server

- **Installing eScan Enterprise EDR Server from CD/DVD**
  Installing eScan Enterprise EDR (with MDM & Hybrid Network Support) from the CD/DVD is very simple, insert the CD/DVD in the ROM and wait few seconds for the Autorun to run the installation wizard. In case the installation wizard does not run automatically, locate and double-click the **EDRcwn4k3ek.exe** on CD-ROM. This will run the installation wizard based setup of eScan Enterprise EDR (with MDM & Hybrid Network Support). To complete the installation, follow the instructions on screen.
- **Downloading and installing eScan Enterprise EDR Server from internet**
  To download the setup file click **here**. To install eScan Server from the downloaded file, double click the **EDRcwnxxxx.exe** and follow the instructions on screen to complete the installation process.

Installation

To install the eScan Enterprise EDR (with MDM & Hybrid Network Support), follow the steps given below:

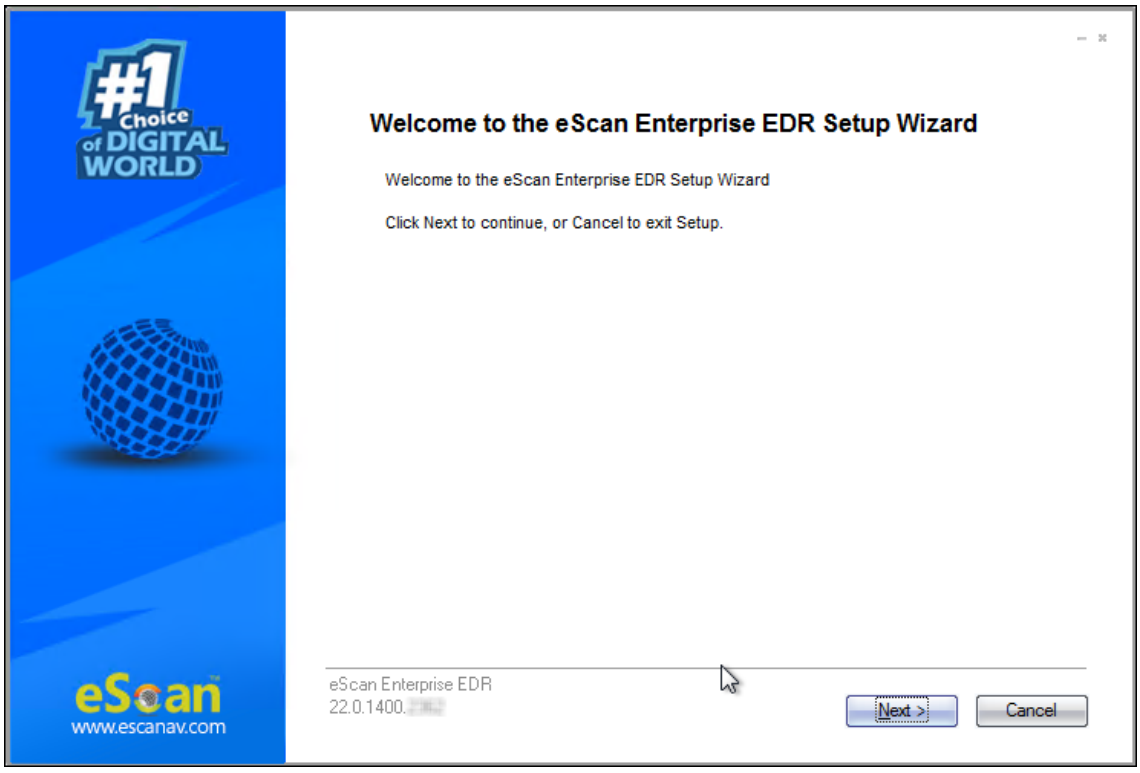
1. The installation wizard displays following window:



2. Click the drop-down and select a desired language for installation.
3. Click **OK**.

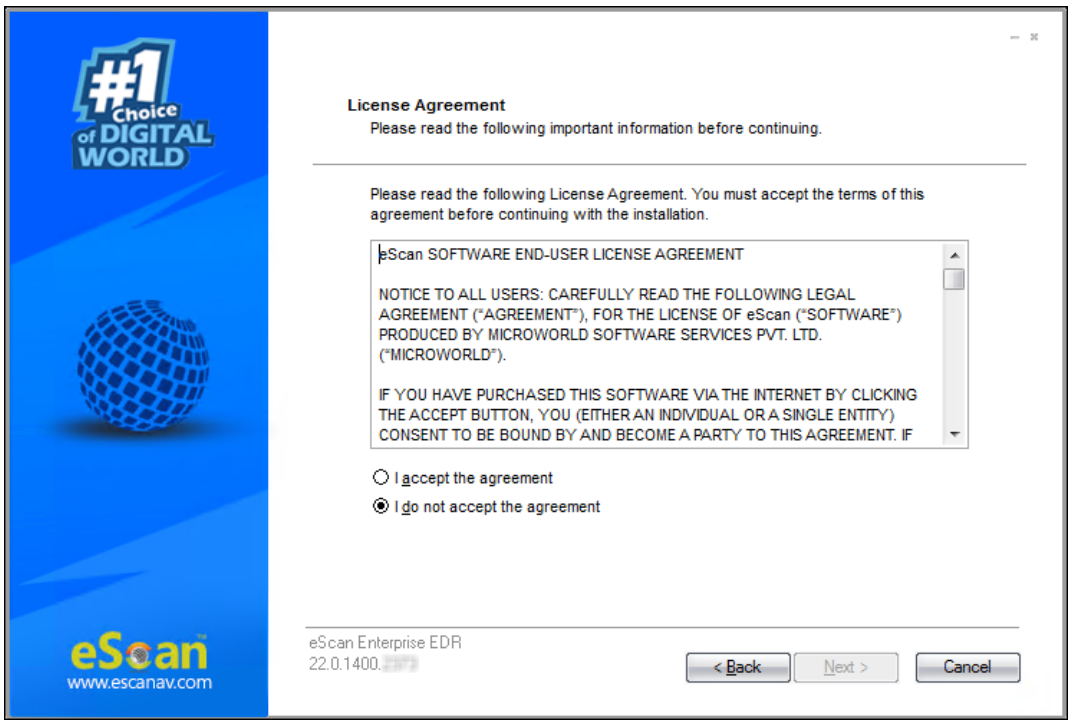
NOTE	The Default Language displayed in the drop-down menu is dependent on the Operating System's language installed on the computer.

The installation wizard welcomes you.

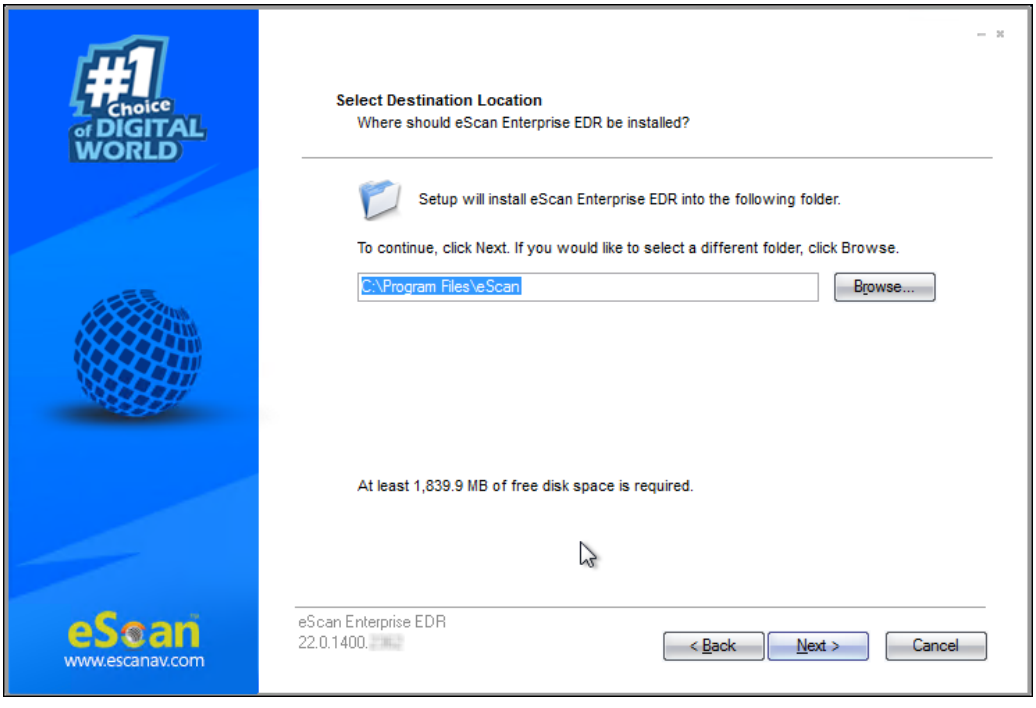


4. To proceed, click **Next**.

License Agreement screen appears.



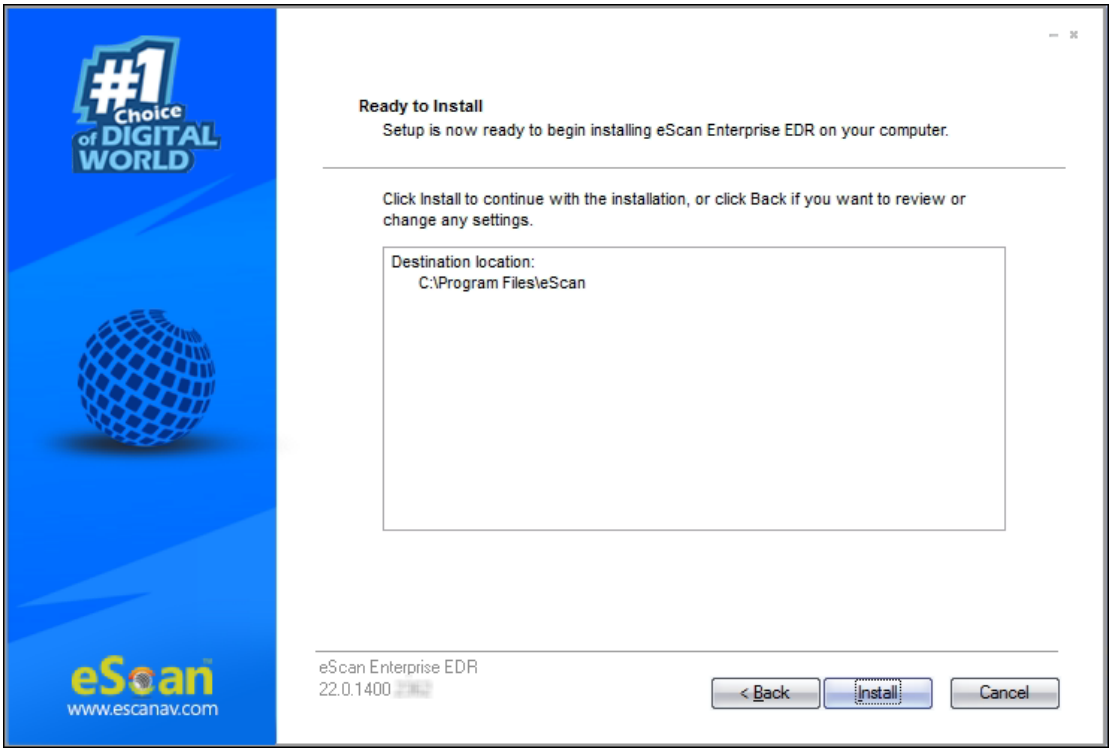
5. Please read the License Agreement completely. To proceed with the installation, select the option **I accept the agreement** and then click **Next**.
   Select Destination Location screen appears.



6. If you want to select a different installation location, click **Browse** and select the destination folder for installation.
   Click **Next** to proceed with the installation.

NOTE	Default Path for eScan installation on a 32-bit PC – **C:\Program Files\eScan** Default path for eScan installation on a 64-bit PC – **C:\Program Files (x86)\eScan**

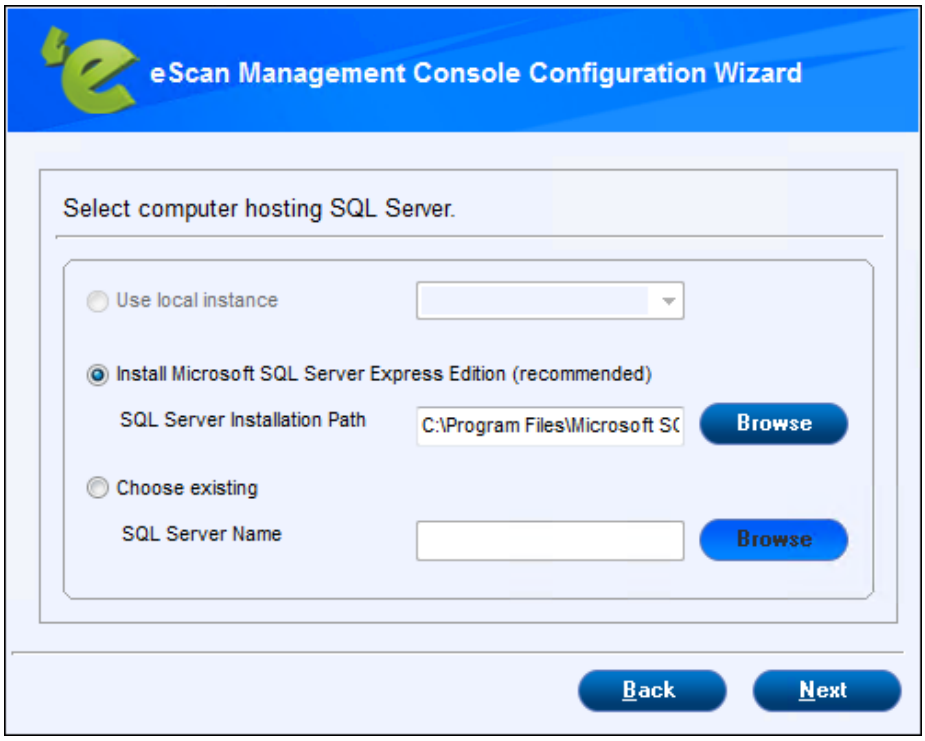
Ready to install screen appears displaying destination location.



7. To proceed, click **Install**.
   The installation wizard initiates installation and displays the process.

After the installation, the wizard asks you to configure the settings for SQL Server hosting and Login settings for the eScan Management console.

8. To proceed, click **Next**. The configuration wizard requests you to select a computer for hosting SQL server.



The window displays following options:

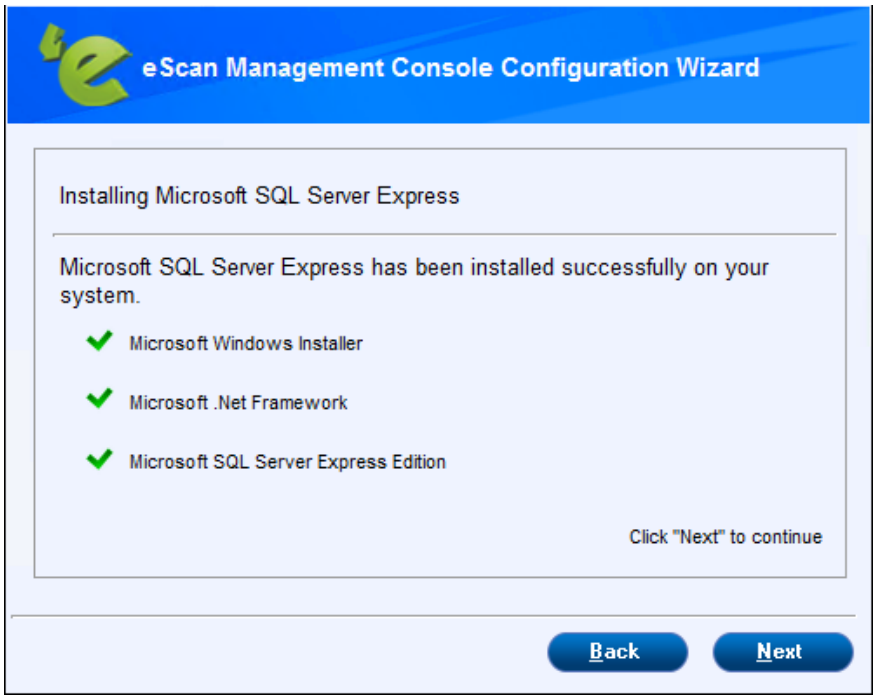
- **Use local instance**
  If you already have SQL instances running locally, click the drop-down and select a desired local instance.
- **Install Microsoft SQL Server Express Edition (recommended)**
  If the computer selected for eScan server installation doesn't have SQL server installed, it is recommended that you select this option. Click Browse and select an installation path for SQL server installation.

NOTE	Default installation path for 32-bit PC – **C:\Program Files\Microsoft SQL Server** Default installation path for 64-bit PC – **C:\Program Files (x86)\Microsoft SQL Server**

- **Choose existing**
  If an SQL server hosting computer exists on your LAN, select this option. Click Browse and select the SQL server hosting computer.
  Select this option if you have already created an instance for eScan Database on any SQL Server installed on any computer connected to the network. Click **Browse** to locate the server. This option is being used if you already have an instance running locally or in your local area network.

9. After selecting an option, click **Next** to proceed.
   If you selected the recommended option, the configuration wizard will begin installation of the Microsoft SQL Server Express.

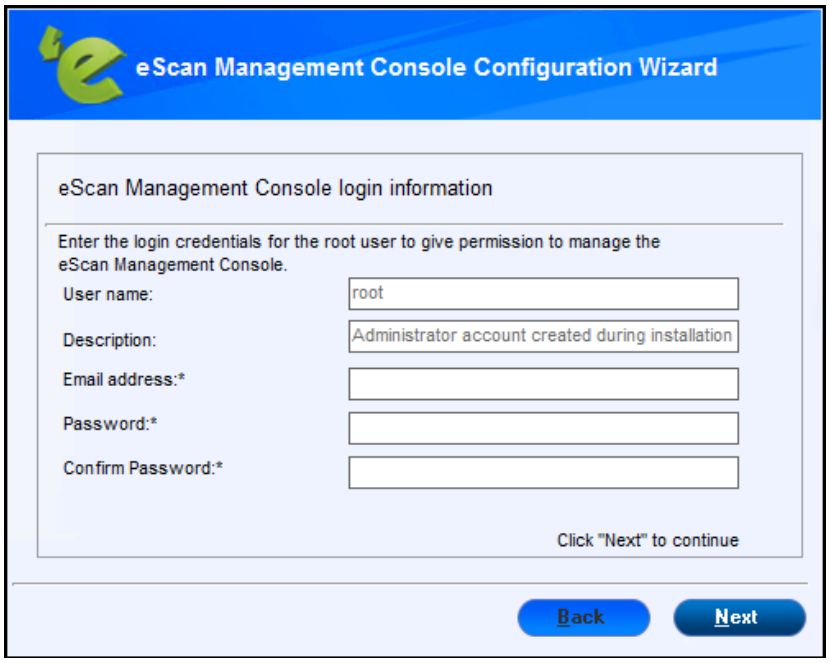
10. To proceed, click **Install**.
    After the successful installation, the wizard displays following window.



11. To proceed, click **Next**.

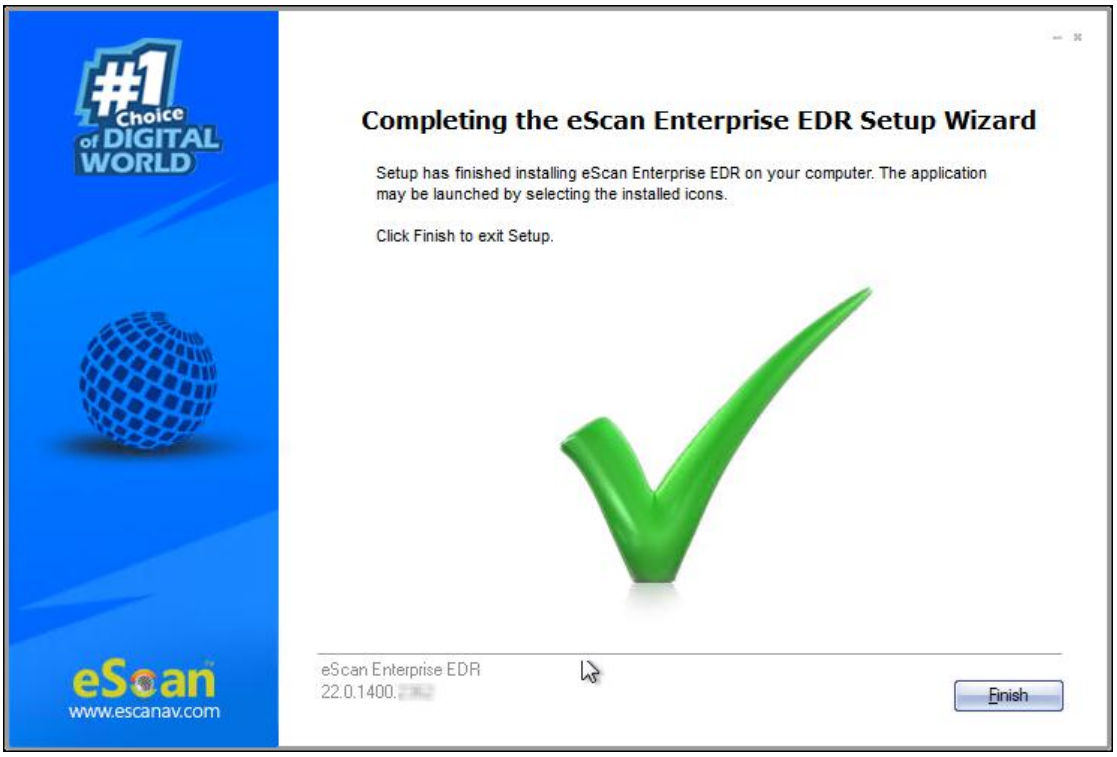
The wizard requests you to enter the login credentials for the root user.

NOTE	The default username for web console is **root**.

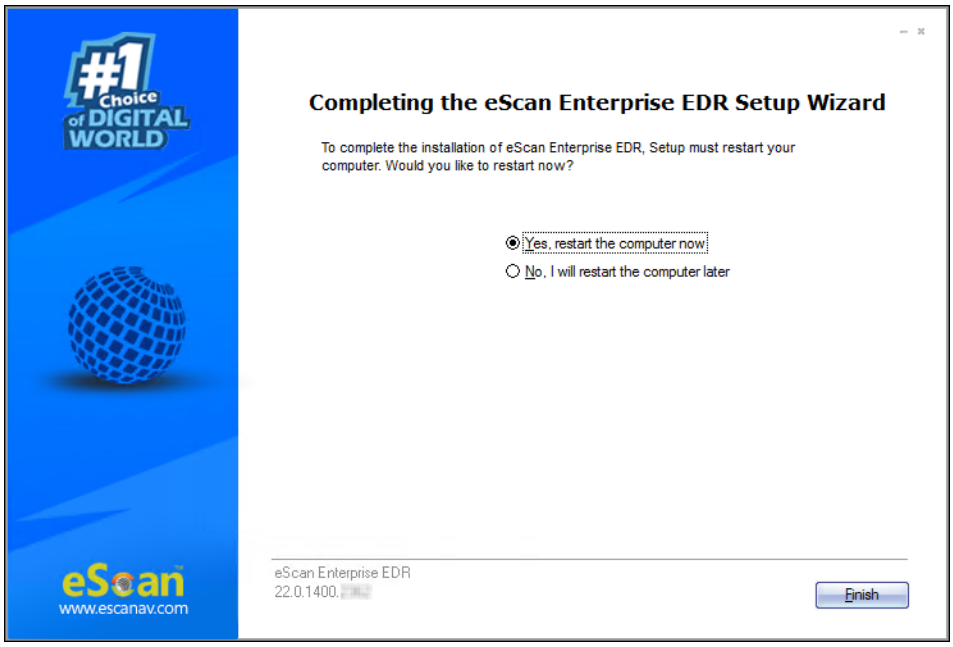


12. After filling all the details, click **Next**. The wizard displays installation successful message.

13. To exit the installation wizard, click **Finish**.



14. Click **Finish**. The wizard asks you to restart the PC for completing the installation process.



15. To restart your PC, click **Yes**.

    After the computer restarts, launch the eScan Enterprise EDR and enter the license key for activation.

NOTE	To run eScan services fully it is recommended that you restart the PC.

Components of eScan Server

The eScan Server is comprised of following components:

- **eScan Server**
  This is the core component that lets you manage, deploy and configure eScan client on computers. It stores the configuration information and log files about the computers connected across the network. Being the core component, it communicates with the following components.

- **Agent**
  It manages the connection between the eScan server and the client computers.

- **eScan Management Console**
  It is a Web-based application hosted on the eScan Server. With this application, administrators can manage and configure eScan on computers in the network.

- **Microsoft SQL Server Express Edition**
  It is a database for storing events and logs already included in the eScan Setup file.

- **Apache**
  It is an open source, cross-platform web server software essential for running eScan Management Console. It's included in the eScan Setup file.

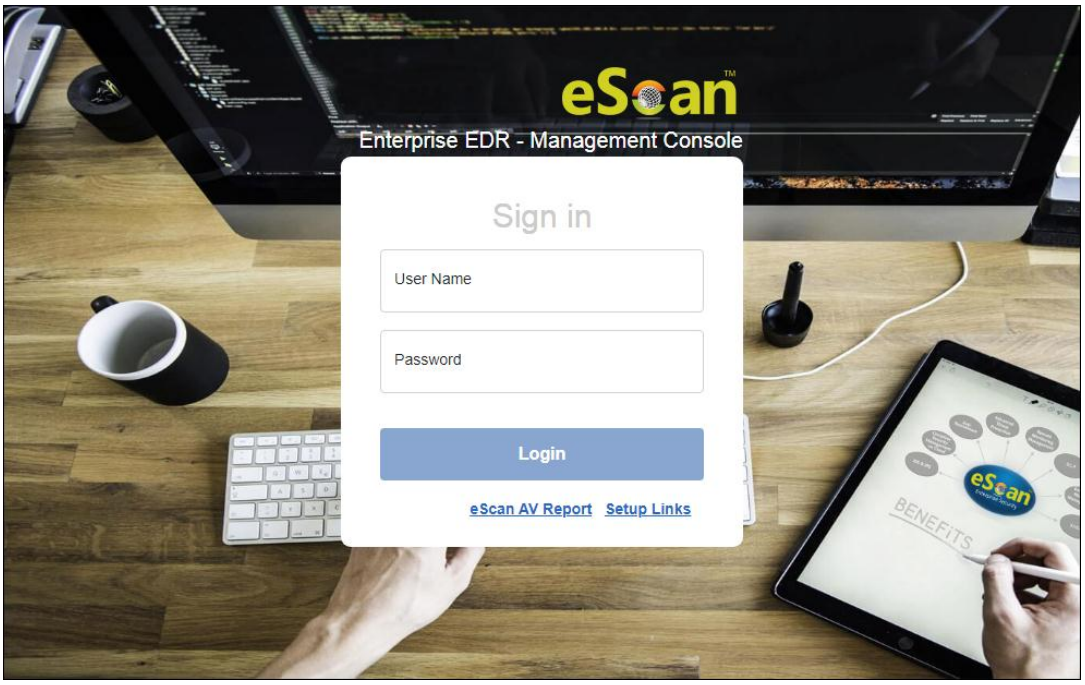
NOTE	For Windows 11 / 10 / 8 / 8.1 / 2008 / 2012 / 2016 / 2019 operating systems, the SQL 2008 Express edition will be installed. For Windows 7 and below, SQL 2005 Express edition will be installed. Uninstallation of eScan server won't remove SQL and APACHE from the endpoint. The user will have to uninstall these components manually.

Web Console Login

The web console login page can be accessed via two methods.

To log in to the eScan Management Console, follow the steps given below:

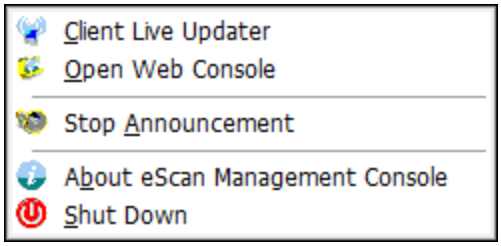
1. Launch a web browser.
2. Enter the following URL: <IP address of the eScan Server installed system>:10443
   Web console login page appears.



3. Enter the login credentials defined during installation.
4. Click **Login**.

The second method to go to login page is as follows:

1. In the taskbar, right-click the eScan Management Console icon .
   A list of options appears.

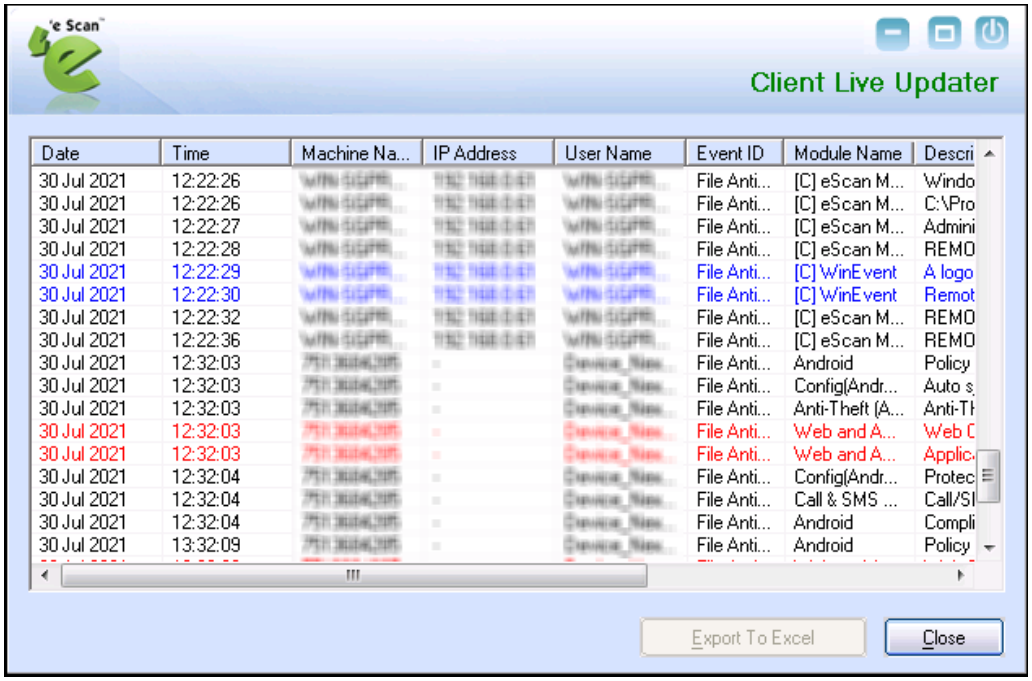


2. Click **Open Web Console**.
   Default browser launches and displays web console login page.

Rests of the options are explained below:

Client Live Updater

Clicking this option displays live event feeds from all computers on your network. This feed consists of IP Address, Username of the computers, Module Names and Client actions. This Live Feed list can be exported to Excel if required.



Stop Announcement

Clicking this option stops broadcast from and towards the server.

About eScan Management Console

Clicking this option displays Server Up Time and general information.

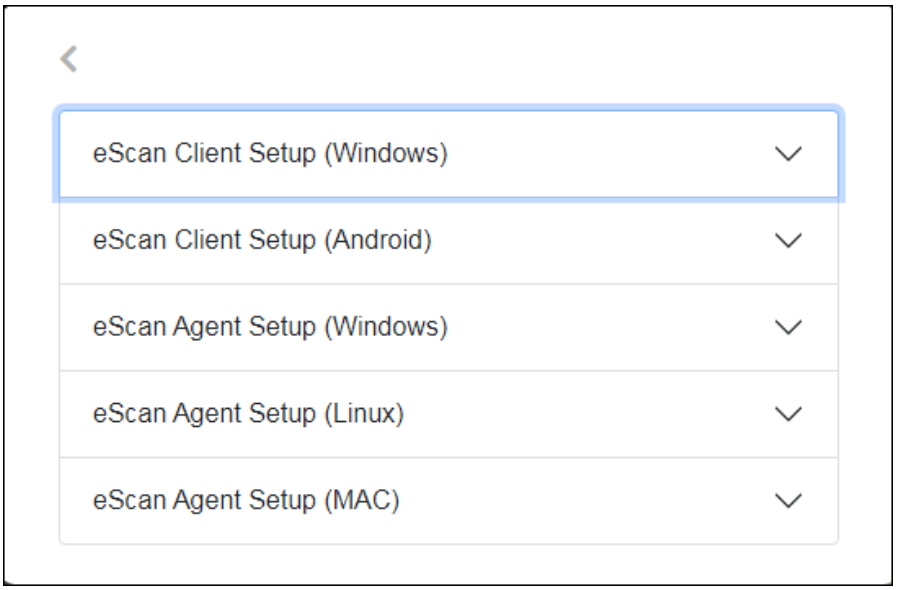
Shut Down

Clicking this option shuts down the eScan Management console.

NOTE	It is recommended that you do not shut down the server, as doing so will stop the communications between client and server. The "root" is the Superuser account created by eScan during Installation.

Setup Links

The web console login page displays **Setup Links** options that let you to download client and agent setup files.



- **eScan Client Setup (Windows)**
  This link can be shared via email to the computer users where remote installation is impossible. By clicking this link users can download the eScan Client Setup and install it manually on their computers. Users can also directly access the eScan Management console from their desktop.

- **eScan Client Setup (Android)**
  This link can be shared via email to the android users where remote installation is impossible. By clicking this link users can download the EMM application from eScan Client Setup and install it manually on their android device. Users can also directly access the eScan Management console from their Android device.

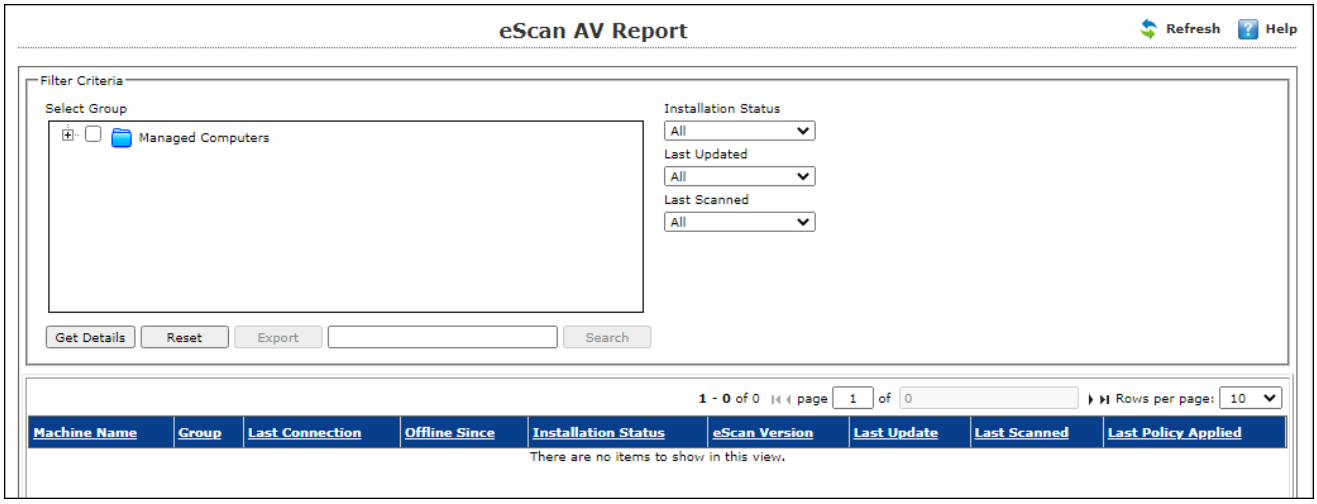
- **eScan Agent Setup (Windows)**
  This link can be shared via email to the computer user where you are unable to get system information or communication is breaking frequently. After the eScan Agent Setup is downloaded and installed on the Managed Computer, it establishes the connection between the server and client computers.

- **eScan Agent Setup (Linux)**
  This link can be shared with the Linux computer user for manual installation.

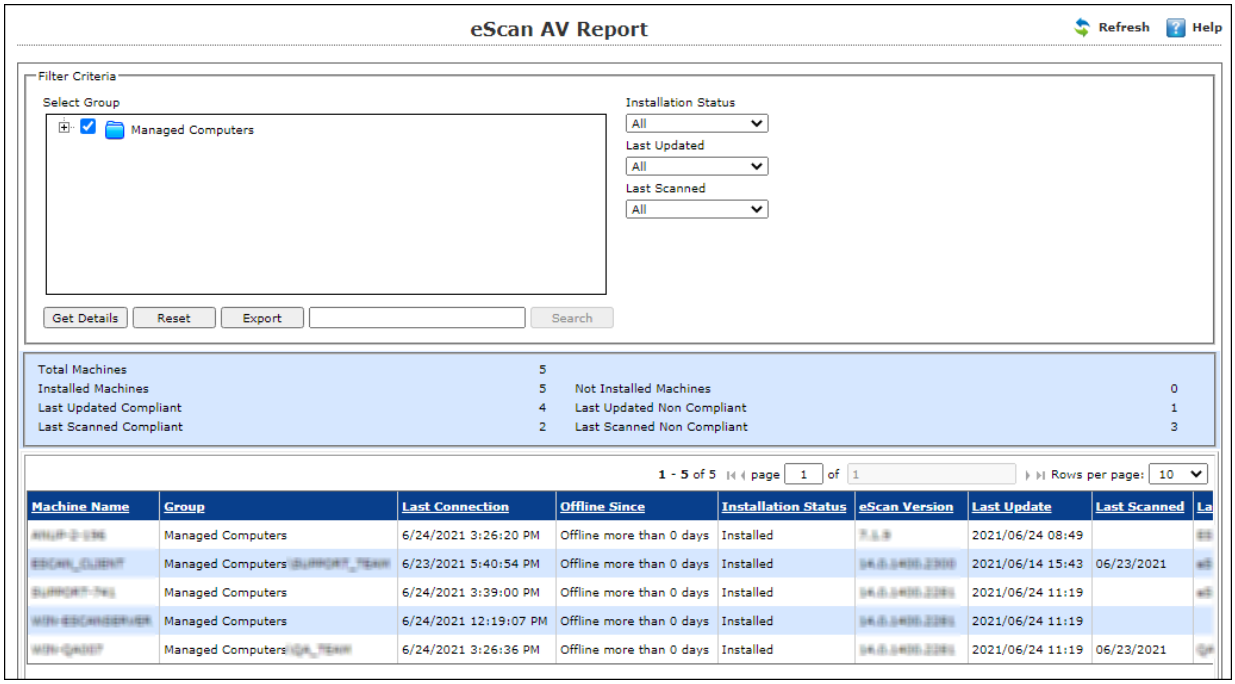
- **eScan Agent Setup (Mac)**
  This link can be shared with the Mac computer user for manual installation.

eScan AV Report

Clicking this link redirects you to the eScan AV Report webpage that displays Anti-Virus report for eScan installed computers.



Select a group and then click **Get Details** to get the details of the endpoints.



Select a group and then click **Get Details** > **Export**. A detailed **.xls** report will be downloaded to computer.

Main Interface

Upon first login, console displays Setup Wizard that familiarizes you with the basic procedures.

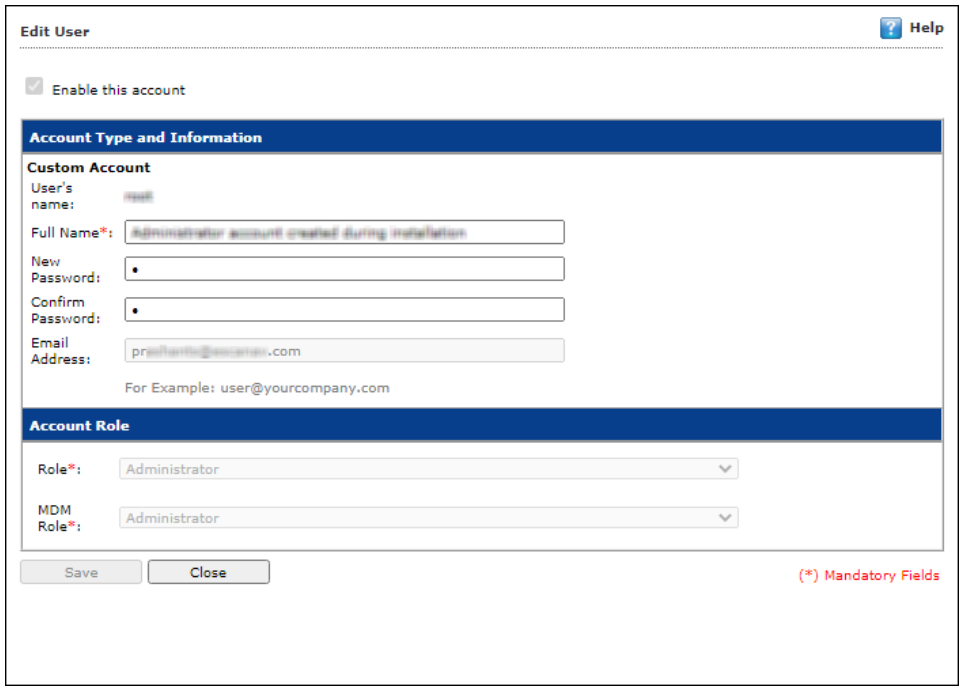
The links in the top right corner are explained below:

About eScan

Clicking **About eScan** opens MircoWorld's homepage in a new tab.

Username

Clicking **Username** lets you edit User Login details like Full name, Password and email address that you use to Login in the eScan Management Console.



Log off

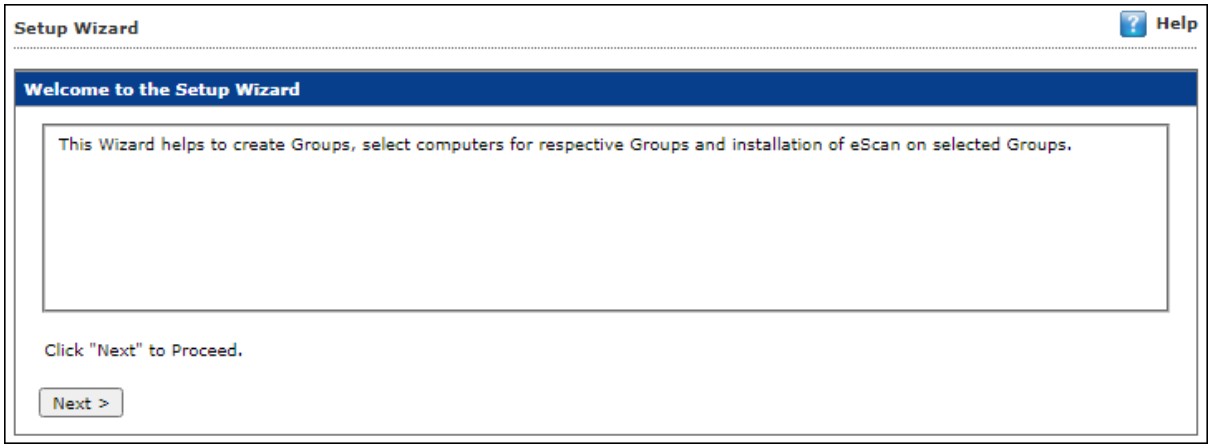
Clicking **Log off** logs you out of the eScan Management Console.

Date of Virus Signatures

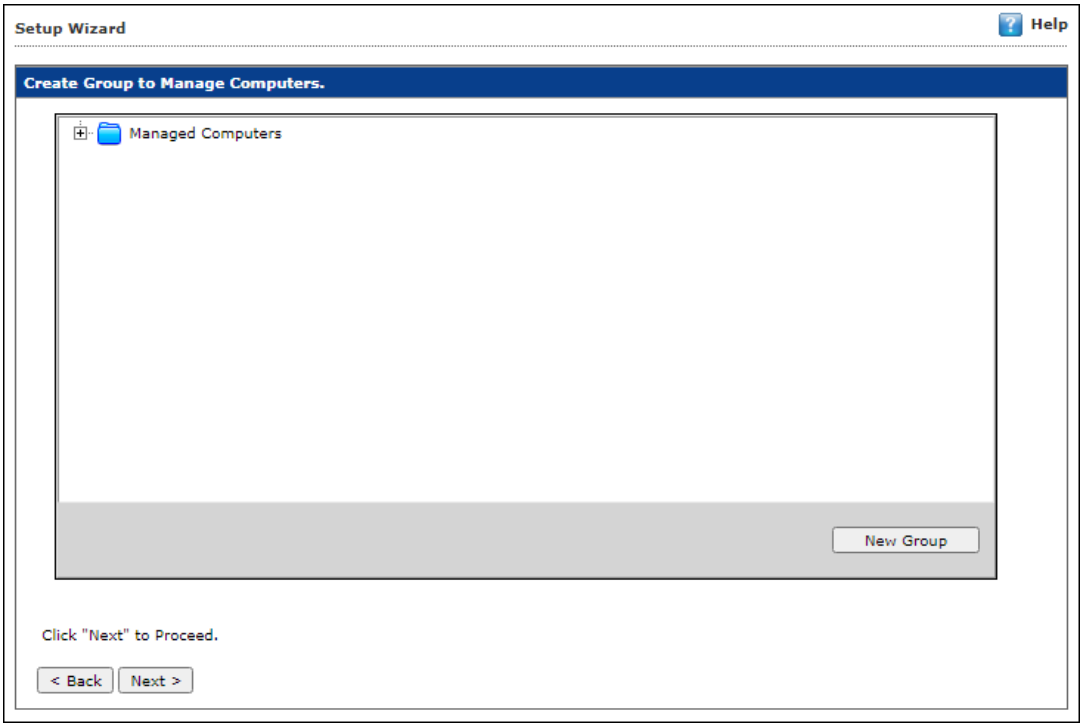
This link displays the last date on which the Virus signatures were updated. Click it to update virus signatures.

Setup Wizard

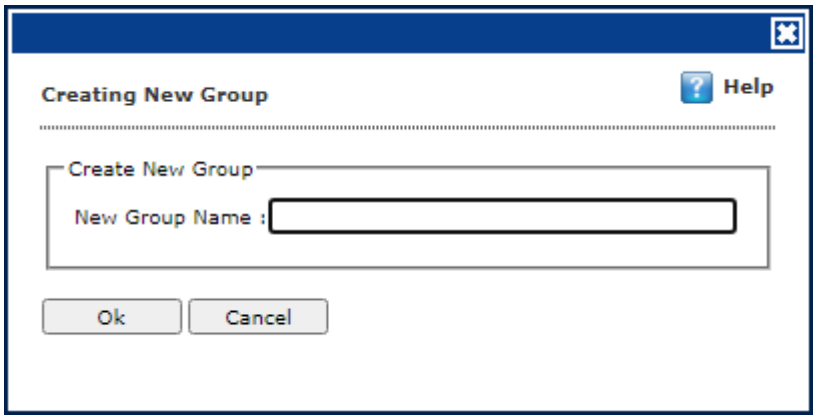
The Setup Wizard helps you to quick start with the eScan Management Console, by allowing admin to perform basic functions such as creating groups, adding computers to it, and installing eScan on it. It is recommended that you follow the steps displayed, before proceeding to the other modules.



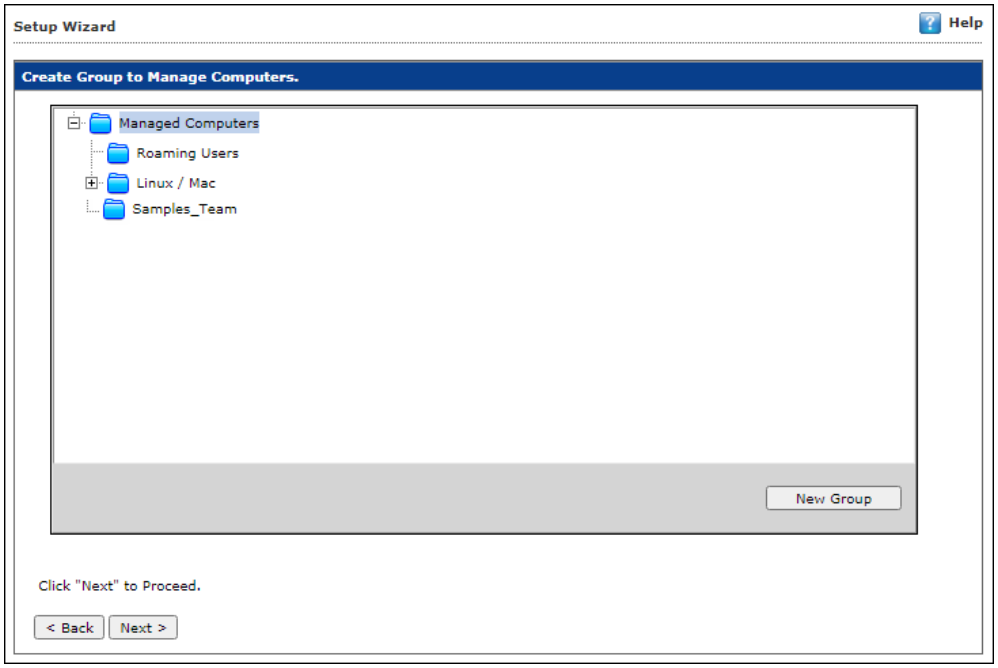
In the Setup Wizard screen, click **Next >.** Create Group to Manage Computers window appears.



To create a new group, select a group (**Managed Computers**) and click **New Group**.
Creating New Group popup appears.

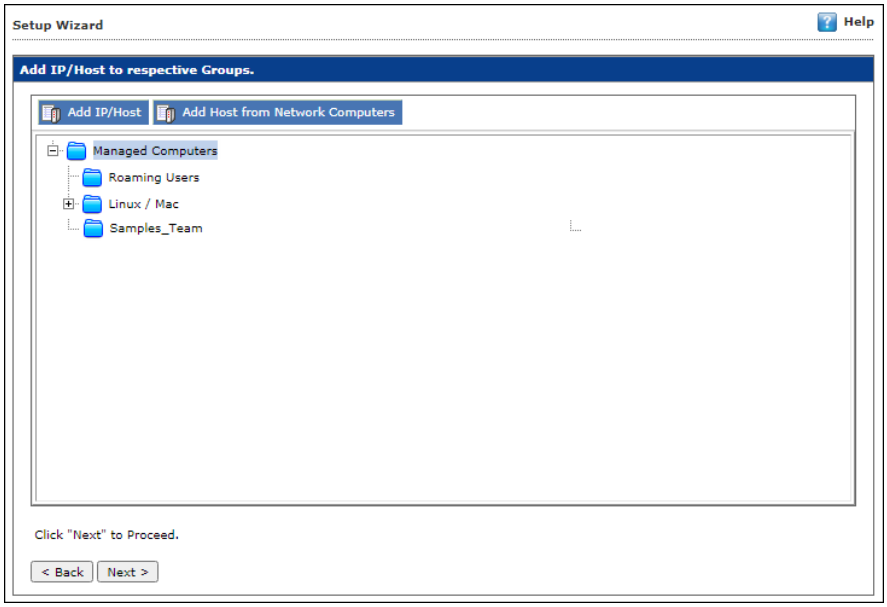


Enter the name of the group and click **OK**.
After creating group, click **Next>** to add computers to the respective group.
Add IP/Host to respective Groups window appears.



After creating a group, you can add computers to the group via following methods:

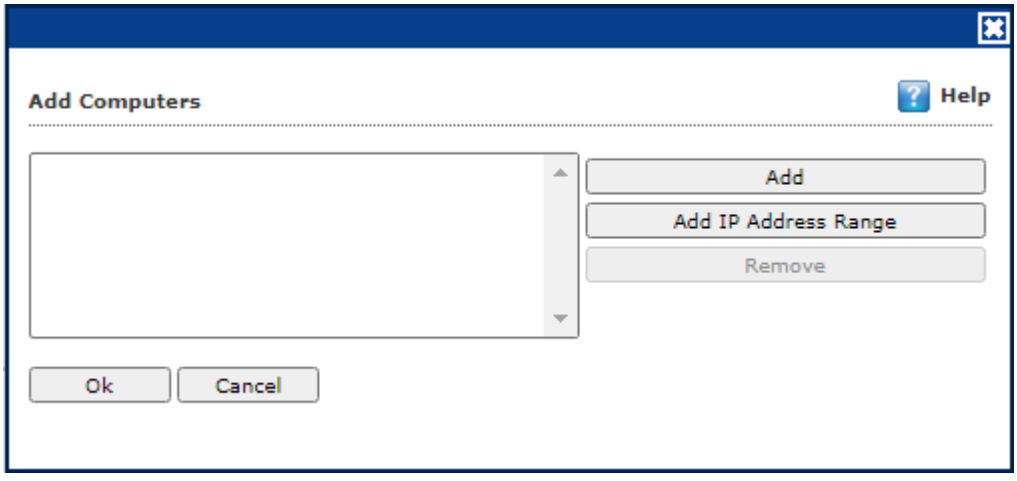
- IP Address/Host name
- Host from Network Computers



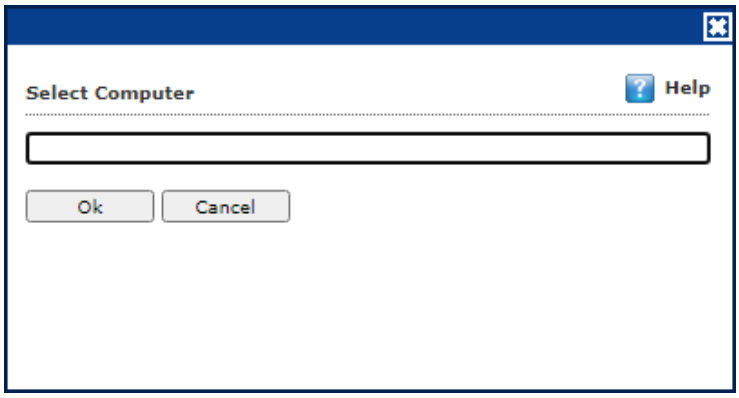
Adding computers via IP Address/Host Name

To add the computers through IP Address, follow the below steps:

1. Select the group and click **Add IP/Host**.
   Add Computers window appears.



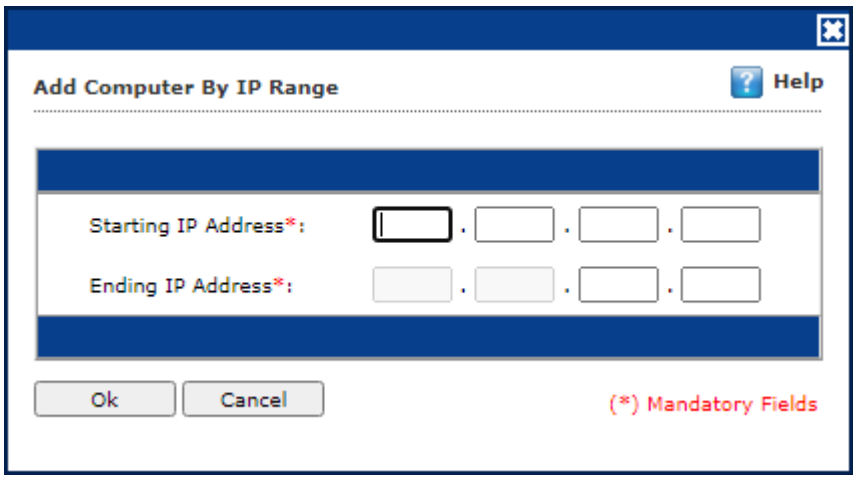
2. Click **Add**. Add Computers window appears.



3. Enter the Host name and click **OK**.
   The computer will be added.

   OR

4. To add an IP range, click **Add IP Address Range**.
   Add Computers by IP Range window appears.

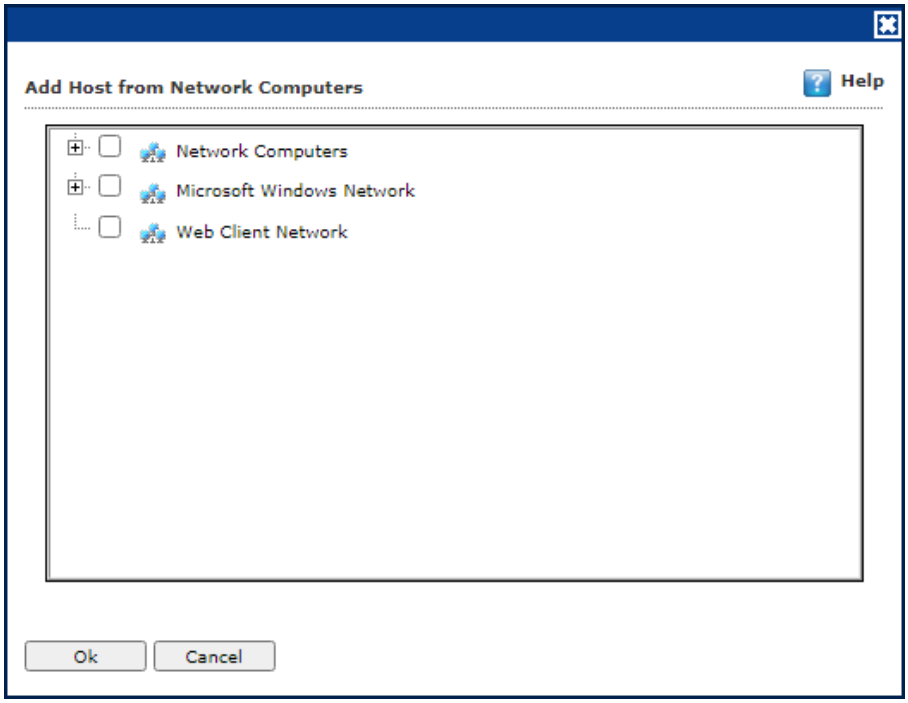


5. Enter the Start and End IP Address. Click **Ok**.
   The computers will be added in the group.

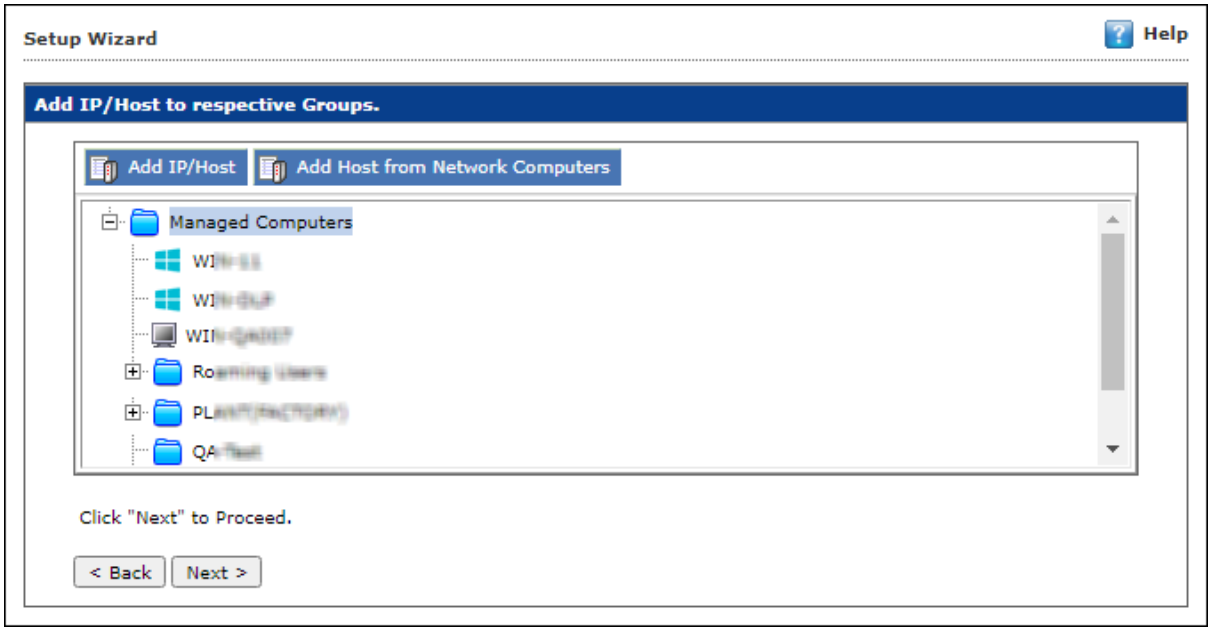
Adding Host Name from Network Computers

To add the computers from network, follow the below steps:

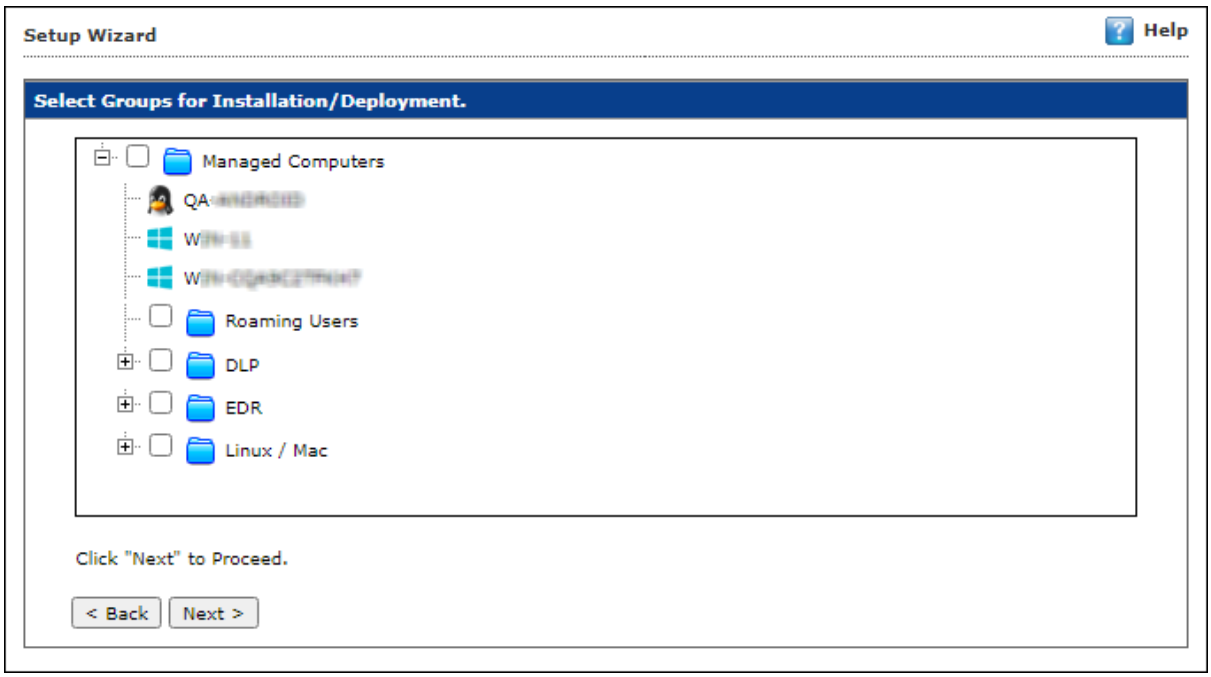
1. Select the group and click **Add Host from Network Computers**.
   Add Host from Network Computers window appears.



2. Select the network computers and click **Ok**.
   The computers will be added to the group.

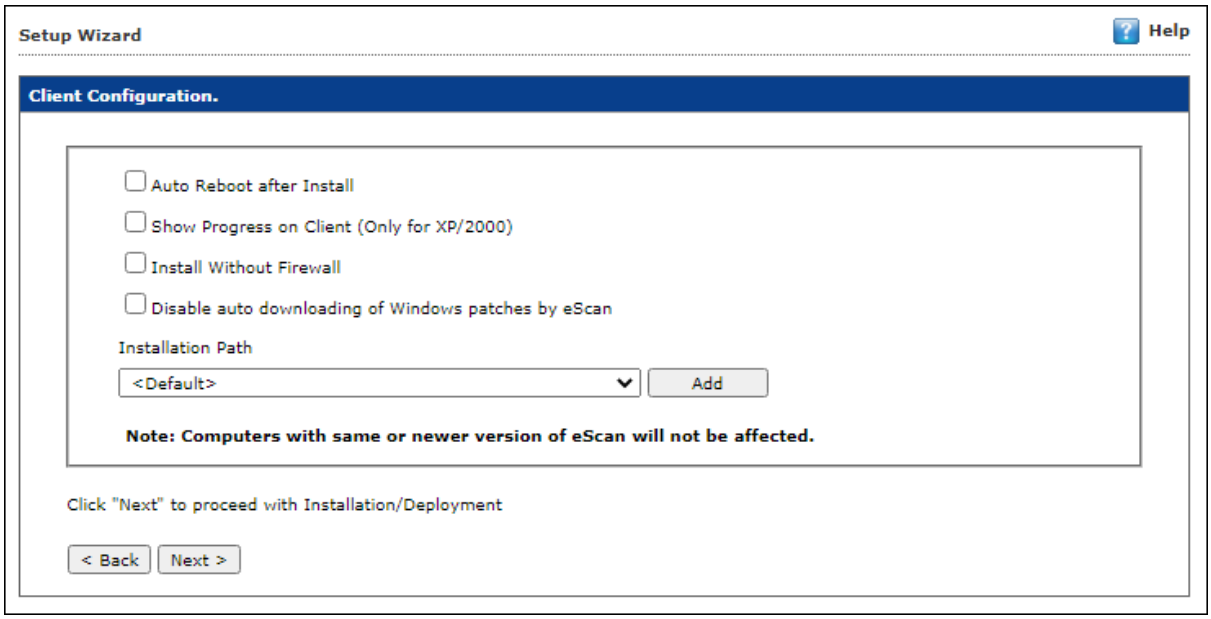


After adding IP address and Client/Network computer(s) in group, click **Next.**



Select the group having client computers then click **Next.**

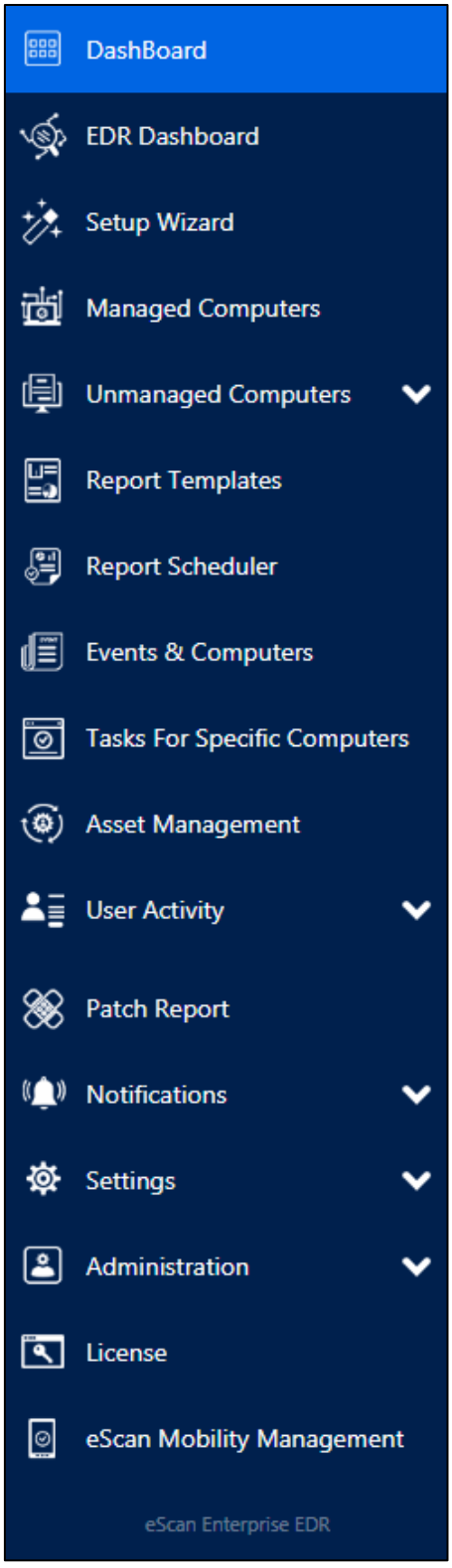
Client Configuration window appears



To define a different installation path, click **Add.** (Skip this step if default path chosen).

Click **Next**. A window displays File transfer progress. After Installation, the eScan status will be updated in Managed Computers list.

Navigation Panel



Dashboard

The Dashboard module displays charts showing Deployment status, Protection status, Protection Statistics, Summary Top 10, Asset Changes, and Live Status. The monitoring is done by Management Console of the computers for virus infections and security violations. To learn more, **click here**.

EDR Dashboard

The EDR Dashboard provides the summary of all the malicious activities and security events gathered across the network by the eScan Server. It will provide the overview of the various incidents and the action taken on such incidents. To learn more, **click here**.

Setup Wizard

The Setup Wizard familiarizes you with the basic procedures and setup that is recommended by the eScan. To learn more, **click here**.

Managed Computers

The Managed Computers module lets you can define/configure Policies for computers. It provides various options for creating groups, adding tasks, moving computers from one group to the other and redefining properties of the computers from normal to roaming users and vice versa. To learn more, **click here**.

Unmanaged Computers

The Unmanaged Computers module displays information about the computers that have not yet been assigned to any group. This section also lets you set the host configuration, move computers to a group, view the properties of a computer, or refresh the information about a client computer with Action List menu. To learn more, **click here**.

Report Templates

The Report Templates module lets you create and view customized reports based on a given template, for a given period; sorted by date, computer, or action taken; and for a selected condition or target group. It also provides options for configuring or scheduling reports, viewing report properties, and refreshing or deleting existing reports. To learn more, **click here**.

Report Scheduler

The Report Scheduler module lets you schedule a new reporting task, run an already created reporting schedule, or view its properties. To learn more, **click here**.

Events and Computers

The Events and Computers module lets you monitor various activities performed on client's computer. You can view log of all events based on Event Status, Computer Selection or Software/ Hardware Changes on that client computer. Using the Settings option on the screen you can define settings as desired. To learn more, **click here**.

Tasks for Specific Computers

The Tasks for Specific Computers module lets you create and run tasks like enable/disable protection(s) on specific computers, it also lets you schedule or modify created tasks for selected computers or groups. You can also easily re-define the settings of an already created task for a computer. It also lets you view results of the completed tasks. To learn more, **click here**.

Asset Management

The Asset Management module provides you the entire Hardware configuration and list of software installed on computers in a tabular format. Using this module, you can easily keep a track of all the Hardware as well as Software resources installed on all the Computers connected to the Network. Based on different search criteria you can easily filter the information as per your requirement. It also lets you export the entire system information available through this module in PDF, Microsoft Excel or HTML formats. To learn more, **click here**.

User Activity

The User Activity module lets you monitor different tasks/activities like printing, session login time or actions on files in the client computers. To learn more, **click here**.

Patch Report

The Patch Report module displays the number of windows security patches installed and not installed on managed computers. This will help an administrator identify the number of vulnerable systems in the network and install the critical patches quickly. To learn more, **click here**.

Notifications

The Notifications module provides you options to enable different notifications when different actions/incidents occur on the endpoints. You may choose to be notified or not to be notified based on the significance of these actions in your business. To learn more, **click here**.

Settings

The Settings module lets you configure eScan Console timeout settings, dashboard setting, exclude client settings for eScan. To learn more, **click here**.

Administration

The Administration module lets you create User Accounts and allocate them Admin rights for using eScan Management Console. It is helpful in a large organization where installing eScan client on large number of computers in the organization may consume lot of time and efforts. By using this module, you can allocate rights to the other employees which will allow them to install eScan Client and implement Policies and tasks on other computers. To learn more, **click here**.

License

The License module lets you manage license of users. You can add, activate, and view the total number of licenses available for deployment, number of licenses deployed, and number of licenses remaining with their corresponding values. You can also move the licensed computers to non-licensed computers and non-licensed computers to licensed computers. To learn more, **click here**.

NOTE	Icons on every status Label denotes that the status is displayed for the computers having operating system as **Windows,** **MAC OS X** or **Linux**.

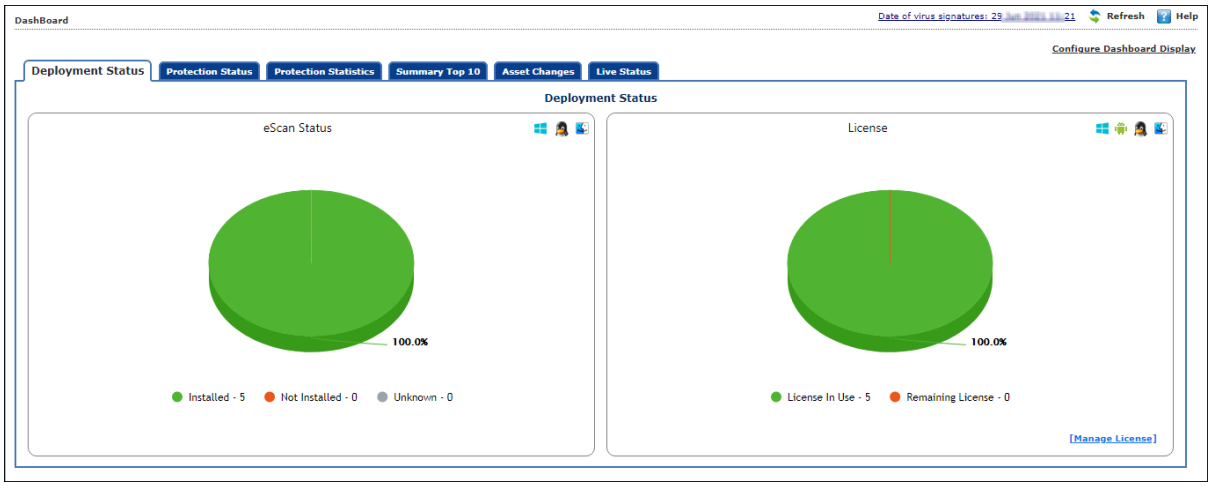
Dashboard

The Dashboard module displays statistics and status of eScan Client installed on computers in pie chart format. It consists of following tabs:

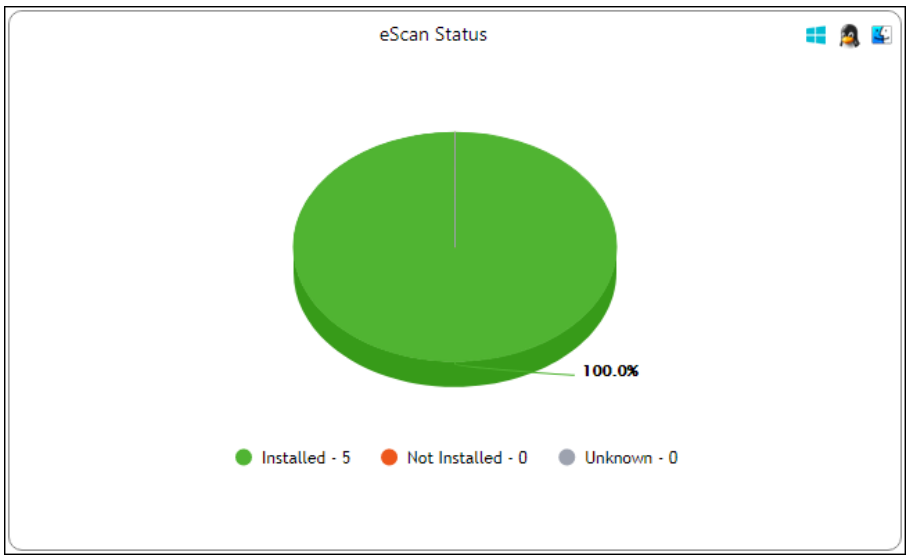
- **Deployment Status**
- **Protection Status**
- **Protection Statistics**
- **Summary Top 10**
- **Asset Changes**
- **Live Status**

Deployment Status

This tab displays information about eScan Client installed on computers, active licenses, and current eScan version number in use.

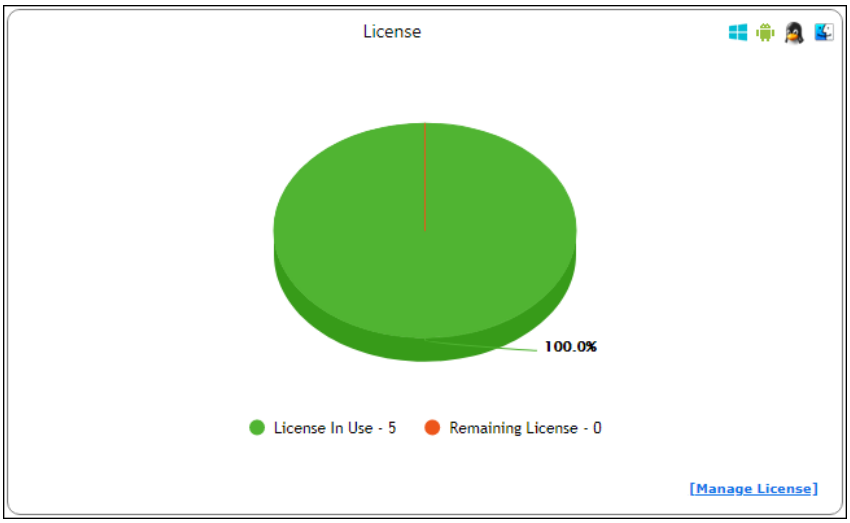


eScan Status



Installed – It displays the number of computers on which eScan Client is installed.
Not Installed - It displays the number of computers on which eScan Client is not installed.
Unknown - It displays the number of computers on which Client installation status is unknown. (eScan Cloud is unable to receive information from the computers for a long time)

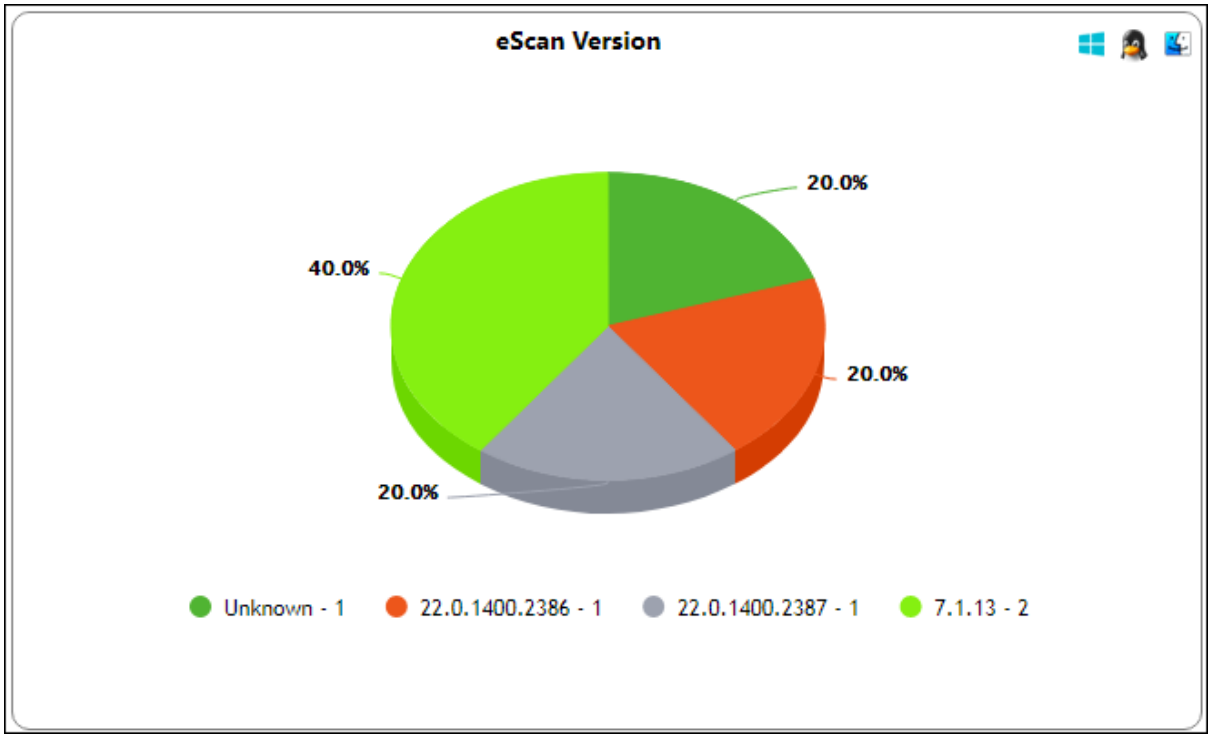
License



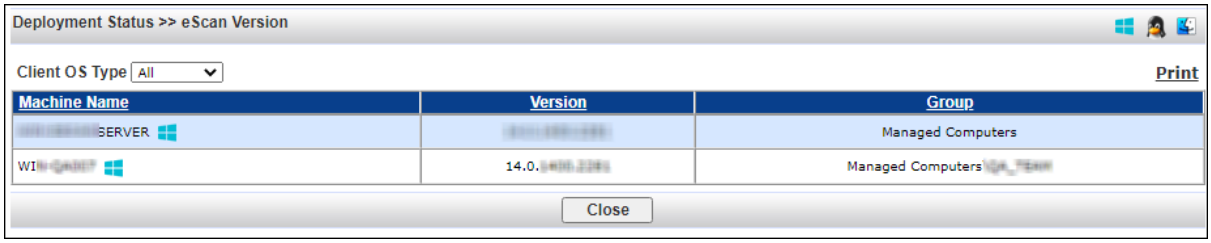
License in Use - It displays the number of licenses that are active.
Licenses Remaining - It displays the number of remaining licenses.

eScan version

The eScan Version chart shows the total number of eScan versions installed on the computers on the network.



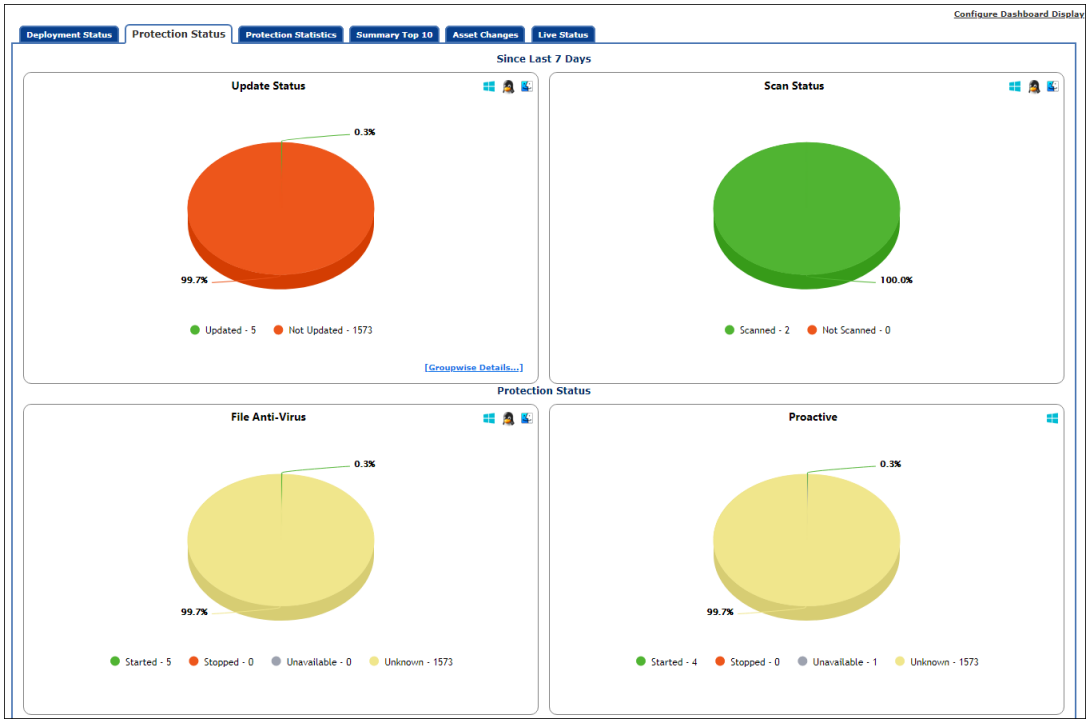
Click on the numbers on the right-side of the each version, you can view the details of the computers.



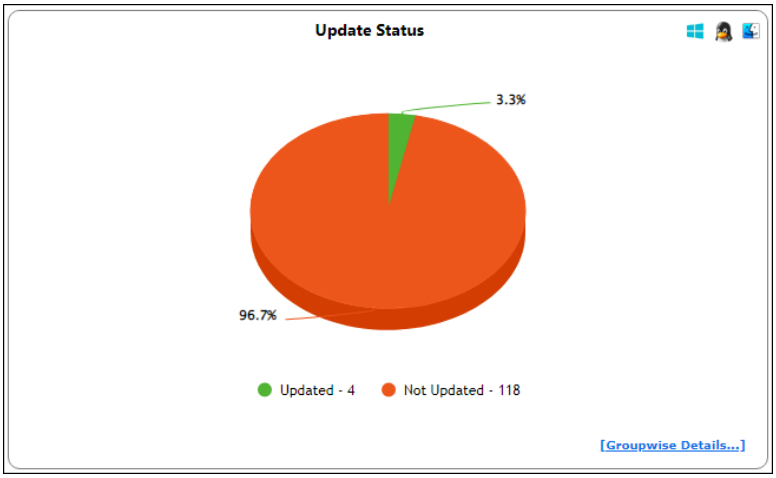
NOTE	Clicking underlined numerical displays detailed information for computers. The Windows, Mac, Linux Icons at the top of every chart denote that the information is displayed for the respective Operating Systems (OS).

Protection Status

This tab displays the status of eScan Client's modules along with the Update and Scan status since last 7 days.

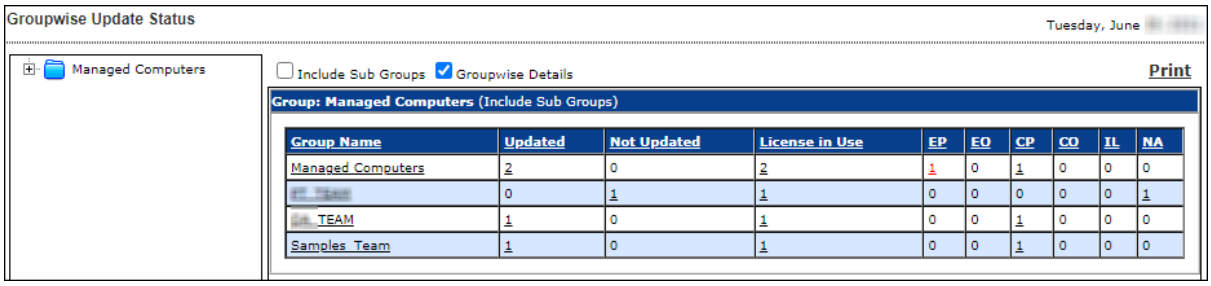


Update Status



Updated – It displays the number of computers on which virus signature database is updated.
Not Updated - It displays the number of computers on which virus signature database is not updated.

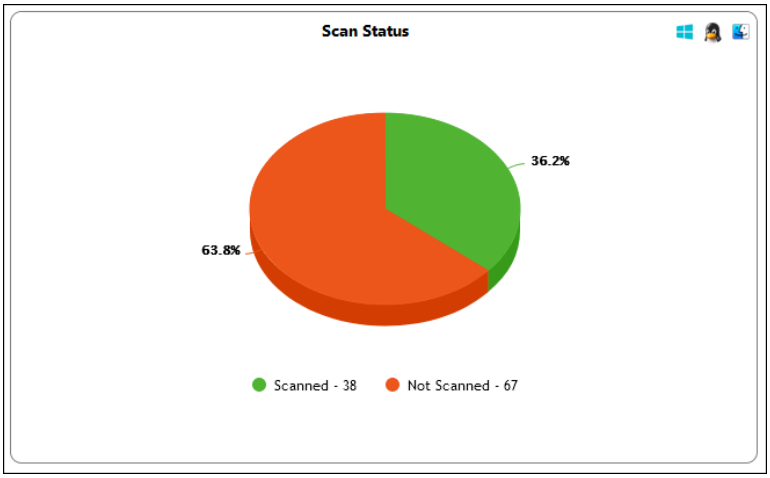
Clicking **Groupwise Details** displays Groupwise Update Status window.



Group Name	Updated	Not Updated	License in Use	EP	EO	CP	CO	IL	NA
Managed Computers	2	0	2	1	0	1	0	0	0
[redacted]	0	1	1	0	0	0	0	0	1
[redacted] TEAM	1	0	1	0	0	1	0	0	0
Samples_Team	1	0	1	0	0	1	0	0	0

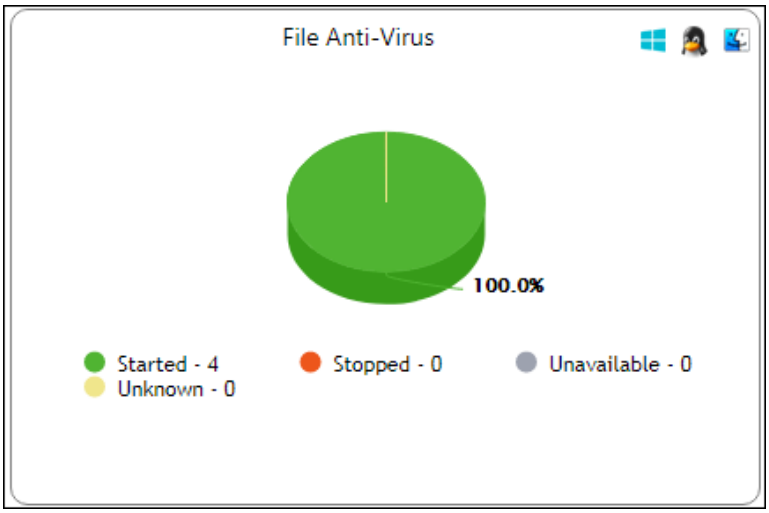
It displays the number of computers on which virus database is Updated, Not Updated and Licenses in Use as per the group. Selecting **Include Sub Groups** check box will display the subgroups containing computers.

Scan Status



Scanned - It displays the number of computers that have been scanned in last 30 days for viruses and malware infections.
Not Scanned - It displays the number of computers that have not been scanned in last 30 days for viruses and malware infections.

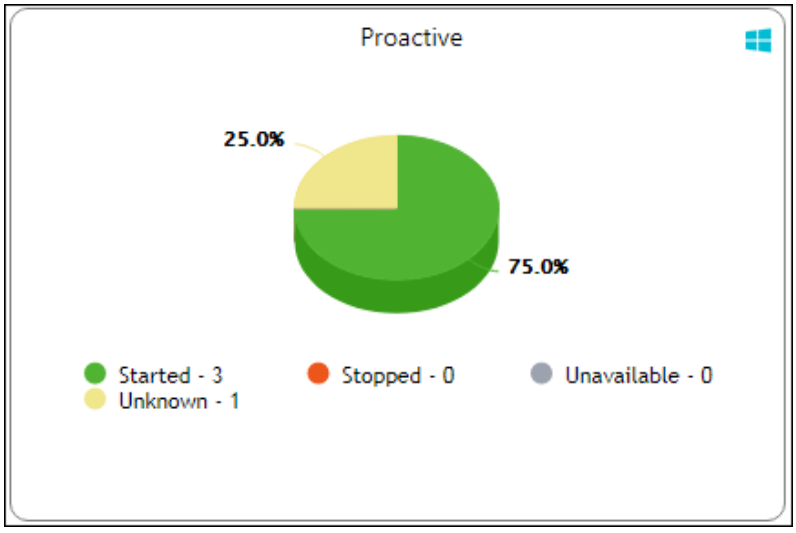
File Anti-Virus



Started – It displays the number of computers on which the File Anti-Virus module is in Started state.
Stopped – It displays the number of computers on which the File Anti-Virus module is in Stopped state.
Unavailable – It displays the number of computers where the File Anti-Virus module is unavailable.

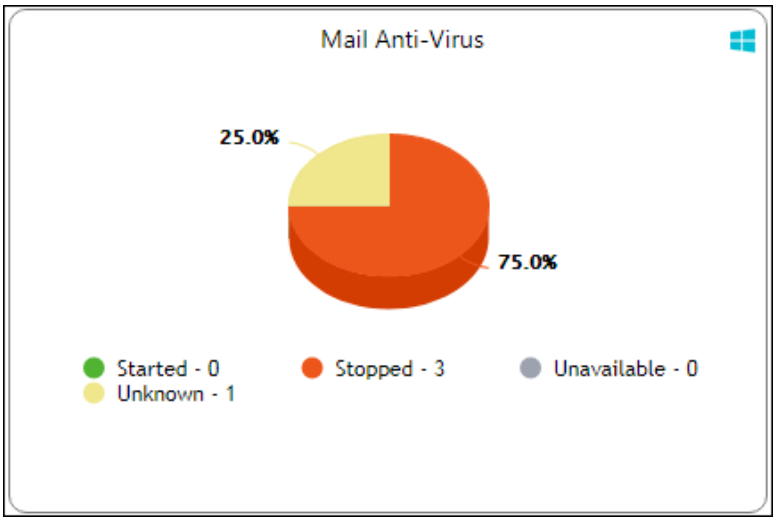
Unknown – It displays the number of computers where the File Anti-Virus module status is unknown.

Proactive



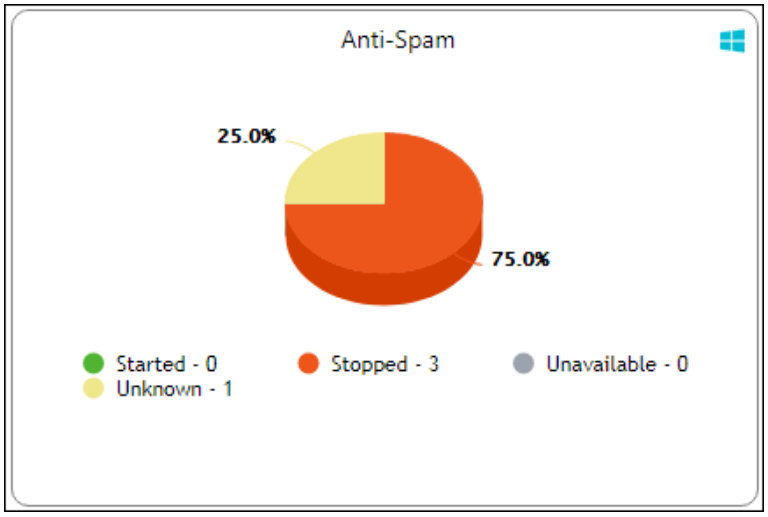
Started - It displays the number of computers on which Proactive scanning service is running.
Stopped - It displays the number of computers on which Proactive scanning service is stopped.
Unavailable – It displays the number of computers where Proactive scanning service is unavailable. This module is available only in computers with Windows OS.
Unknown - It displays the number of computers on which the Proactive scanning service status is unknown.

Mail Anti-Virus



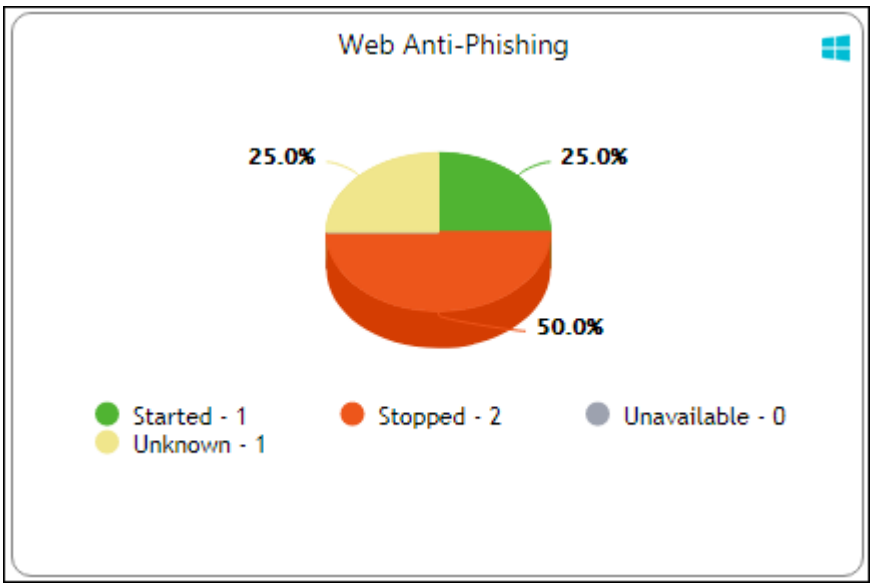
Started – It displays the number of computers on which the Mail Anti-Virus module is in Started state.
Stopped – It displays the number of computers on which the Mail Anti-Virus module is in Stopped state.
Unavailable – It displays the number of computers on which the Mail Anti-Virus module is unavailable.
Unknown – It displays the number of computers on which the Mail Anti-Virus module status is unknown.

Anti-Spam



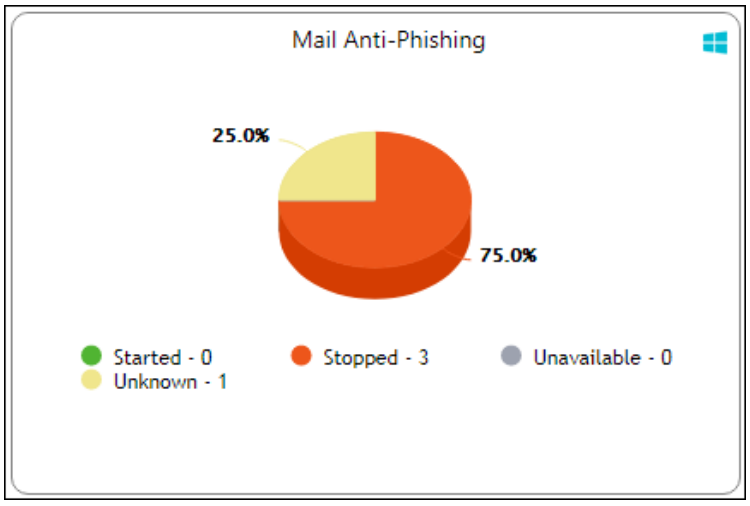
Started – It displays the number of computers on which the Anti-Spam module is in Started state.
Stopped – It displays the number of computers on which the Anti-Spam module is in Stopped state.
Unknown – It displays the number of computers on which the Anti-Spam module status is Unknown.
Unavailable – It displays the number of computers on which the Anti-Spam module is Unavailable.

Web Anti-Phishing



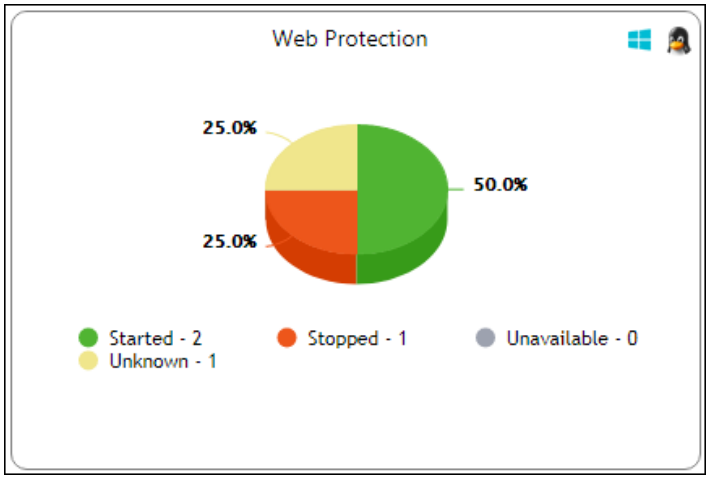
Started – It displays the number of computers on which the Web Anti-Phishing service is started.
Stopped – It displays the number of computers on which the Web Anti-Phishing service is stopped.
Unknown – It displays the number of computers on which the Web Anti-Phishing service status is unknown.
Unavailable - It displays the number of computers on which the Web Anti-Phishing service is unavailable.

Mail Anti–Phishing



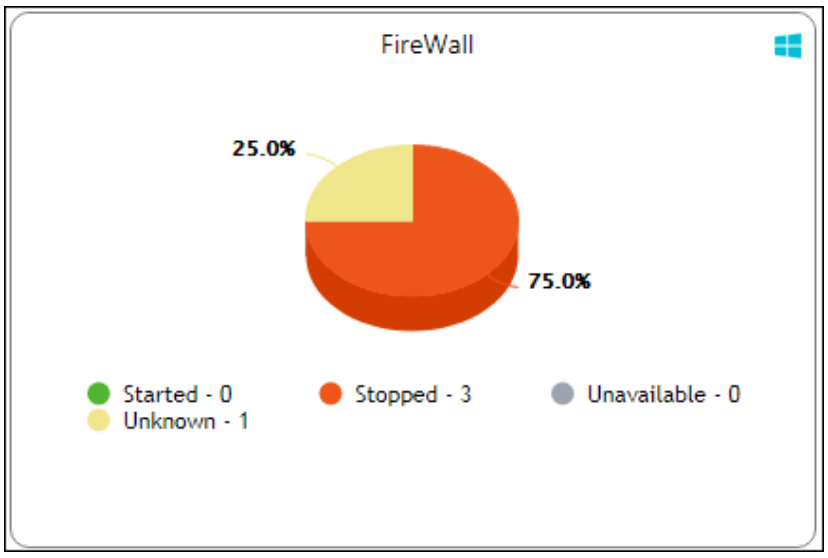
Started – It displays the number of computers on which the Mail Anti-Phishing service is enabled.
Stopped – It displays the number of computers on which the Mail Anti-Phishing service is disabled.
Unknown – It displays the number of computers on which the Mail Anti-Phishing service status is unknown.
Unavailable – It displays the number of computers on which the Mail Anti-Phishing service is unavailable.

Web Protection



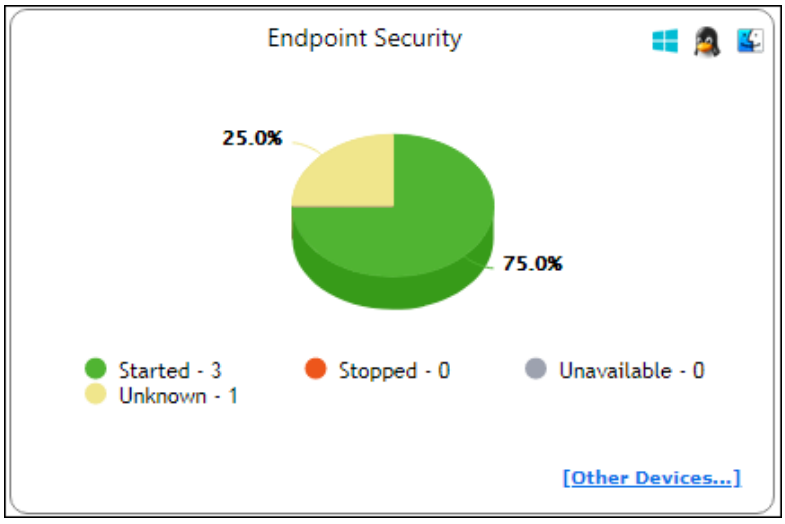
Started – It displays the number of computers on which the Web Protection module is in Started state.
Stopped – It displays the number of computers on which the Web Protection module is in Stopped state.
Unavailable – It displays the number of computers on which the Web Protection module is unavailable.
Unknown – It displays the number of computers on which the Web Protection module status is unknown.

Firewall



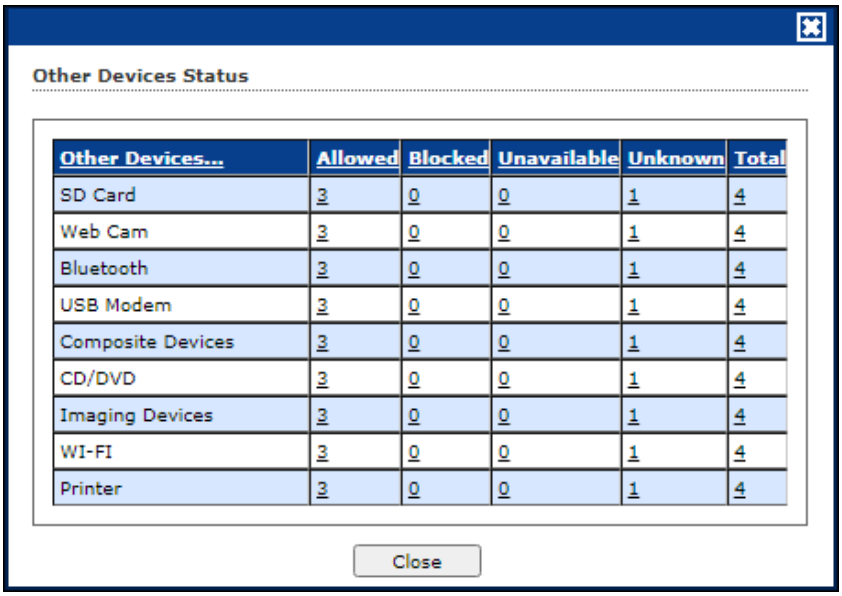
Started - It displays the number of computers on which the Firewall module is in Started state.
Stopped - It displays the number of computers on which the Firewall module is in Stopped state.
Unavailable - It displays the number of computers on which the Firewall module is unavailable.
Unknown - It displays the number of computers on which the Firewall module status is unknown.

Endpoint Security

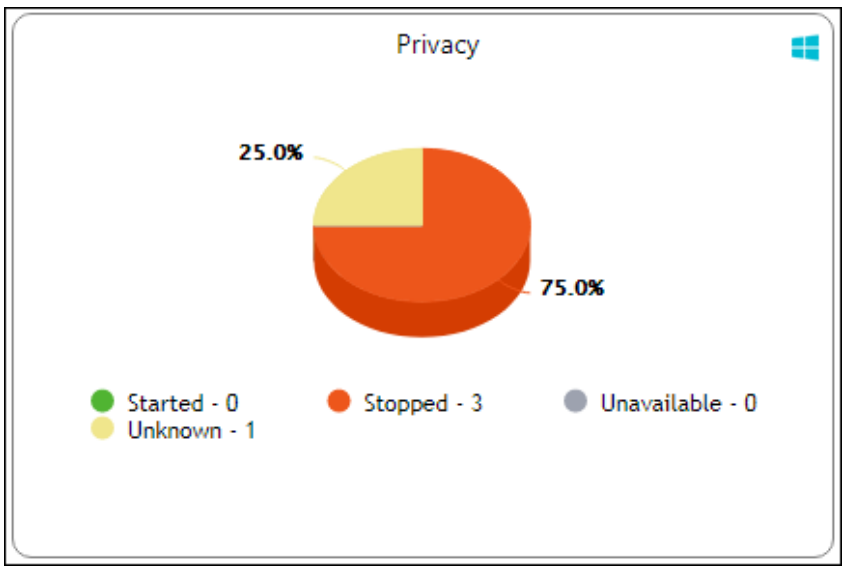


Started - It displays the number of computers on which the Endpoint Security module is in Started state.
Stopped - It displays the number of computers on which the Endpoint Security module is in Stopped state.
Unavailable – It displays the number of computers on which the Endpoint Security module is unavailable.
Unknown - It displays the number of computers on which the Endpoint Security module status is unknown.

Clicking **Other Devices** displays details about other devices.

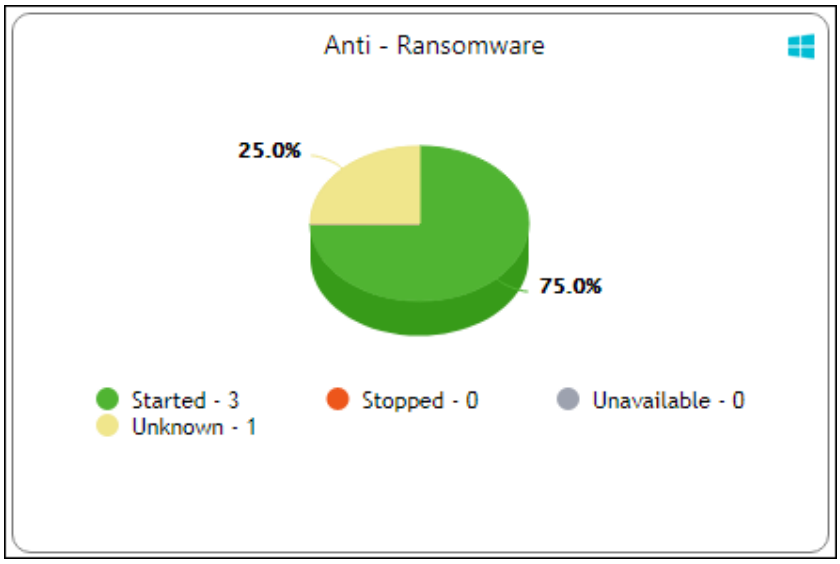


Privacy



Started - It displays the number of computers on which the Privacy Control module is in Started state.
Stopped - It displays the number of computers on which the Privacy Control module is in Stopped state.
Unavailable - It displays the number of computers on which the Privacy Control module of eScan is unavailable.
Unknown - It displays the number of computers on which the Privacy Control module status is unknown.

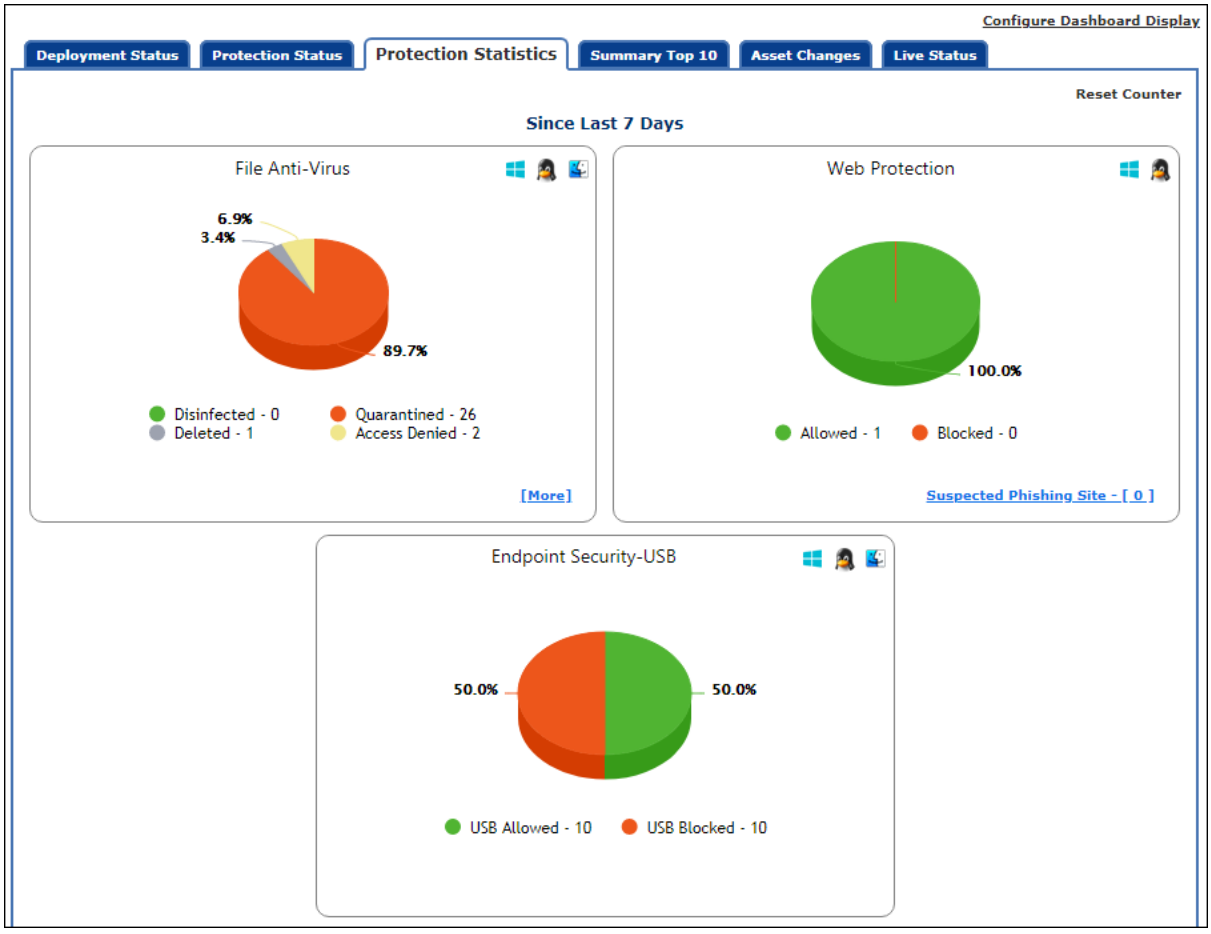
Anti – Ransomware



Started - It displays the number of computers on which the Anti – Ransomware module is in Started state.
Stopped - It displays the number of computers on which the Anti – Ransomware module is in Stopped state.
Unavailable – It display the number of computers on which the Anti – Ransomware module unavailable to system.
Unknown - It displays the number of computers on which the Anti – Ransomware module status is unknown.

Protection Statistics

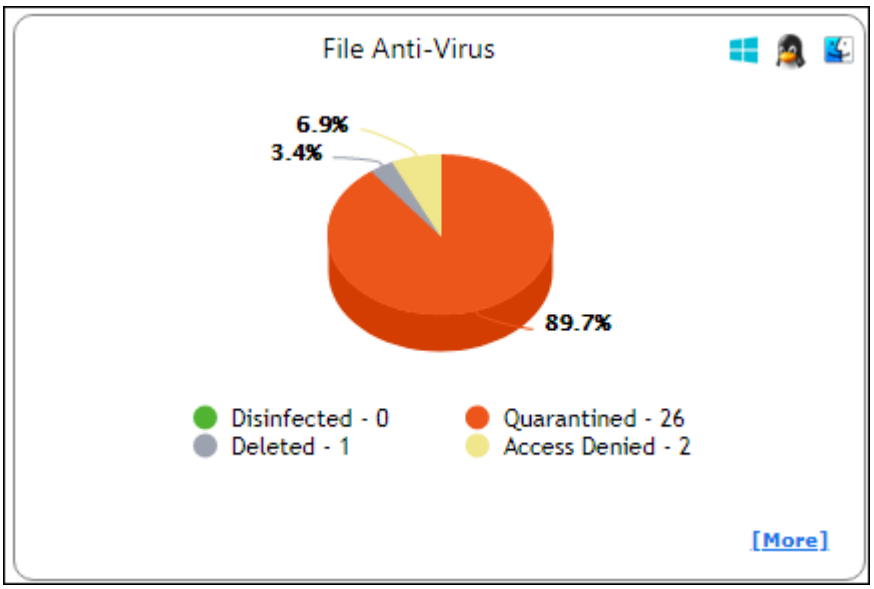
This tab displays activity statistics and action taken by all modules of eScan Client since last seven days in pie chart format.



Reset Counter

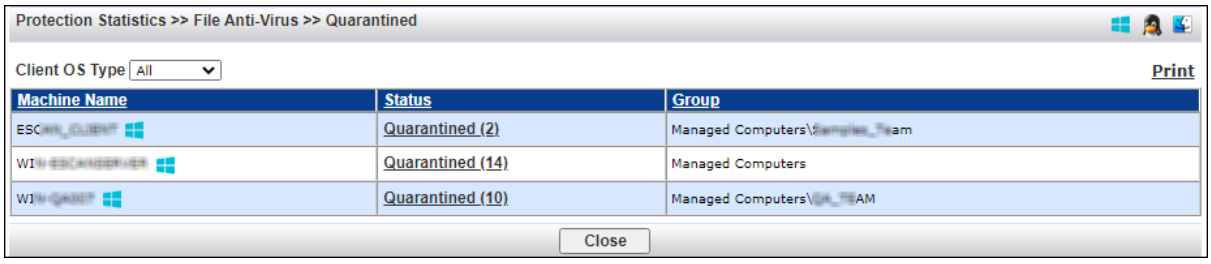
Clicking **Reset Counter** resets all the statistics to zero. This option proves useful after you have taken an action on infected files and want to scan for residual infection presence.

File Anti-Virus

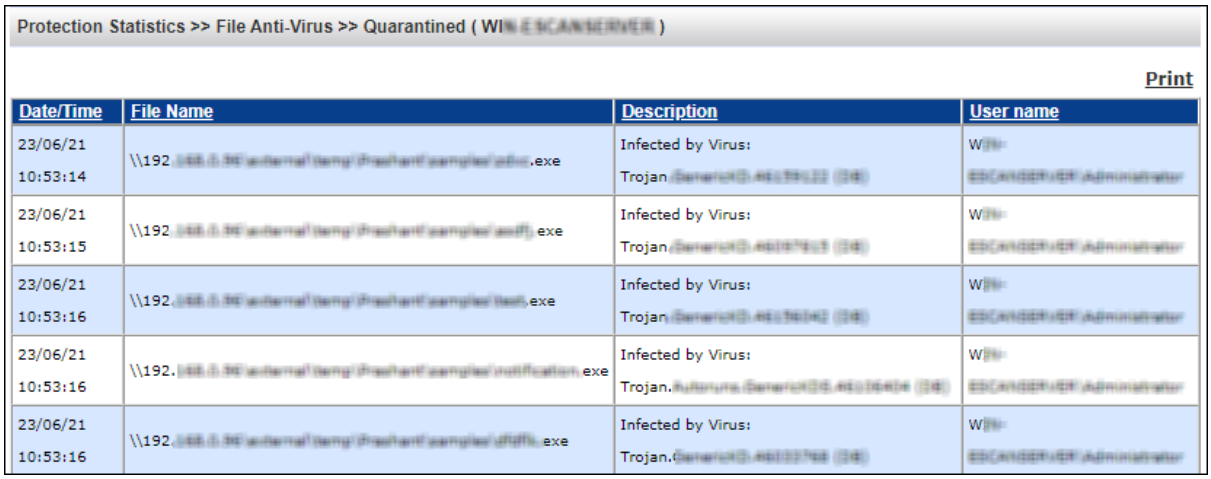


Disinfected – It displays the number of files disinfected by File Anti-Virus module.
Quarantined – It displays the number of files quarantined by File Anti-Virus module.
Deleted - It displays the number of files deleted by File Anti-Virus module.
Access Denied - It displays the number of files to which access was denied by File Anti-Virus module.

Clicking underlined numerical displays action taken on infected files amongst different computers and the group that computer belongs to.



Clicking the **Status** link further displays the detection date and time, file path, infection description and computer's username.

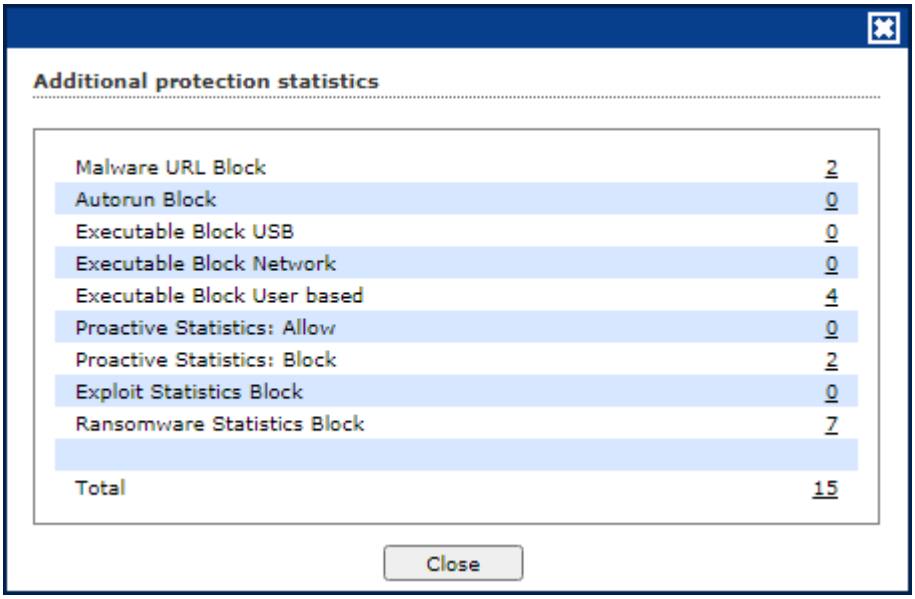


Protection Statistics >> File Anti-Virus >> Quarantined (WI)

Print

Date/Time	File Name	Description	User name
23/06/21 10:53:14	\\192 .exe	Infected by Virus: Trojan.	W
23/06/21 10:53:15	\\192 .exe	Infected by Virus: Trojan.	W
23/06/21 10:53:16	\\192 .exe	Infected by Virus: Trojan.	W
23/06/21 10:53:16	\\192. .exe	Infected by Virus: Trojan.	W
23/06/21 10:53:16	\\192 .exe	Infected by Virus: Trojan.	W

Clicking **[More]** displays additional protection statistics.

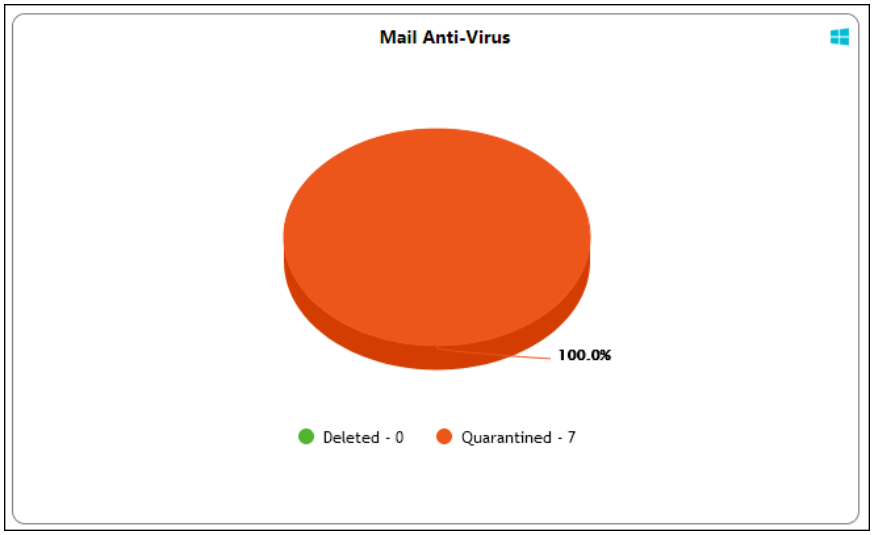


Additional protection statistics

Malware URL Block	2
Autorun Block	0
Executable Block USB	0
Executable Block Network	0
Executable Block User based	4
Proactive Statistics: Allow	0
Proactive Statistics: Block	2
Exploit Statistics Block	0
Ransomware Statistics Block	7
Total	15

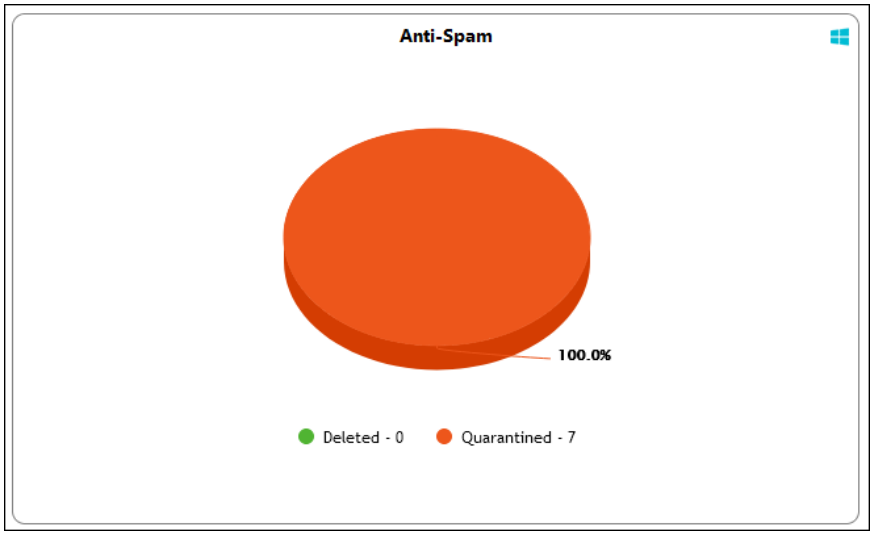
Close

Mail Anti-Virus



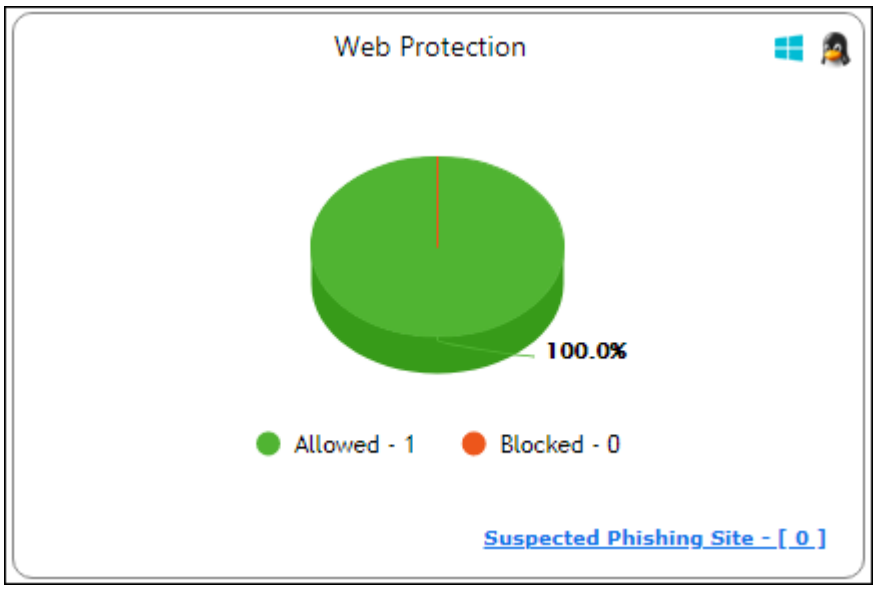
Quarantined – It displays the number of files/emails quarantined by Mail Anti-Virus module.
Deleted – It displays the number of files/emails deleted by Mail Anti-Virus module.

Anti-Spam



Deleted – It displays the number of files deleted by Anti-Spam module.
Quarantined – It displays the number of files quarantined by Anti-Spam module.

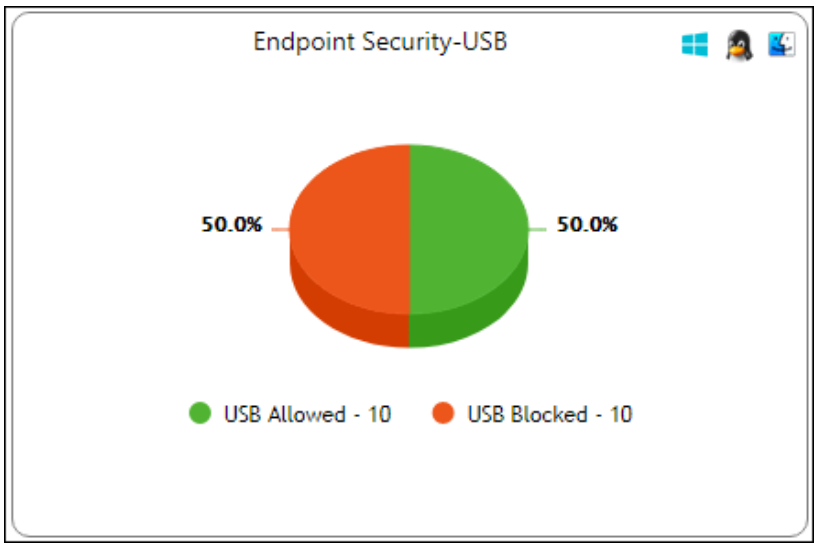
Web Protection



Allowed – It displays the number of websites to which access was allowed by Web Protection module.
Blocked – It displays the number of websites to which access was blocked by Web Protection module.

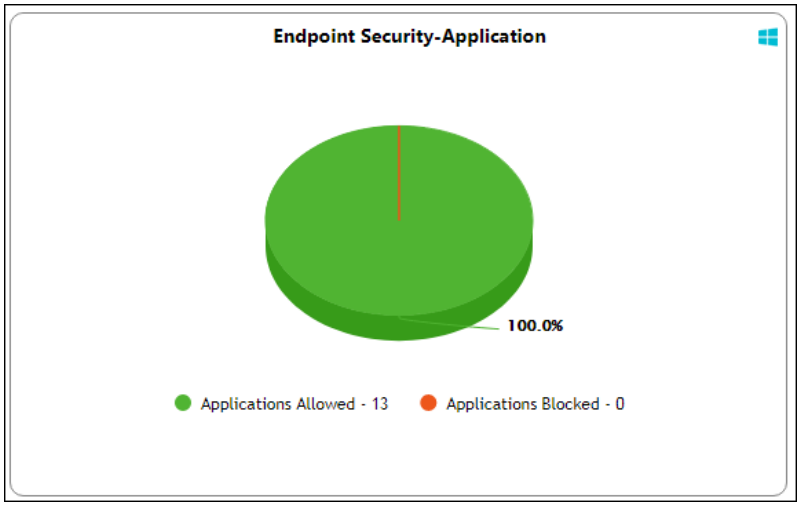
Suspected Phishing Site – It displays the number of systems on which suspected phishing sites were blocked. After clicking the numerical, Suspected Phishing Site window appears displaying System Name, Site Status, and Computer Group. Clicking Site Status further displays Date, Time, Website name and action taken.

Endpoint Security-USB



USB Allowed – It displays the number of USB access allowed along with the details for the same by Endpoint Security-USB module.
USB Blocked – It displays the number of USB access blocked along with the details for the same by Endpoint Security-USB module.

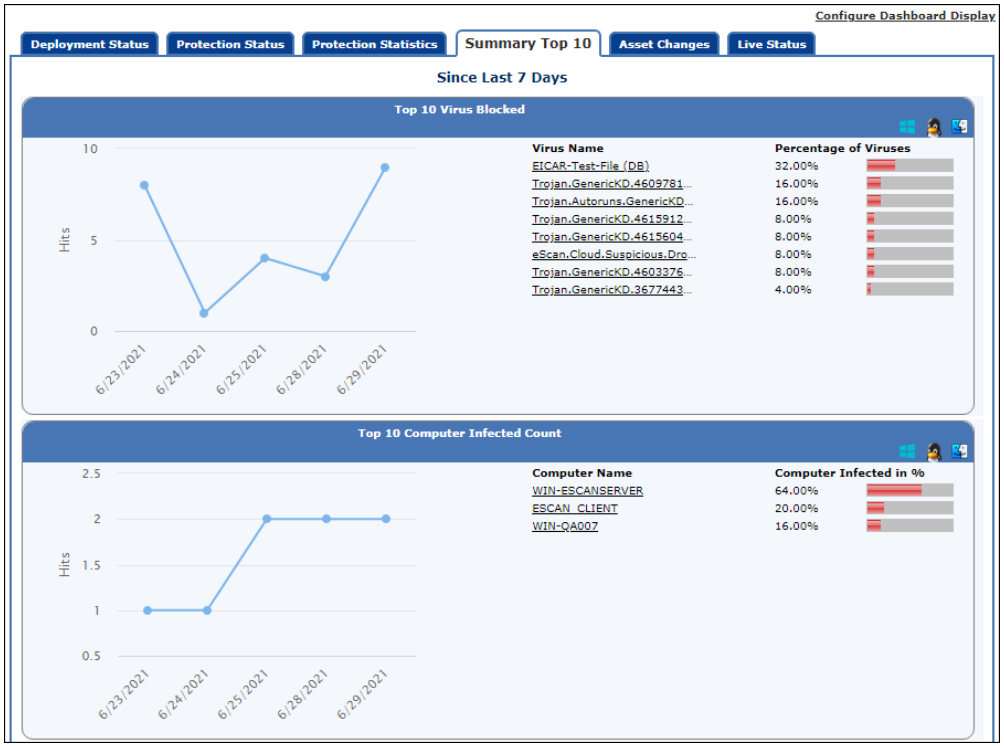
Endpoint Security-Application



Applications Allowed – It displays the number of applications allowed by Endpoint Security-Application module.
Applications Blocked – It displays the number of applications blocked by Endpoint Security-Application module.

Summary Top 10

This Tab displays top 10 Summary of various actions taken by eScan on all computers since last seven days along with bar chart and graph. This tab can be configured by clicking **Configure Dashboard Display**.

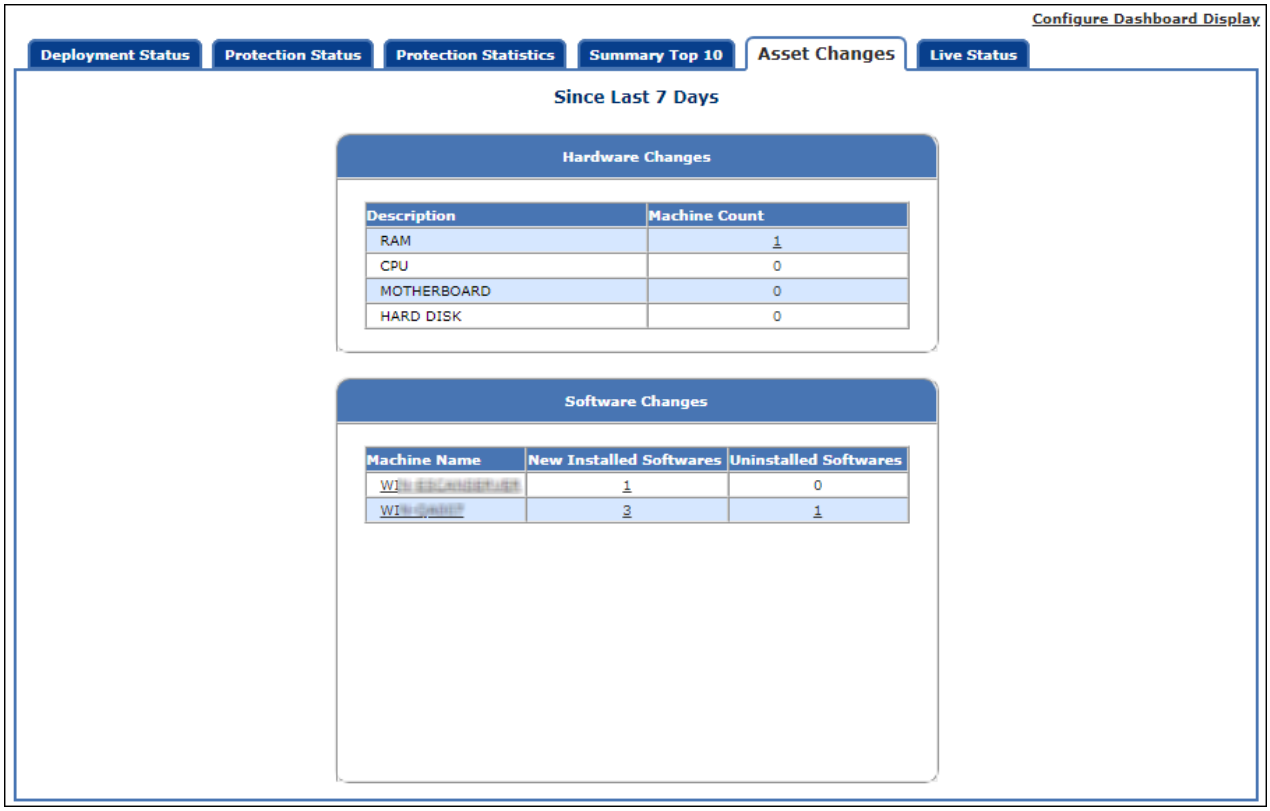


The tab displays the summary for following parameters:

- Top 10 Virus Blocked
- Top 10 Computer Infected Count
- Top 10 USB Blocked Count
- Top 10 Application Blocked Count by Application Name
- Top 10 Application Allowed Count by Application Name
- Top 10 Application Blocked Count by Computer Name
- Top 10 Application Allowed Count by Computer Name
- Top 10 Websites Blocked Count by Website Name
- Top 10 Websites Allowed Count by Website Name
- Top 10 Websites Blocked Count by Computer Name
- Top 10 Websites Allowed Count by Computer Name
- Top 10 Infected Emails(Mail AV)
- Top 10 Spam Emails(AntiSpam) from
- Top 10 Websites Blocked Count by Username
- Top 10 Websites Allowed Count by Username
- Top 10 Exploit Blocked Count

Asset Changes

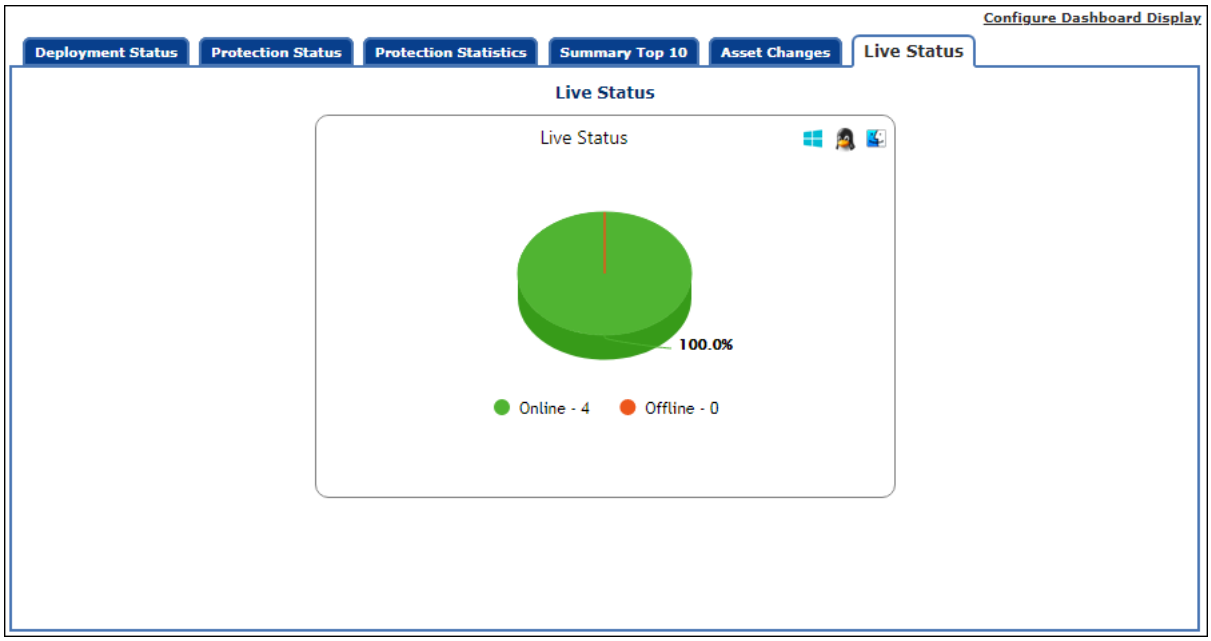
This tab displays all hardware and software changes carried out on the endpoints since last seven days.



Clicking the underlined machine names displays softwares installed on the computers since last seven days. Clicking the underlined numerical displays installed / uninstalled softwares on computers since last seven days.

Live Status

This tab displays the number of computers that are online and offline in a network.

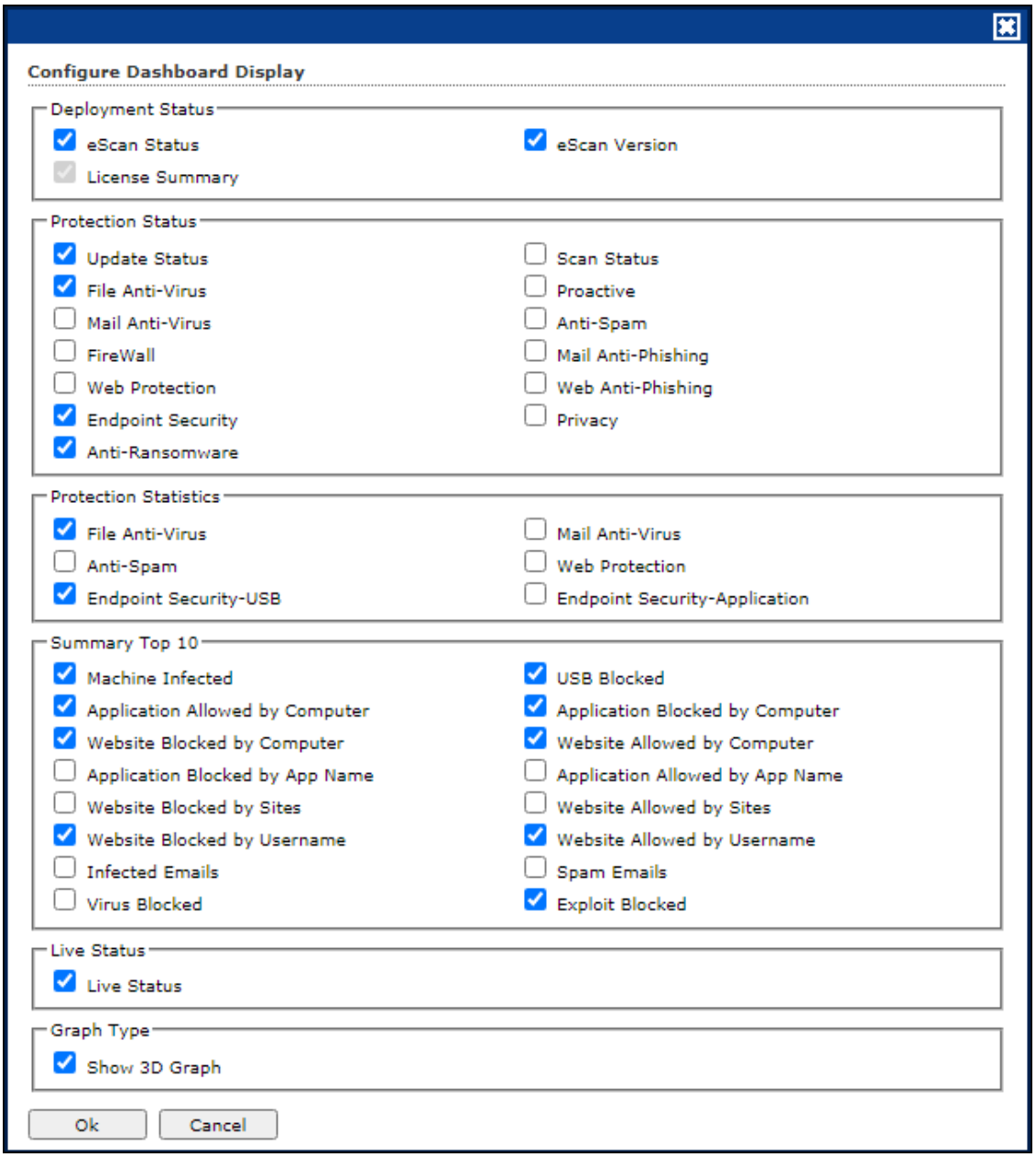


Clicking the numerical displays the computer's username, status, eScan Client version number, and the group under which it is categorized.

Configure the Dashboard Display

To configure the Dashboard display

1. In the Dashboard screen, at the upper right corner, click **Configure Dashboard Display**.
   Configure Dashboard Display window appears displaying tabs and their parameters.



2. Select the parameters' check boxes to be displayed in the respective tabs.
3. Click **OK**.
   The tabs will be updated according to the changes.

EDR Dashboard

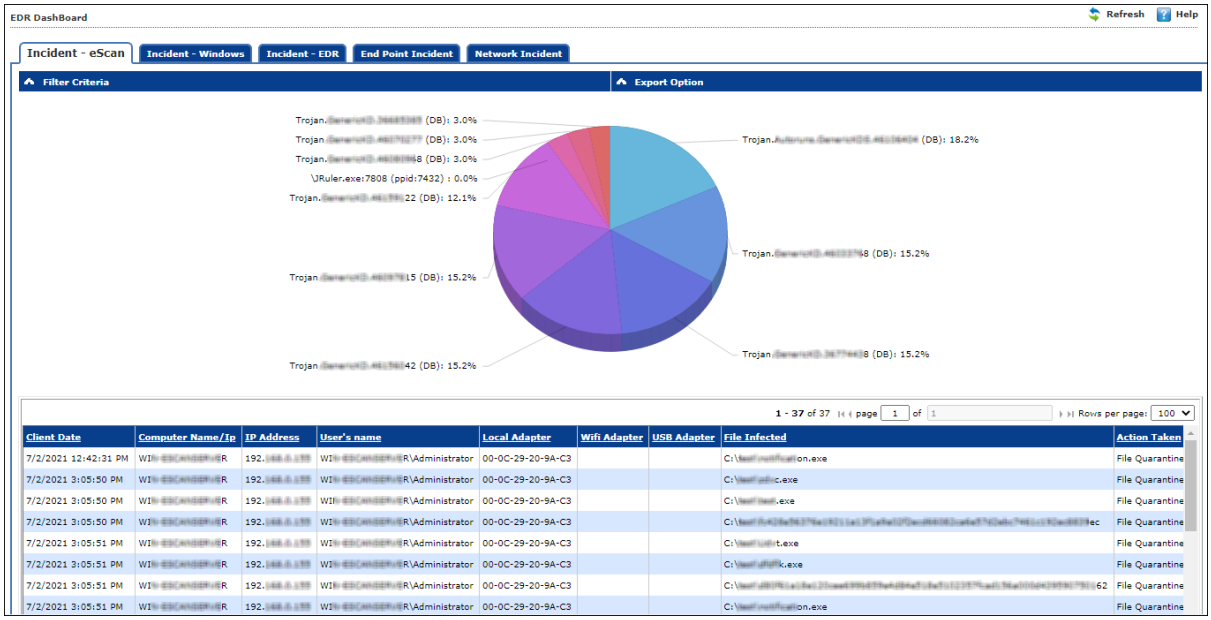
The EDR dashboard is primarily used to keep track of malicious activities and potential attacks by keeping a close eye on network. It analyses the detected threat and helps to determine the root cause of attacks. The EDR dashboard consists of different tabs having multiple summary reports that are as follows:

- Incident-eScan
- Incident-Windows
- Incident-EDR
- Endpoint Incident
- Network Incident

eScan EDR dashboard provides centralized summary of potential threats and malicious activities from all the endpoints in the network.

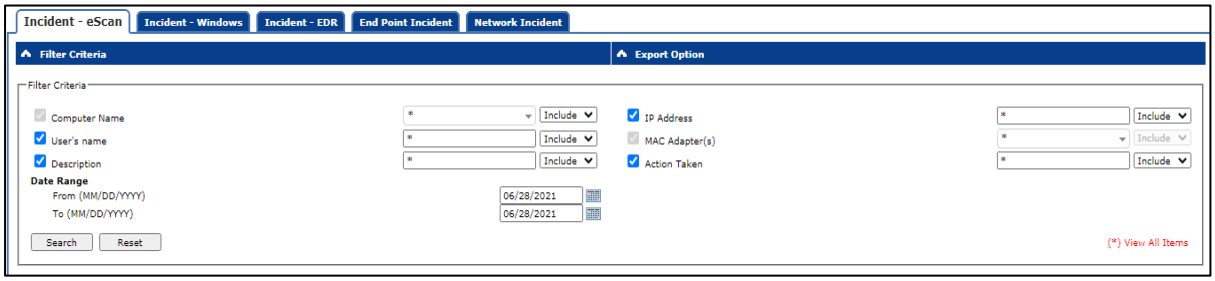
Incident - eScan

Incident-eScan tab displays the summary information about the different malware detected by eScan, along with action taken and graphical representation of the same.



Filtering Incident – eScan Report

To filter the Incident – eScan as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.

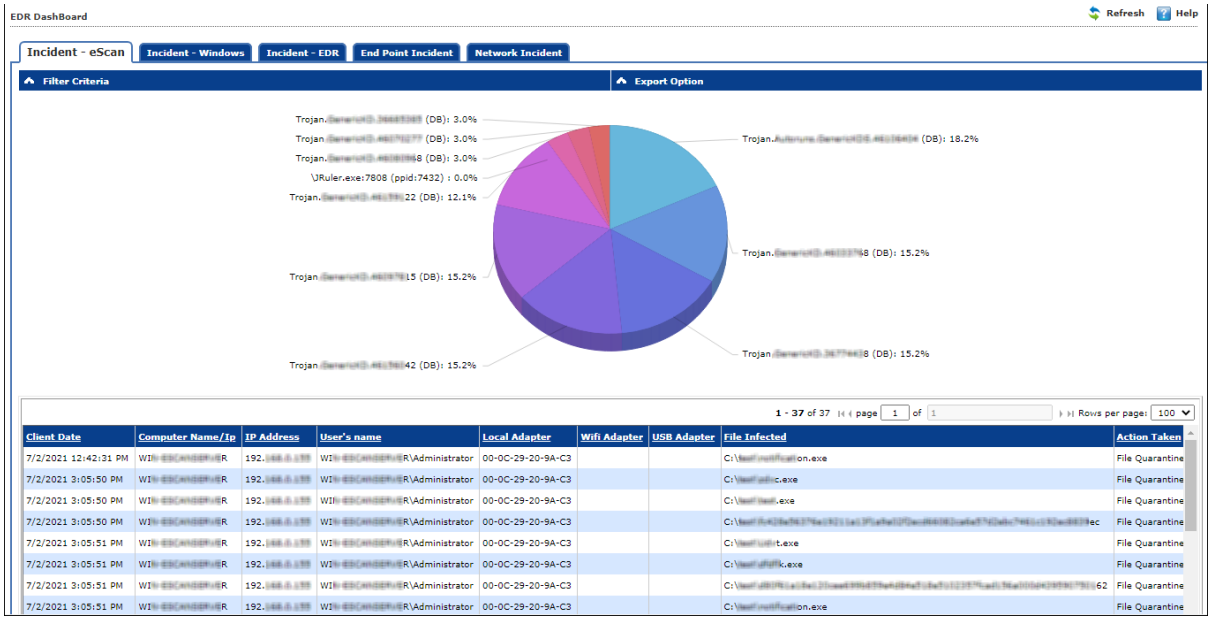


Select the parameters you want to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Incident – eScan will be filtered according to your preferences.

In the below instance, after applying filter the following type of the summary report will be generated. It consists of general information such as Client Date, Computer Name / IP, IP Address, User Name, Event Description, and Action Taken.



Exporting the Report

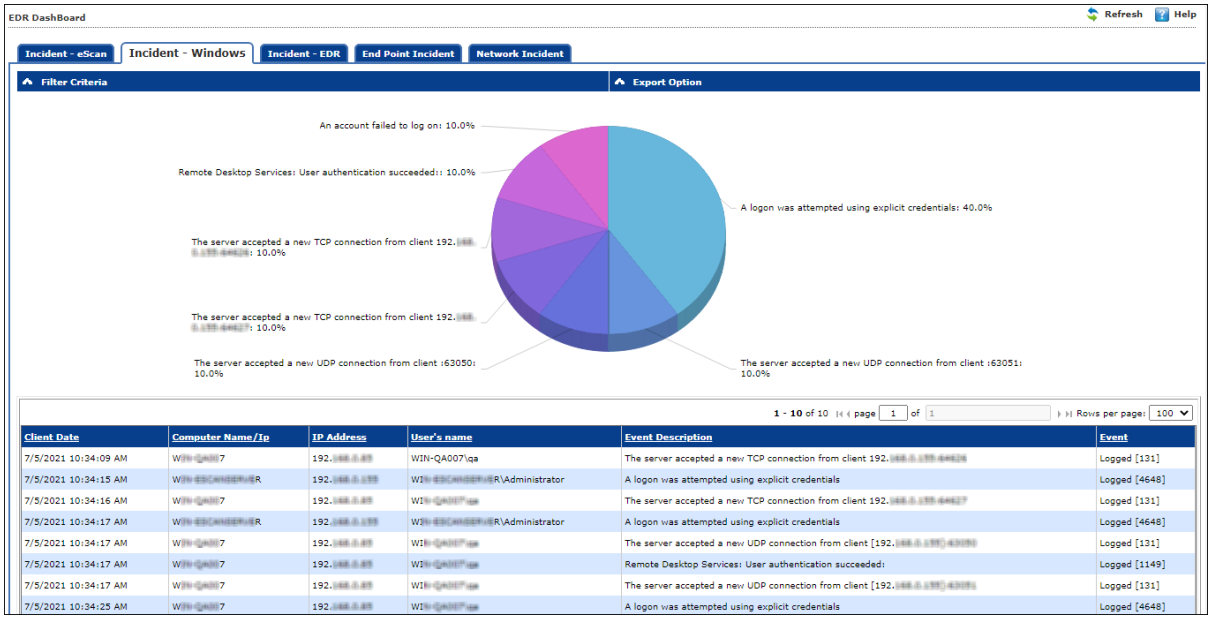
To export the Incident – eScan Report, click **Export Option**.
Export Option field expands.

Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

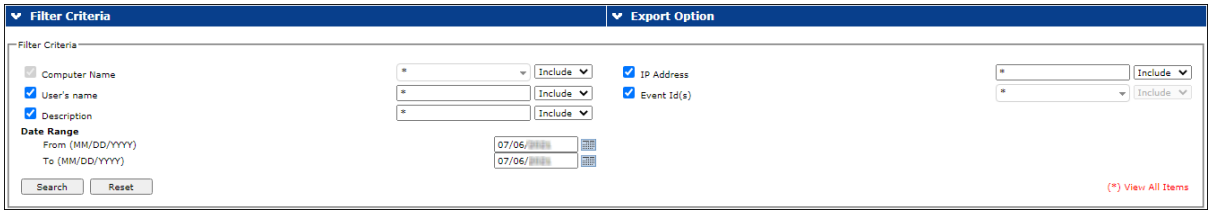
Incident-Windows

Incident-Windows tab provides the details of the Windows events such as RDP access, Windows logon, and more. eScan EDR monitors failed login attempts made using dictionary attacks, brute force attacks, and various other methods. It also generates the summary report of the information collected from all the eScan endpoints in the network.



Filtering Incident – Windows Report

To filter the Incident – Windows as per your requirements, click **Filter Criteria** field. Filter Criteria field expands.



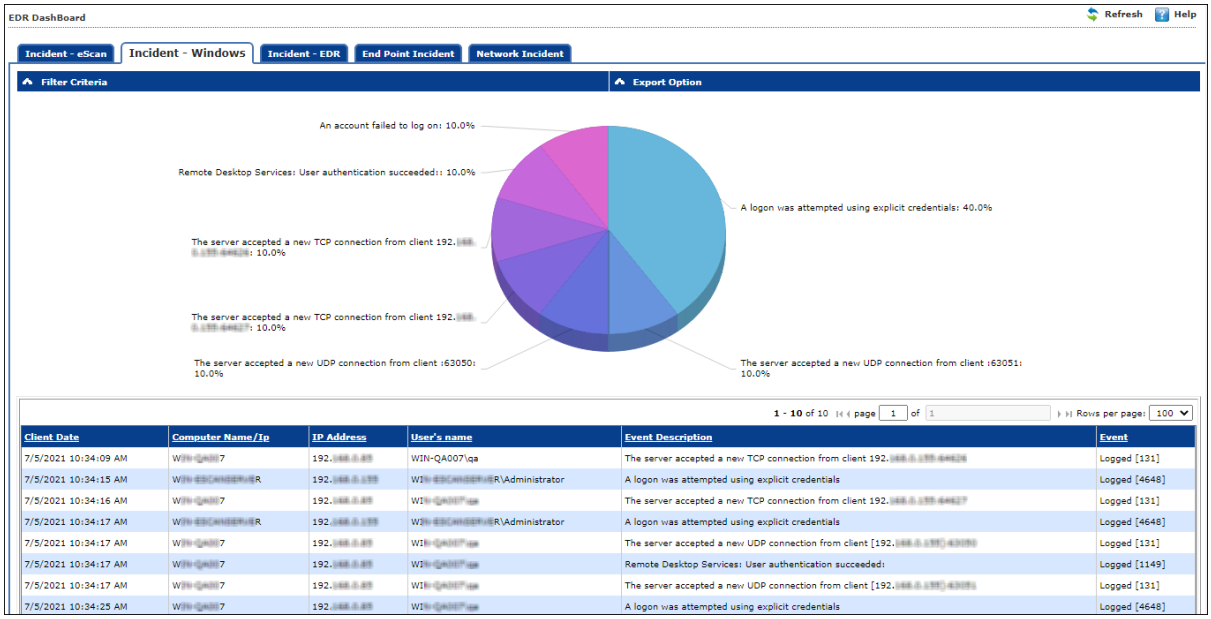
Select the parameters you want to be included in the filtered report.

Include/Exclude

Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Incident – Windows will be filtered according to your preferences.

In the below instance, after applying filter the following type of the summary will be generated. It displays general information such as Client Date, Computer Name / IP, IP Address, User Name, Event Description, and Event will be displayed.



Exporting the Report

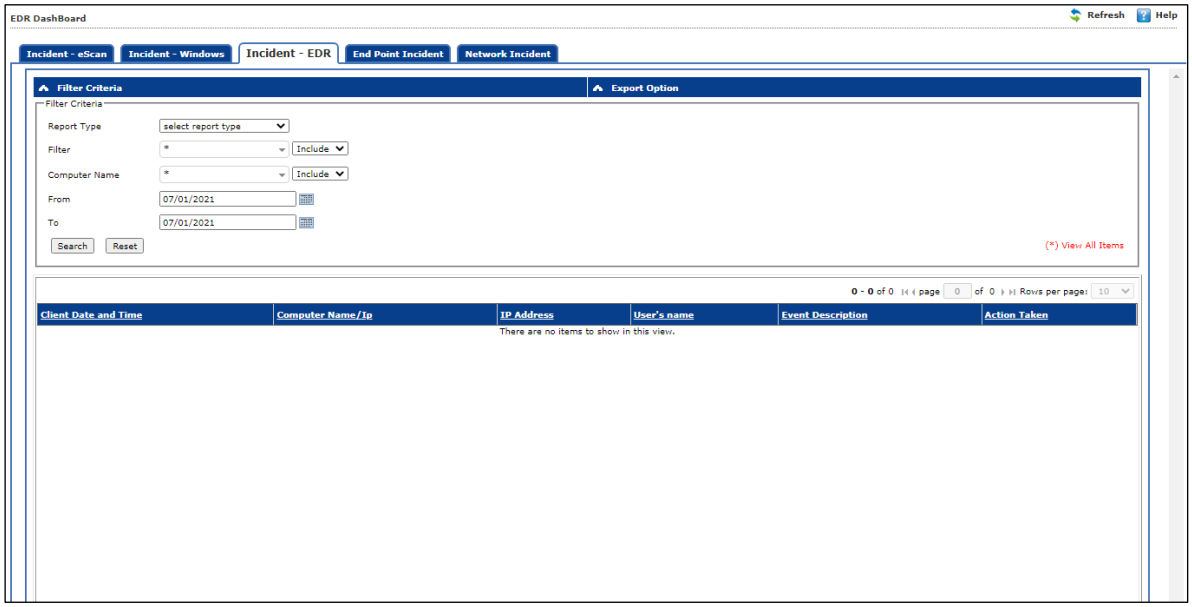
To export the Incident – Windows Report, click **Export Option**.
Export Option field expands.

Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Incident-EDR

Incident-EDR tab provides the summary report of all the events from the endpoints in the network on the basis of severity for advanced investigation and response. It blocks/remove the suspicious files and then alerts the admin for further investigation and analysis of it.



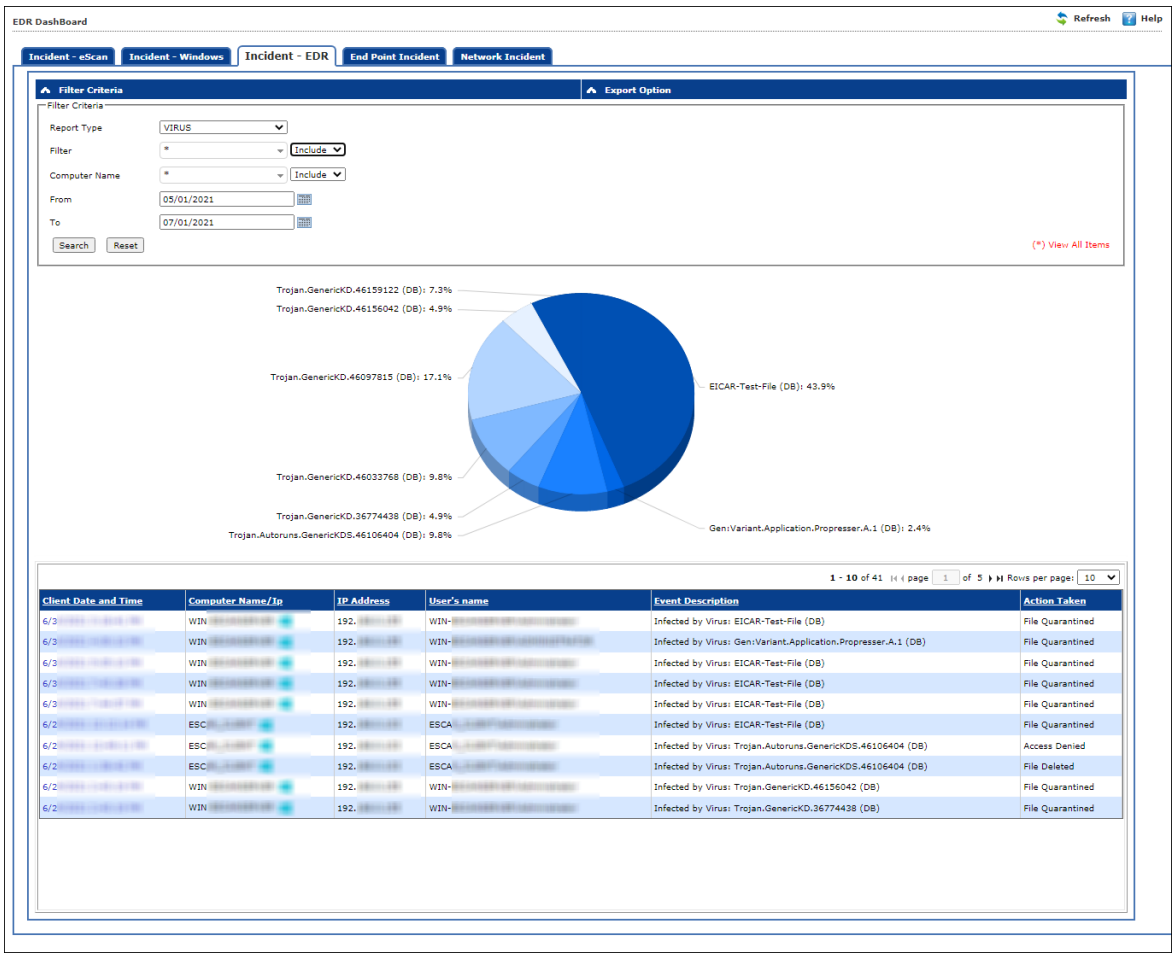
eScan EDR solution provides different types of report such as Virus, PowerShell, and many more based on the different types of threats and malicious activities. The admin can select the report from the drop-down menu according to the requirement and get the detailed report about the same. The types of reports are as follow:

- VIRUS
- PowerShell Blocked
- MMC Blocked
- MSHTA Blocked
- RunDLL32 Blocked
- NetCmd Blocked
- Sensitive OS-File Execution Blocked
- MSOffice Child EXE Blocked
- Unsigned USB EXE Blocked
- Adobe Child EXE Blocked
- ProgramData / Users Execution Blocked
- Unsigned Cloud EXE Blocked
- PBAE
- Ransomware Blocked
- Disconnected Bruteforcing IP
- Disconnected Prohibited IP
- Password Archive: Blocked
- User: Blocked

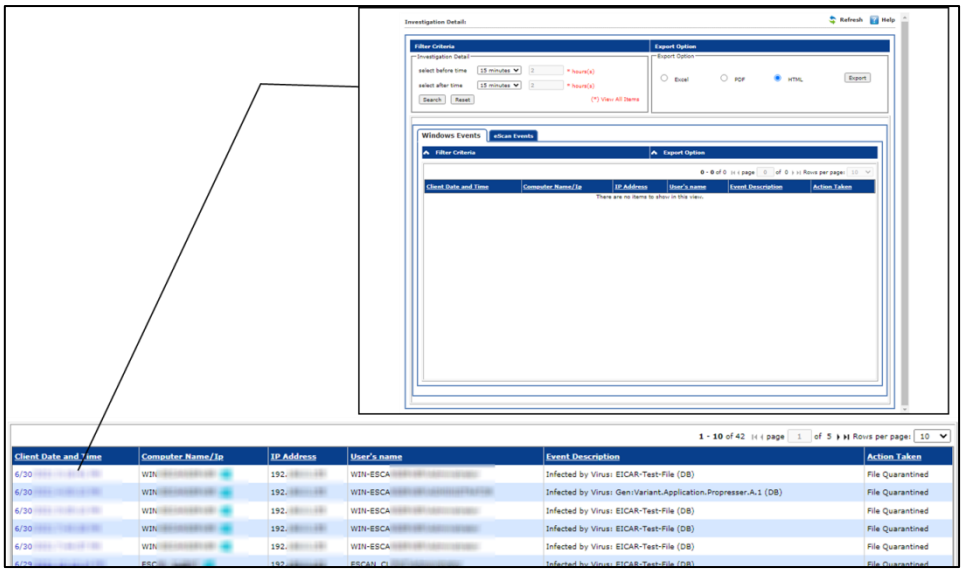
Report Type

Each report is unique and used for in-depth analysis of the potential attacks or suspicious activities. For example, Proactive Behavioral Analysis Engine (PBAE) generates the report based on the collected events that are blocked due to suspicious behavior in the endpoints. The Virus report generates the summary for the virus that were detected and blocked in the network.

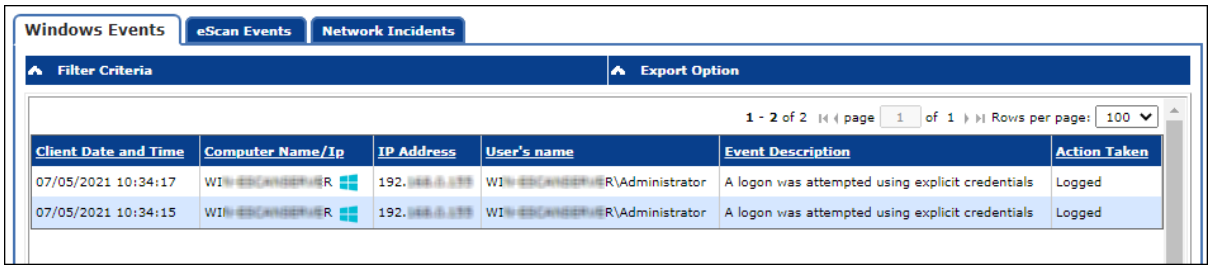
For example, the following figure gives the summary of the virus report.



To get the detailed investigation report for a specific incident, click the hyperlink under **Client Date and Time**, as shown below.



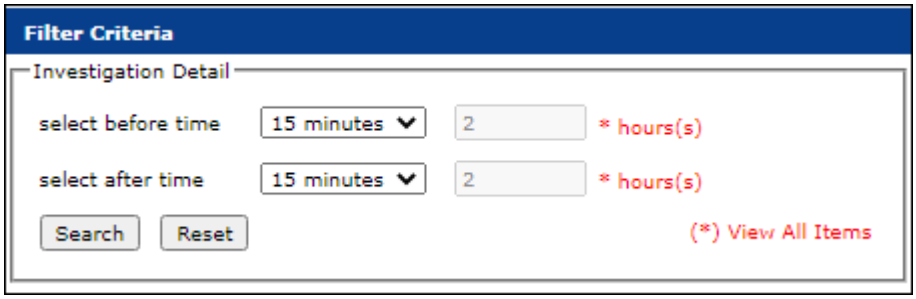
The detailed report will be generated.



Windows Events: It displays the Windows event for the filtered time frame.
eScan Events: It displays the eScan events for the filtered time frame.
Network Incident: It displays the Network Incident events for the filtered time frame.

Filtering Incident – EDR Report for Specific Incident

To filter the Incident – EDR report for specific incident as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.

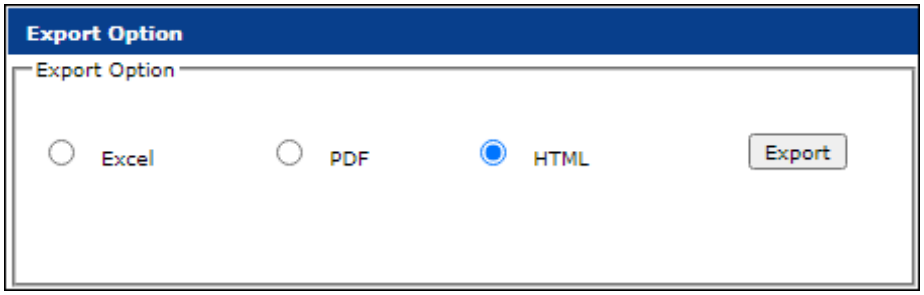


Select the before time and the after time of specific incident that has be filtered out.
After making the necessary selections, click **Search**.

The Incident – EDR report for that incident will be generated according to your preferences.

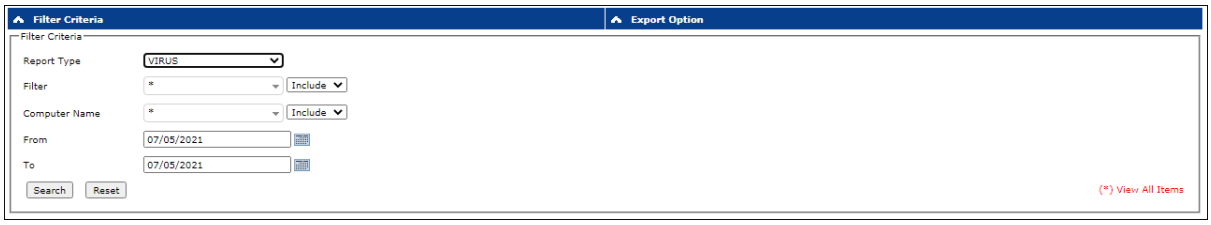
Exporting Incident – EDR Report for Specific Incident

eScan EDR provides investigation details based on the Windows event and eScan events. It allows the admin to export the investigation reports in various formats such as HTML, PDF, or Excel.



Filtering Incident – EDR Report

To filter the Incident – EDR as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.



Select the parameters you want to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Incident – EDR will be filtered according to your preferences.

Exporting the Report

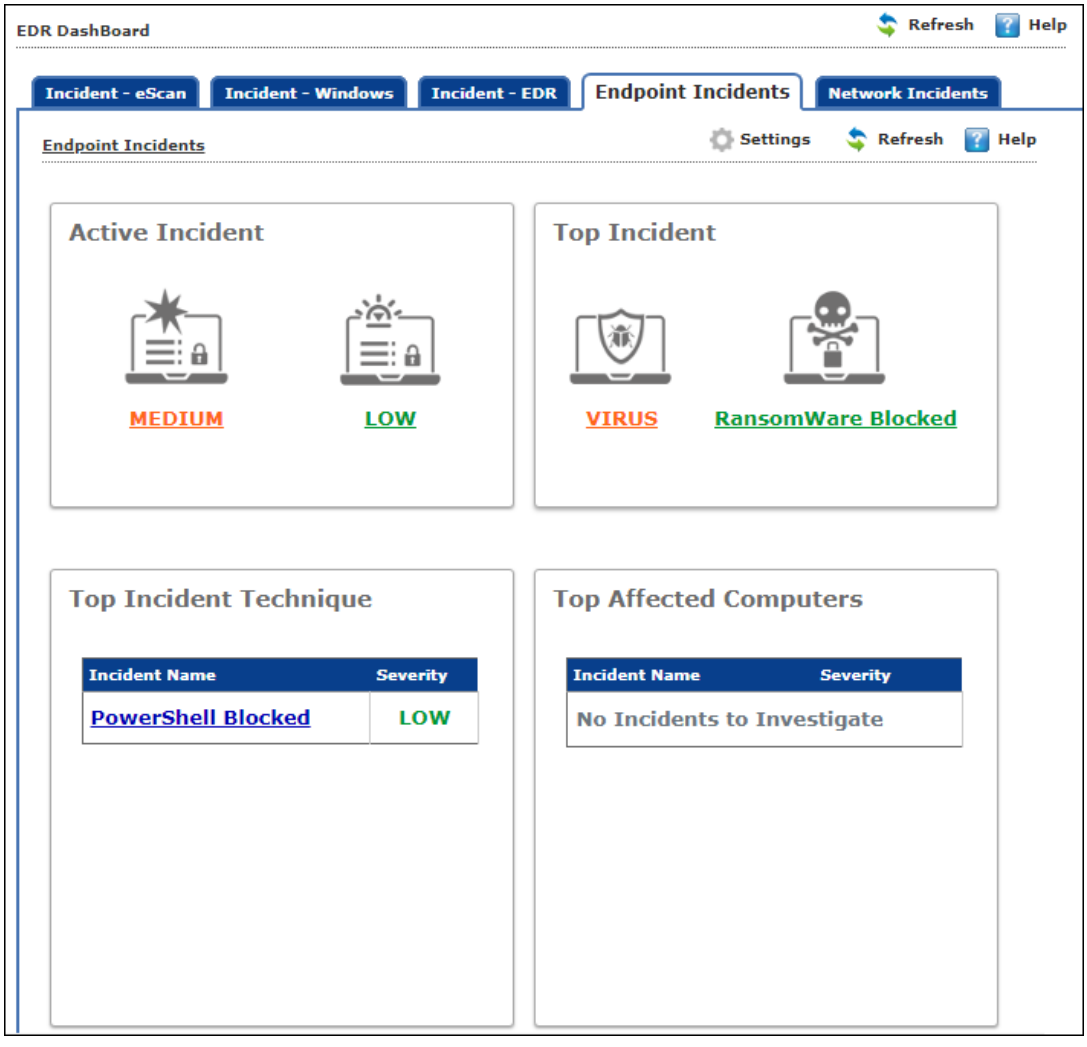
To export the Incident – EDR Report, click **Export Option**.
Export Option field expands.

Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Endpoint Incident

In this tab, incidents from all the endpoints in the network will be displayed with categories such as Active Incidents, Top Incidents, Top Incident Techniques, and Top Affected Computers. All the incidents and incidents techniques are divided into different severity level (High, Medium, and Low) based on the defined threshold value. It displays general incident information, matches detected in the intercepted text, and details about attributes, incident history, and the violated policy.



Active Incidents

The Active Incident category display all the current incidents within the network based on the level of severity.

Top Incident

The Top Incident category display the malware that were detected based on different categories namely virus, Ransomware, and PBAE.

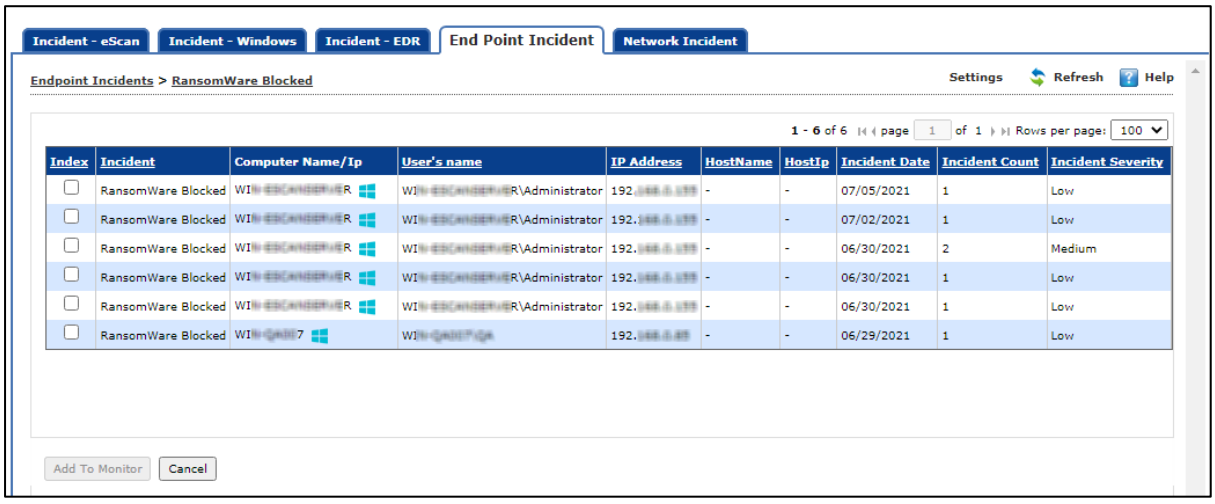
Top Incident Technique

The Top Incident Technique category displays the different techniques used for the detection for specific incident and its severity level.

Top Affected Computers

The Top Affected Computers category displays the list of the computers that are affected based on the threshold value (High, Medium, and Low).

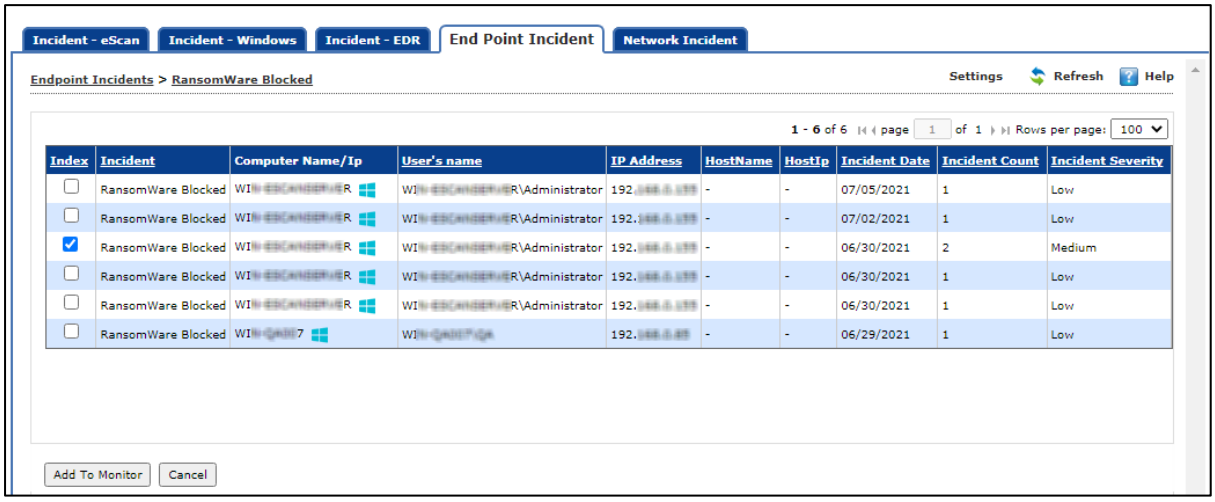
Click on the severity level under specific category to get the details of the incident.



Adding Specific Incident for Monitoring

From the detailed list of the incident detected, admin can monitor the specific incident. Follow the below steps to do the same:

1. From the list of the detected incident, select the specific incident according to the requirement.



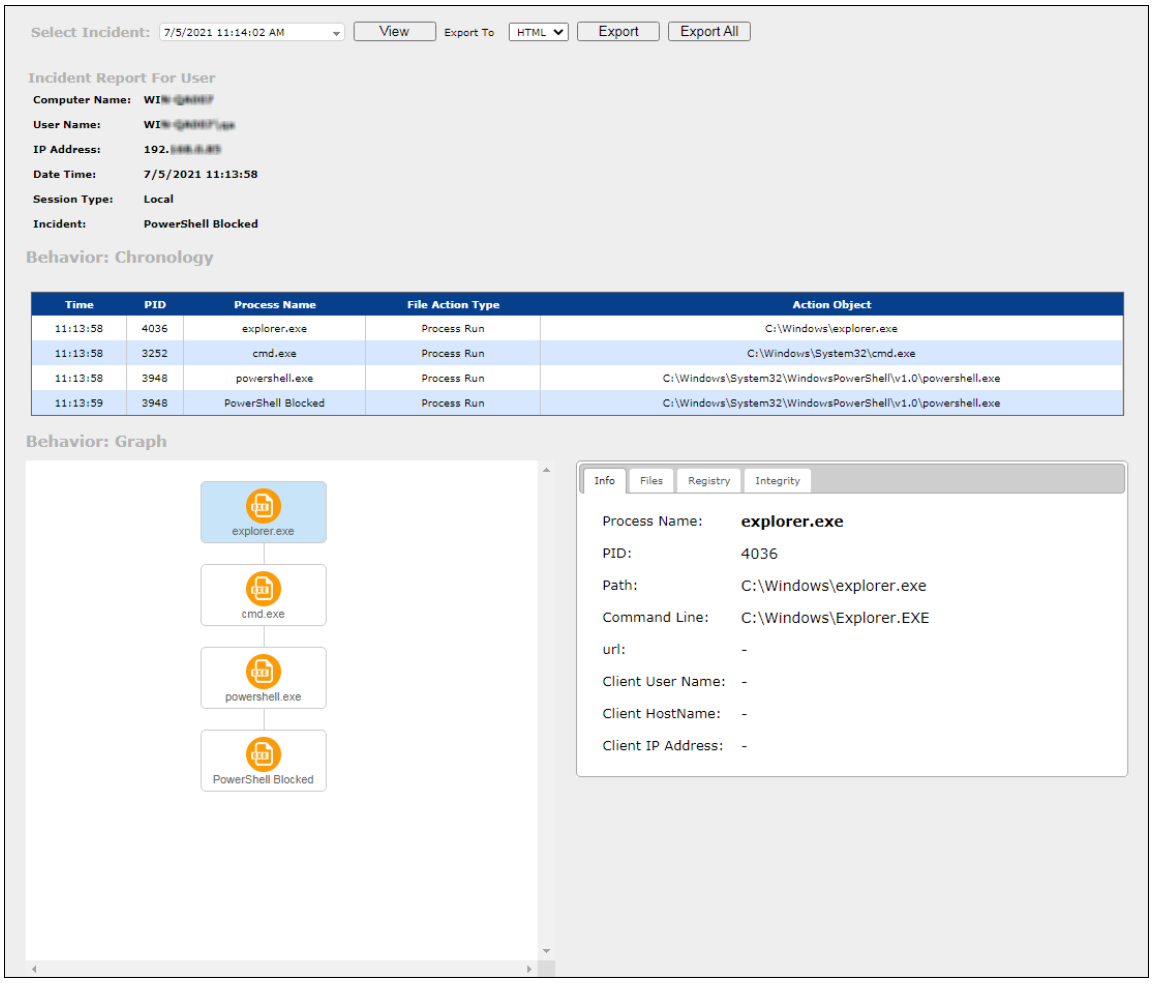
2. Click **Add To Monitor**. The specific incident will be added to the monitoring list.

Viewing the Details of the Specific Incident

A process tree contains the details from the start of the infection till the current status of the infection along with the action taken on the same. With more contextual information, extra technologies that filter out noise, prioritized incidents, guided investigation and response steps.

To view the detailed process tree follow the below steps:

1. Click the incident name under **Incident** column.



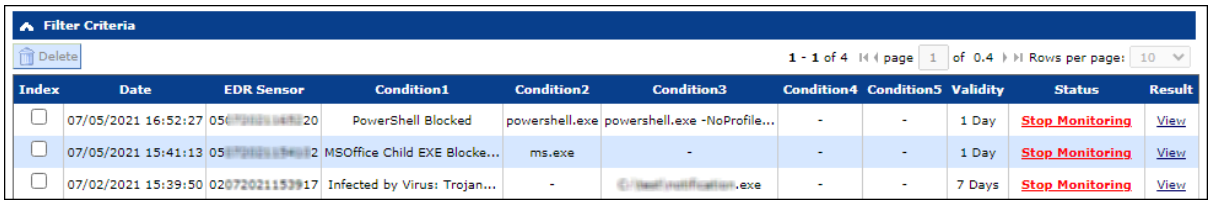
2. Detailed view of the incident along with information such as process tree graph, chronology of the process, date, time, IP address, and more.

You can even filter the incident based on the different endpoints and time it was detected using **Select Incident** option.

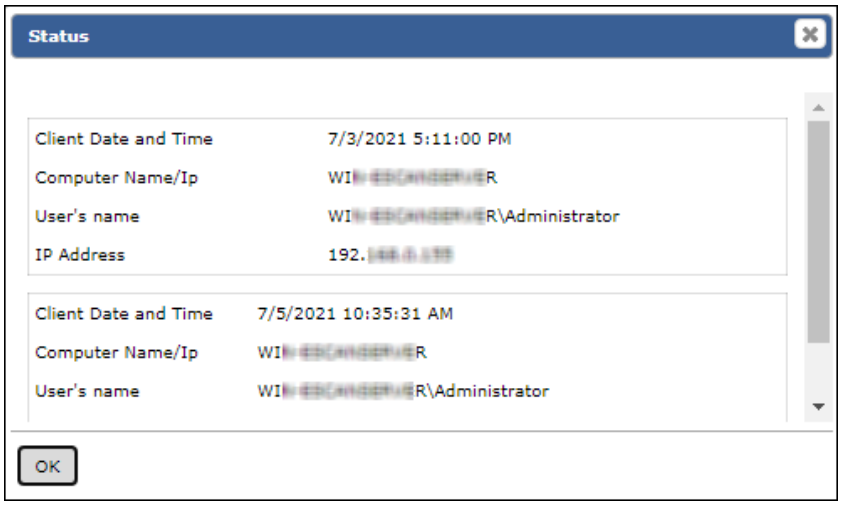
The same report can be exported into different format such as HTML and PDF

Viewing the Details of Monitoring Incident

After adding the specific incident to the monitoring list, you can get the details of the same. You can view the details such as EDR Sensors, Date, Validity, Conditions, Status, and Result.



Click **View** option under **Result** column to get the details of the monitored incident.



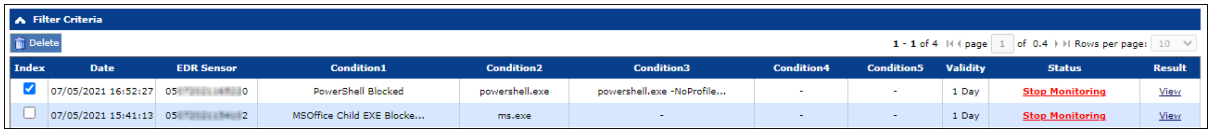
This will display the details of the same incident that were detected from all the endpoints in the network.

Admin can also stop monitoring of the incident, by clicking **Stop Monitoring** option under **Status** column.

Deleting the Monitoring Incident

To delete the incident that are being monitoring, follow the below steps:

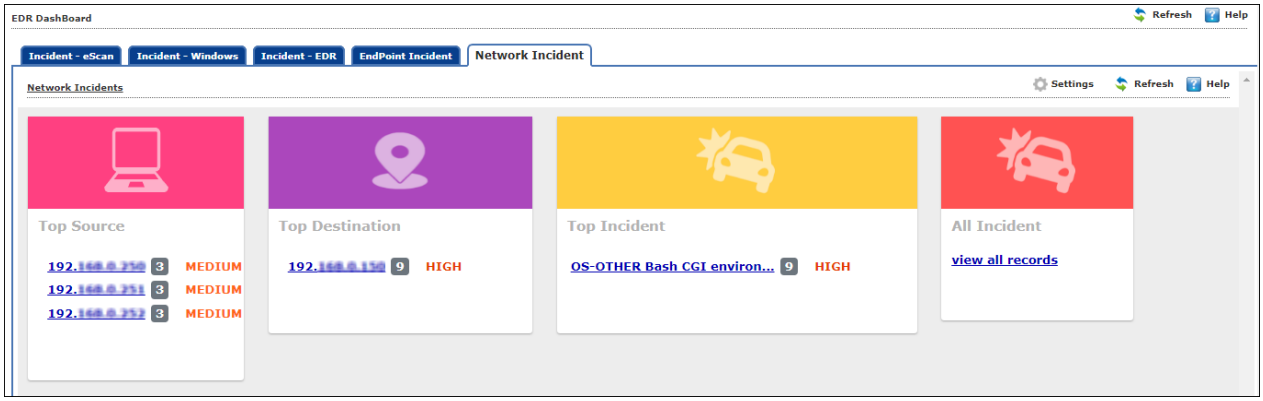
1. Select the specific incident from the list.



2. Click **Delete**.
   The specific incident will be deleted.

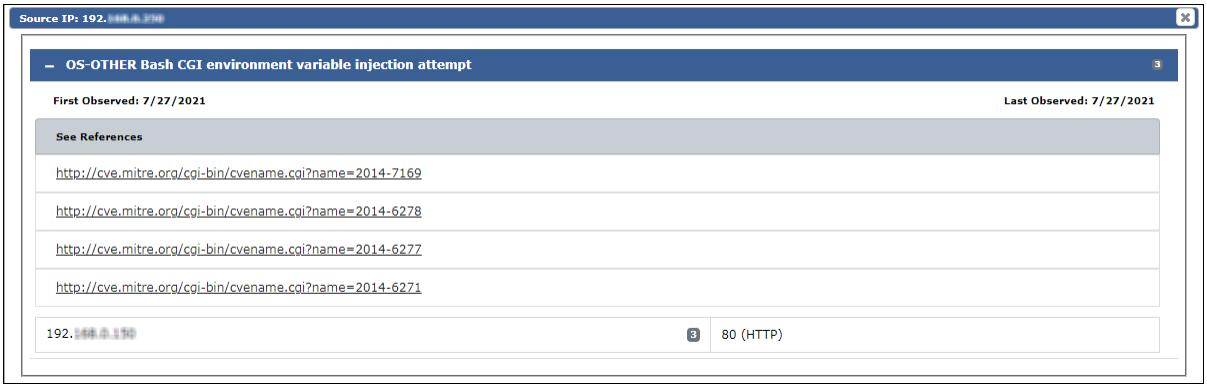
Network Incident

In this tab, multiple network incident records are displayed with information about the incident such as source and destination IP address, port number, incident name, and more. Integrated with the Nemasis Passive Vulnerability Scanner (PVS), eScan Server gathers all the security events that help the administrators for centralized monitoring, analysis, and reporting.



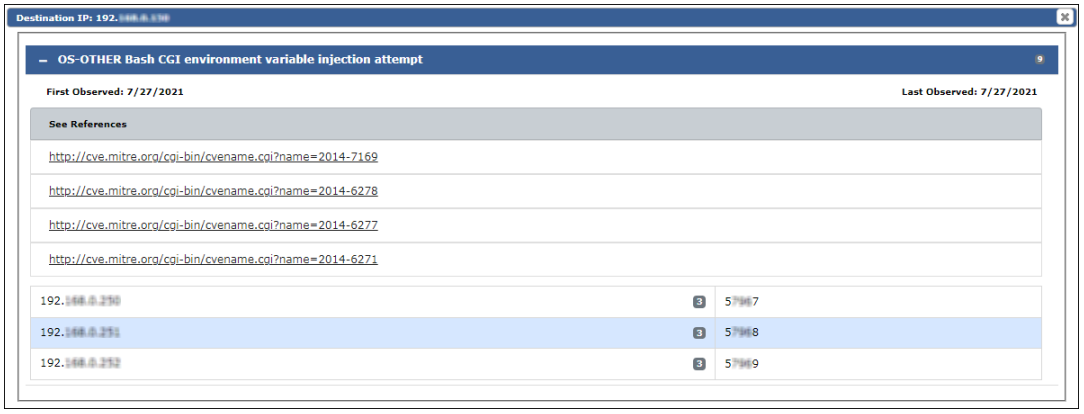
Top Source

This will display the list of sources that were detected based on different pre-defined threshold values. To get the details, click the specific IP address.



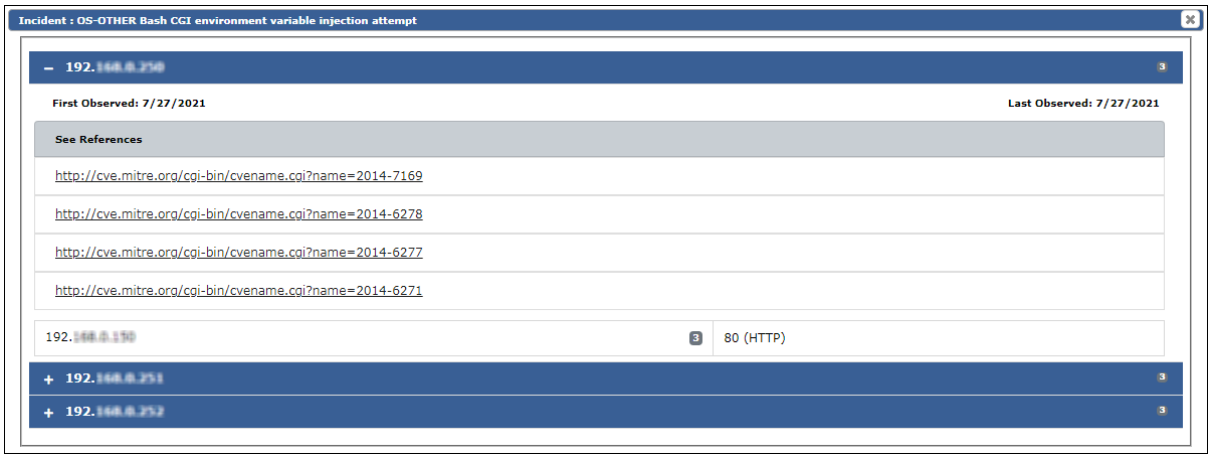
Top Destination

This will display the list of destinations that were detected based on different pre-defined threshold values. To get the details, click the specific IP address.



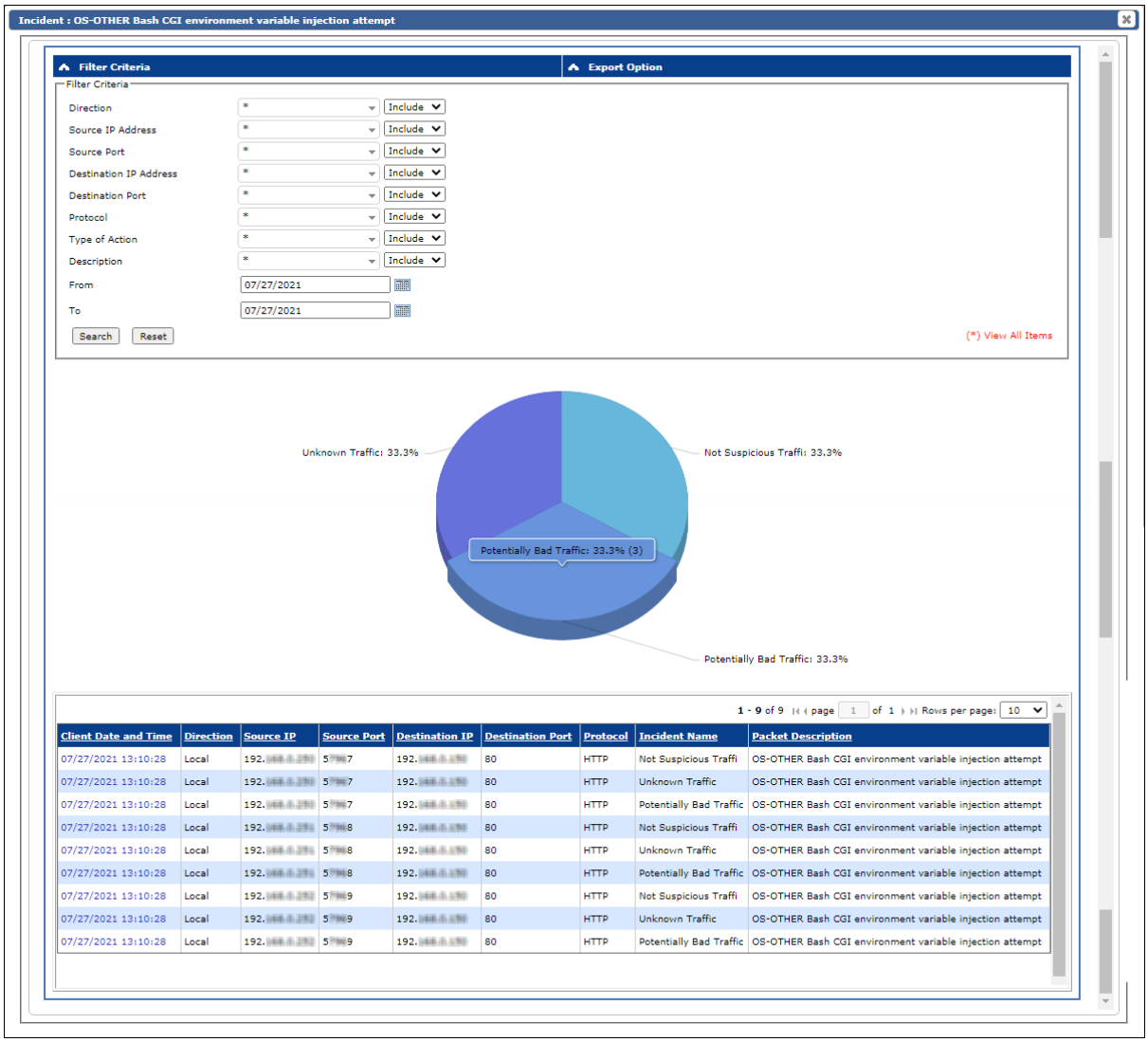
Top Incident

This will display the list of top incidents that were detected based on different pre-defined threshold values. To get the details, click the specific incident.

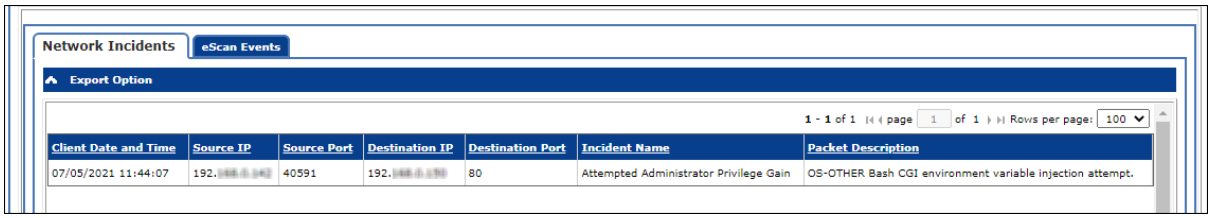


Viewing the Network Incident

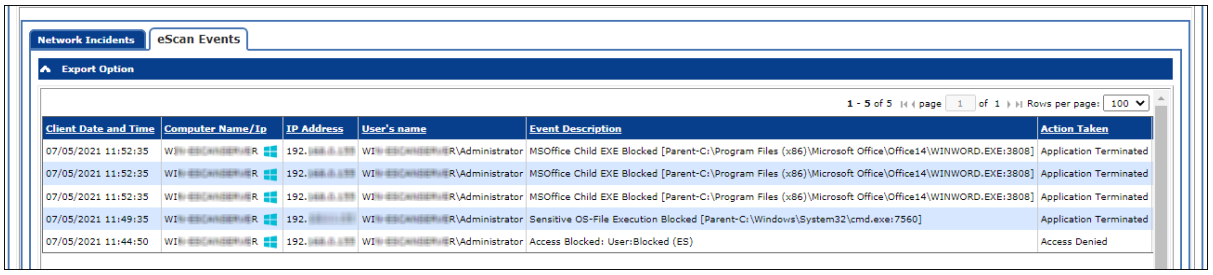
To view all the incident, click **view all records**. The record window will be displayed.



To get the detailed view of incident click the hyperlink of **Client Date and Time** column of the incident list. Investigation Detail window appears.

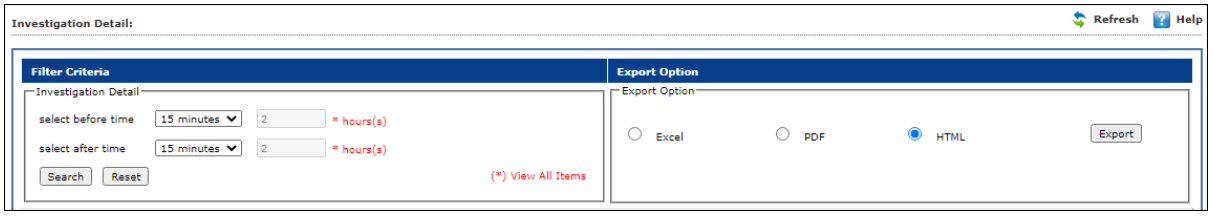


Here, you will get the details of the incidents and also the eScan events generated during that period of time.



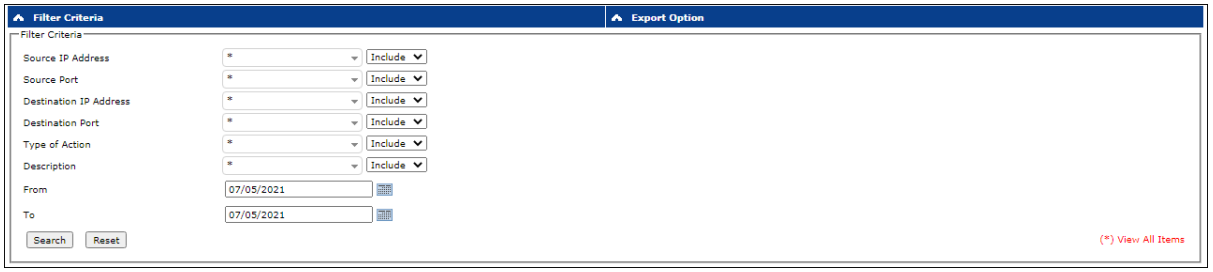
In the eScan events tab, you will get the details about the computer name, IP address, events details, action taken, and infected source.

You can filter the events based on time it occurred and also export the report in different format such as HTML, PDF, and Excel.



Filtering the Specific Incident

Admin can filter the incidents based on various criteria such as Source IP Address, Source Port, Destination IP Address, Destination port, Type of action, from date and date, and more.



After entering the details, click **Search**. The required result will be displayed accordingly.

Exporting the Network Incident

To export the Network Incident Report, click **Export Option**.
Export Option field expands.

Select the preferred option and then click **Export**. A success message appears.

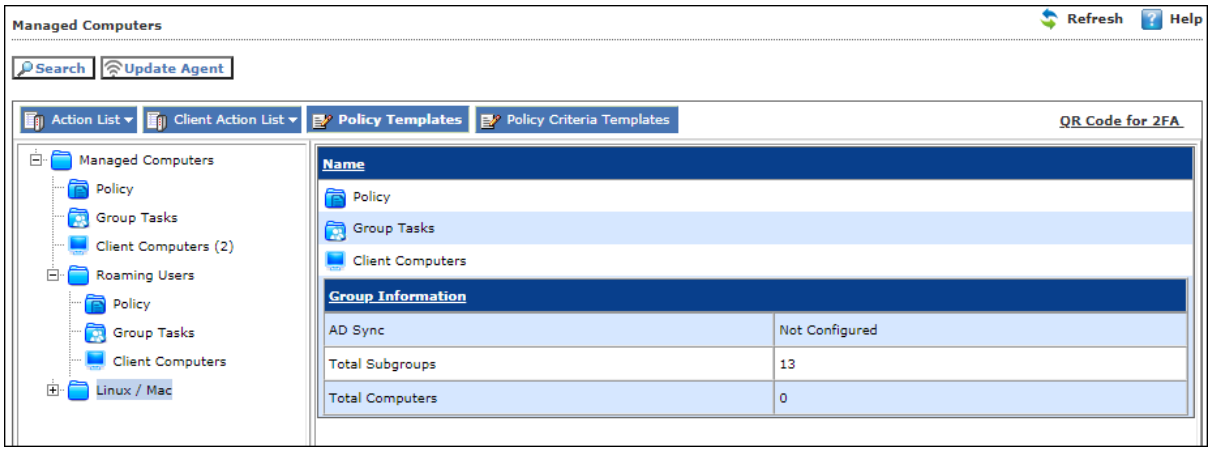
Click the link to open/download the file.

Managed Computers

To secure, manage, and monitor computers, it is necessary to add them in a group. The **Managed Computers** module lets you create computer groups, add computers to a group, define policy templates for the created groups and computers, create policy criteria templates, and tasks for specific groups.

Based on the departments, user roles and designations, you can create multiple groups and assign them different policies. This lets you secure and manage computers in a better way.

In the navigation panel, click **Managed Computers**. The Managed Computers screen appears on the right pane.

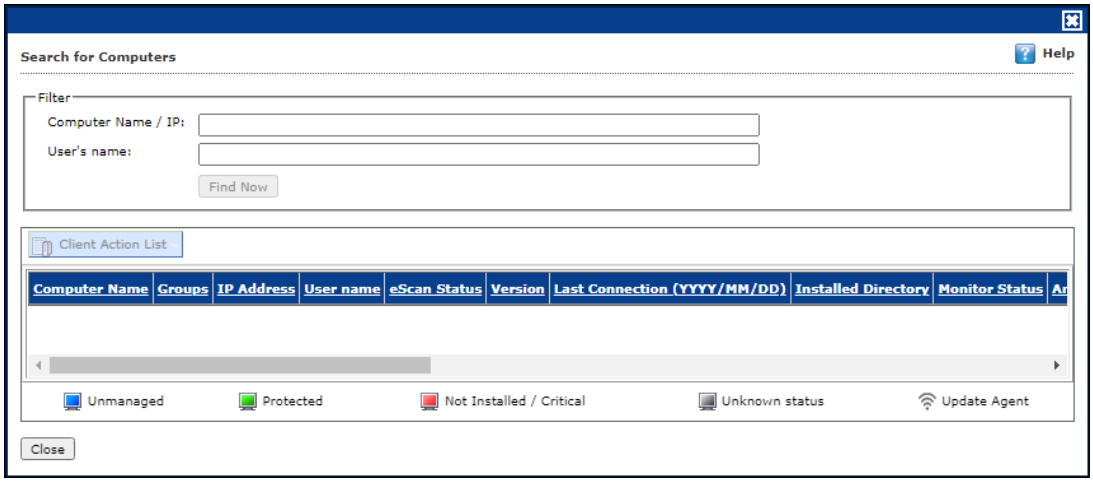


The screen consists of following buttons:

- **Search**
- **Update Agent**
- **Action List**
- **Client Action List**
- **Policy Templates**
- **Policy Criteria Templates**

Search

The Search feature lets you find any computer added in Managed Computers. After clicking **Search**, Search for Computers window appears.



The Filter section displays following fields:

Computer Name/IP
Enter a computer name or IP address.

Username
Enter a username.

Click **Find Now**.
The console will display the result.

Update Agent

eScan lets you use a client computer as an update agent to deploy updates on groups of computers.

By default, eScan server distributes the virus definitions and policies to all the clients added in the web console. But, if you want to reduce server's workload, you can create an Update Agent for the respective group(s). The Update Agent will receive virus definitions and policies from server and distribute it to the assigned group(s). For more details, please see **eScan Update Agents**.

In Managed Computers screen, clicking **Update Agent** displays a list of computers that are acting as Update Agents for other computers in the group. The window also lets you **Add** or **Remove** Update Agents from this list. You can set an Update Agent for multiple groups.

Features of Update Agents

1. Download the antivirus signature updates from the eScan Server and share with other client machines on the network.
2. Download the policy updates from the eScan Corporate Server and share with the client in the group or the network
3. The update agent will take event updates from the client computers in the group or network and share it with the eScan Corporate Server.
4. Remote Deployment of clients can be done through Update Agents

Advantages of Update Agents

1. Update Agent can be installed on any client computer connected to the network (where eScan is already installed).
2. Update Agent will take the signature updates from eScan Corporate Server and distribute the same to other managed computers in the group. (Bandwidth is saved).
3. Update Agent will alternatively query eScan Update servers on internet for getting updates whenever there is a connectivity problem between the update agent and eScan Corporate Server.

Now in your scenario check how update agent help to achieve update of users who working from home.

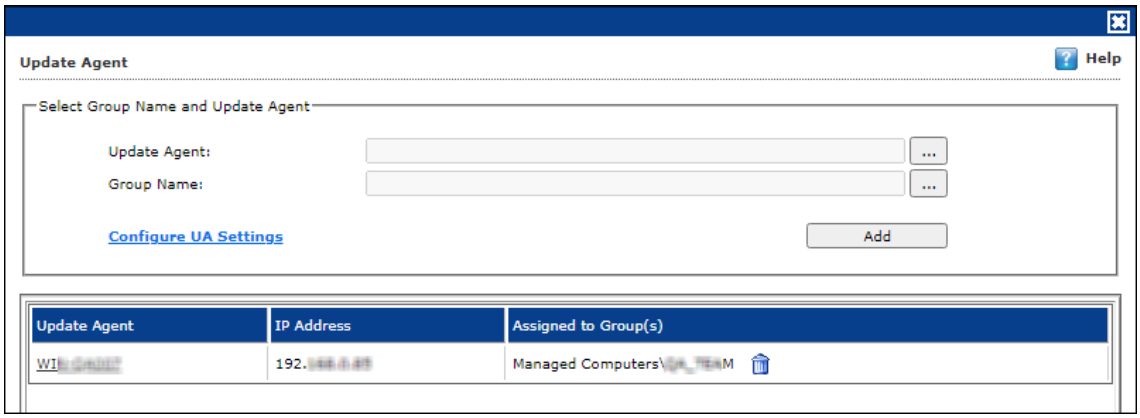
Suppose, your eScan Server is located in DMZ network which not allowed to communicate with internal network as well as internet user (Outside users). So achieving update for remote user you need to configure Update agent on the system which is connected in DMZ with eScan server and that system you need to give one static IP (Public IP). So Update agent will take update from eScan Server. And your internal network as well as internet user will take update from primary server and your eScan server also remains in closed environment.

NOTE	Update agent can be configured as FQDN so that change of static IP will not be affected. One update agent can be configured for multiple groups.

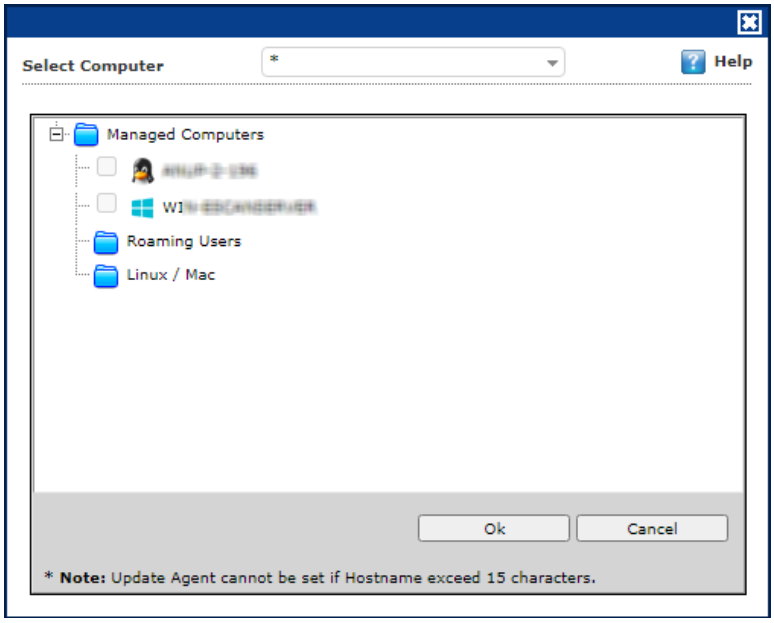
Adding an Update Agent

To add an Update Agent, follow the steps given below:

1. In Managed computers screen, click **Update Agent**. **Update Agent** window appears.



2. Click ... next to Update Agent field, to select the computer. Select Computer widow appears.

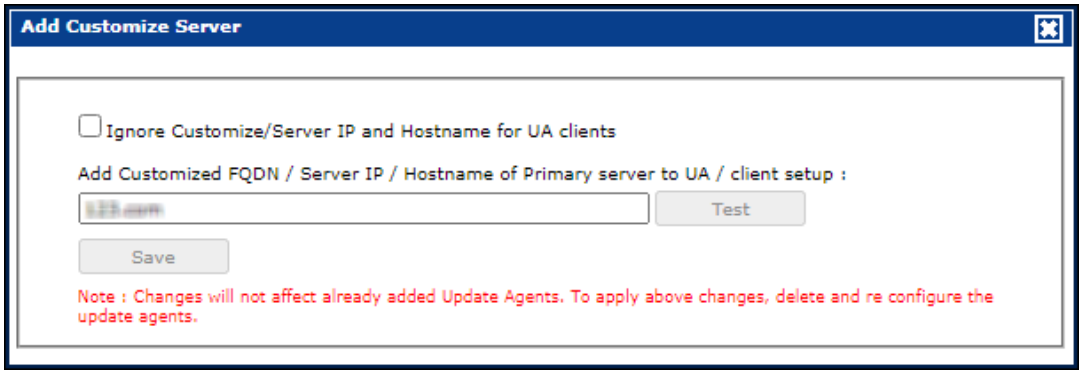


3. Select a computer and click **OK.**
4. Click ... next to Group Name field, to select the Group Name**.** This is the group to which the selected computer will act as an Update Agent and provide updates.
5. Select the Group and click **OK.**
6. Click **Add.**

The Update Agent will be set for the selected group.

Configuring UA Settings

This option allows admin to configure the eScan Server by defining public IP address for directly downloading the updates in case of Update Agent is not available.



Ignore Customize/Server IP and Hostname for UA clients

Select this option to pause the update download for the clients until Update Agent is available to distribute the updates.

Add Customized FQDN / Server IP / Hostname of Primary server to UA / client setup

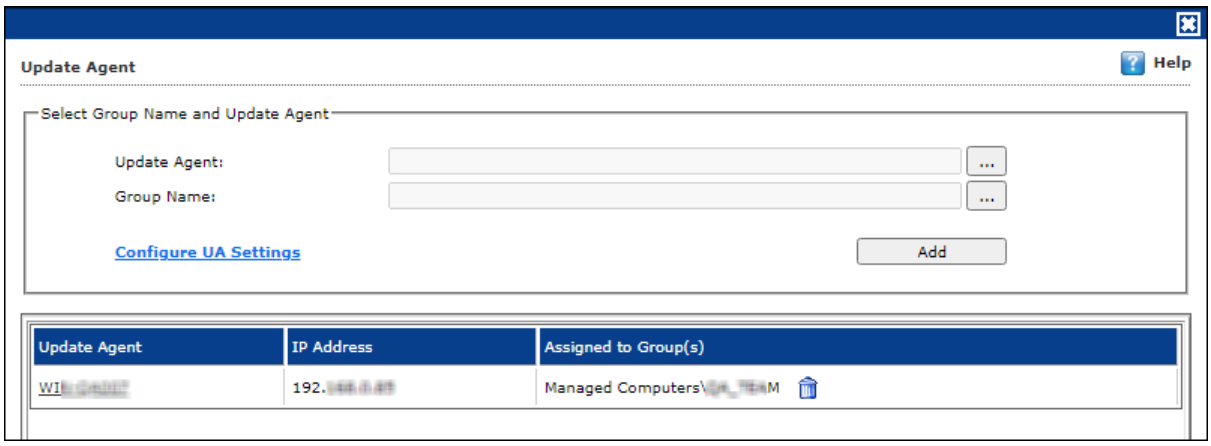
Enter the public address that has been assigned to the eScan Server through which clients can download the updates directly.

After assigning the IP address, click **Test** to test the connection.

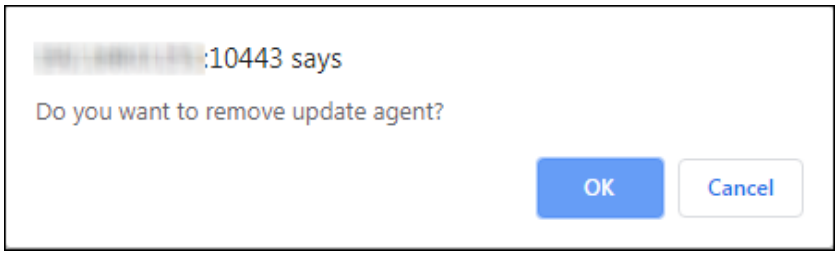
Delete an Update Agent

To delete an Update Agent

1. In Managed computers screen, click **Update Agent**.
   Update Agent window appears.



2. In the Assigned to Group(s) column, click .
   A confirmation prompt appears.



3. Click **OK**.
   The Update Agent will be deleted.

In case of eScan Corporate, this option is available only on system where eScan Corporate Server is installed. You can access this option through eScan Protection Center.

Create Offline Update

With eScan's offline update, administrator can easily update eScan on any system which is not connected to internet. Offline update file can be created through a system that has eScan installed on it and has active internet connection. Once created, the offline update file can be copied to any system and executed just like any other executable to apply eScan update file on that system.

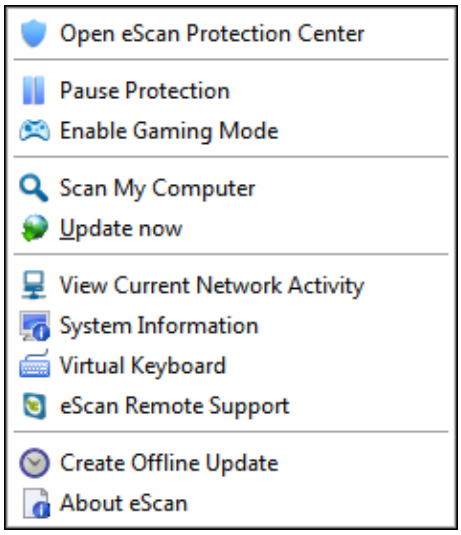
Pre- requisite for creating an offline update

- The system should have eScan SOHO product or eScan Server installed with all the latest updates.

NOTE	With default installation of older versions, this feature is not available. If older version of eScan is installed, please make sure to download the latest updates in order to avail this feature. The offline update file that will be created can be executed on any windows system. All latest eScan updates will be installed on the system through the Offline update file.

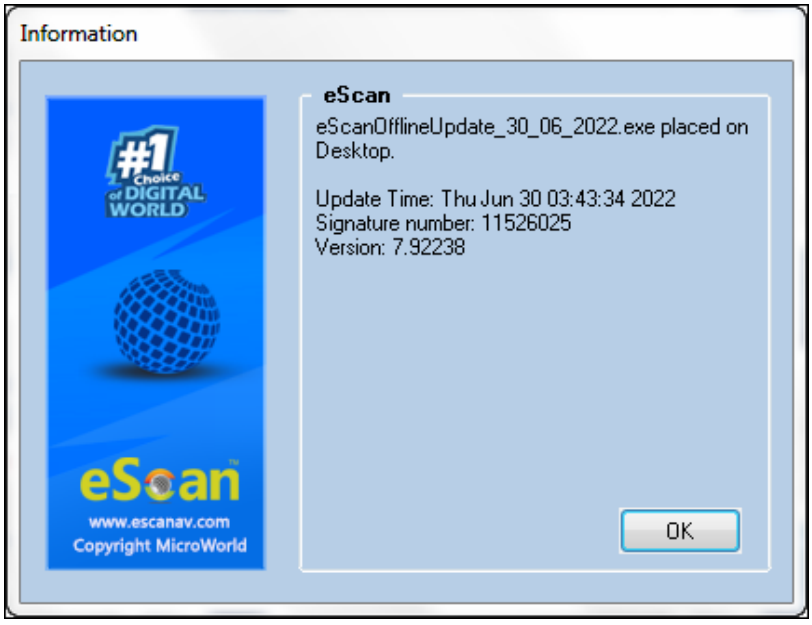
Use following steps to create offline update:

1. Right click on the eScan icon in the task bar and click **Create Offline Update**.



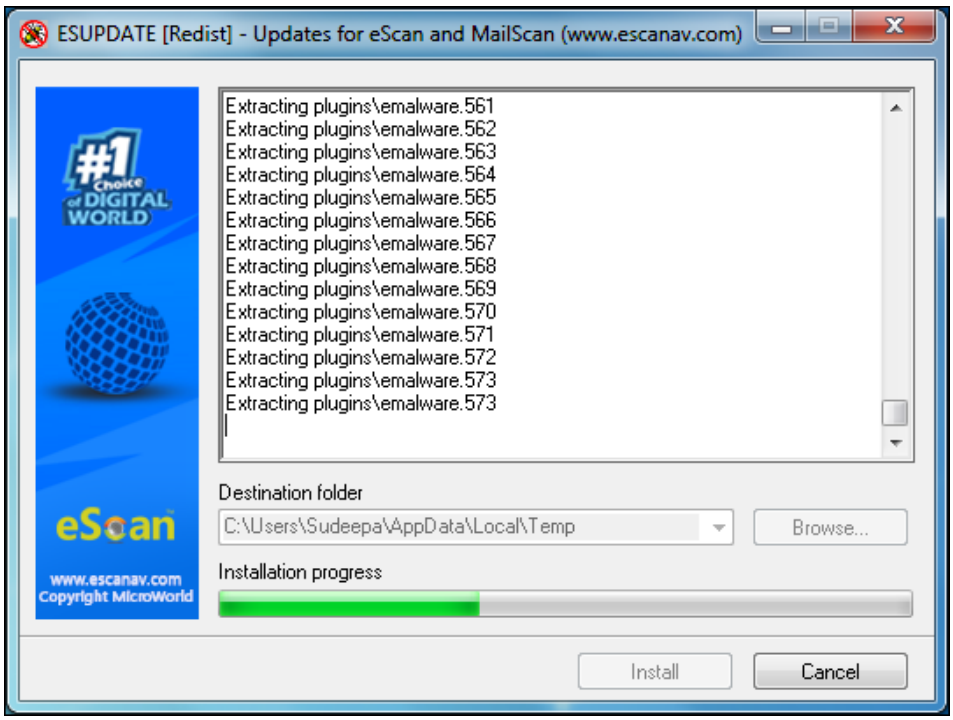
2. It will automatically start creating executable file for updating eScan offline. The file will be created on desktop.

3. Once the update file has been created, you will get the confirmation message.

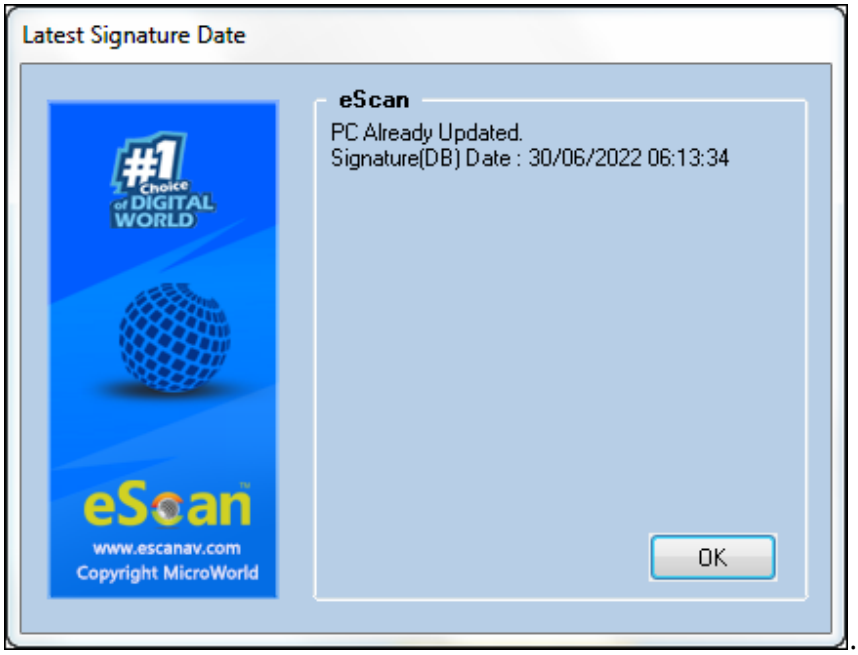


4. To run the **eScanOfflineUpdate.exe** file on any system, just copy and execute the file on any system where eScan is installed.

5. It will extract the files on to the system



6. Click **OK**. After extracting the update files, you will be confirmed through the following message –



In our Products, you can deploy eScan Offline updates along with eScan client (setup.exe) through eScan Management Console. Click here.

Action List

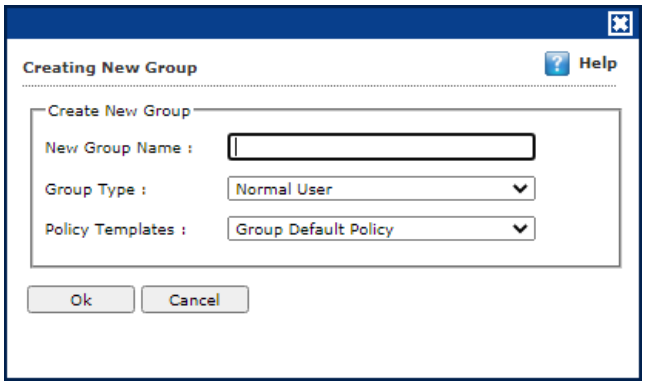
The Action List takes you action for a group. The drop-down contains following options:

- **New Subgroup**
- **Set Group Configuration**
- **Deploy/Upgrade Client**
- **Uninstall eScan Client**
- **Remove Group**
- **Synchronize with Active Directory**
- **Outbreak Prevention**
- **Create Client Setup**
- **Properties**

Creating a Group

To create a group, follow the steps given below:

1. Click **Action List** > **New Subgroup**.
   Creating New Group window appears.



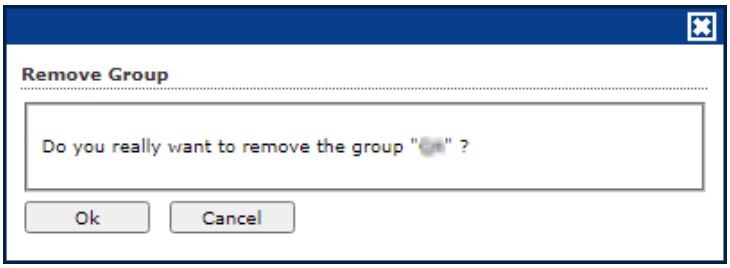
2. Enter a name for the group.
3. Click the Group Type drop-down and select a type.
4. Click the Policy Templates drop-down and select a policy for the group.
5. Click **OK**.
   A new group will be created under the Managed Computers.

NOTE	If the Group type is set to **Normal User**, then server will try to connect to the client computer using the hostname. If the Group type is set to **Roaming User**, then server will try to connect to the client computer using the IP address. Multiple groups can be created within a group.

Removing a Group

To remove a group, follow the steps given below:

1. Select a group.
2. Click **Action List** > **Remove Subgroup**. A confirmation prompt appears.



3. Click **OK**. The group will be removed.

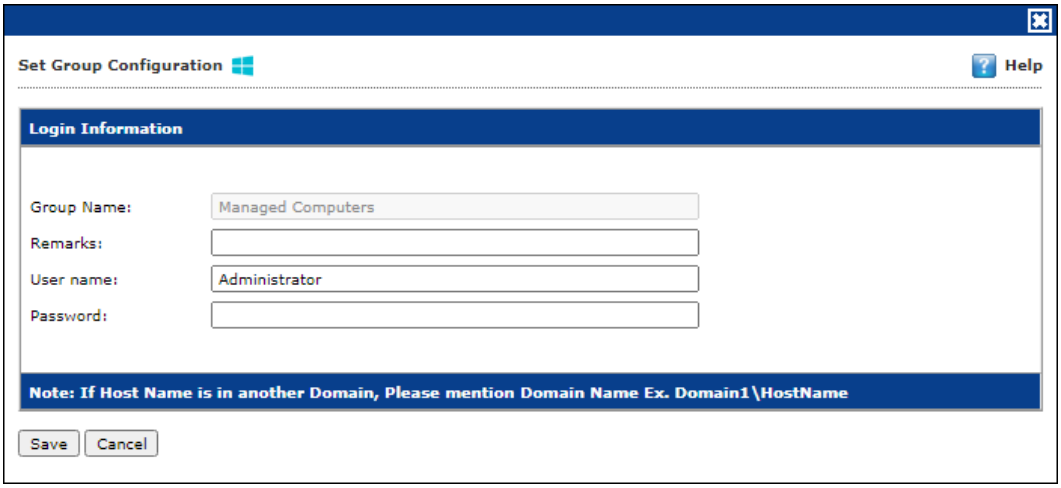
NOTE	A group will be removed only if it contains no computers.

Set Group Configuration

With this option you can define single Username and Password to login for all the computers in the group.

To set a group configuration, follow the steps given below:

1. Select the group you want to configure.
2. Click **Action List** > **Set Group Configuration**. Set Group Configuration window appears.



3. Enter Remarks and define Login credentials.
4. Click **Save**. The group configuration will be saved.

Managing Installations

After grouping all computers in logical groups using eScan Management Console, you can now install eScan Client as well as other third party software on the computers connected to your network. [**Conditions Apply**]
This section will give you an overview on following activities:

Installing eScan Client
eScan client can be installed on computers connected to the network in the following ways:

- **Remote Installation**: It lets you install eScan Client on all the computers in a selected group at once. You can initiate and monitor eScan Client installation using eScan Management Console. **For more click here**.
- **Manual Installation**: In case remote installation fails, you can allow computer users to install eScan client manually on their computers. It does not require any remote assistance. **For more click here**.
- **Installing eScan using agent**: Installation of agent ensures that you have Administrator rights on the computer and you can now remotely install eScan Client on that computer. **For more click here**.
- **Installing other Software (3rd Party software)**: eScan Management Console lets you install third party software on network computers remotely. **For more click here**.
- **Viewing Installed Software List**: Using Show Installed Software option you can view list of software installed on Computers connected to your network. You will find this option in **Client Action list** under **Managed Computers** when you select a computer**.**
- **Force Download**: This option is present under Client Action List in Managed Computers. You can update eScan client on any network computer by using this option. It is required in cases where client has not been updated on the computer for many days.

  To initiate Force download, in the **Managed Computers** module**,** select the client computer and click **Client Action list** > **Force Download**.
  It will initiate the forced download process on selected Client computers.

NOTE	Conditions for third party software installation: After starting the installation from eScan Management Console, no manual intervention should be required to complete the installation on Client computer. Only automated installations can be done through eScan Management Console. Care should be taken that the installation file is not huge as it may impact internal network speed of your organization.

Remote Installation of eScan Client

Pre-Installation

To prepare a client computer for the remote deployment of eScan Enterprise EDR Edition (with MDM & Hybrid Network Support); begin with checking if the basic system requirements are in place.
Configure the settings on the client computer according to the OS installed on it

- **Windows XP Professional systems**
- **Windows XP Home**
- **Windows Vista / Windows 7 / Windows 8 / Windows 8.1 / Windows 10 / Windows 11**

Configuring the settings on Windows XP Professional systems (Windows XP, 2000, 2003, all editions)

1. Click **Start** > **Control Panel**.
2. Double-click the **Administrative Tools** icon.
3. Double-click the **Local Security Policy** icon.
4. On the navigation pane, click **Local Policies** folder, and then click **Security Options** folder.
5. Double-click Network Access: Sharing and Security Model for Local accounts policy.
6. Select Classic - Local user authenticate as themselves option from the drop-down list.
7. Click **Apply**, and then click **OK**.
8. Double-click the **Accounts**: **Limit local account use of blank passwords to console logon only policy**. The Accounts: Limit local account use of blank passwords to console logon only dialog box appears.
9. Click **Disabled** option.
10. Click **Apply**, and then click **OK**.

If Windows firewall is enabled on all locations, select **File and Printer Sharing** check box, under **Exceptions** tab (**Control Panel >> Windows Firewall >> Exception**).

For Windows XP Home

Since Windows XP Home has limitations with regards to remote deployment, MWAgent should be installed on your system. You can download MWAgent from the eScan web console.

For Windows Vista / Windows 7 / Windows 8 / Windows 8.1 / Windows 10 / Windows 11

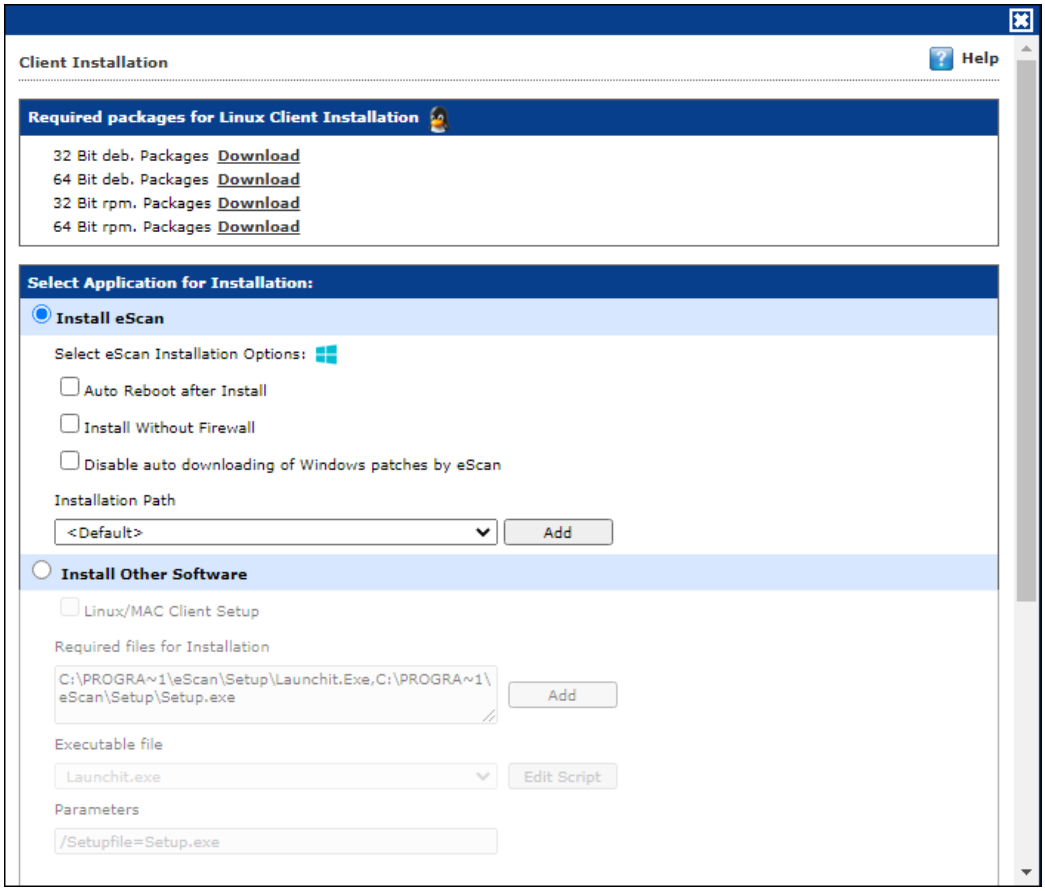
1. Launch **Run.**
2. Enter **secpol.msc**, and then click **OK**. Local Security Settings window appears.
3. On the navigation pane, click **Local Policies** folder, and then double-click **Security Options** folder. The security policy appears.
4. Double-click **Network access: Sharing and security model for local accounts** policy.
5. Select Classic - Local users authenticate as themselves option present in the drop-down.
6. Click **Apply** > **OK**.
7. Double-click **Accounts: Limit local account use of blank passwords to console logon only** policy.
8. Select **Disabled** option.
9. Click **Apply** > **OK**.
10. If the firewall is enabled, select **File and Printer Sharing** check box, under **Exceptions** tab.
11. On desktop, click **Start**, and right-click **My Computer**, click **Manage**. Computer Management window appears.
12. On the navigation pane, click **Local Users and Groups** option, and then click **Users** folder, and double-click **Administrator**. Administrator Properties window appears.
13. Check **Password never expires** and uncheck **Account is disabled** check box.
14. Click **Apply** > **OK**.

Deploy/Upgrade Client

To Deploy/Upgrade eScan client on all computers in a group or an individual computer, follow the steps given below:

Installing eScan Client on a Group

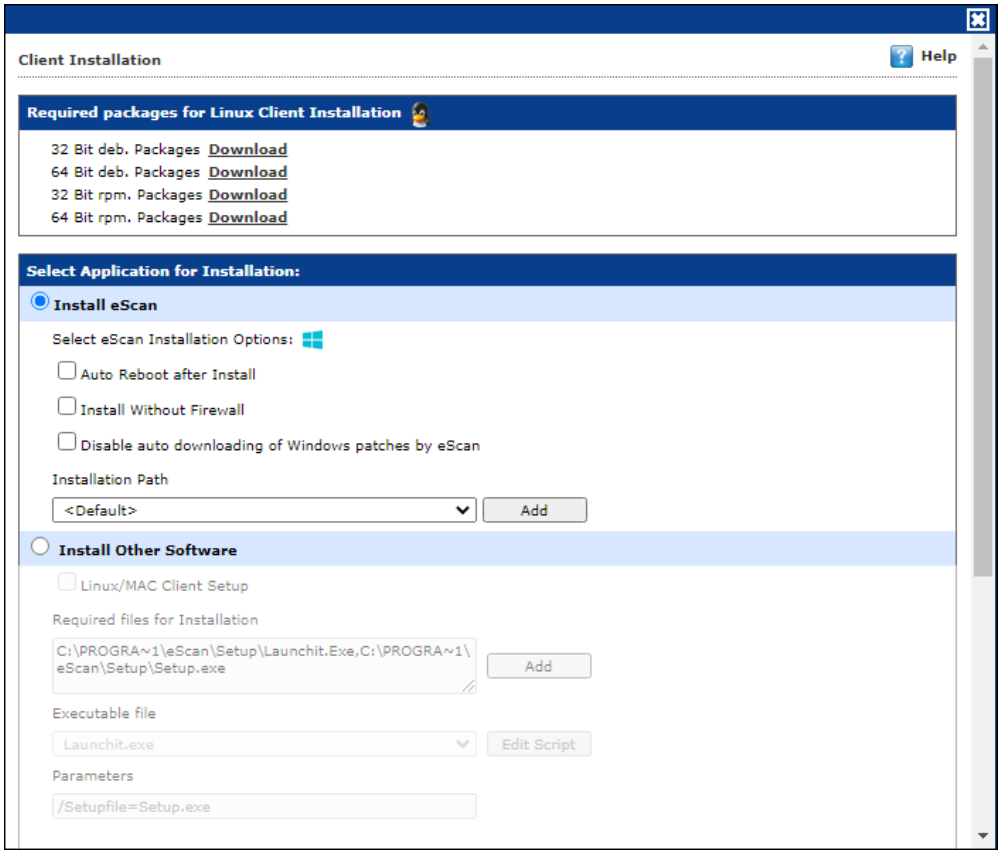
1. Select the group on which you want to install eScan client.
2. Click **Action List** > **Deploy/Upgrade Client**.
   Client Installation window appears.



3. Select **Install eScan** option.
   By Default eScan is installed at the following Path on a Client computer.
   C:\Program Files\eScan (default path for 32-bit computer)
   OR
   C:\Program Files (x86)\eScan (default path for 64-bit computers).
4. To define a different installation path, click **Add**. (Skip this step if default path chosen).
5. Click **Install**. A window displays File transfer progress. After Installation, the eScan status will be updated in Managed Computers list.

Installing eScan Client on an Individual Computer in a Group

1. Select a group.
2. Under the group, click **Client Computers**.
3. Select a computer.
4. Click **Client Action List** > **Deploy/Upgrade Client**. Client Installation window appears.



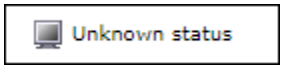
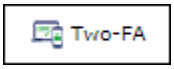
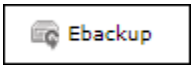
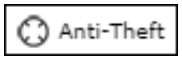
5. Select **Install eScan** option.
   By default eScan is installed at the following path on a Client computer.
   C:\Program Files\eScan (default path for 32-bit computer)
   OR
   C:\Program Files (x86)\eScan (default path for 64-bit computers).
6. To define a different installation path, click **Add**. (Skip this step if default path chosen).
7. Click **Install**. A window displays File transfer progress. After eScan installation, the eScan status will be updated in Managed Computers list.

Refresh Client

To refresh status of any client computer, follow the steps given below:

1. Under any group, click **Client Computers**. A list of computers appears on the right pane.
2. Select a computer.
3. Click **Refresh Client**. The Client will be refreshed.

Understanding the eScan Client Protection Status

	This status is displayed when the File anti-virus module of eScan Client is enabled and eScan was updated in last 2 days.
	This status is displayed when either eScan is not installed on any computer or File AV/Real Time Protection is disabled.
	This status is displayed when communication is broken between Server and Client due to unknown reason.
	This status is displayed when a computer is defined as an Update Agent for the group.
	This status is displayed when a computer is added to RMM license and the computer can be connected via RMM service.
	This status is displayed when a computer is added to 2FA license.
	This status is displayed when a computer is added to DLP license.
	This status is displayed when a computer is added to eBackup license.
	This status is displayed when a computer is added to Anti-Theft Portal.

Moving computer from one group to other

To move computers from one group to other, follow the steps given below:

1. Click **Managed Computers**.
2. Select the desired computers present in a group.
3. Click **Client Action List** > **Move to Group**.
4. Select the group in the tree to which you wish to move the selected computers and click **OK**.

The computers will be moved to the selected group.

Viewing installed software (on Client computer)

To view the installed software, follow the steps given below:

1. In folder tree, click **Managed Computers**.
2. Select the desired computer.
3. Click **Client Action List** > **Show Installed Software**.
   A list of all the Software installed on that computer will be displayed on pop up window in an instant.

Removing computers from a group

To remove computers from a group, follow the steps given below:

1. Click **Managed Computers**.
2. Select the desired computers for removal.
3. Click **Client Action List** > **Remove from Group**.
   A confirmation prompt appears.
4. Click **OK**.
   The computers will be removed from the group.

Installing eScan on Linux and MAC Computers

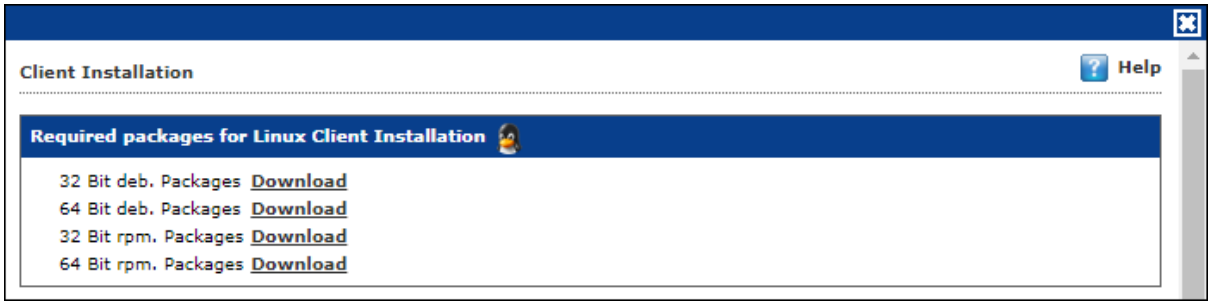
The installation process of eScan on Linux or Mac computers.

Installing eScan Client on Linux Computers

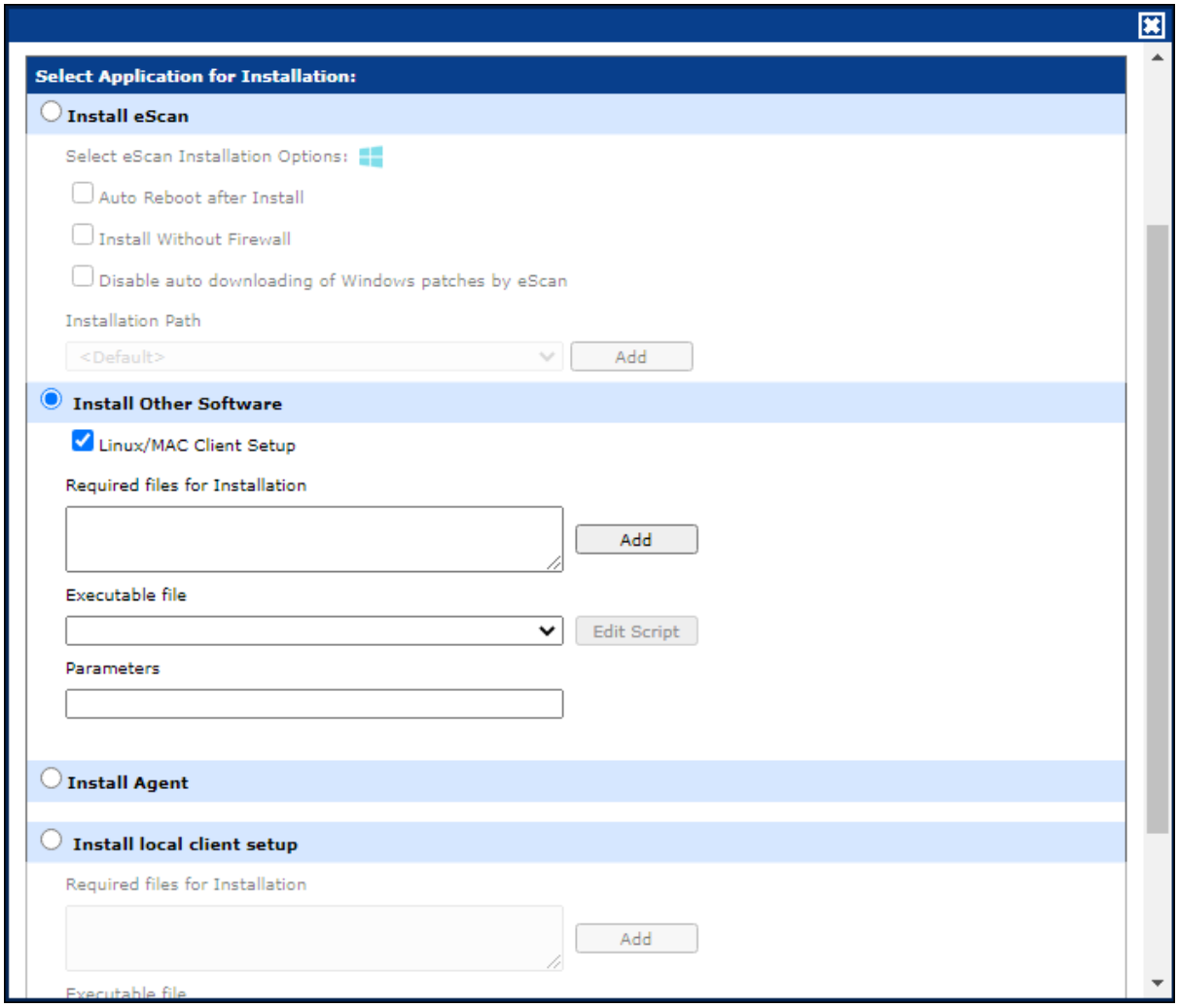
To install eScan Client on Linux computers, follow the steps given below:

1. Login to the EMC with your username and password.
2. Click Managed Computers on the navigation panel and select a group.
3. Under the group, click Client Computer and select a computer.
4. To deploy the setup, click **Client Action List** > **Deploy/ Upgrade Client**.

5. Download respective agent link from **Required package for Linux Client Installation** option.



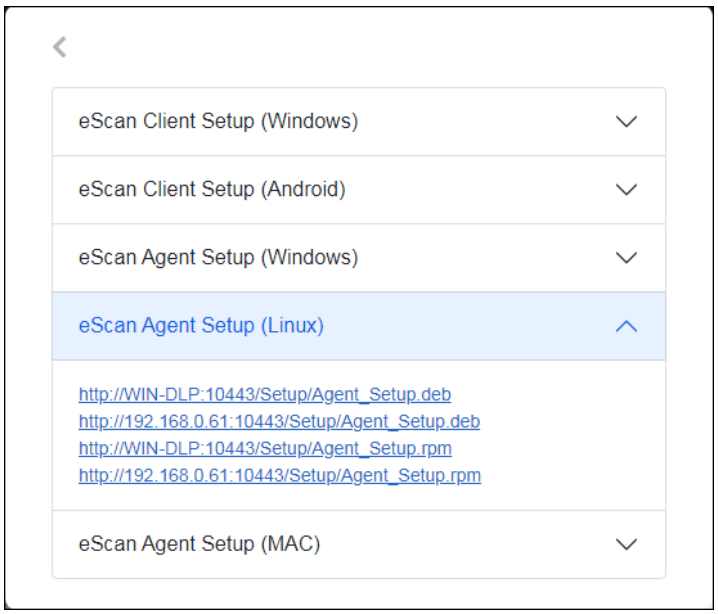
6. Click **Install Other Software** and select **Linux/MAC Client setup** option.



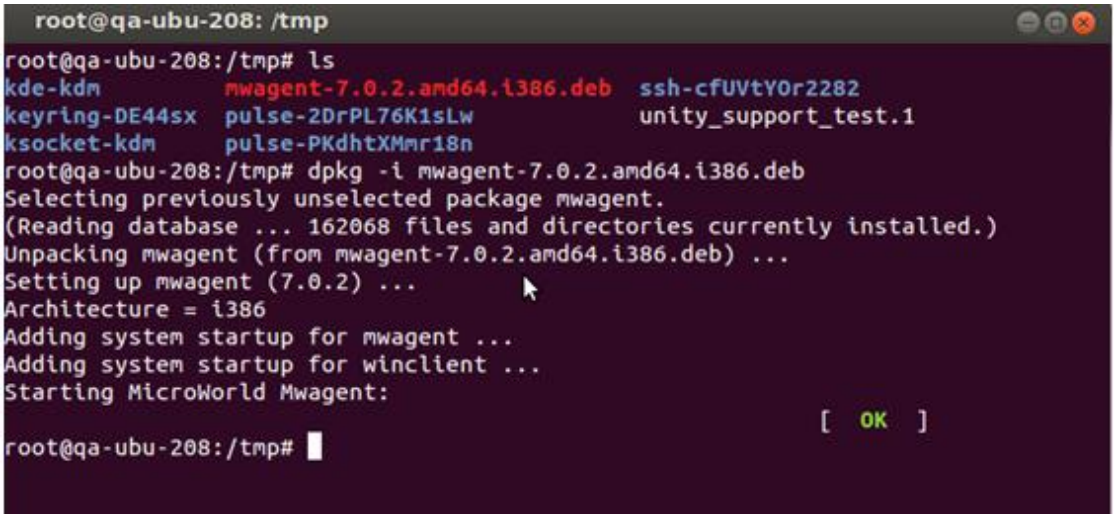
Click **Install** to initiate the installation process. A notification will be displayed after successful installation.

Installing Agent on Linux

1. To manually install eScan Agent on Linux endpoint, please download the agent setup displayed on the **Login Page** > **Setup Links** of eScan Management Console and Save to the Linux client.



2. Open the terminal for installing Agent.
3. Installation of Agent requires root or sudo user authentication. After Login as **root** or **sudo user**, go to the path where the **Agent_setup.deb** file has been saved.
4. Install the agent from the path using the following command – ***dpkg – i***. (**for RPM based setup – Rpm-ivh)** –



Agent installation will begin. After completion you will be informed via a message and the Agent will run on your computer.

Installing eScan Agent on Mac Computers

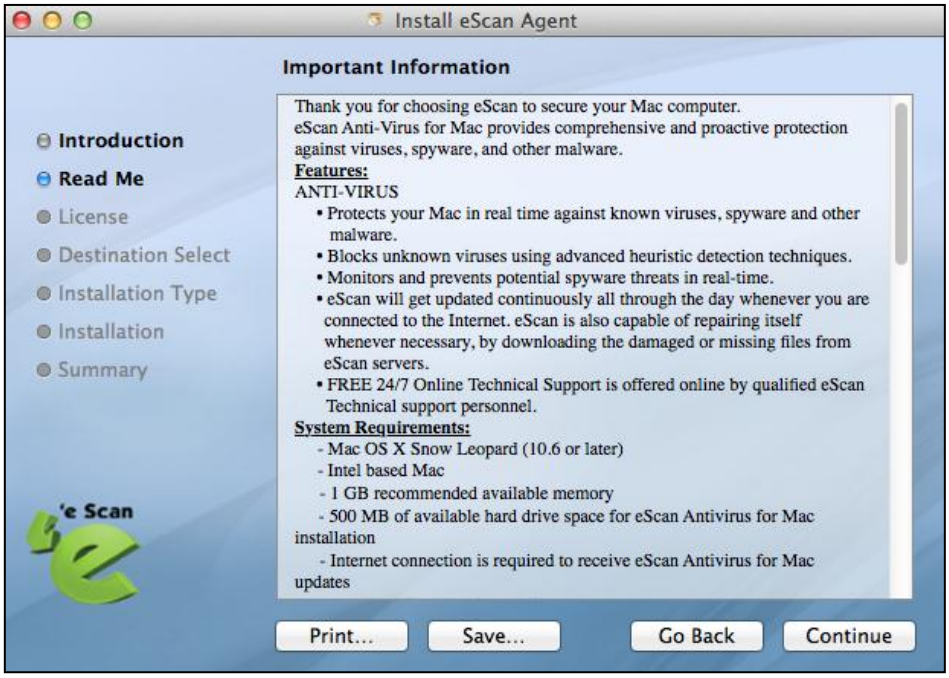
To install eScan Agent on Mac computers follow the steps given below:

1. Download agent from the link received via mail and save it at the desired path on the computer where you wish to install eScan Client.
2. Go to the path where Agent is saved.
3. Double-click **Agent_Setup.dmg** file to run the installation wizard. Agent Installation Wizard will run.

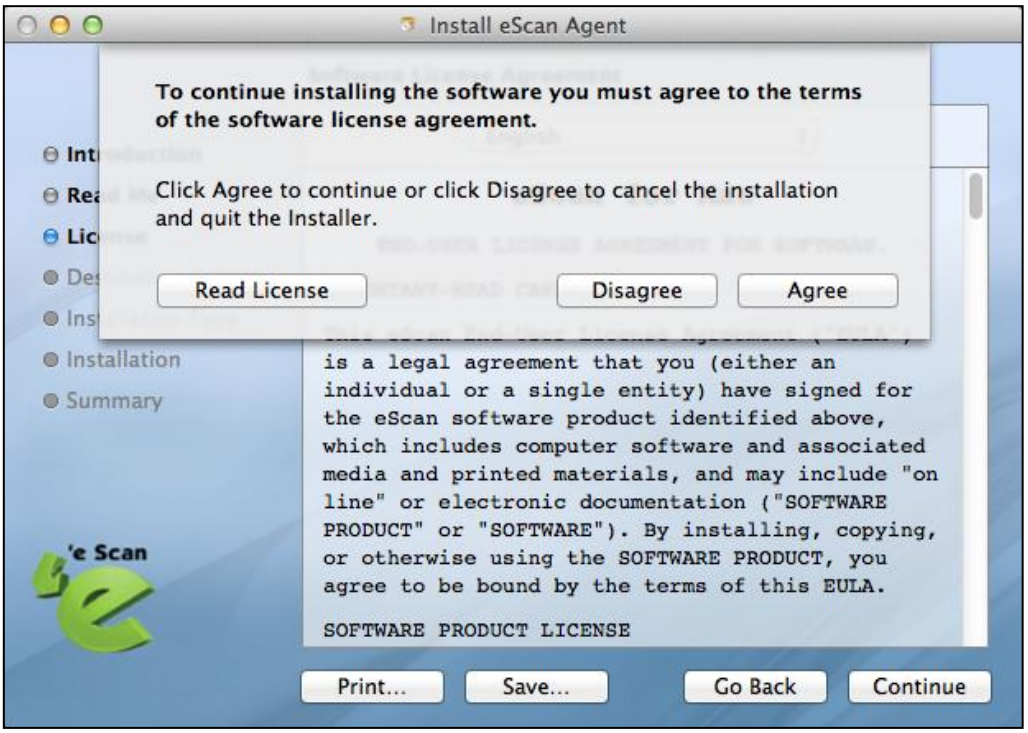
4. Double-click **eScan Agent**. This will start the installation process. Introduction window appears.
5. To proceed, click **Continue**.

The installation wizard displays Read Me window.

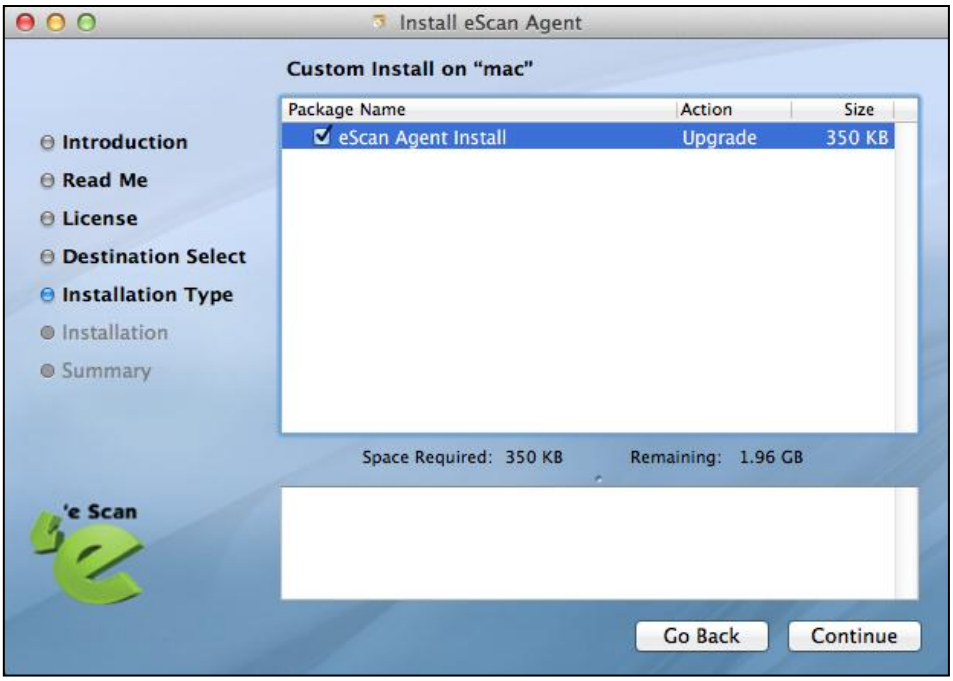
6. Please read the system requirements and click **Continue**.
   License window appears.



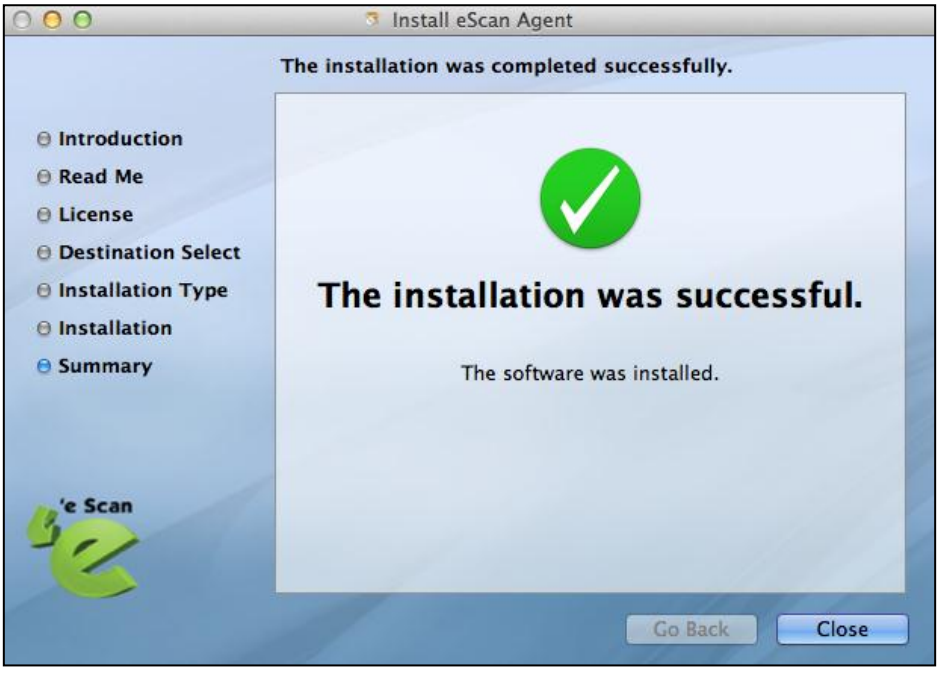
7. Please read the agreement completely and then click **Continue**.
8. Agree to terms and conditions by clicking **Agree**.



9. Select **eScan Agent Install** check box and click **Continue**.



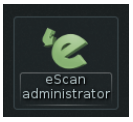
10. Select the destination folder by clicking **Change install Location** and click **Install**.



11. To exit the installation wizard, click **Close**.

In Linux

- eScan Administrator Icon will be displayed on desktop.



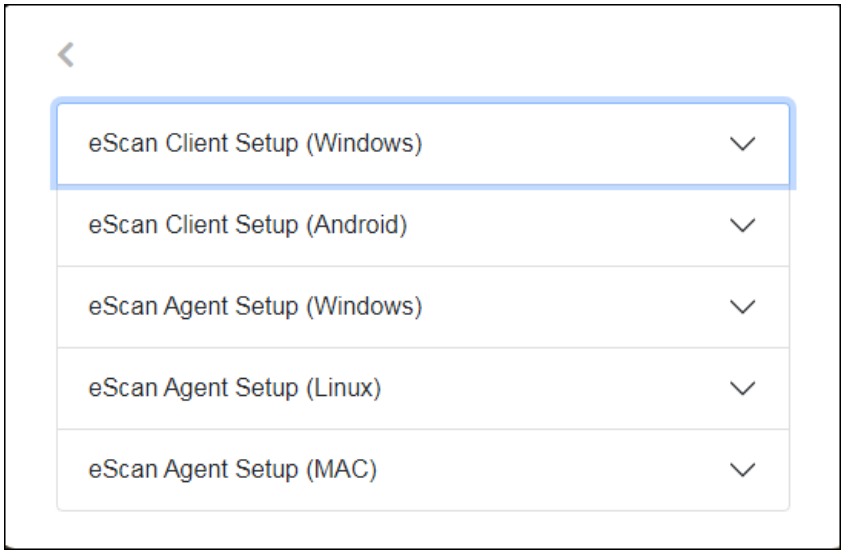
In Mac

- An Icon of eScan will be displayed in the **Dock**. Double-click it to launch eScan.

Manual installation of eScan Client on network computers

If remote installation is not possible, you may manually install the eScan Management Console.

To install manually, the download links for manually installation of the **eScan Client** or **Agent** are displayed on the **Login Page** > **Setup Links** of eScan Management Console. Forward this link to the user of the Client computer on mail and guide the user through the installation process.



Installing eScan Client Using Agent

You may install the eScan Client using an Agent in following ways:

- Remotely installing agent on Client computer(s)
- Manually installing agent on Client computer(s)

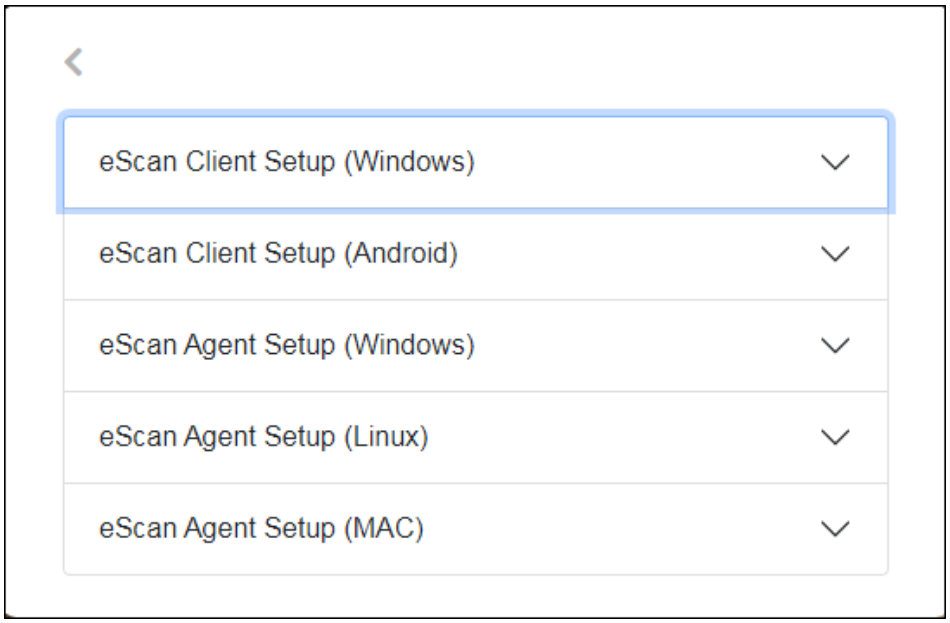
Remotely installing agent on Client computer(s)

1. Click Managed Computers.
2. Select the computer(s) from a group.
3. Click **Client Action List** > **Deploy/Upgrade Client**.
4. Select **Install Agent** option and click **Install**. eScan Agent will be installed on selected computers.

NOTE	This option useful in case there are glitches in the network connectivity between server and Client computer. It will overcome those glitches and speed up the client installation on the selected computers.

Manually installing eScan Agent on Client computer(s)

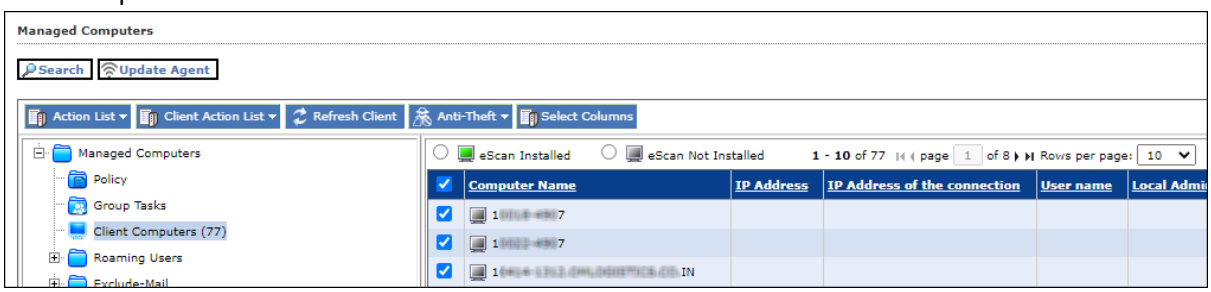
To manually install eScan Agent on computers, please send the link displayed on the **Login Page** > **Setup Links** of eScan Management Console to the users of the Client computer on mail.



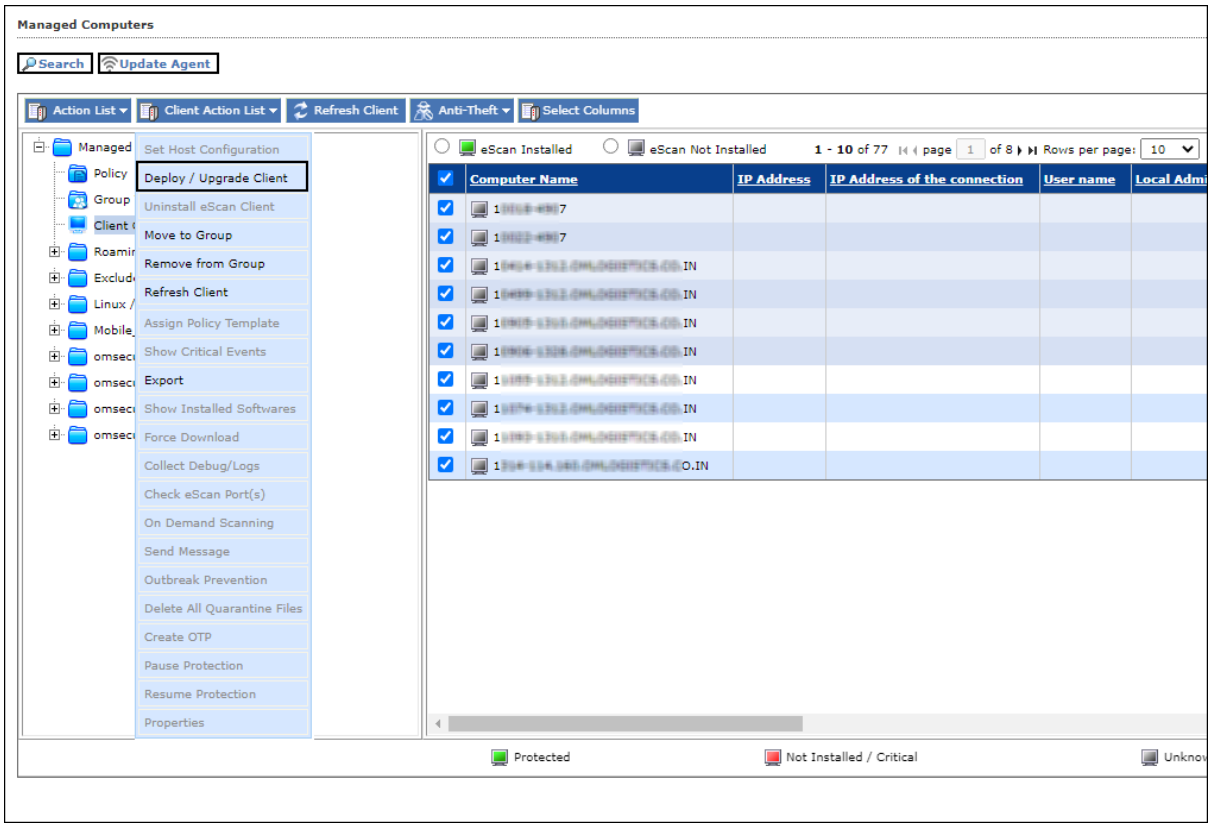
Installing other Software (Third Party Software)

To install third party software on computers, follow the steps given below:

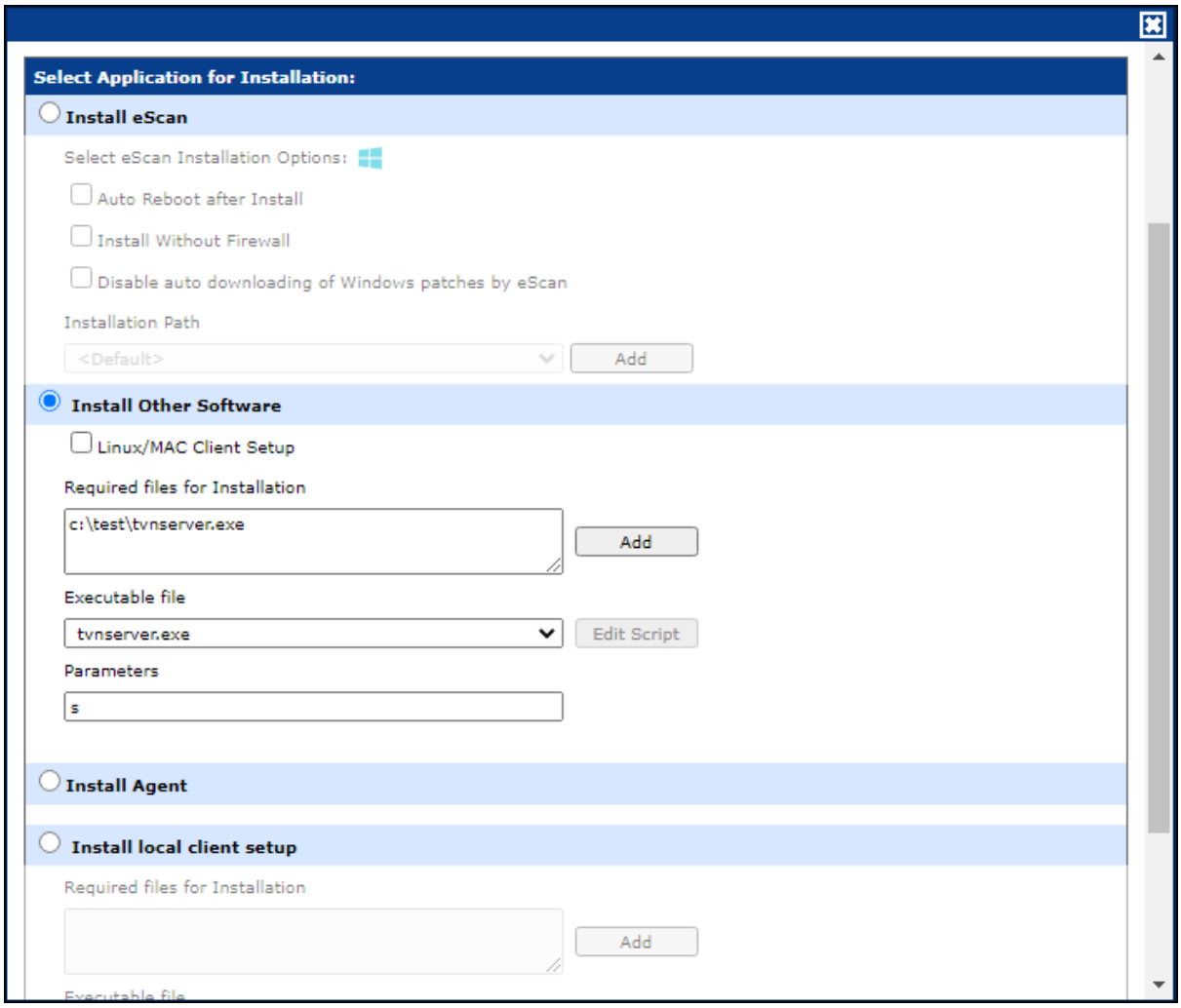
1. Open eScan Management Console.
2. Click Managed Computers.
3. Select a computer from a group where you wish to deploy eScan Offline updates update eScan clients.



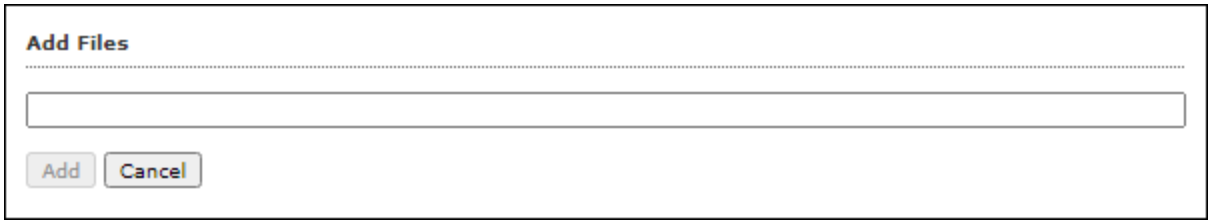
4. Click **Client Action List** > **Deploy/Upgrade Client**. Client Installation window appears.



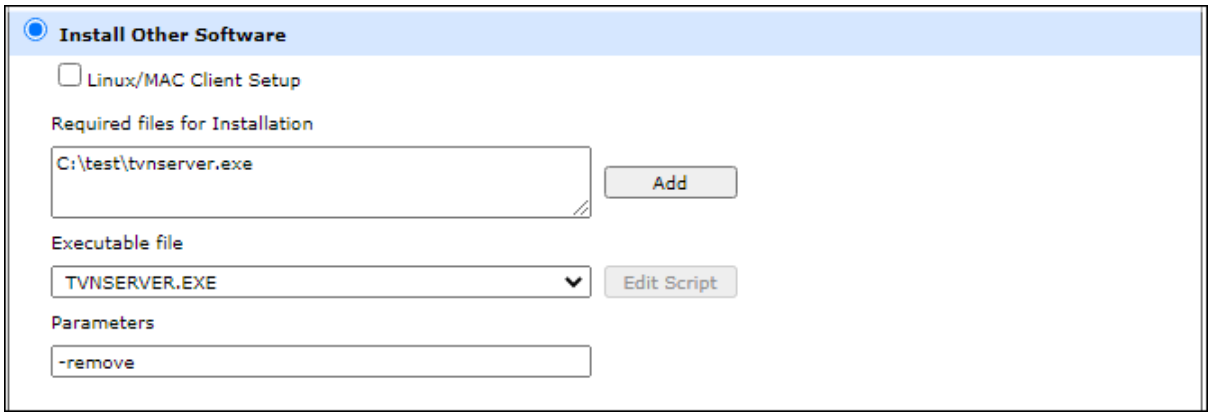
5. Select **Install Other Software** option.



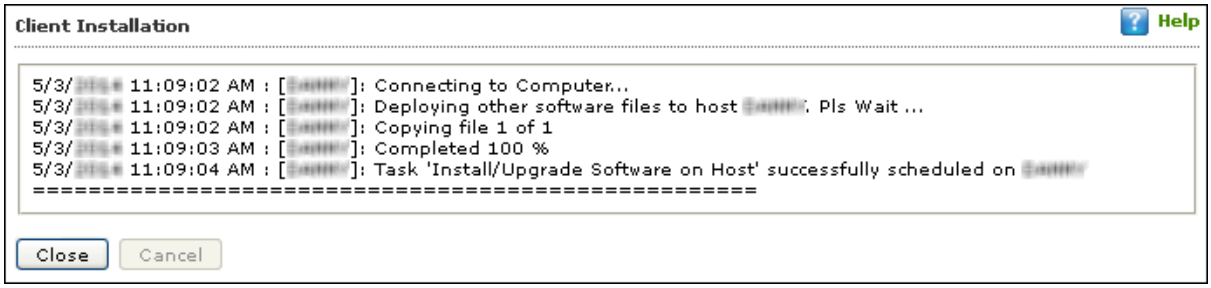
6. Click **Add.**
   Add Files window appears.



7. Enter the exact path of the EXE (on eScan Server) and click **Add**. The selected **EXE** will be added to the "Required files for Installation" list.



8. The Executable Filename will be displayed in the respective drop-down menu.
9. Define the command line parameters if required.
10. Click **Install** to initiate the installation process. A confirmation message appears.



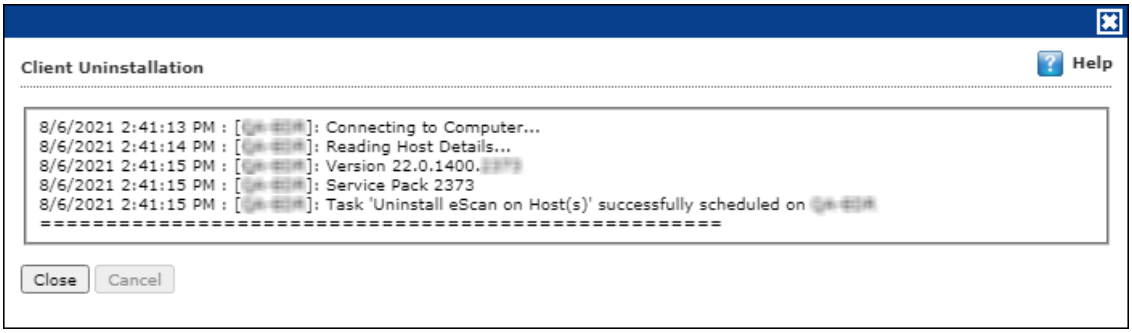
After deployment, eScan client will be installed and updates will be installed automatically on selected managed computers where it was deployed through eScan Management Console.

Uninstall eScan Client (Windows, Mac, and Linux)

To uninstall eScan Client on all the computer from a group, follow the steps given below:

1. Select the group of computers for uninstallation.
2. Click **Action List** > **Uninstall eScan Client**.
   Client Uninstallation window appears.

3. Click **Uninstall**.
   The Client Uninstallation window displays the progress.



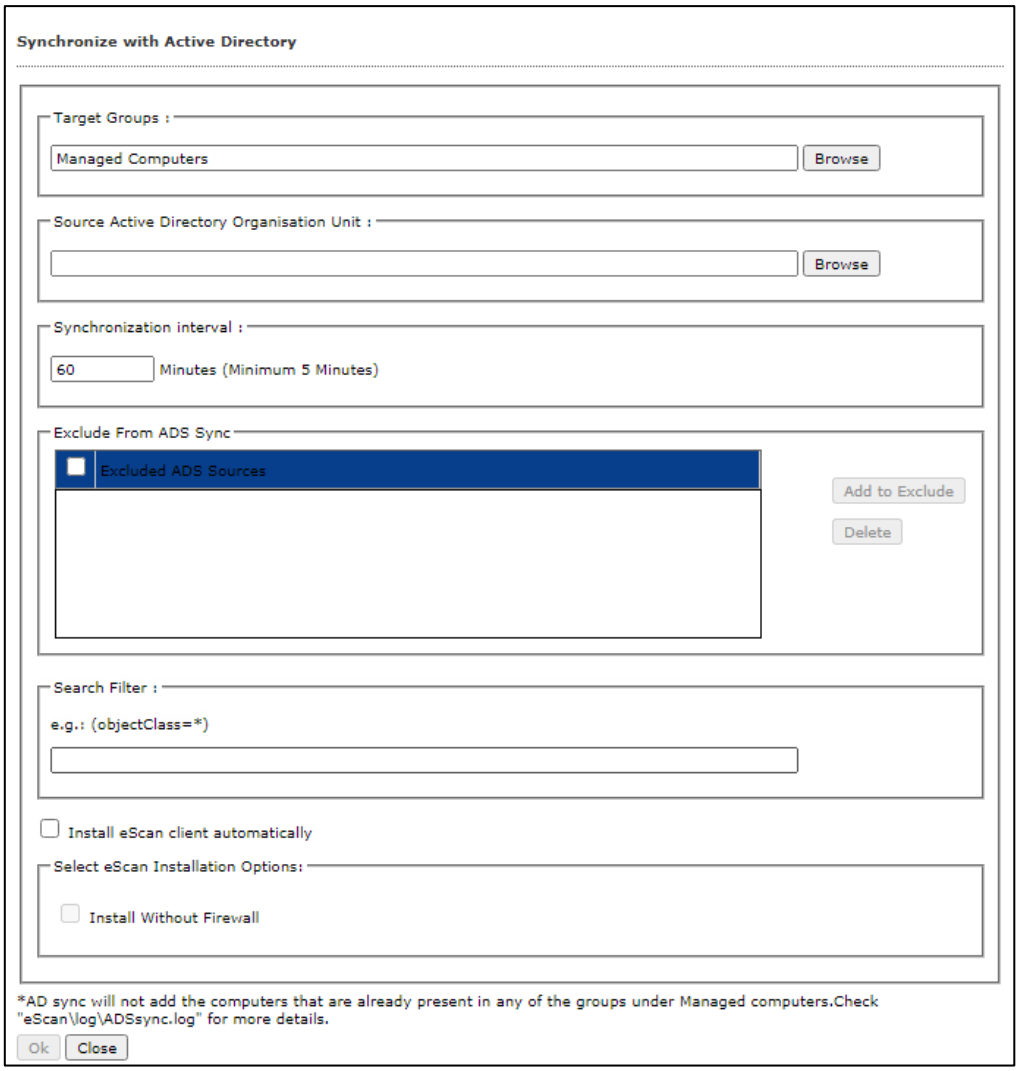
After the uninstallation process is over, click **Close**.

NOTE	You can uninstall eScan Client from all the computers in the group by selecting the Group and then click **Action List** > **Uninstall eScan Client**.

Synchronize with Active Directory

To synchronize a group with Active Directory, follow the steps given below:

1. In the Managed Computers folder tree, select a group for synchronization.
2. Click **Action List** > **Synchronize with Active Directory**.
   Synchronize with Active Directory window appears.



Source Active Directory Organization Unit

Click **Browse** and select an Active Directory.

Synchronization Interval

Enter the preferred duration (in minutes).

Exclude from ADS Sync

This field displays a list of excluded Active Directory sources.

To delete a source, select the check box Excluded ADS Sources. Select a source(s) and then click **Delete**.

To exclude a source, select the source and then click **Add to Exclude**.

Search Filter
It lets you search an Active Directory for an object class.

Install eScan manually
Selecting this option lets you install eScan manually on the computers.

Install without Firewall
Selecting this option lets you install eScan without firewall.

5. After performing the necessary actions, click **OK**.
   The group will be synchronized with the Active Directory.

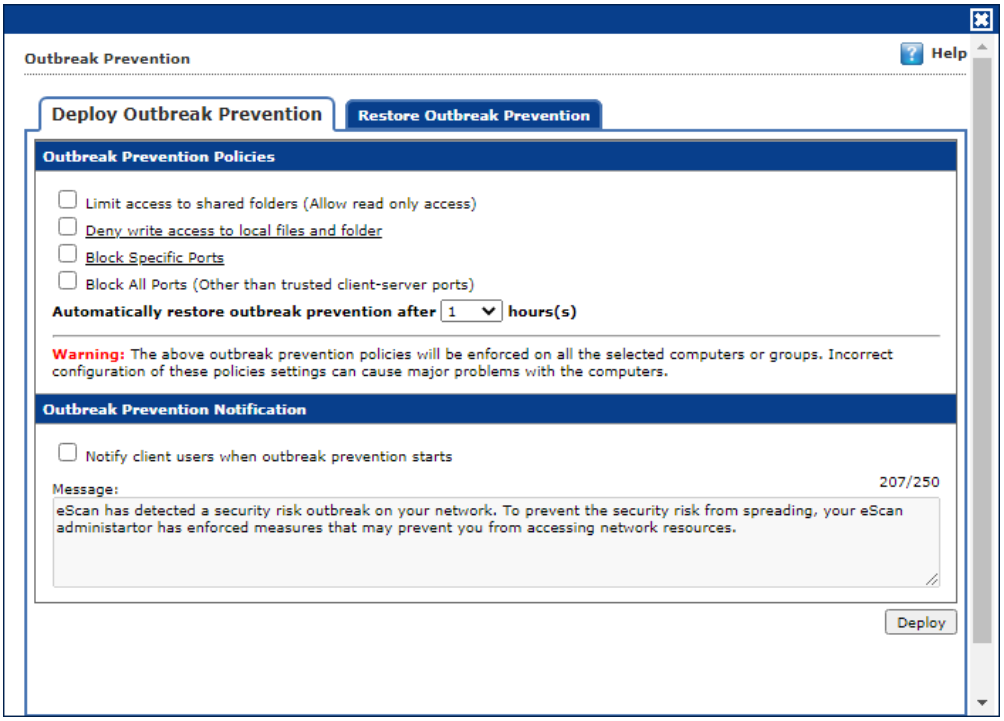
Outbreak Prevention

Upon virus detection, eScan quarantines the virus and restricts it from spreading across the network. The Outbreak Prevention feature lets you configure policies for the network.

Deploying Outbreak Prevention

To deploy Outbreak Prevention feature, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Click **Action List** > **Outbreak Prevention**.
   Outbreak Prevention window appears.



Limit access to shared folders
Select this check box to limit the infection's access to shared folders.

Deny write access to local files and folder
Select this check box to deny the infection write access for any file. Clicking the link displays another window that lets you specifically select folders and subfolders that should be denied and allowed access for modification.

Block specific ports
Select this check box to prevent infection from accessing specific ports. Clicking the link displays another window that lets you block incoming and outgoing data packets along with TCP and UDP ports.

Block All Ports (Other than trusted client-server ports)
Select this check box to block all ports other than trusted client server ports.

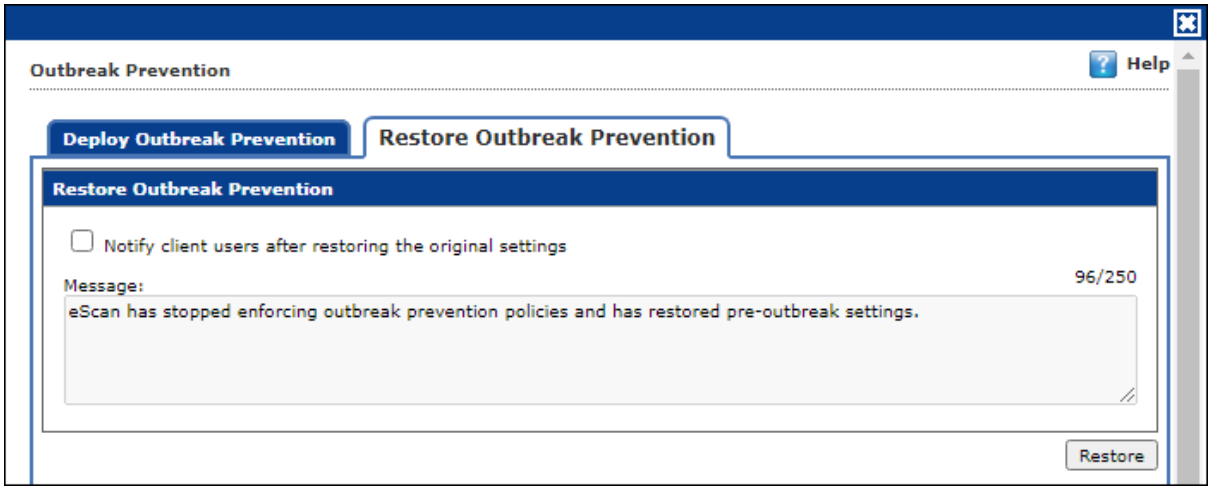
Automatically restore the outbreak prevention after hour(s)
This feature lets you restore outbreak prevention automatically after set duration (hours). Click the drop-down and select the preferred duration.

Outbreak Prevention Notification
To send a notification to client users after Outbreak Prevention is deployed, select the check box **Notify client users when outbreak prevention starts**. You can even write your own custom message for this feature in the Message field.

After making the necessary selections, click **Deploy**. The Outbreak Prevention feature will be deployed for the selected group.

Restore Outbreak Prevention

In the Outbreak Prevention window, click **Restore Outbreak Prevention** tab.

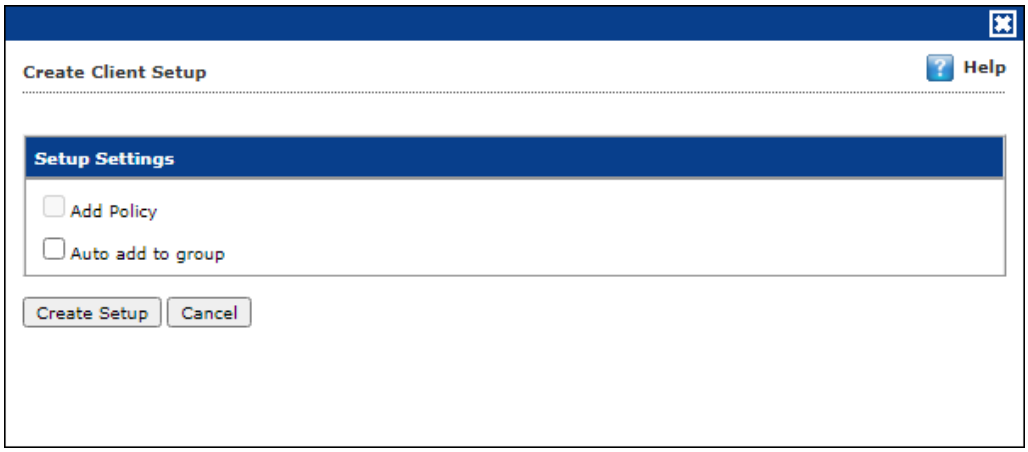


To restore Outbreak Prevention manually, click **Restore**.
To notify clients about Outbreak Prevention restoration, select the check box **Notify client users after the original settings**.

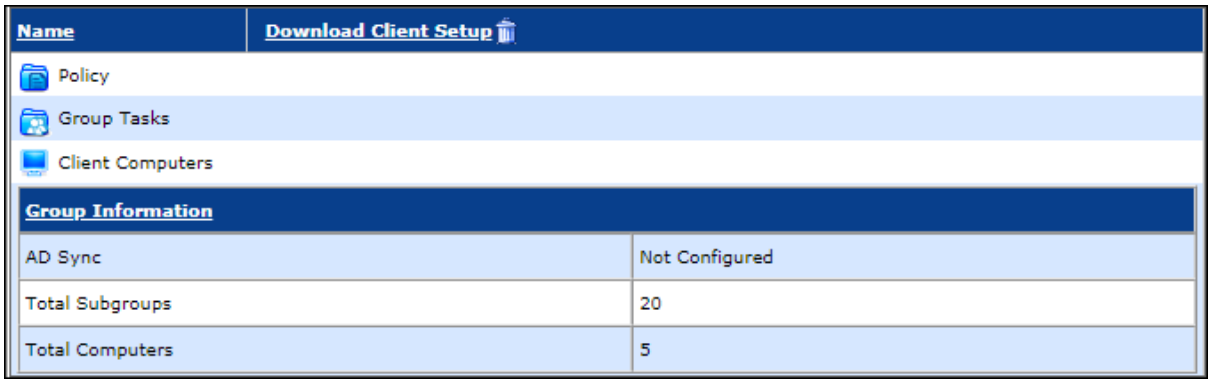
Create Client Setup

To create a Client setup, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Click **Action List** > **Create Client Setup**.
   Create Client Setup window appears.



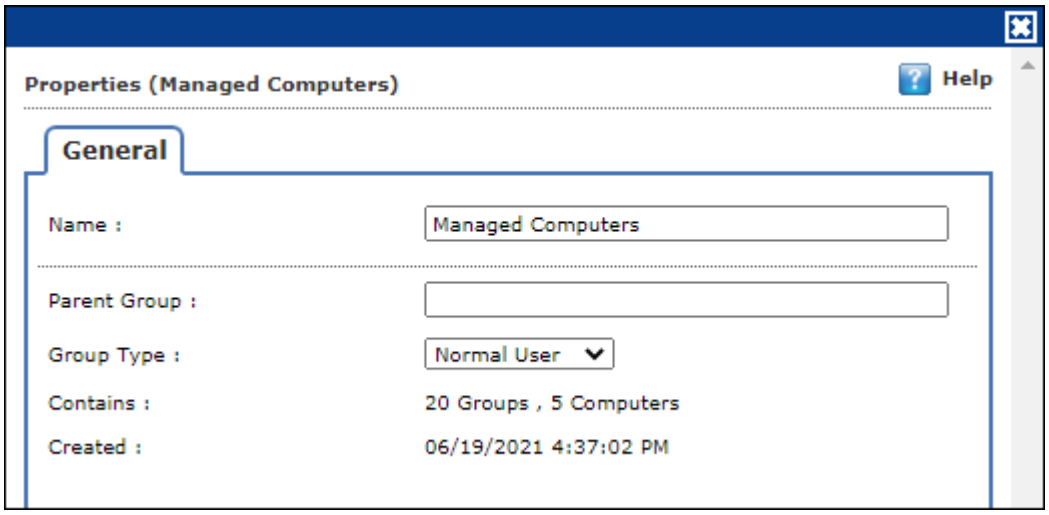
3. Select the necessary settings.
4. Click **Create Setup**. The Client setup will be created and a download link will be displayed in right pane.



Properties of a group

To view the properties of a group, follow the steps given below:

1. Select a group.
2. Click **Action List** > **Properties**.
   Properties window appears.



In Properties, **General** tab displays following details:

- Group Name
- Parent Group
- Group Type – Normal or Roaming User
- Contains – Sub Groups or Number of Computers in that Group
- Creation date of the Group

Group Tasks

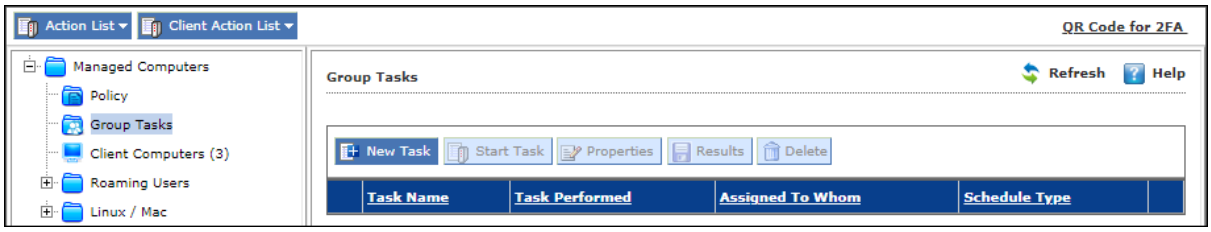
With the **Group Tasks** option, you can create a task, start a task, select a task and view its properties, view task results as well as delete an already created task. Tasks can include the following.

- Enable/Disable desired Module
- Set Update Server
- Scheduling Scan on Networked Computers

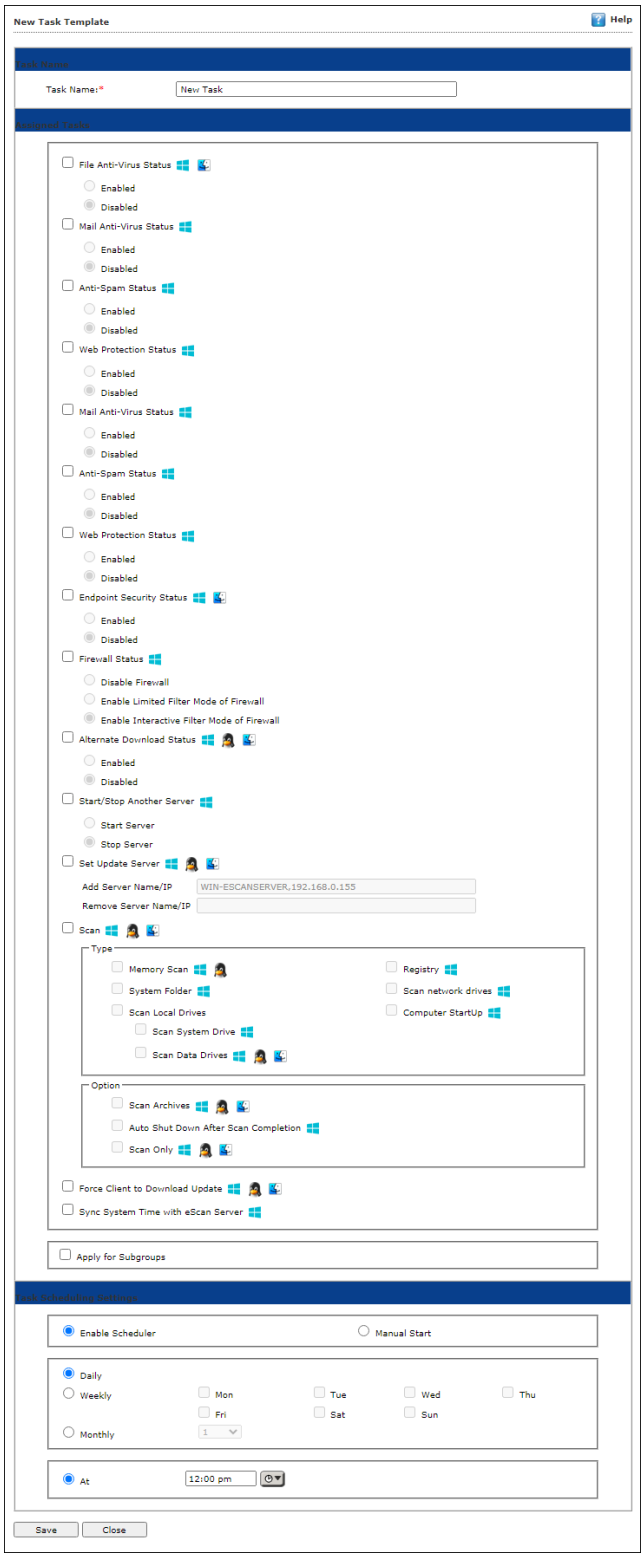
Creating a Group Task

To create a Group Task, follow the steps given below:

1. Select a group.
2. In group's folder tree, click **Group Tasks**.
3. In the Group Tasks pane, click **New Task**.



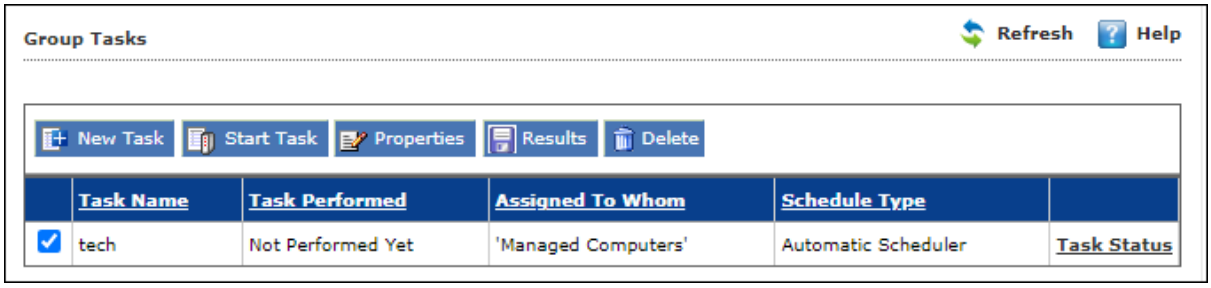
4. New Task Template window appears. This window lets you define Task Name, assign a task as well as schedule a task on computers.



5. Enter the Task Name and configure the desired task settings.
6. Click **Save**. The selected group will be assigned a task template.

Managing a Group Task

Selecting a Group Task enables **Start Task**, **Properties**, **Results** and **Delete** buttons.



Start Task

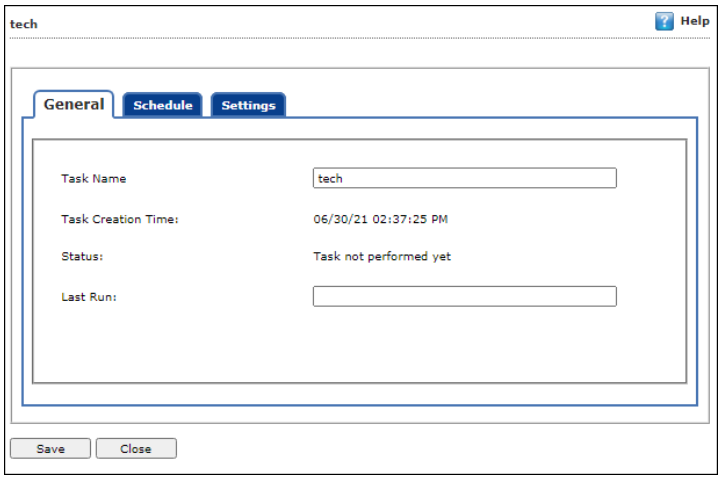
To start a task manually, select a task and then click **Start Task**.

Delete Task

To delete a task, select a task and then click **Delete**.

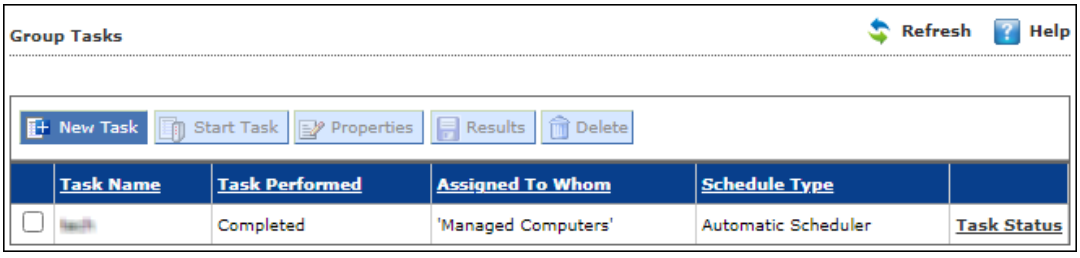
Properties

To view the properties of a task, select a task and then click **Properties**. It also lets you modify or redefine the entire settings configured. After making the necessary changes, click **Save**. The properties for the group task will be saved and updated.



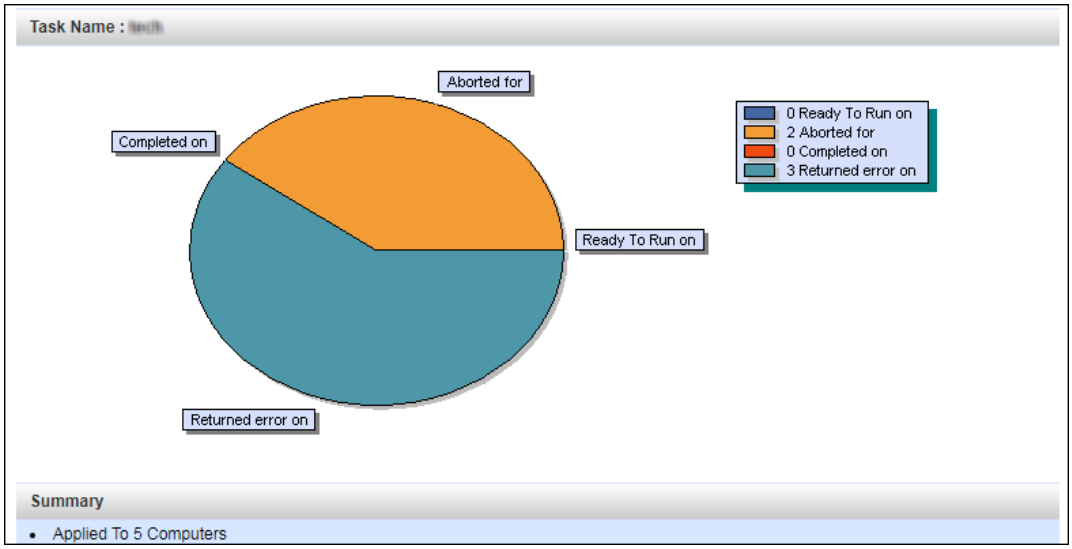
Results

To view the results of a completed task, select a task and then click **Results**.



Task Status

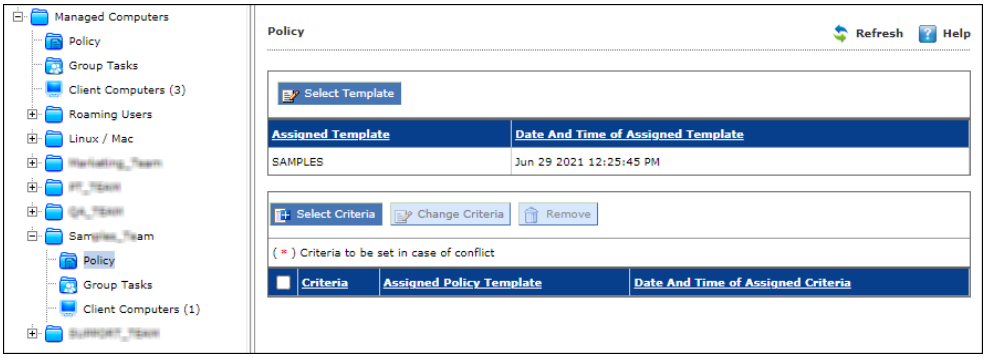
To view the status, select a task and then click **Task Status**. A brief task summary is displayed.



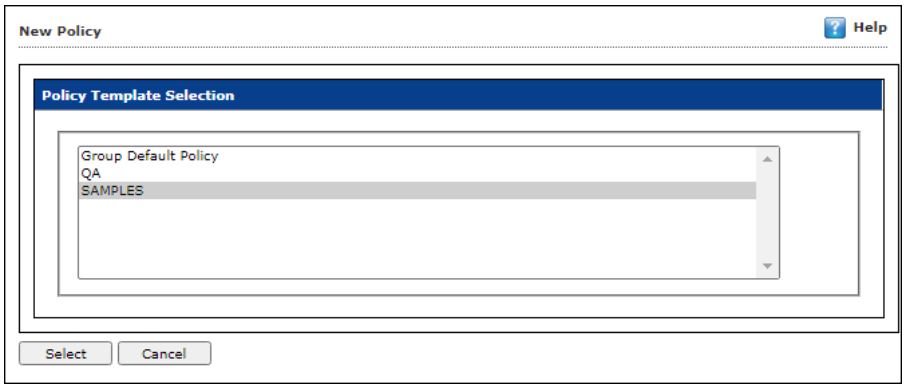
Assigning a Policy to the group

To assign a Policy to the group, follow the steps given below:

1. In the Managed Computers folder tree, select a group.
2. Under the group name, click **Policy**.
   Policy pane appears on the right side.

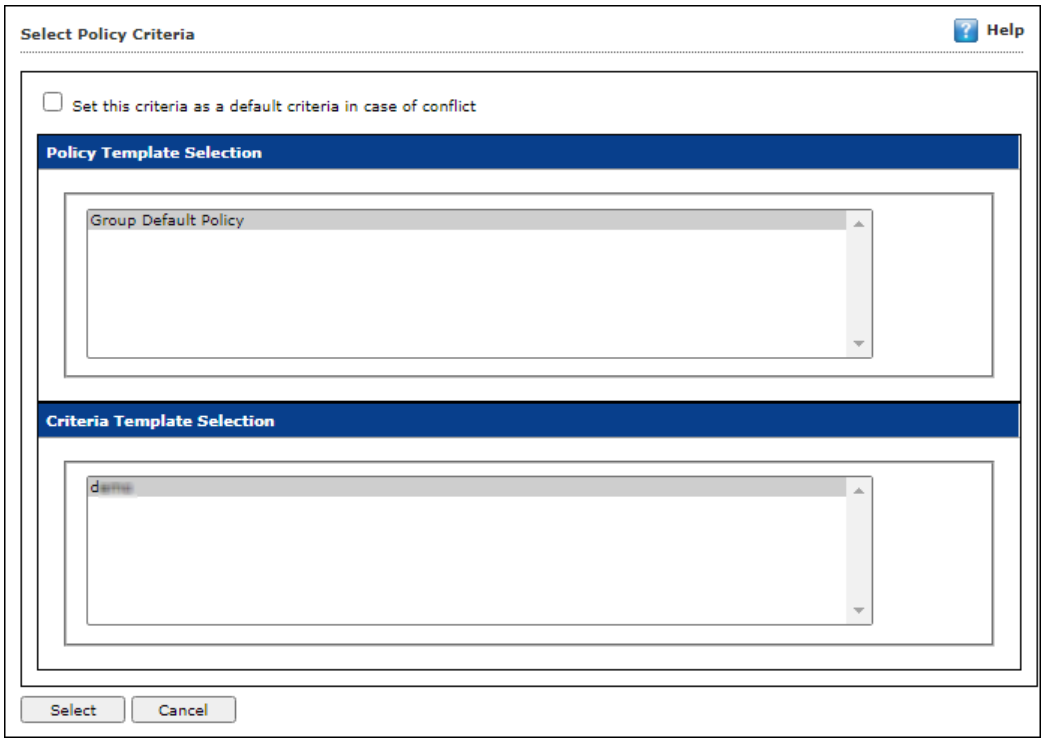


3. To assign a Policy Template to group, click **Select Template**. New policy window appears.



4. Select a policy template and then click **Select**.
5. To assign criteria to group, click **Select Criteria**.

Select Policy Criteria window appears.



6. If a computer falls under both conditions created by you, it will create a conflict. To avoid such conflict, select the check box **Set this criteria as a default criteria in case of conflict**. Then select the Policy Template and Criteria Template to be used in case of conflict.
7. Click **Select**. The default Policy Template and Criteria Template for group will be saved and updated.

Client Action List

Client Action List lets you take action for specific computer(s) in a group. To enable this button, select computer(s) and then click **Client Action List**. The drop-down consists of following options:

- **Set Host Configuration**
- **Deploy/Upgrade Client**
- **Uninstall eScan Client**
- **Move to Group**
- **Remove from Group**
- **Refresh Client**
- **Connect to Client (RMM)**
- **Assign Policy Template**
- **Show Critical Events**
- **Export**
- **Show Installed Softwares**
- **Force Download**
- **Forensic-Port/Communication**
- **On Demand Scanning**
- **Send Message**
- **Outbreak Prevention**
- **Delete All Quarantine Files**
- **Create OTP**
- **Pause Protection**
- **Resume Protection**
- **Properties**

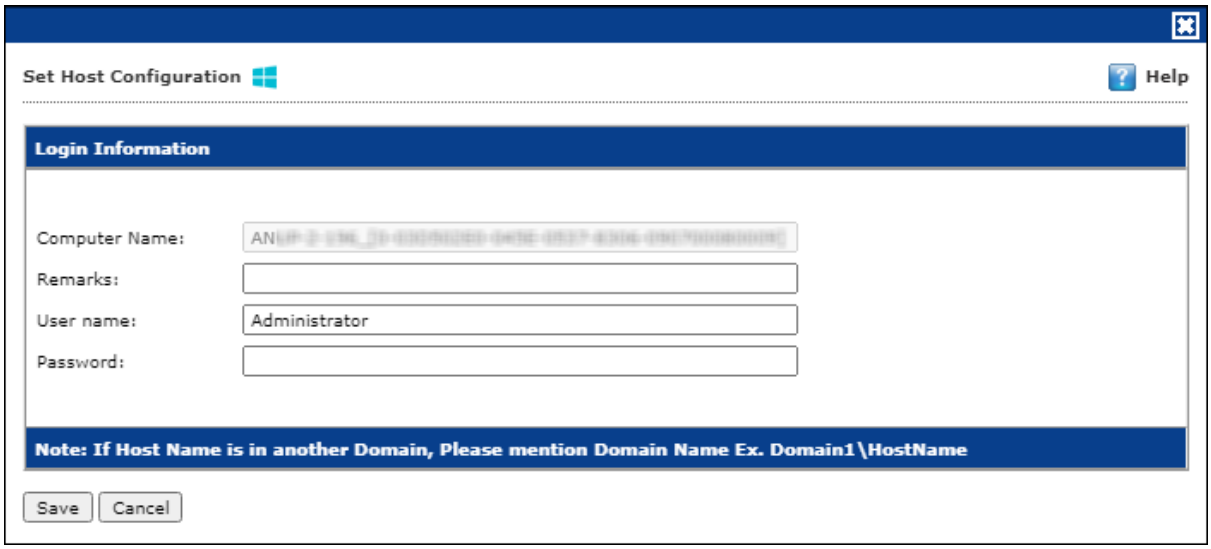
The Client Action List contains few options similar to Action List. These options perform same, except they perform the action only for selected computer(s).

Set Host Configuration

If you are unable to view details of Windows OS installed computer with **Properties** option, set its **Host Configuration**. Doing so will build communication between the server and selected computer, displaying its details.

To set Host Configuration for a selected computer, follow the steps given below:

1. Select the computer.
2. Click **Client Action List** > **Set Host Configuration**.
   Set Host Configuration window appears.



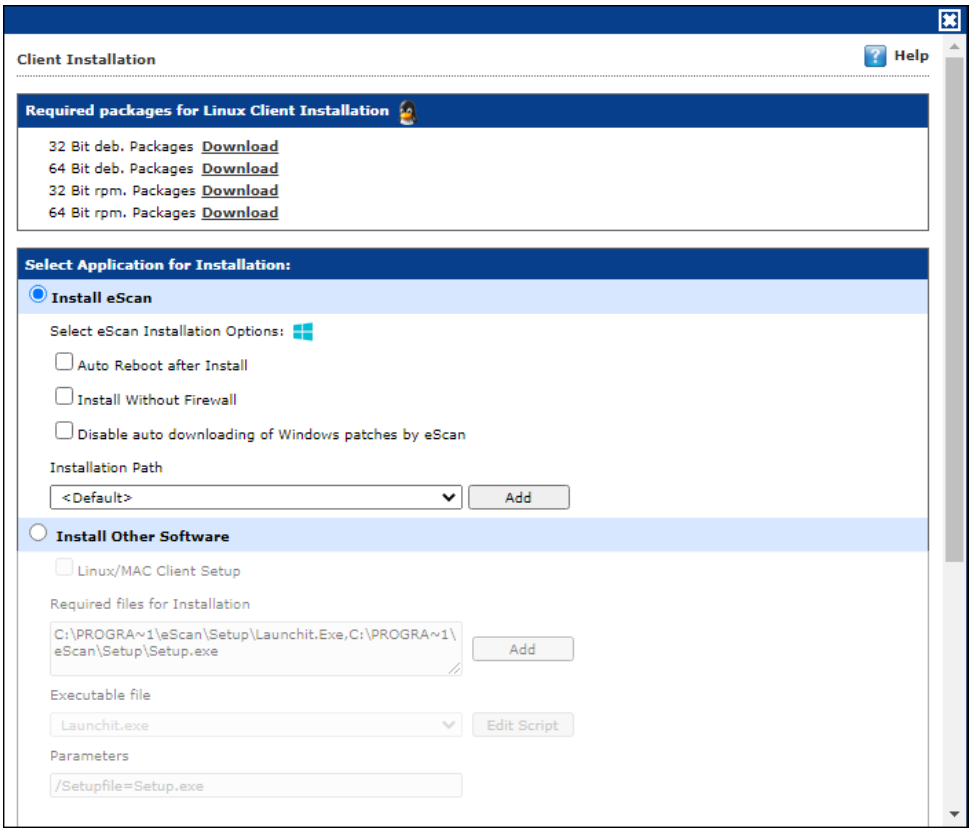
3. Enter Remarks and login credentials.
4. Click **Save**.
   The Host will be configured as per new settings.

Deploy/Upgrade Client

To Deploy/Upgrade eScan client on selective computers in a group or an individual computer, follow the steps given below:

Installing eScan Client on a Client Computer

1. Select a client computer within a group to install eScan client.
2. Click **Client Action List** > **Deploy/Upgrade Client**. Client Installation window appears.



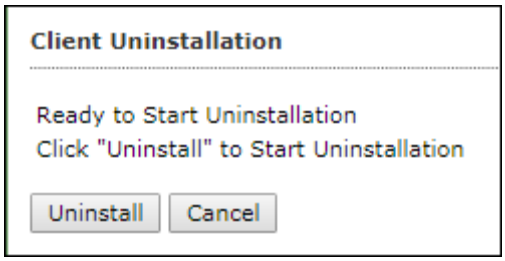
3. Select **Install eScan** option.
   By Default eScan is installed at the following Path on a Client computer.
   C:\Program Files\eScan (default path for 32-bit computer)
   OR
   C:\Program Files (x86)\eScan (default path for 64-bit computers).
4. To define a different installation path, click **Add**. (Skip this step if default path chosen).
5. Click **Install**.

A window displays File transfer progress. After Installation, the eScan status will be updated in Managed Computers list.

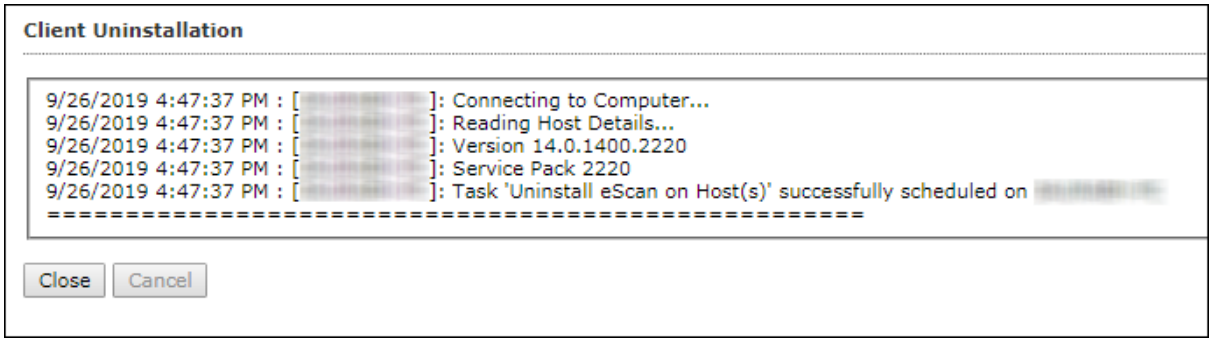
Uninstall eScan Client

To uninstall eScan Client on any computer, follow the steps given below:

1. Select the computer for uninstallation.
2. Click **Client Action List** > **Uninstall eScan Client**.
   Client Uninstallation window appears.



3. Click **Uninstall**.
   The Client Uninstallation window displays the progress.



4. After the uninstallation process is over, click **Close**.

NOTE	You can uninstall eScan Client from all the computers in the group by selecting the Group and then Click **Action List** > **Uninstall eScan Client**.

Move to Group

To move computers from one group to other, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the desired computers present in a group.
3. Click **Client Action List** > **Move to Group.**
4. Select the group in the tree to which you wish to move the selected computers and click **OK**. The computers will be moved to the selected group.

Remove from Group

To remove computers from a group, follow the steps given below:

1. Go to Managed Computers.
2. Select the desired computers for removal.
3. Click **Client Action List** > **Remove from Group**. A confirmation prompt appears.
4. Click **OK**. The computers will be removed from the group.

Refresh Client

To refresh status of any client computer, follow the steps given below:

1. Under any group, click **Client Computers**. A list of computers appears on the right pane.
2. Select a computer.
3. Click **Refresh Client**. The Client will be refreshed.

Connect to Client (RMM)

To add a computer to RMM licensed category, follow the steps given below:

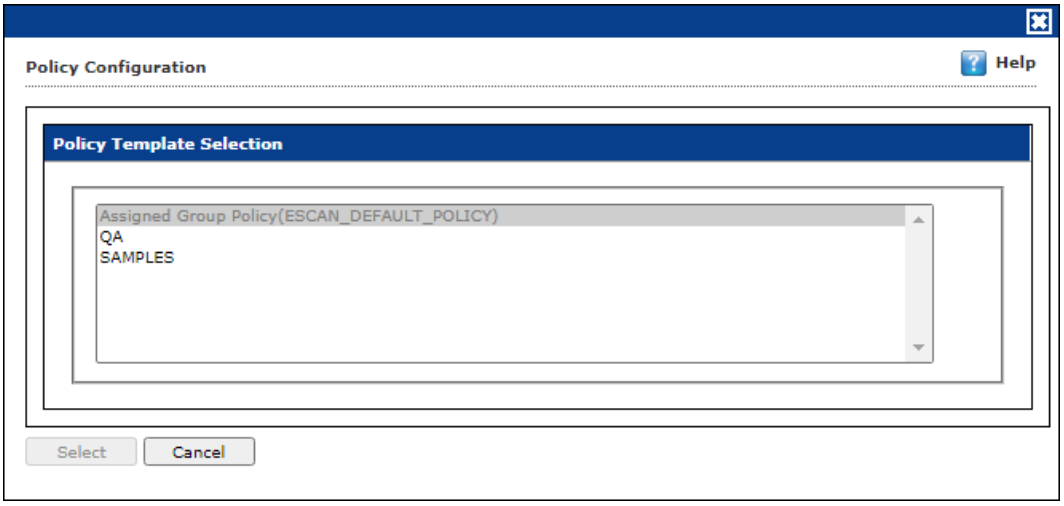
1. Go to **Managed Computers**.
2. Select the client computer which you want to add to RMM License.
3. Click **Client Action List** > **Connect to Client (RMM)**.
   RMM disclaimer appears.
4. Read the disclaimer thoroughly and then click **Accept**.
   Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.).

After you are done performing an activity, click the Disconnect icon to end remote connection.

Assign Policy Template

To assign policy template to specific computer, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer which you want to assign policy template.
3. Click **Client Action List** > **Assign Policy Template**.
4. Manage Add-On License window appears.



5. Select the policy template and click **Select** to add.
   The computer get assign with the selected policy template.

Show Critical Events

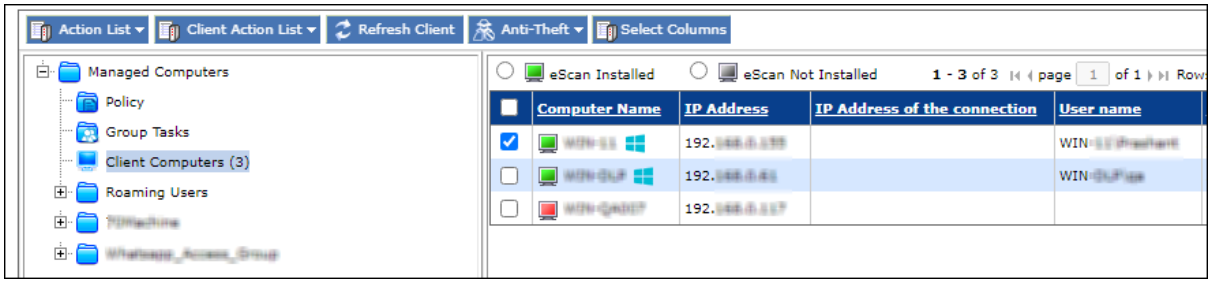
To show critical events of specific computer, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer which you want to assign policy template.
3. Click **Client Action List** > **Show Critical Events**.
   This will display the list of all the critical events of the computer that can also be exported as a report.

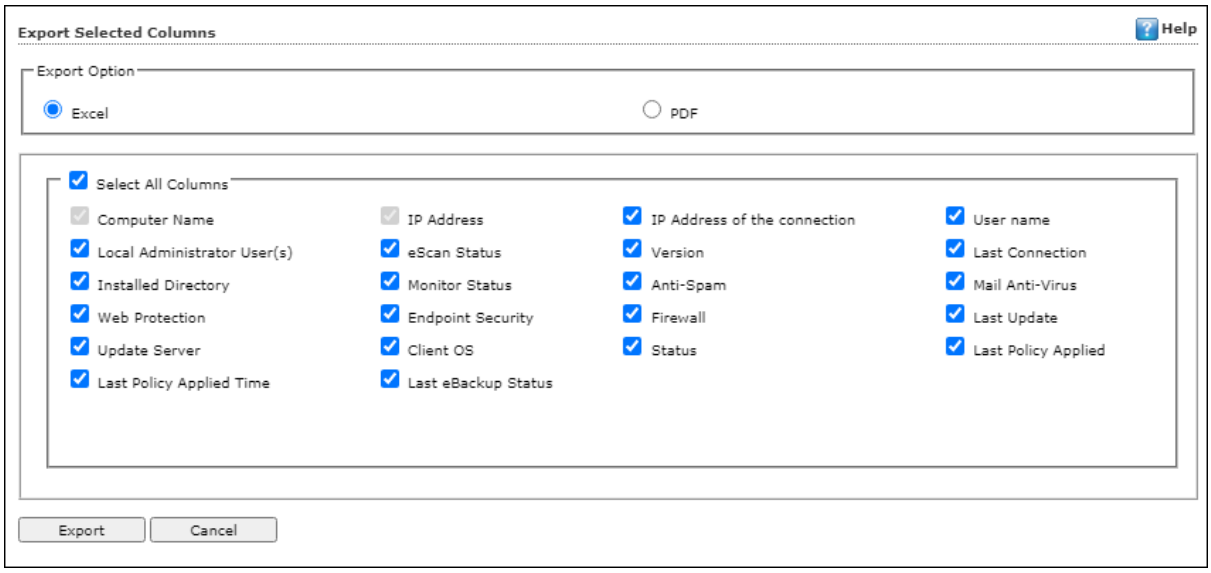
Export

To export a client computer's data, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select a client computer and the click **Client Action List** > **Export**.
   Export Selected Columns window appears displaying export options and a variety of columns to be exported.



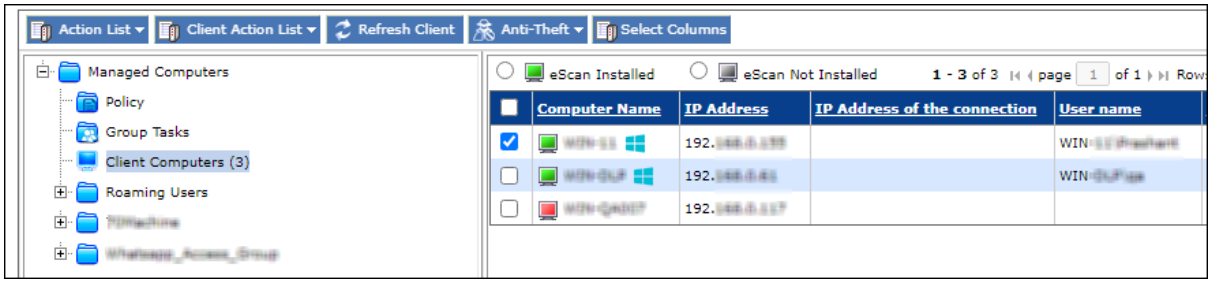
3. Select the preferred export option.
4. Select the preferred report columns.
5. Click **Export**.
   The report will be exported as per your preferences.

Show Installed Softwares

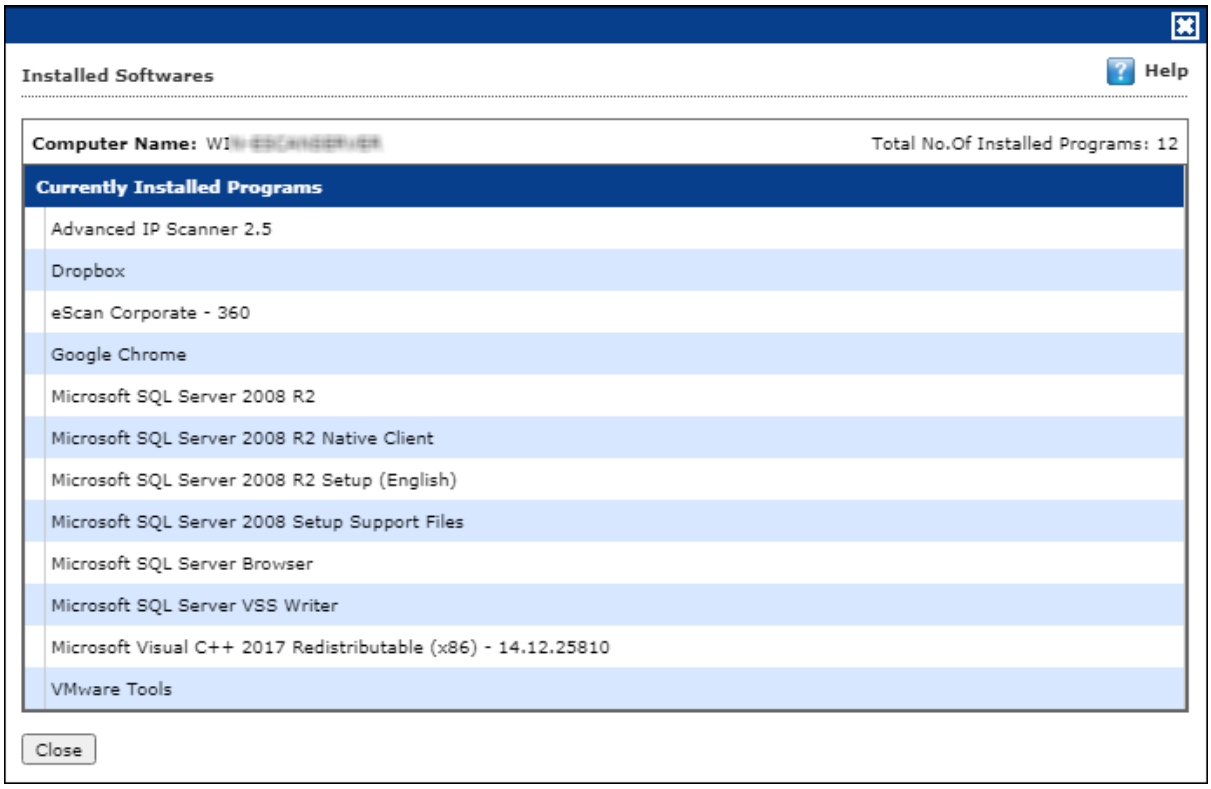
This feature displays a list of installed softwares on a computer.

To view the list of installed softwares, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



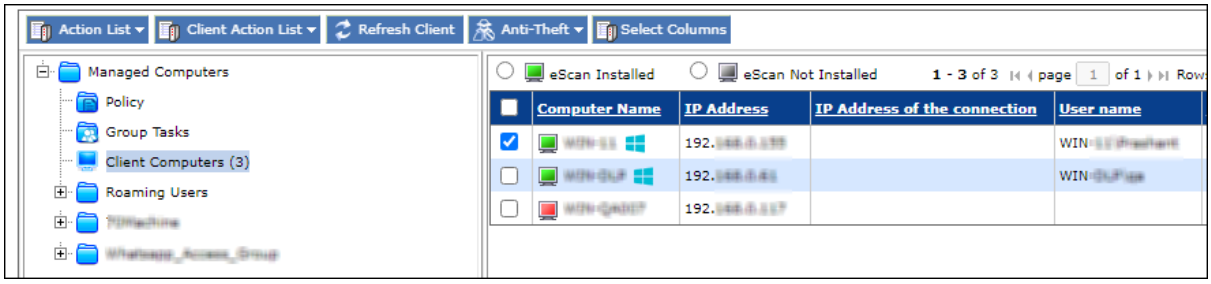
2. Select a client computer and then click **Client Action List** > **Show Installed Softwares**.
   Installed Softwares window appears displaying list of installed softwares and in the top right corner displays total number of installed softwares.



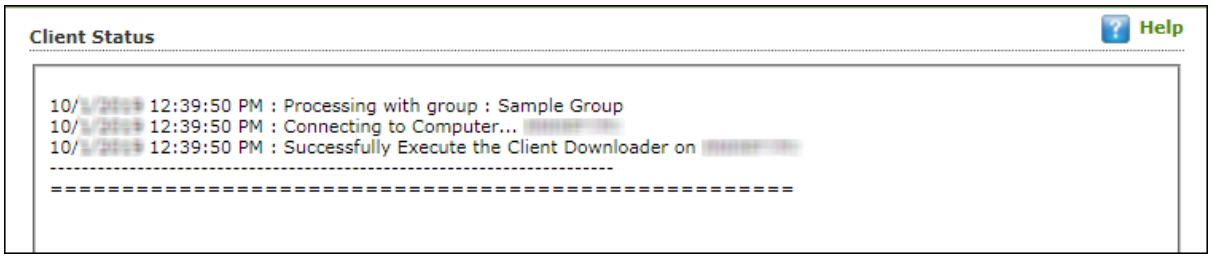
Force Download

The Force Download feature forces a client computer to download Policy Template modifications (if any) and updated virus signature database. To activate this feature for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.

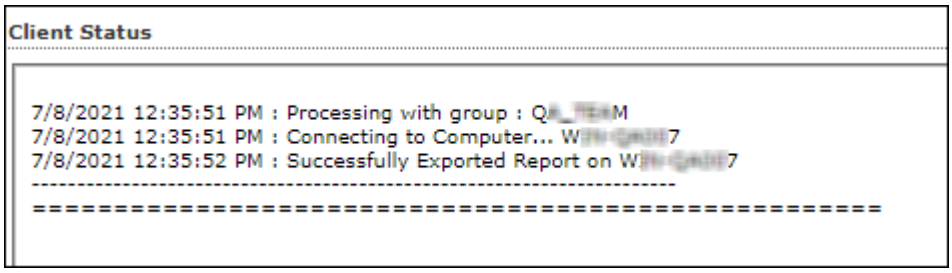


2. Select client computers and then click **Client Action List** > **Force Download**.
   Client Status window appears displaying the process.

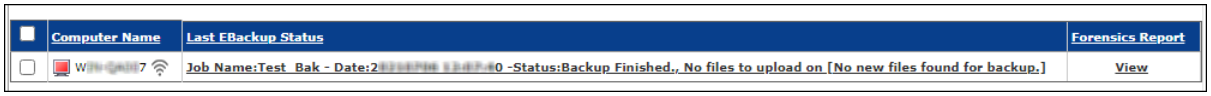


Forensic-Port/Communication

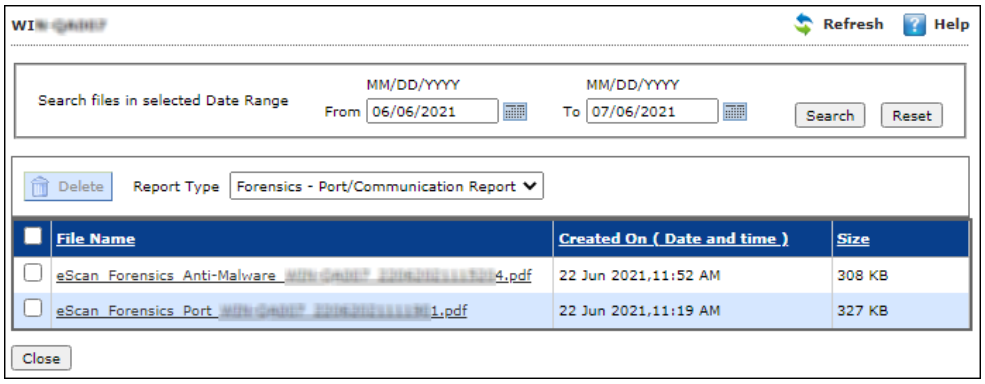
This option generates the Forensic report of the service running on certain port during a particular period for analysis. To generate the report, select the client computer and click **Forensic Port/Communication** option.



To view the forensic port, select the client machine and scroll the window to **Forensic Report**.



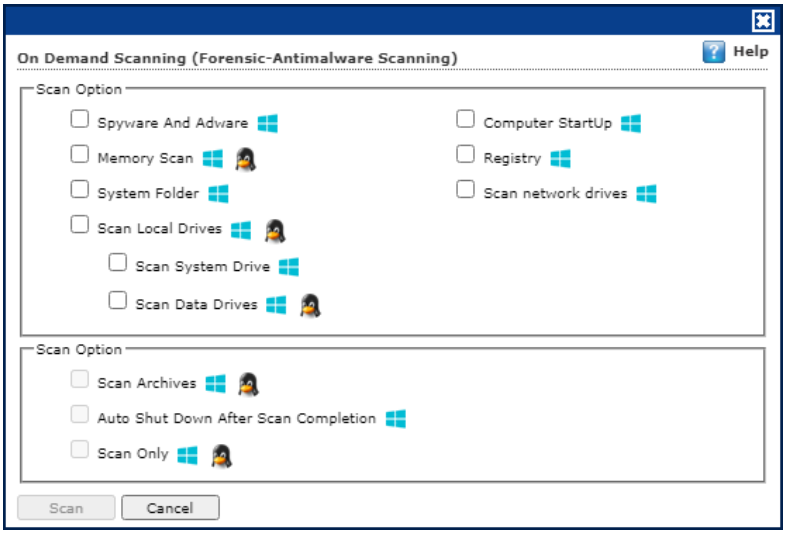
To get the detailed report of the same or download it, click on the specific report under **File Name** column.



On Demand Scanning

This option lets you scan an eScan installed client computer. To scan a client computer on demand, follow the steps given below:

1. Go to **Managed Computers**.
2. Select the client computer which you want to scan.
3. Click **Client Action List** > **On Demand Scanning**.
   On Demand Scanning window appears.

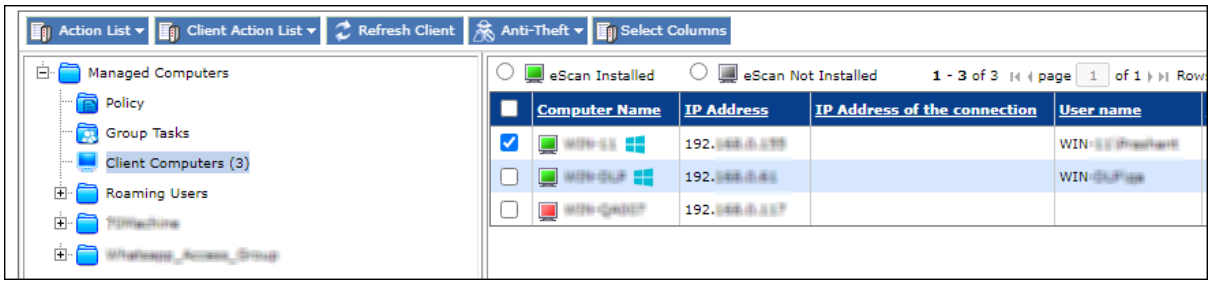


4. Select the preferred scan options and then click **Scan**.
   The On Demand Scan for selected client computer begins.

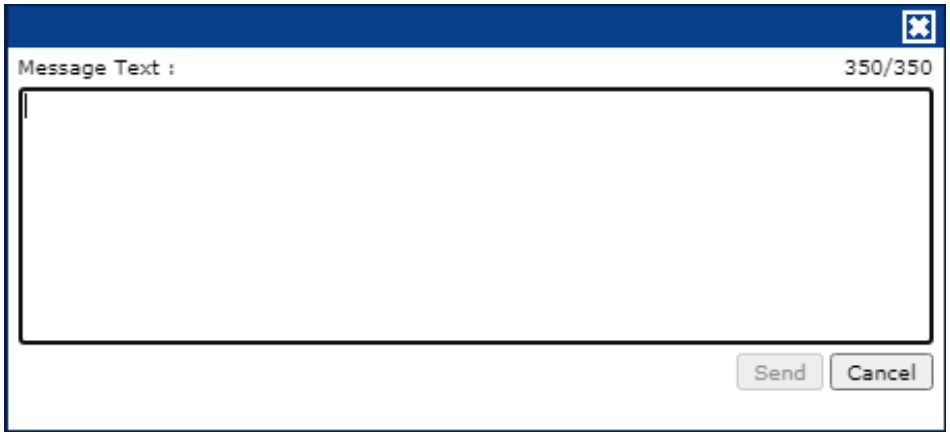
Send Message

The Send Message feature lets you send a message to computers. To send message to computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Send Message**. Send Message window appears.



3. Enter the message and click **Send**. The message will be sent to the selected computers.

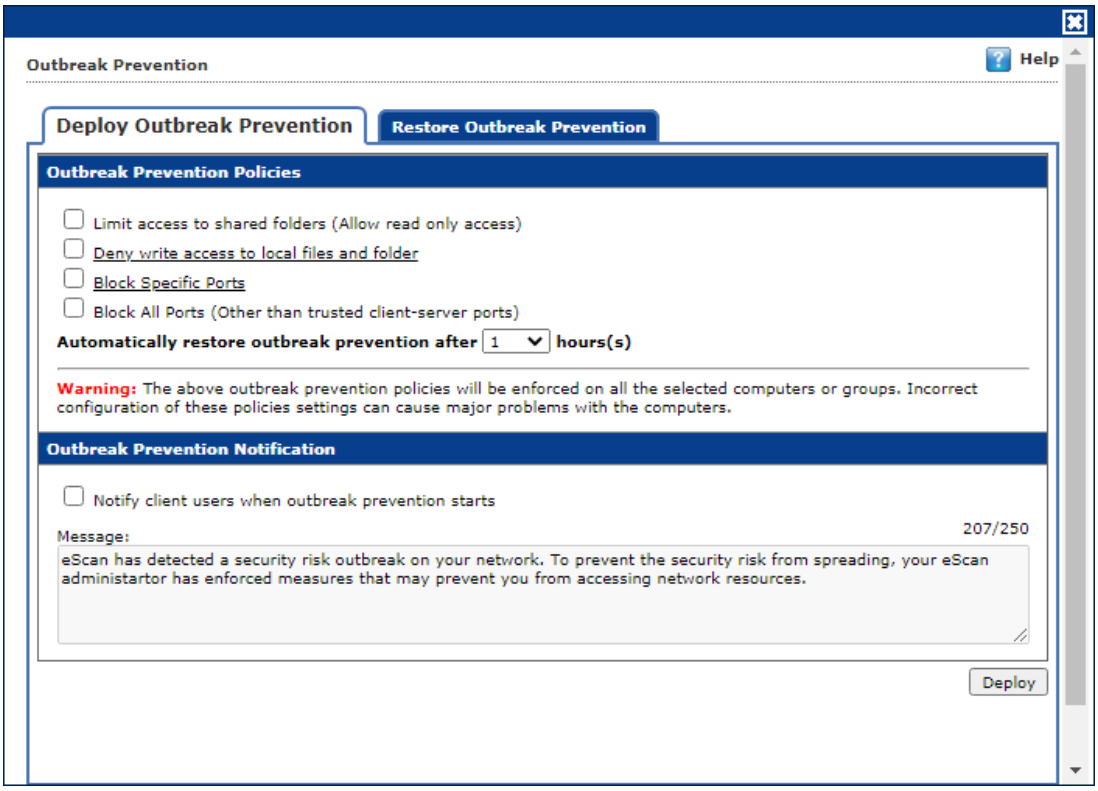
Outbreak Prevention

Upon virus detection, eScan quarantines the virus and restricts it from spreading across the network. The Outbreak Prevention feature lets you configure policies for the network.

Deploying Outbreak Prevention

To deploy Outbreak Prevention feature for specific client computer(s), follow the steps given below:

1. Go to **Managed Computers**.
2. Select the computer(s) for which you want to deploy Outbreak Prevention.
3. Click **Client Action List** > **Outbreak Prevention**.
   Outbreak Prevention window appears.



Limit access to shared folders

Select this check box to limit the infection's access to shared folders.

Deny write access to local files and folder

Select this check box to deny the infection write access for any file. Clicking the link displays another window that lets you specifically select folders and subfolders that should be denied and allowed access for modification.

Block specific ports
Select this check box to prevent infection from accessing specific ports. Clicking the link displays another window that lets you block incoming and outgoing data packets along with TCP and UDP ports.

Block All Ports (Other than trusted client-server ports)
Select this check box to block all ports other than trusted client server ports.

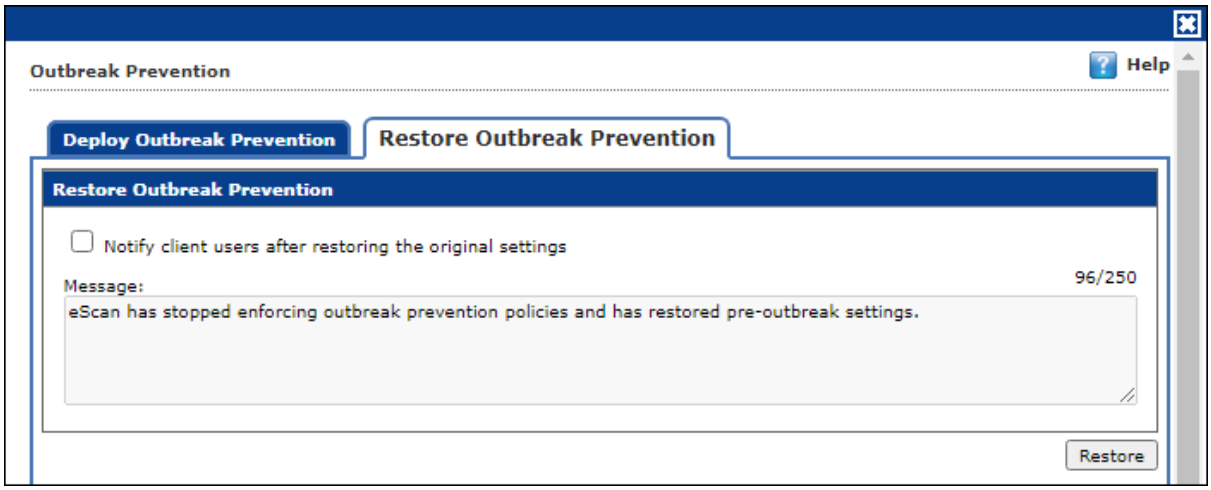
Automatically restore the outbreak prevention after hour(s)
This feature lets you restore outbreak prevention automatically after set duration (hours). Click the drop-down and select the preferred duration.

Outbreak Prevention Notification
To send a notification to client users after Outbreak Prevention is deployed, select the check box **Notify client users when outbreak prevention starts**. You can even write your own custom message for this feature in the Message field.

After making the necessary selections, click **Deploy**. The Outbreak Prevention feature will be deployed for the selected group.

Restore Outbreak Prevention

In the Outbreak Prevention window, click **Restore Outbreak Prevention** tab.



To restore Outbreak Prevention manually, click **Restore**.

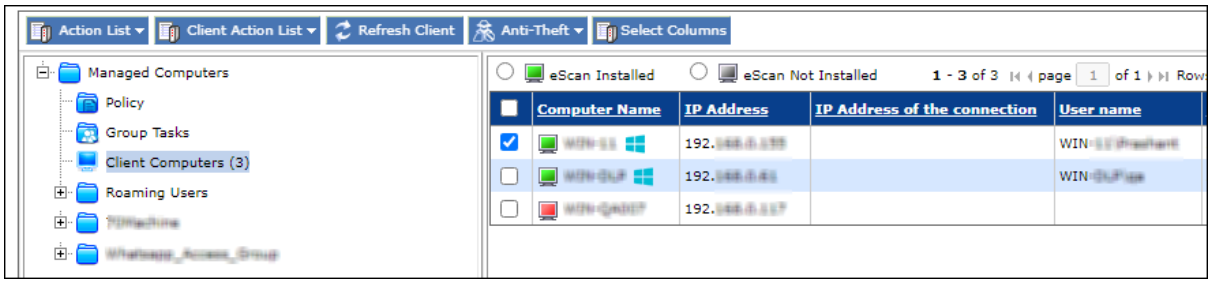
To notify clients about Outbreak Prevention restoration, select the check box **Notify client users after the original settings**.

Delete All Quarantine Files

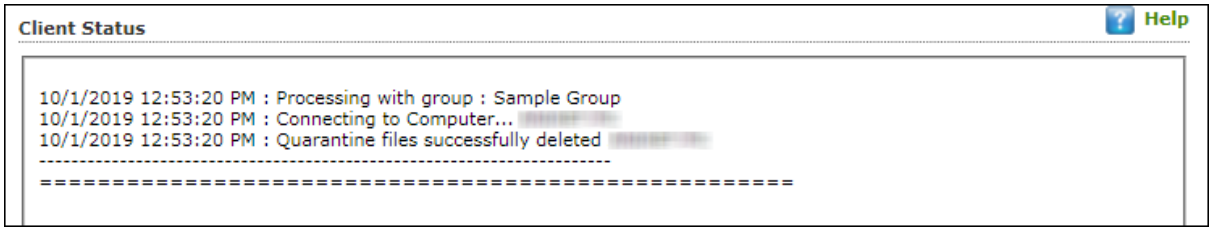
The Delete All Quarantine Files feature lets you delete all quarantine files stored on a computer.

To delete all quarantine files on computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and under it click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Delete All Quarantine Files**. Client Status window appears displaying the progress.



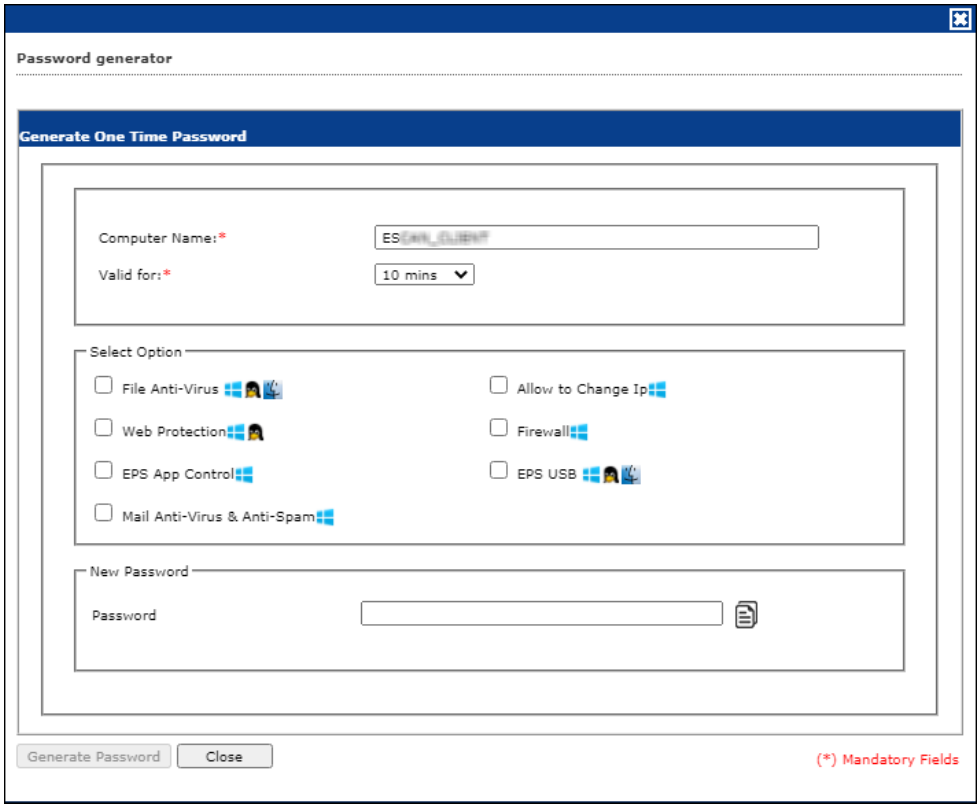
Create OTP

The password protection restricts user access from violating a security policy deployed in a network. For example, the administrator has deployed a security policy to block all USB devices, but a user needs USB access for a genuine reason. In such situation, One Time Password (OTP) can be generated for that disables USB block policy on specific computer. The administrator can define policy disable duration ranging from 10 minutes to an hour without violating existing policy.

Generating an OTP

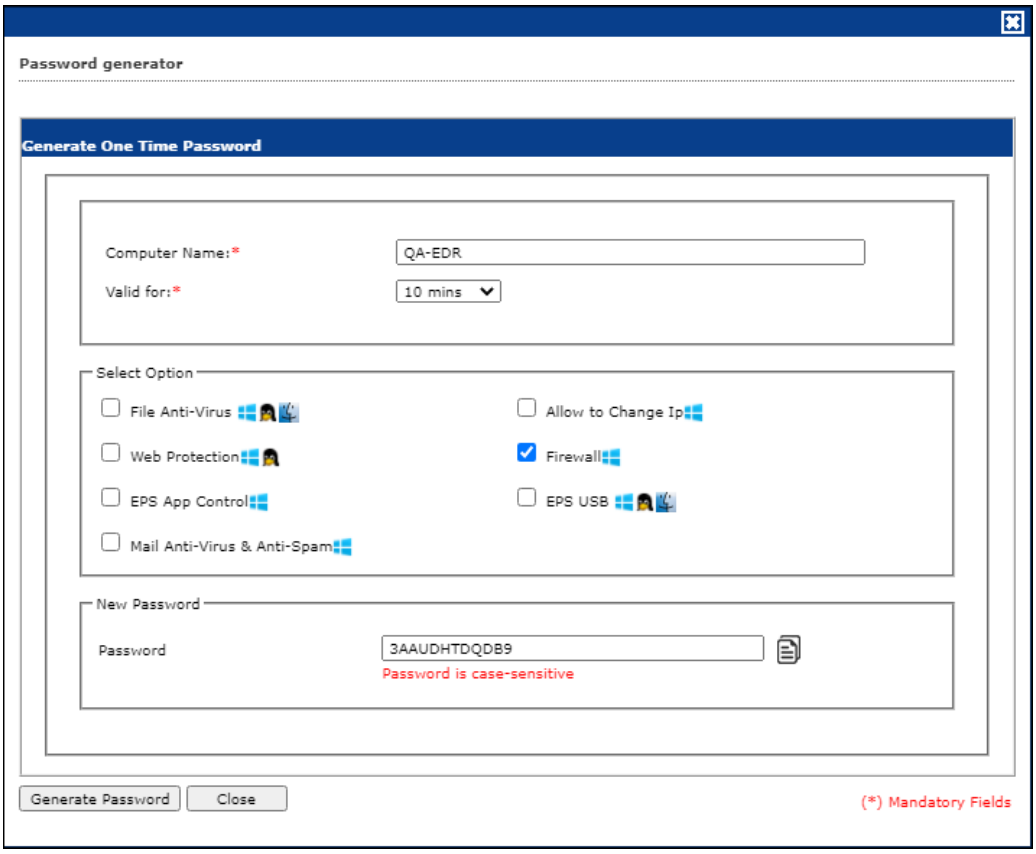
To generate an OTP, follow the steps given below:

1. In the **Managed Computers** screen, select the client computer for which you want to generate the OTP.
2. Click **Client Action List** > **Create OTP**. Password Generator window appears.



3. In the **Valid for** drop-down, select the preferred duration to bypass the protection module.
4. In **Select Option** section, select the module you want to disable.

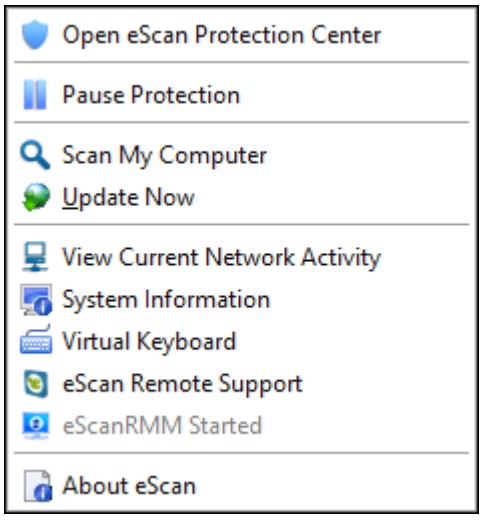
5. Click **Generate Password**. An OTP will be generated and displayed in **Password** field.



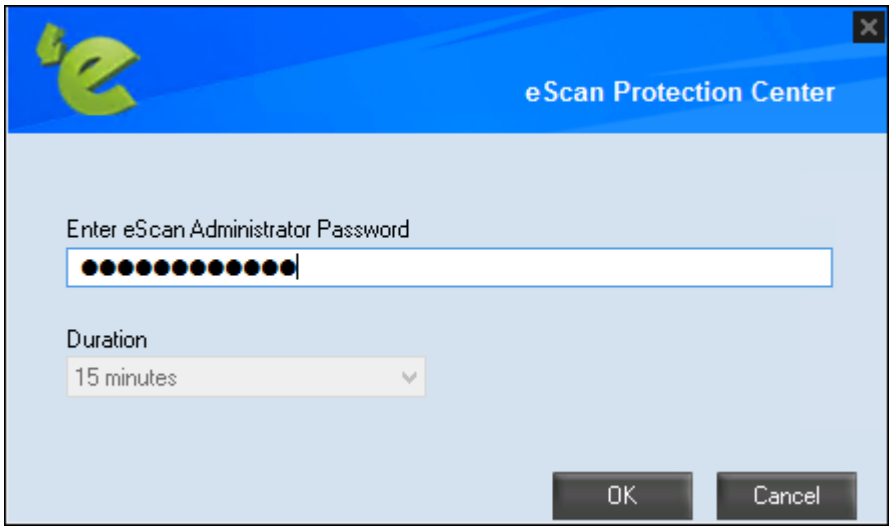
Entering an OTP

To enter an OTP, follow the steps given below:

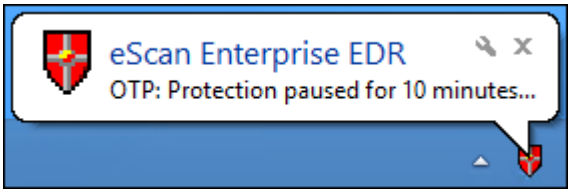
1. In the Taskbar, right-click the eScan icon. An option list appears.



2. Click **Pause Protection**. eScan Protection Center window appears.



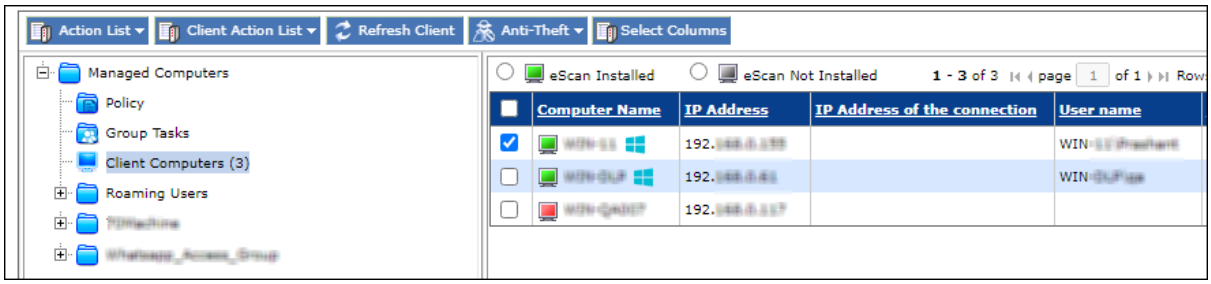
3. Enter the OTP in the field.
4. Click **OK**.
   The selected module will be disabled for set duration.



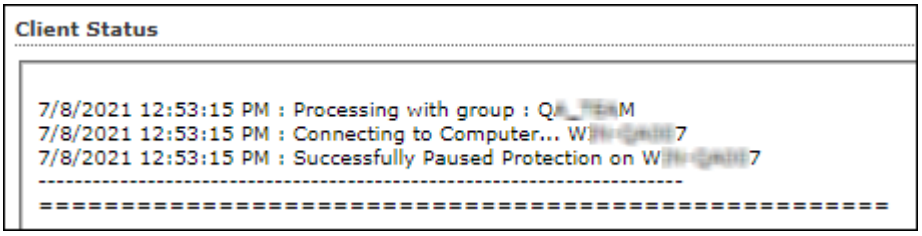
Pause Protection

The Pause Protection feature lets you pause the protection for computers.
To pause the protection for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



2. Select client computers and then click **Client Action List** > **Pause Protection**.
   Client Status window appears displaying the progress.

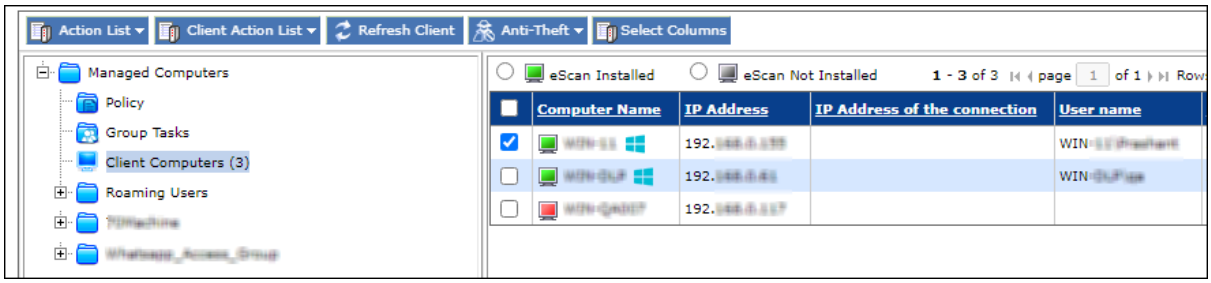


Resume Protection

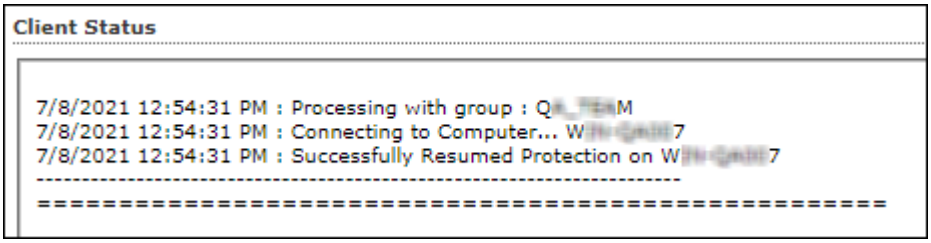
The Resume Protection feature lets you resume protection for computers whose protection is paused.

To resume protection for computers, follow the steps given below:

1. In the Managed Computers folder tree, select a group and then click **Client Computers**.
   The right pane displays the list of computers in the group and their detailed information.



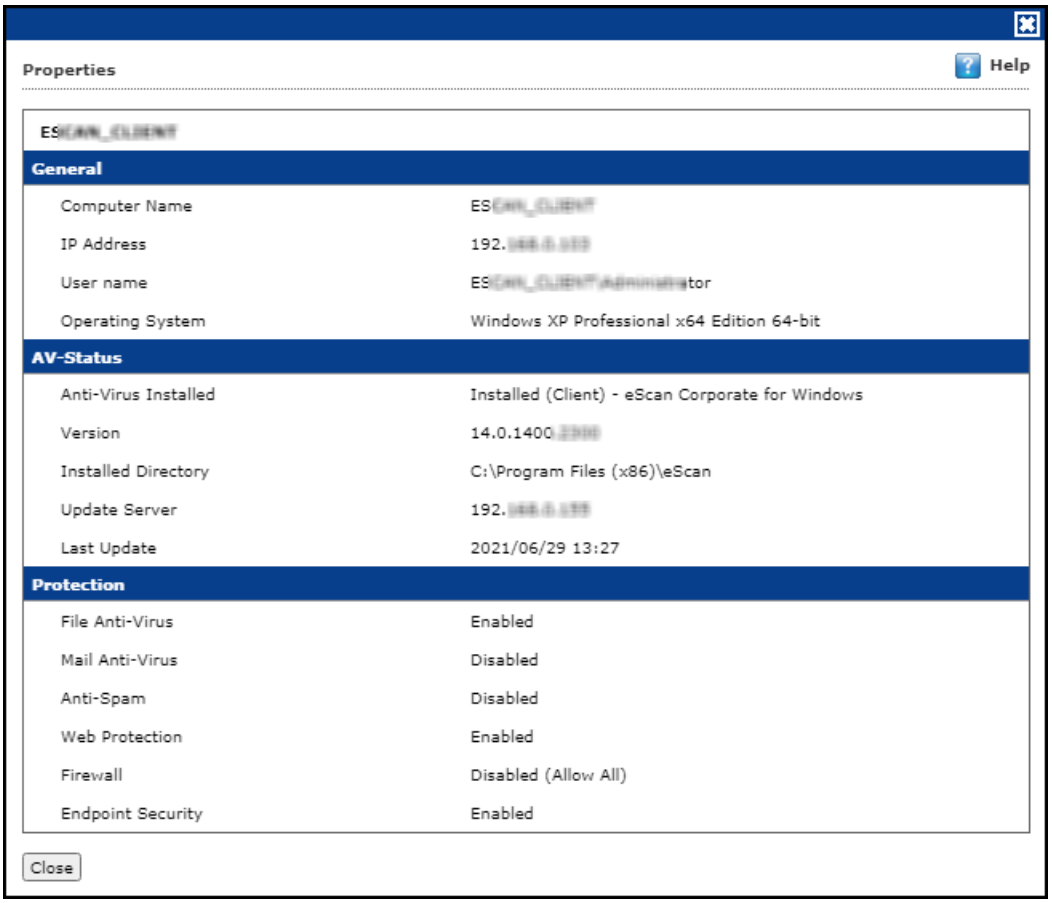
2. Select client computers and then click **Client Action List** > **Resume Protection**.
   Client Status window appears displaying the progress.



Properties of Selected Computer

To view the properties of a selected computer, follow the steps given below:

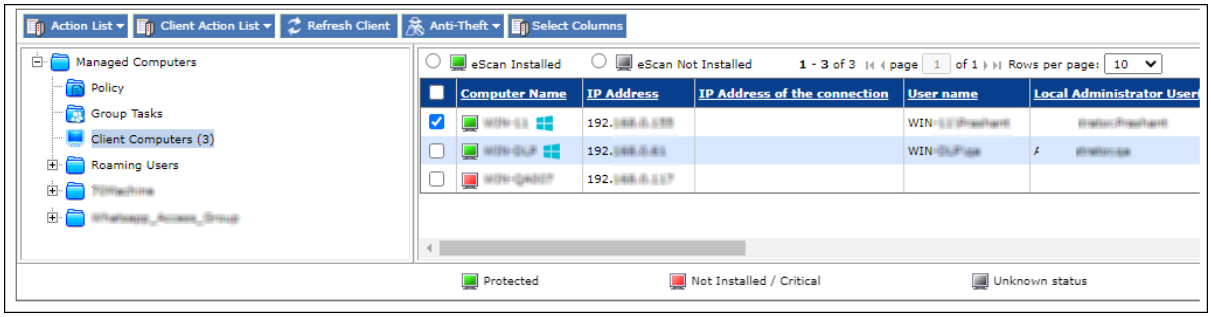
1. Select a computer.
2. Click **Client Action List** > **Properties**. Properties window appears displaying details.



NOTE	If multiple computers are selected, the **Properties** option will be disabled.

Anti-Theft

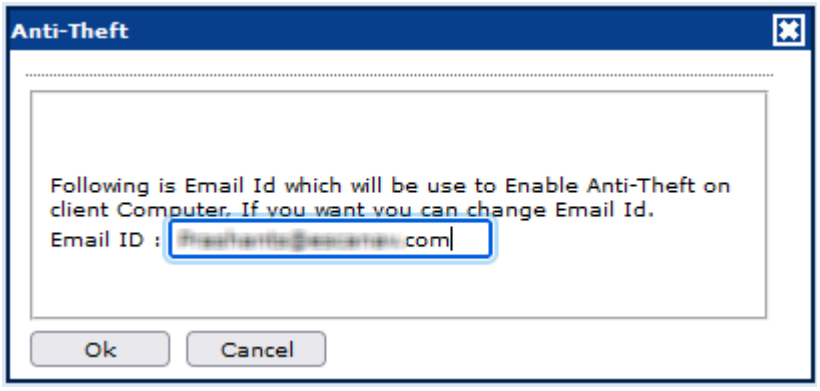
The Anti-Theft module lets you remotely locate and lock a device. This module also lets you wipe data available on a device.



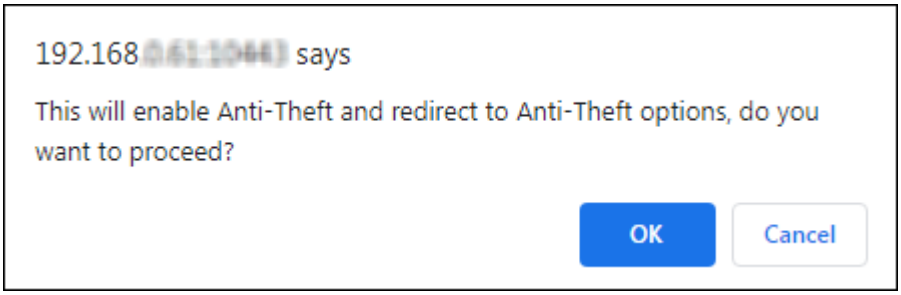
Anti-Theft Options

To add computers in an Anti-theft, follow the steps given below:

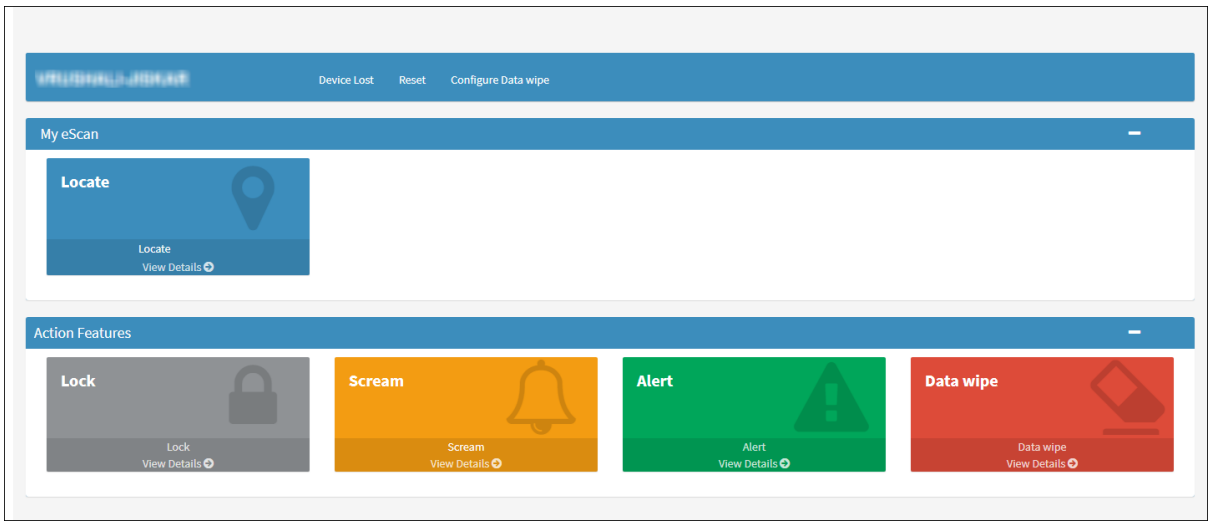
1. Go to Managed Computers.
2. Select the desired computers to add in Anti-theft Portal.
3. Click **Anti-Theft** > **Anti-Theft Options**.
4. Enter the **Email ID** then Click **OK.**
   The computer will add in Anti-Theft Portal.



5. A confirmation prompt appears.

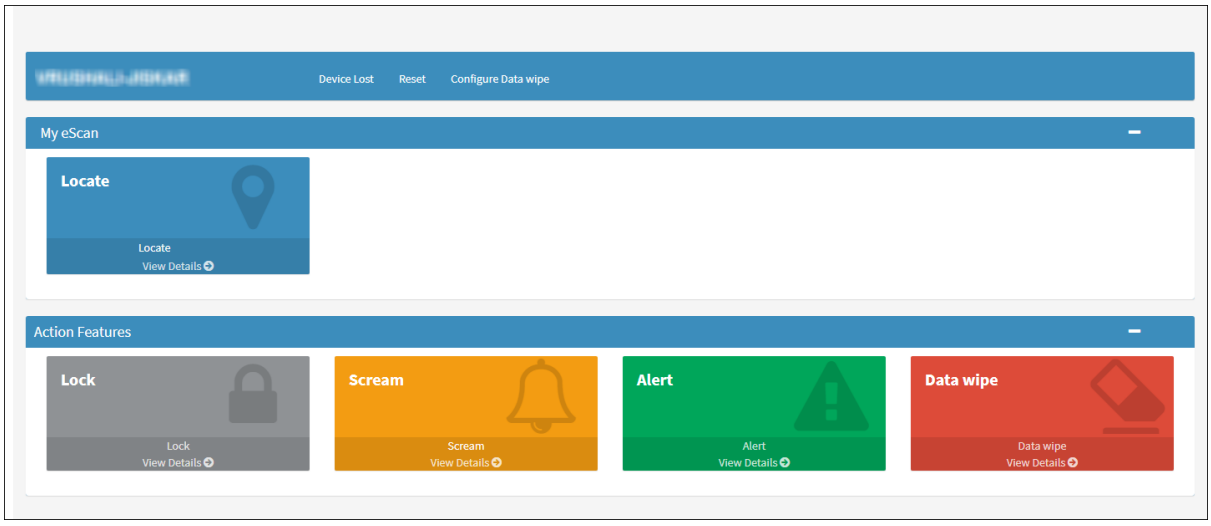


6. Click **OK**. This will redirect to Anti-Theft options.



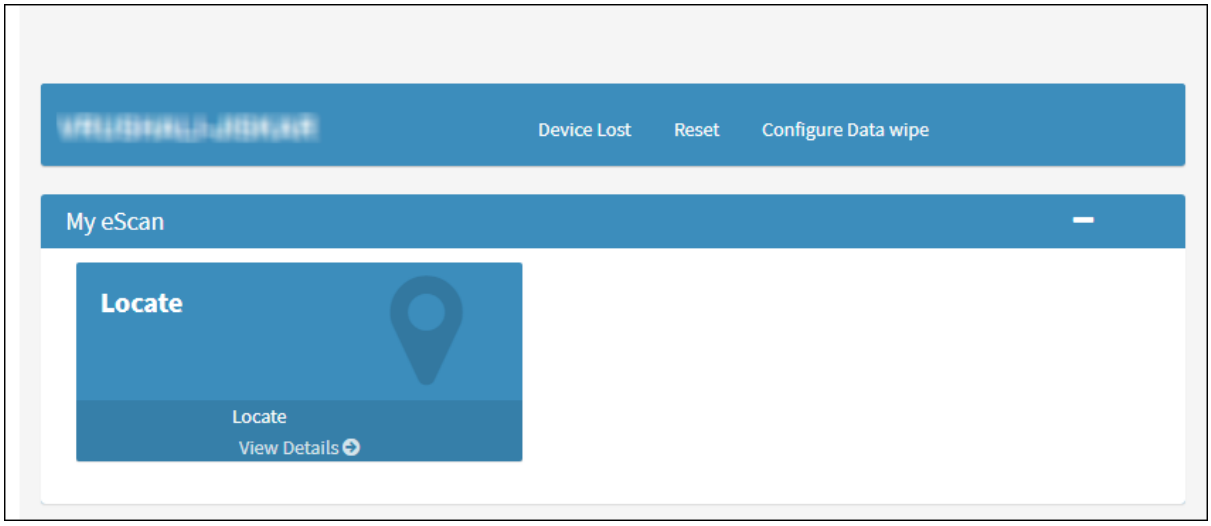
Anti-Theft Portal

1. It will display the anti-theft features that you can activate in case your system is lost or stolen.

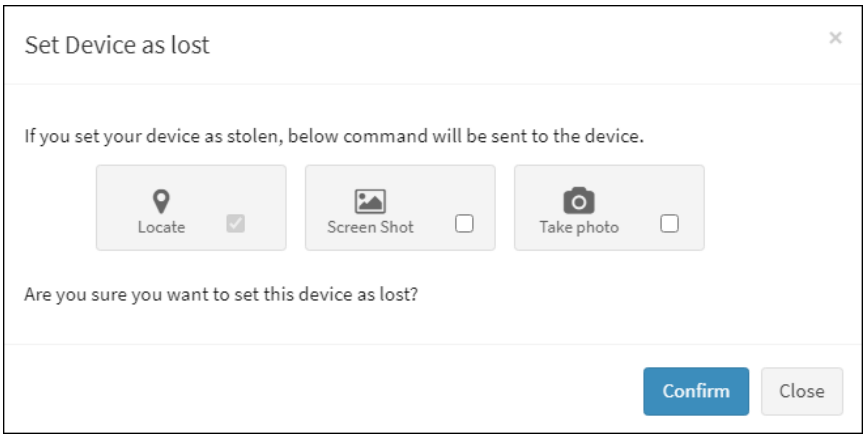


2. In case of loss or theft, click on the system name that has been lost or stolen, the status bar under it will display the system name again and when it was last seen.

3. Click **Device Lost** and this will allow you to enable the features locate, screenshot and take photo by selecting the desired options.



4. Click **Confirm** to confirm that your system has been lost and to execute the commands Locate, Screenshot, and Camera.



- **Locate**: This option will allow you to locate the system in case of loss/theft. Click on the **Locate** option on the anti-theft portal and the last known location of the system will be displayed on the map. Procedure to Locate the system:

    1) Click **Locate**, the status will change to **Request Pending**; the status will be updated as soon as the system is synced with the server. Request pending indicates that your request to locate the system is in progress.

    2) **View Details** displays the Last Location of your system on a map. It also shows details of last two successful executions of the Locate command.

- **Screenshot**: This option will take a screen shot of the system whenever it is synced to the server.

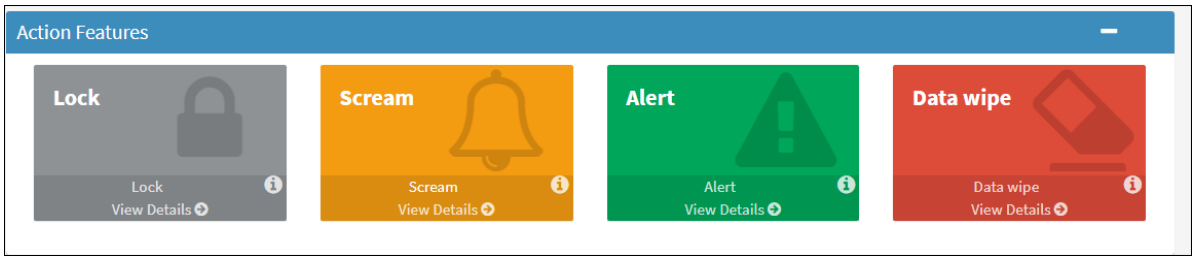
    1) Click **Screenshot**, the status will change to **Request Pending**; the status will be updated as soon as the system is synced with the server. Request pending indicates that your request to take a screenshot is in progress.

    2) **View Details** displays the last two screenshots from the successful execution of the screenshot command.

- **Take Photo**: This option will allow you to take a snapshot of the current user of the system from the webcam on clicking the camera option on the anti-theft portal.

    1) Click **Camera**, the status will change to Request Pending; the status will be updated as soon as the system is synced with the server. Request pending indicates that your request to take a snapshot is in progress.

    2) **View Details** displays the last two snapshots taken from your system. Click **Reset** to reset the **Action Features** on the system; these actions can be performed on the system when it has been lost or stolen.



There are following action features.

- **Lock:** The Lock feature will block the system from any further access. You will have to unblock the system by entering the pin provided on the anti-theft portal. On the anti-theft portal, select your System Alias name and then click Lock to remotely block your system, to unblock your system you will have to enter the Secret Code provided at the time of executing the lock command.

- **Scream**: Scream will allow you to raise a loud alarm on the system; this will allow you to trace the system if it is in the vicinity. Click **Scream** option to remotely raise a loud alarm on your system.
- **Alert**: This option will allow you to send an alert message (up to 200 characters) to the lost system. This alert message will be displayed on the screen; you can write and send any message for example: Request a call back or send your address or any kind of message to the current holder of your system. With this option there will be higher chance of your lost system being returned. Click **Alert** option to remotely send a message to your lost system. Type in your message in the send message section and click confirm.
- **Data wipe**: The Data Wipe feature will delete all the selected files and folders that have been added to the list to be deleted from the portal. Click data wipe option to remotely wipe all the selected files and folders or only delete the cookies and click confirm. Select the **Delete Cookies** check box to delete cookies or select the **Datawipe** check box to wipe the data and click on **Confirm**.

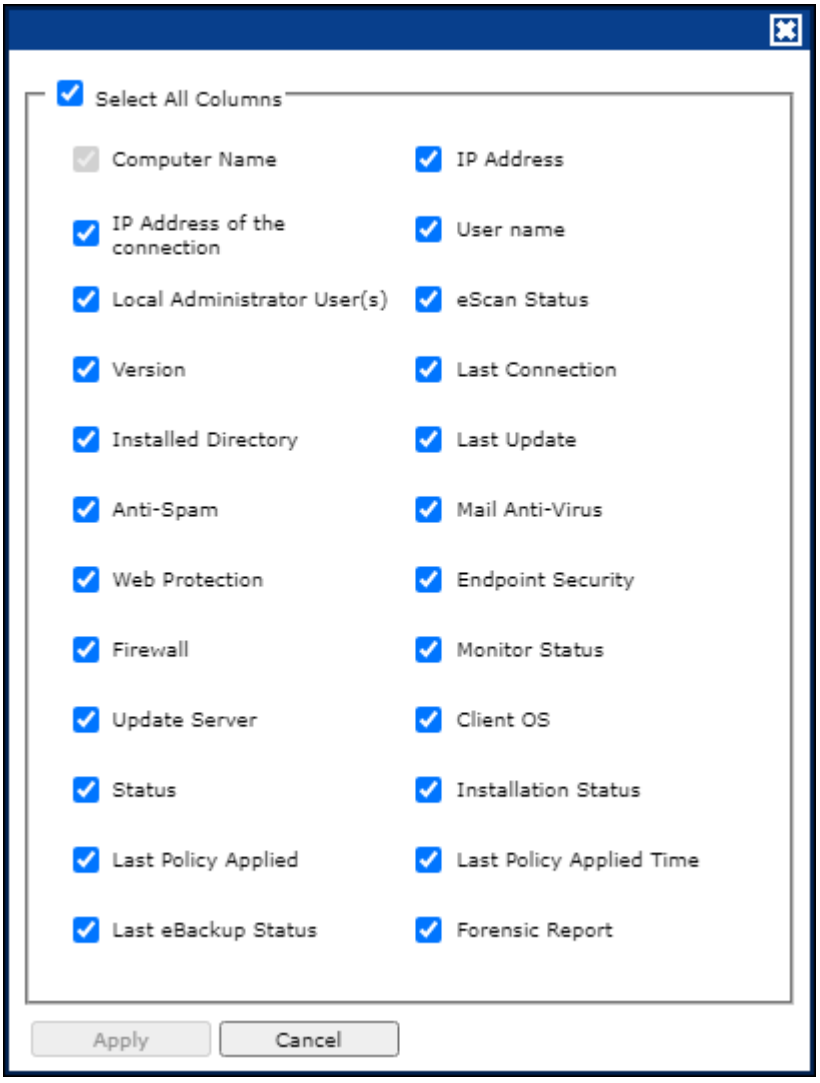
Disable Anti-Theft

To Disable Anti-Theft, follow the steps given below:

1. Go to Managed Computers.
2. Select the desired computers in Anti-theft Portal.
3. Click **Anti-Theft** > **Disable Anti-Theft**.

Select Columns

You can customize the view regarding the details of devices, according to the requirement.



To configure this, select the computer and click **Select/Add Columns** option. You can select and configure the required columns accordingly.

Policy Template

This button allows you to add different security baseline policies for specific computer or group.

Managing Policies

With the policies you can define rule sets for all modules of eScan client to be implemented on the **Managed Computer** groups. The security policies can be implemented for Windows, Mac, and Linux computers connected to the network.

Defining Policies Windows computers

On Windows OS policies can be defined for following eScan Client modules:

File Anti-virus
The File Anti-Virus module scans all the existing files and folders for any infection. It also lets you report/disinfect/quarantine/delete infected objects. Moreover, it saves a copy of report file for future reference, and displays attention messages. To learn more, **click here**.

Mail Anti-Virus
The Mail Anti-Virus module scans all the incoming emails. It scans the emails by breaking it into three sections the header, subject and the body. After scanning, the module combines the sections and sends it to your mailbox. To learn more, **click here**.

Anti-Spam
The Anti-Spam module blocks spam emails by checking the content of outgoing and incoming mails and quarantines advertisement emails. To learn more, **click here**.

Web Protection
The Web Protection module lets you block websites. You can allow/block websites on time-based access restriction. To learn more, **click here**.

Firewall
The Firewall module lets you put up a restriction to incoming and outgoing traffic and hacking. You can define the firewall settings here. You can define the IP range, permitted applications, trusted MAC addresses, and local IP addresses. To learn more, **click here**.

Endpoint Security
The Endpoint Security module monitors the application on client computers. It allows/ restricts USB, Block list, White list, and defines time restrictions for applications. To learn more, **click here**.

Privacy Control
The Privacy Control module lets you schedule an auto-erase of your cache, ActiveX, cookies, plugins, and history. You can also secure delete your files and folders where the files will be deleted directly without any traces. To learn more, **click here**.

Advance Security
eScan Advance Security enables you to configure the events for which the alert has be generated. This will help you to create prioritized rules to control which events and processes are monitored, recorded, and alerted. To learn more, **click here**.

Administrator Password
Administrator Password lets you create and change password for administrative login of eScan protection center and Two-Factor Authentication. To learn more, **click here**.

ODS/Schedule Scan
ODS/Schedule Scan provides you with various options like – checking for viruses, and making settings for creating logs and receiving alerts. To learn more, **click here**.

MWL Inclusion List
Inclusion List contains the name of all executable files which will bind itself to MWTSP.DLL. All other files are excluded. To learn more, **click here**.

MWL Exclusion List
MWL Exclusion List contains the name of all executable files which will not bind itself to MWTSP.DLL. To learn more, **click here**.

Notifications & Events
Notifications & Events allows to allow/restrict the alerts that are send to admin in case of any suspicious activity or events. To learn more, **click here**.

Schedule Update
Schedule Update policy lets you schedule eScan database updates. To learn more, **click here**.

Tools
Tools policy let you configure eBackup Settings. To learn more, **click here**.

Defining Policies Mac or Linux computers

You can define policies for the following modules of eScan Client on Mac or Linux OS.

File Anti-Virus 

The File Anti-virus module scans all the existing files and folders for any infection. It also lets you report/disinfect/quarantine/delete infected objects. Moreover, it saves a copy of report file for future reference, and displays attention messages. This option is available for both Linux and Mac computers. To learn more, **click here**.

Endpoint Security 

The Endpoint Security module monitors the application on client computers. It allows/restricts USB, block listing, white listing, and defines time restrictions. This option is available for both Linux and Mac computers. To learn more, **click here**.

On Demand Scanning 

The On Demand Scanning module lets you define the categories to be scanned. For example, you can scan only the mails or archives as per your requirement. This option is available for both Linux and Mac computers. To learn more, **click here**.

Schedule Scan 

The Schedule Scan module lets you schedule the scan on the basis of time, what you want to scan and what action to be taken in case of a virus and what you want to be excluded while scanning. For example, you can create a schedule to scan the mails, sub directories and archives on a daily basis and also define the action that needs to be taken in case a virus is found; you can also exclude the scan by mask or files or folders. This option is available for both Linux and Mac computers. To learn more, **click here**.

Schedule Update 

The Schedule Update module lets you schedule updates for Linux Agents. To learn more, **click here**.

Administrator Password 

The Administrator Password module for Linux lets you create and change password for administrative login of eScan protection center. It also lets you keep the password as blank, wherein you can login to eScan protection center without entering any password. It lets you define uninstallation password which will be required before uninstalling eScan Client from managed computers manually. The user will not be able to uninstall eScan Client without entering uninstallation password. To learn more, **click here**.

Web Protection

The Web Protection module for Linux feature is extremely beneficial to parents as it prevents kids from accessing websites containing harmful or restricted content. Administrators can also use this feature to prevent employees from accessing non-work-related websites during work hours. To learn more, **click here**.

Network Security

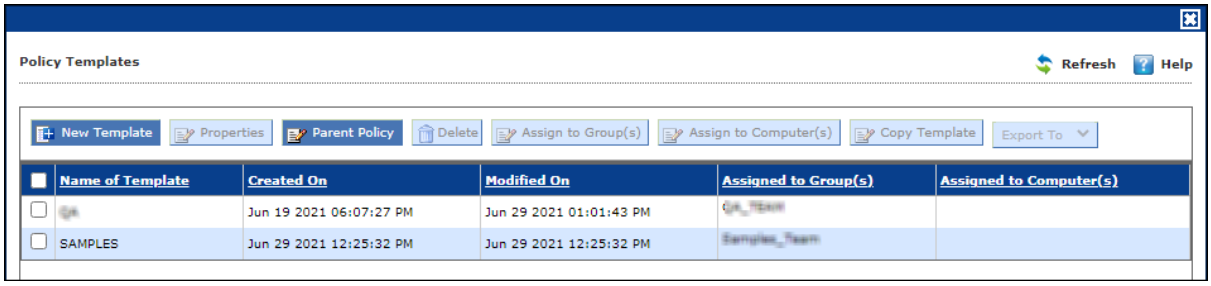
Network Security module helps to set Firewall to monitor all incoming and outgoing network traffic and protect your computer from all types of network based attacks. Enabling this features will prevents Zero-day attacks and all other cyber threats. To learn more, **click here**.

NOTE	Priority will be given to Policy assigned through **Policy Criteria** first, then the policy given to a specific computer and lastly given to policy assigned to the group to which the computer belongs.

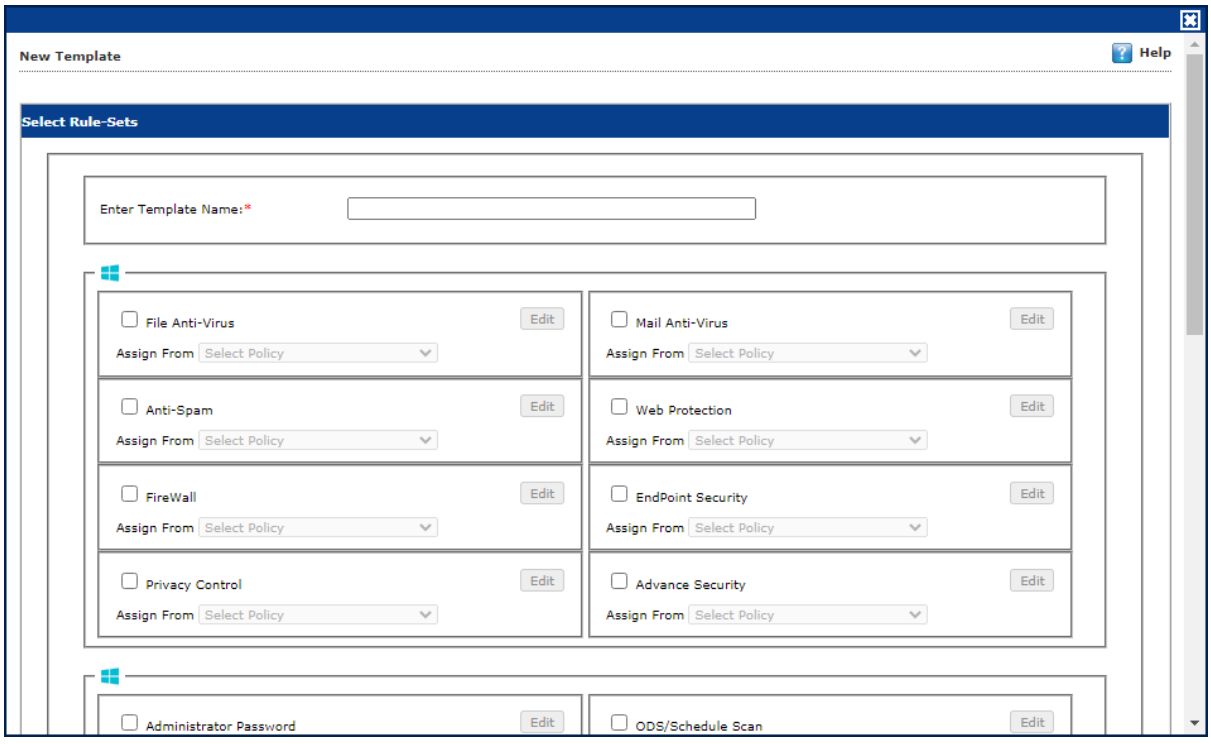
Creating Policy Template for a group/specific computer

To create a Policy template for a group, follow the steps given below:

1. Click **Managed Computers**.
2. Select the desired group and then click **Policy Template**.
   Policy Template window appears.



3. Click **New Template**. New Templates screen appears displaying modules for Windows, Linux, and Mac computers.



4. Enter a name for Template.
5. To edit a module, select it and then click **Edit**.
6. Click **Save**. The Policy Template will be saved.

Configuring eScan Policies for Windows Computers

Each module of a policy template can be further edited to meet your requirements.

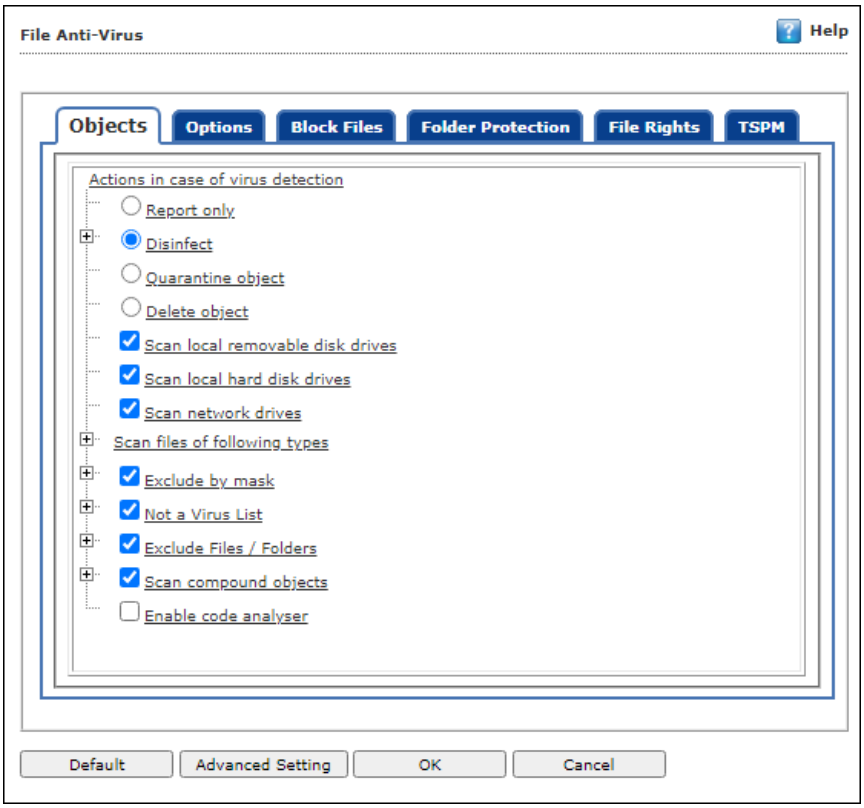
File Anti-Virus

Editing File Anti-Virus module displays following tabs:

- Objects
- Options
- Blocked Files
- Folder Protection
- File Rights
- TSPM

Objects

The Objects tab lets you configure following options.



Actions in case of virus detection

This section lists the different actions that File Anti-Virus can perform when it detects virus infection.

Report Only
Upon virus detection, eScan will only report the virus and won't take any action.
Disinfect and **If disinfection is impossible** it will **Quarantine Object** or **Delete Object**"
Out of these, the **Disinfect** option is selected by default. By default, the quarantined files are saved in **C:\Program Files\eScan\Infected folder.** You can select the **Make backup file before disinfection** option if you would like to make a backup of the files before they are disinfected**.**

Scan local removable disk drives [Default]
Select this option if you want eScan to scan all the local removable drives attached to the computer.

Scan local hard disk drives [Default]
Select this option if you want eScan to scan all the local hard drives installed on the computer.

Scan network drives [Default]
Select this option if you want eScan to scan all the network drives, including mapped folders and drives connected to the computer.

Scan files of following types
Select this option if you want eScan to scan all files, only infectable files, and files by extension (Scan by mask). eScan provides you a list of default files and file types that it scans by extension. You can add more items to this list or remove items as per your requirements by clicking **Add/Delete**.

Exclude by mask [Default]
Select this check box if you want File Anti-Virus monitor to exclude all the objects in the Exclude by mask list during real-time monitoring or scanning. You can add/delete a file or a particular file extension by clicking **Add/Delete**.

Not a virus list [Default]
File Anti-Virus is capable of detecting riskware. Riskware refers to software originally not intended to be malicious but somehow can pose as a security risk to critical operating system functions. You can add the names of riskware, such as remote admin software, to the riskware list in the **Not a virus list** dialog box by clicking **Add/Delete** if you are certain that they are not malicious. The riskware list is empty by default.

Exclude Files/Folders [Default]

Select this check box if you want File Anti-Virus to exclude all the listed files, folders, and sub folders while it is monitoring or scanning folders. The files/folders added to this list will be excluded from only real-time scan as well as on demand scan. You can add or delete files/folders from the list of by clicking **Add/Delete**.

Scan compound objects [Default]

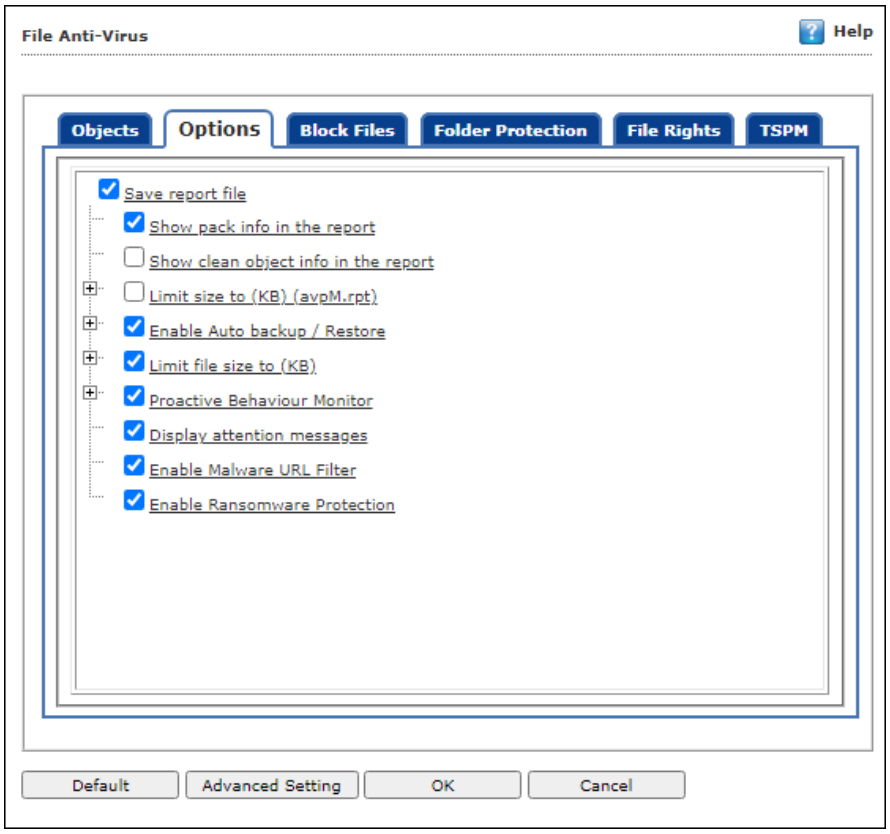
Select this check box if you want eScan to scan archives and packed files during scan operations. By default, **Packed** is selected.

Enable code Analyzer

Select this check box if you want eScan to scan your computer for suspicious objects or unknown infections by using the heuristic analyzer. After selection, File Anti-Virus not only scans and detects infected objects, but also checks for suspicious files stored on computer.

Options

The Options tab lets you configure following options:



Save report file [Default]
Select this check box if you want eScan to save the reports generated by the File Anti-Virus module. The report file logs information about the scanned files and the action taken by File Anti-Virus when an infected file was found during the scan.

Show pack info in the report [Default]
Select this check box if you want File Anti-Virus to add information regarding scanned compressed files, such as .zip and .rar files to the Monvir.log file.

Show clean object info in the report
Select this check box if you want File Anti-Virus to add information regarding uninfected files found during a scan operation to the Monvir.log file. You can select this option to find out which files are not infected.

Limit size to (Kb) (avpM.rpt)
Select this check box if you want File Anti-Virus to limit the size of the Monvir.log file and avpM.rpt file. To modify the limit, enter the log file size in field.

Enable Auto backup/Restore [Default]
Selecting this check box lets you back up the critical files of the Windows® operating system and then automatically restores the clean files when eScan finds an infection in any of the system files that cannot be disinfected. You can do the following settings:

Do not backup files above size (KB) [Default]
This option lets you prevent File Anti-Virus from creating backup of files that are larger than the file size that you have specified.

Minimum disk space (MB) [Default]
The Auto-backup feature will first check for the minimum available space limit defined for a hard disk drive. If the minimum defined space is available then only the Auto-backup feature will work, if not it will stop without notifying. You can allot the Minimum disk space to be checked from this option. By default, the minimum disk space is 500 MB.

Limit file size to (KB) [Default]
This check box lets you set a limit size for the objects or files to be scanned. The default value is set to **20480 Kb**.

Proactive Behavior Monitor
Selecting this check box enables File Anti-Virus to monitor computer for suspicious applications and prompts you to block such applications when they try to execute.

Whitelist Option

Whitelisting lets you mark the files in the database that you want to exclude from being blocked. To whitelist a file/folder, click **Whitelist** and then click **Add from DB.**

Use sound effects for the following events

This check box lets you configure eScan to play a sound file and show you the details regarding the infection within a message box when any malicious software is detected by File Anti-Virus. However, you need to ensure that the computer's speakers are switched on.

Display attention messages [Default]

When this option is selected, eScan displays an alert consisting the path and name of the infected object and the action taken by the File Anti-Virus module.

Enable Malware URL Filter

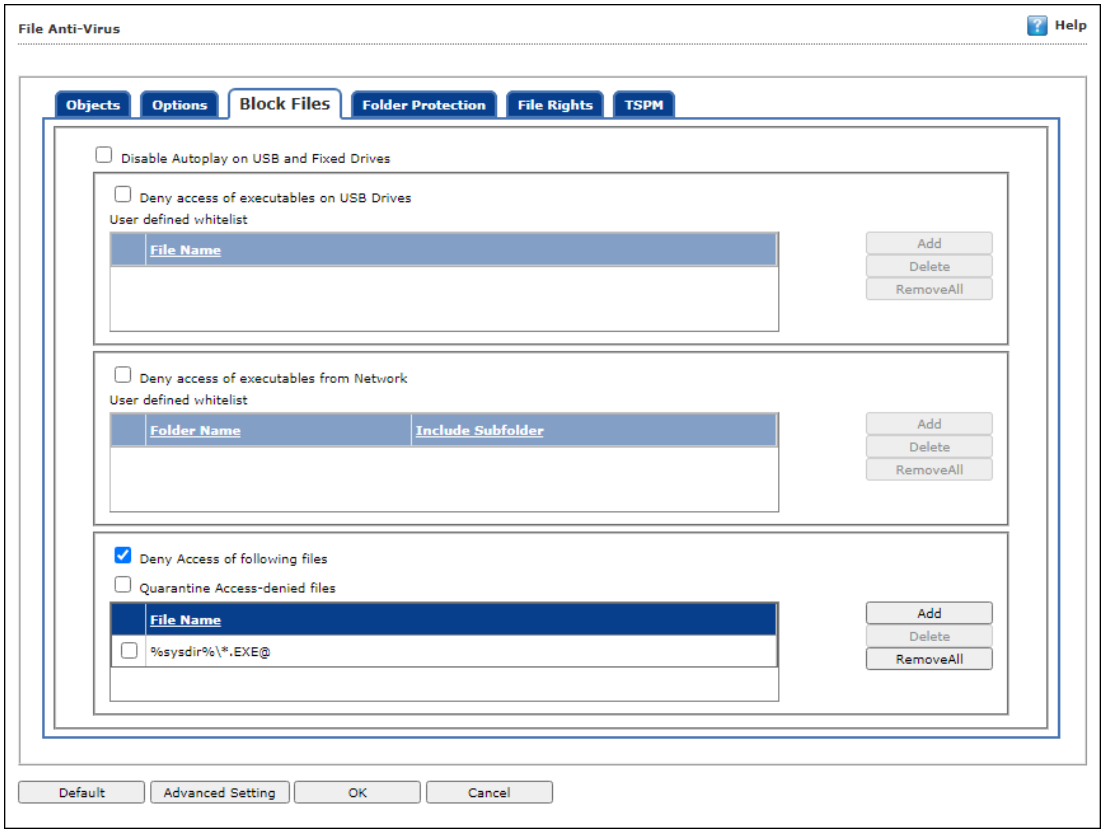
This option lets you enable a Malware URL filter where eScan blocks all URLs that are suspected to be malwares. You can exclude specific websites by whitelisting them from the eScan pop up displayed when you try to access the site.

Enable Ransomware Protection

This option lets you enable Ransomware Protection on the system where eScan blocks any suspected ransomware activities performed on system. With the technology called PBAE (Proactive Behavioral Analysis Engine) eScan monitors the activity of all processes on the local computer and when it encounters any activity or behavior that matches a ransomware, it raises a red flag and blocks the process.

Block Files

The Block Files tab lets you configure settings for preventing executables and files, such as autorun.inf, on network drives, USB drives, and fixed drives from accessing your computer.



You can configure the following settings:

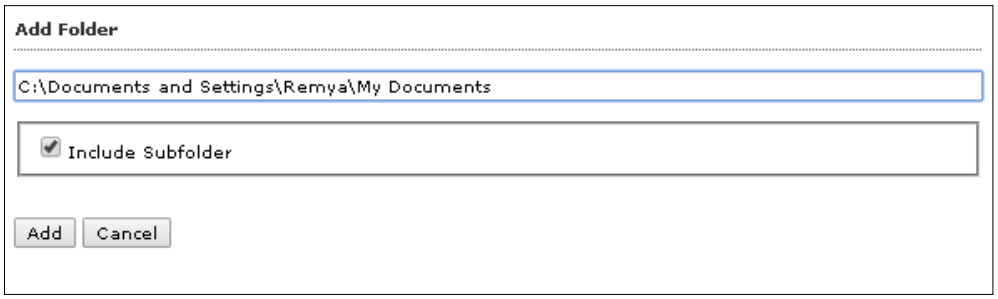
Disable AutoPlay on USB and Fixed Drives [Default]
Selecting this option will disable AutoPlay when a USB/Fixed Drive is connected.

Deny access of executables on USB Drives
Select this check box if you want eScan to prevent executables stored on USB drives from being accessed.

Deny access of executable from Network
Select this check box if you want eScan to prevent executables on the client computer from being accessed from the network.

User defined whitelist
This option is enabled after selecting the **Deny access of executable from Network** check box. You can use this option to enter the folders that need to be whitelisted so

that executables can be accessed in the network from the folders mentioned under this list. To add files, click **Add**.



Enter the complete path of the folder to be whitelisted on the client systems. You can either whitelist the parent folder only or select the **Include subfolder** option to whitelist the subfolders as well.

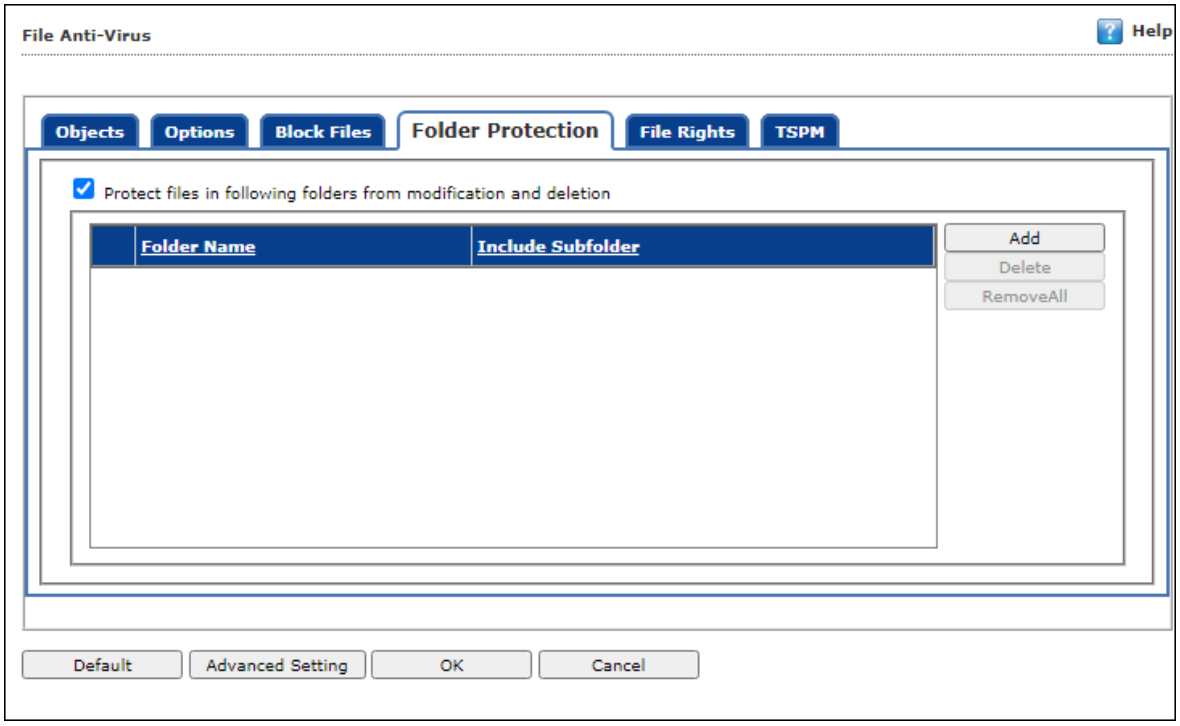
Deny Access of following files [Default]
Select this check box if you want eScan to prevent the files in the list from running on the computers.

Quarantine Access-denied files
Select this check box if you want eScan to quarantine files to which access is denied.

1. You can prevent specific files from running on the eScan client computer by adding them to the Block Files list. By default, this list contains the value %sysdir%*.EXE@. Click **Add**.
2. Enter the full name of the file to be blocked from execution on the client systems.

Folder Protection

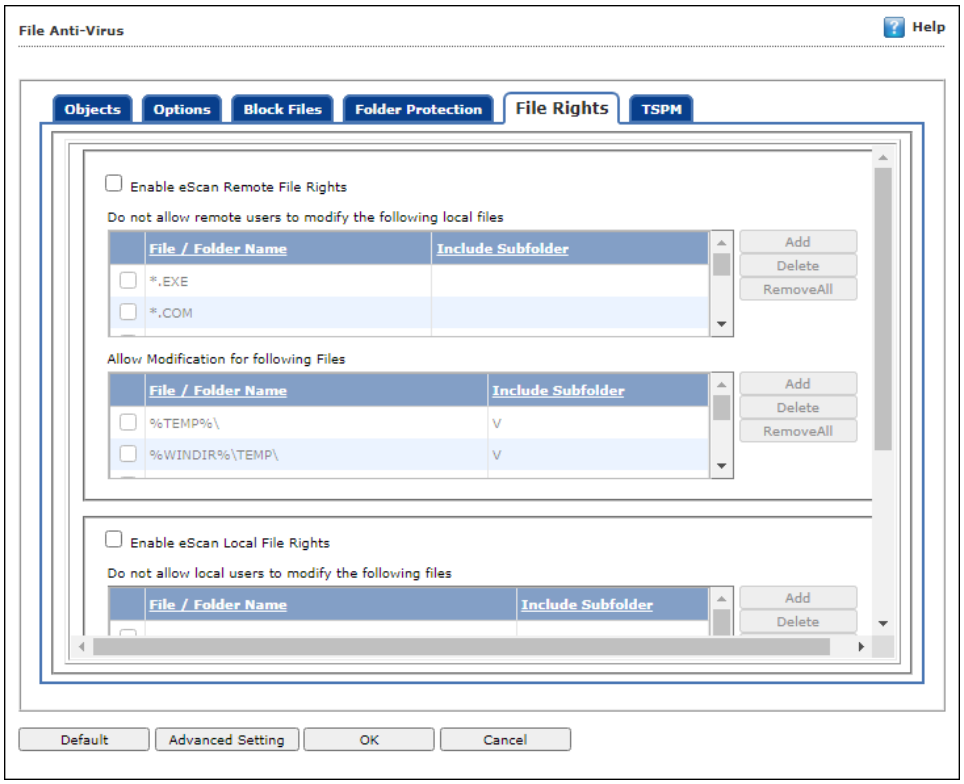
The Folder Protection tab lets you protect specific folders from being modified or deleted by adding them to the Folder Protection list. It lets you configure the following setting:



Protect files in following folders from modification and deletion [Default]
This option is selected by default.
Selecting this check box enables File Anti-Virus module to protect files in specific folders from being modified or deleted on the client systems. Click **Add**. Enter the complete path of the folder to be protected on the client systems. You can either protect the parent folder only or select the **Include subfolder** option to protect the subfolders as well.

File Rights

The File Rights tab restricts or allows for remote or local users from modifying folders, subfolders, files or files with certain extensions.



Enable eScan Remote File Rights

Select this check box to allow/restrict the remote users to make any modifications to the files and folders.

Do not allow remote users to modify the following local files

The files/folders added to this list cannot be modified by the remote users.

Allow modification for following files

The files added to this list can be modified by the remote user.

Enable eScan local file rights

Select this check box to allow/restrict the local users to make any modifications to the files/folders.

Do not allow local users to modify the following files

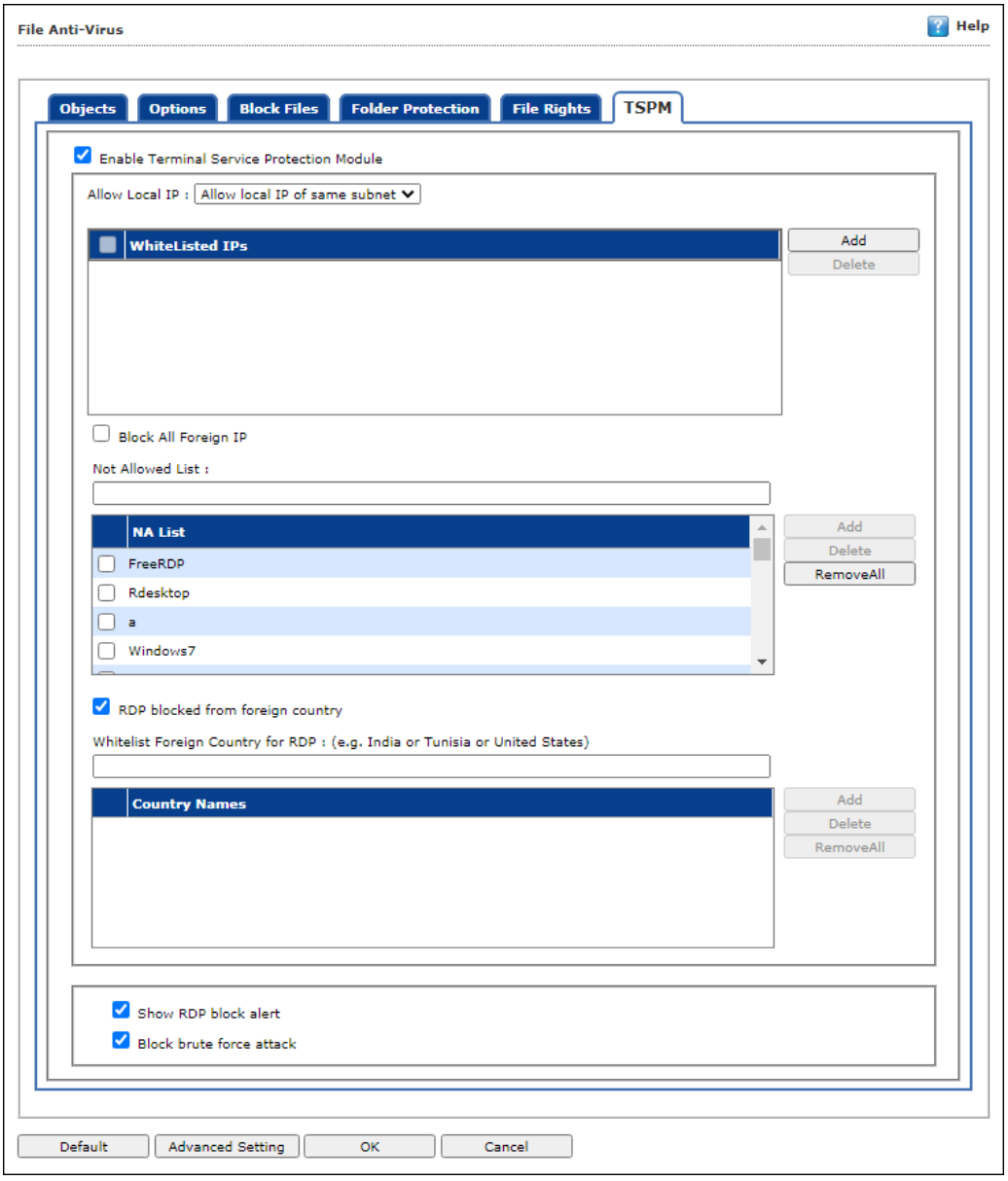
The files/folders added to this list cannot be modified by the local users.

Allow modification for files

The files/folders added to this list can be modified by the local users.

TSPM

eScan's Terminal Services Protection Module (TSPM) detects brute force attempts, identifies suspicious IP addresses/hosts and blocks any access attempts from them to prevent future attacks. The IP addresses and hosts from the attacks are banned from initiating any further connections to the system. It also detects and stops attempts of attackers who try to uninstall security applications from systems and alerts administrators about the preventive measures initiated by TSPM.

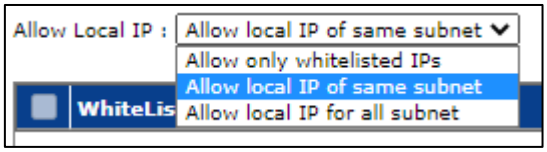


Enable Terminal Service Protection Module

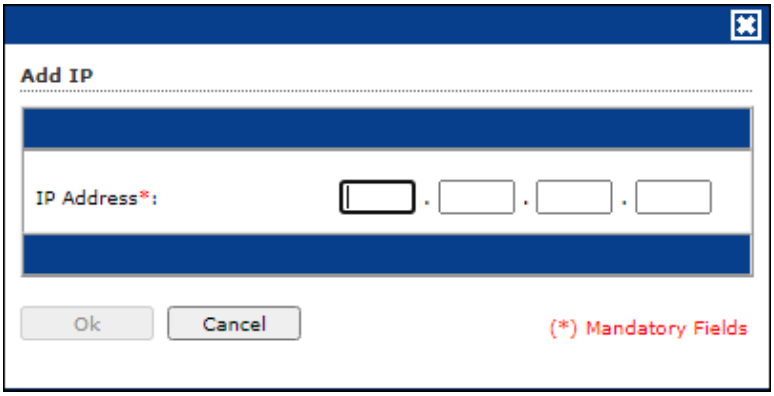
Select this check box to activate TSPM module.

Allow Local IP

This dropdown menu has following options:



- **Allow only whitelisted IPs**: Select this option to allow only whitelisted IPs to connect to the endpoints.
  To add a list of IP addresses to be excluded from being blocked by TSPM, click **Add**. Add IP window appears.



  Enter the IP address and then click **OK.**
  - **Block All Non Whitelisted IPs**: After selecting **Allow only whitelisted** option, this will be available. Select this option to block all IPs other than the whitelisted one.
- **Allow local IP of same subnet**: Select this option to allow the local IPs that belongs to same subnet. This option is selected by default.
- **Allow local IP for all subnet**: Select this option to allow the local IPs of all subnet in the network.

Block All Foreign IP

Select this check box to block all the foreign IP address from communicating from the endpoint within the network.

Not Allowed List

This option has pre-defined username that are not allowed to establish connection (via RDP) with the endpoints in the network.

To add custom-defined username, Enter the username and then click **Add**.
To delete the username from pre-defined list, select the name and click **Delete**.
To remove all the usernames from list, click **Remove All.**

RDP blocked from foreign country [Default]
This check box blocks all the RDP connection attempts from the foreign country.

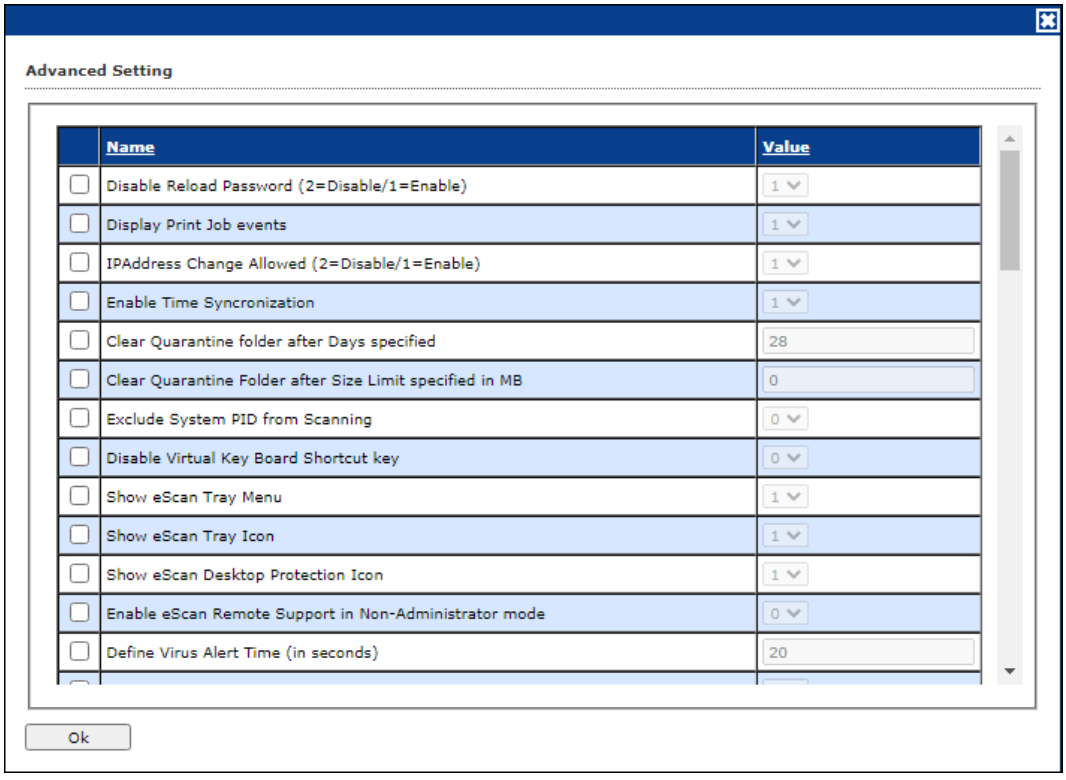
Whitelist Foreign Country for RDP: (e.g. India or Tunisia or United States)
This option allows to whitelist the country names, so that RDP connections from those countries can be allowed.

Show RDP block alert [Default]
This check box allows eScan to alert the user in case of any RDP connection is blocked.

Block brute force attack [Default]
This check box allows to block the connection in case of any brute force attack.

Advanced Settings

Clicking Advanced Settings lets you configure advanced settings for console.



Disable Reload Password (2=Disable/1=Enable)
This option lets you enable or disable password for reloading eScan. After enabling, the user will be asked to enter reload password if user attempts to reload eScan. This is the administrator password for eScan Protection Center.

Display Print Job events (1 = Enable/0 = Disable)
This option lets you capture events for the Print Jobs from Managed Computers.

IP Address Change Allowed (2 = Disable/1 = Enable)
This option lets you enable/disable IP Address Change by the user on their computer.

Enable Time Synchronization (1 = Enable/0 = Disable)
This option lets you enable/disable time synchronization with internet. Active internet connection is mandatory for this feature.

Clear Quarantine folder after Days specified
This option lets you specify number of days after which the Quarantine folder should be cleared on Managed Computers.

Clear Quarantine Folder after Size Limit specified in MB
This option lets you specify size limit for the Quarantine folder. If the defined size limit exceeds, the Quarantine folder will be cleared on Managed Computers.

Exclude System PID from Scanning (1 = Enable/0 = Disable)
This option lets you exclude system process ID (Microsoft assigned System PIDs) from scanning on Managed Computers.

Disable Virtual Key Board Shortcut key (1 = Enable/0 = Disable)
This option lets you disable shortcut for using Virtual Keyboard on Managed Computers.

Show eScan Tray Menu (1 = Show/0 = Hide)
This option lets you Hide or Show eScan Tray menu on Managed Computers.

Show eScan Tray Icon (1 = Show/0 = Hide)
This option lets you hide or show eScan Tray Icon on Managed Computers.

Show eScan Desktop Protection Icon (1 = Show/0 = Hide)
This option lets you hide or show eScan Protection icon on Managed Computers.

Enable eScan Remote Support in Non-Administrator mode (1 = Enable/0 = Disable)
This option lets you enable/disable eScan Remote Support in Non-Administrator Mode. eScan will not prompt for entering Administrator Password to start eScan Remote Support from Managed Computers.

Define Virus Alert Time (in seconds)
This option lets you define time period in seconds to display Virus Alert on Managed Computers.

Show Malware URL Warning (1 = Show/0 = Hide)
This option lets you show or hide Malware URL warning messages on Managed Computers.

Protect Windows Hosts File (1 = Allow/0 = Block)
Use this option to Allow/Block modifications to Windows Host Files.

Search for HTML Scripts (1 = Allow/0 = Block)
Use this option to Allow/Block search for html script (infection) in files. This option will have impact on system performance.

Show Network Executable block alert (1 = Show/0 = Hide)
This option lets you show/hide Network executable block alerts on Managed Computers.

Show USB Executable Block Alert (1 = Show/0 = Hide)
This option lets you show/hide USB executable block alerts on Managed Computers.

Show eScan Tray Icon on Terminal Client (1 = Show/0 = Hide)
This option lets you show/hide eScan Tray Icon on Terminal Clients on Managed Computers.

Enable eScan Self Protection (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Self Protection on Managed Computers, if this feature is enabled, no changes or modifications can be made in any eScan File.

Enable eScan Registry Protection (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Registry Protection. User cannot make changes in protected registry entries if it is enabled on Managed Computers.

Enable backup of DLL files (1 = Enable/0 = Disable)
This option lets you Enable/Disable backup of DLL files on Managed Computers.

Integrate Server Service dependency with Real-time monitor (1 = Enable/0 = Disable)
This option lets you Integrate Server Service dependency with real-time monitor.

Send Installed Software Events (1 = Enable/0 = Disable)
This option lets you receive Installed Software Events from Managed Computers.

Enable Winsock Protection (Require Restart) (1 = Enable/0 = Disable)
This option lets you Enable/Disable protection at the Winsock Layer.

Enable Cloud (1 = Enable/0 = Disable)
This option lets you Enable/Disable eScan Cloud Security Protection on Managed Computers.

Enable Cloud Scanning (1 = Enable/0 = Disable)
This option lets you Enable/Disable Cloud Scanning on Managed Computers.

Remove LNK (Real-Time) (1 = Enable/0 = Disable)
This option lets you Enable/Disable Removal of LNK on real-time basis.

Whitelisted AutoConfigURL
This option lets you whitelist AutoConfigURLs. Enter comma separated URLs that need to be whitelisted.

Disable Add-ons/Extension blocking (1 = Enable/0 = Disable)
Selecting this option disables Add-ons and Extension blocking.

Include files to scan for archive (Eg: abc*.exe)
This option lets you add file types that needs to be when archive scanning enabled.

Block Date-Time Modification (1 = Enable/0 = Disable)
This option lets you block the modification of the system date and time.

Allow CMD-Registry for Date-Time blocking (Depends upon Block Date-Time Modification) (1 = Enable/0 = Disable)
Selecting this option lets you block date-time modification from the CMD-Registry.

Domain list for exclusion of Host file scanning (e.g. abc.mwti)
Selecting this option lets you add the list of domains to be excluded from host file scanning.

Disable Pause Protection and Open Protection center on Right Click (Set 192 for disable)
This option disables Pause Protection and Open Protection center on Right Click if you set it to 192.

Enable Share Access Control (1 = Enable/0 = Disable)
It enables Share Access Control. Network Shares ReadOnly Access and Network Shares NoAccess options will work only if this option is selected.

NOTE	Only if it is enabled the setting "**NetworkSharesReadOnlyAccess**" and "**NetworkSharesNoAccess**" will be referred

List of comma-separated servers and/or shares and/or wildcards which needs to be given NO ACCESS e.g. \\192.168.1.1\temp or \\192.168.1.1\temp*.doc or *.doc (Work only when "Enable Share Access Control" is set)
Selecting this option lets you add the List of comma-separated servers and/or shares and/or wildcards that should not be accessible.

List of comma-separated servers and/or shares and/or wildcards which needs to be given READ ONLY ACCESS e.g. \\192.168.1.1\temp or \\192.168.1.1\temp*.doc or *.doc (Work only when "Enable Share Access Control" is set)
Selecting this option lets you add the List of comma-separated servers and/or shares and/or wildcards that should be given only view access and not be editable.

Include files to scan for archive (eg: abc*.exe)
Selecting this option lets you add file types that should be scanned.

Whitelist IP Address (Depends on IP Address Change Allowed) (E.G 192.168.1.* You can put comma-separated list)
Selecting this option lets you add the list of IP addresses separated by commas to whitelist them.

Block Access to Control Panel (1 = Enable/0 = Disable)
Selecting this option lets you block the user from accessing the control panel.

Disable COPY/PASTE (1 = Enable/0 = Disable)
Selecting this option lets you disable Copy/Paste actions.

Enable logging of sharing activity from suspected malware system (WSmbFilt.log on client system) (1 = Enable/0 = Disable)
Enabling this option directs eScan to log any sharing activity performed by suspected malware system. By default, this feature is enabled.

Block all RDP Session except Whitelisted under TSPM
Selecting this option lets you block all RDP sessions excluding the ones you have Whitelisted under TSPM.

Allow RDP (1=Block Foreign IP and allow Local IP/0 =Block Local & Foreign IP but allow Whitelisted IP)
This option lets you allow or block the foreign and local IP addresses excluding the whitelisted ones.

PowerShell Exclusion list
Selecting this option lets you add a PowerShell script file path manually to exclude files and folders from real-time scan.

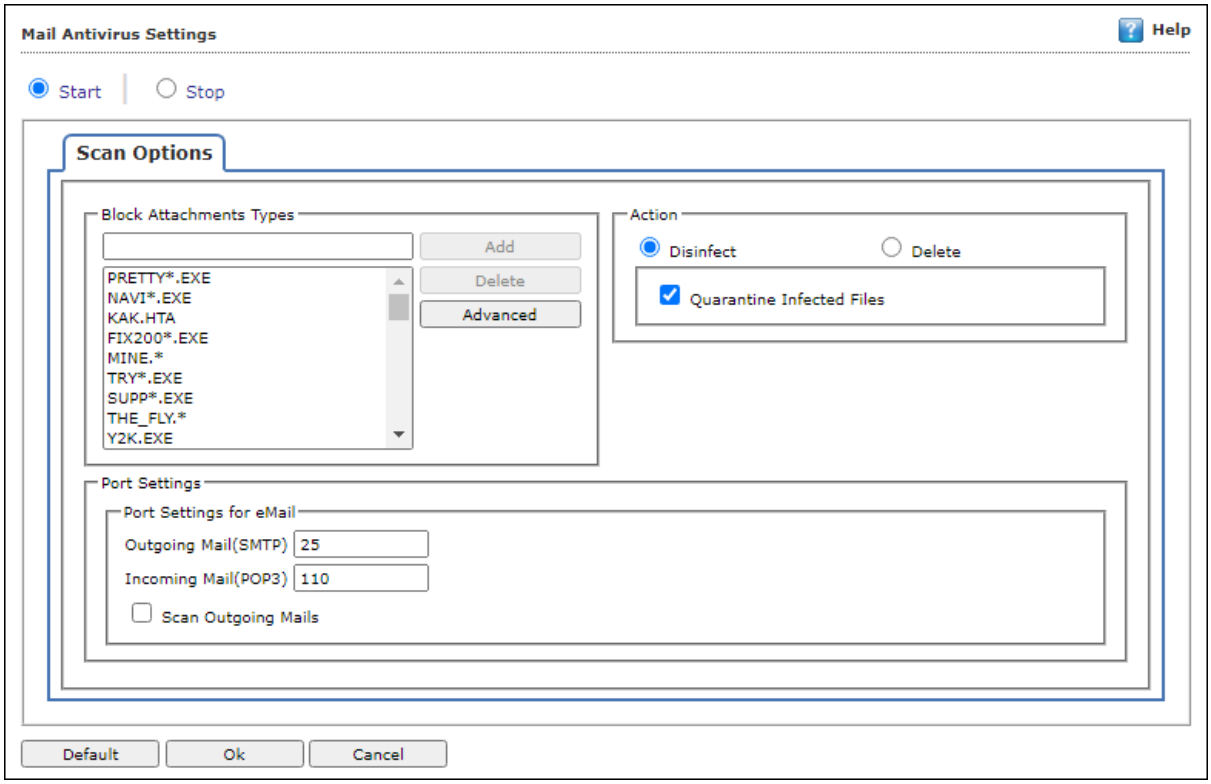
Allow Uninstallers (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable use of third party uninstallers.

Block Renaming of Hostname (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable block Hostname renaming.
Restricted Environment enabled (1 = Enable/0 = Disable)
Selecting this option lets you enable/disable restrict environment settings.

Block eternal blue (wannacry) exploits (1 = Enable/0 = Disable)
Selecting this option lets you block eternal blue (wannacry) exploits. By default, this option is enabled.

Mail Antivirus

Mail Anti-Virus is a part of the Protection feature of eScan. This module scans all incoming and outgoing emails for viruses, spyware, adware, and other malicious objects. It lets you send virus warnings to client computers on the Mail Anti-Virus activities. By default, Mail Anti-Virus scans only the incoming emails and attachments, but you can configure it to scan outgoing emails and attachments as well. Moreover, it lets you notify the sender or system administrator whenever you receive an infected email or attachment. This page provides you with options for configuring the module.



Scan Options

This tab lets you select the emails to be scanned and action that should be performed when a security threat is encountered during a scan operation. This tab lets you configure following settings:

Block Attachments Types

This section provides you with a predefined list of file types that are often used by virus writers to embed viruses. Any email attachment having an extension included in this list will be blocked or deleted by eScan at the gateway level. You can add file extensions to this list as per your requirements. As a best practice, you should avoid deleting the file extensions that are present in the **Block Attachments Types** list by default. You can also configure advanced settings required to scan emails for malicious code.

Action

This section lets you configure the actions to be performed on infected emails. These operations are as follows:

Disinfect [Default]

Select this option if you want Mail Anti-Virus to disinfect infected emails or attachments.

Delete

Select this option if you want Mail Anti-Virus to delete infected emails or attachments.

Quarantine Infected Files [Default]

Select this option if you want Mail Anti-Virus to quarantine infected emails or attachments. The default path for storing quarantined emails or attachments is – **C:\Program Files\eScan\QUARANT**.

However, you can specify a different path for storing quarantined files, if required.

Port Settings for email

You can also specify the ports for incoming and outgoing emails so that eScan can scan the emails sent or received through those ports.

Outgoing Mail (SMTP) [Default: 25]

You need to specify a port number for SMTP.

Incoming Mail (POP3) [Default: 110]

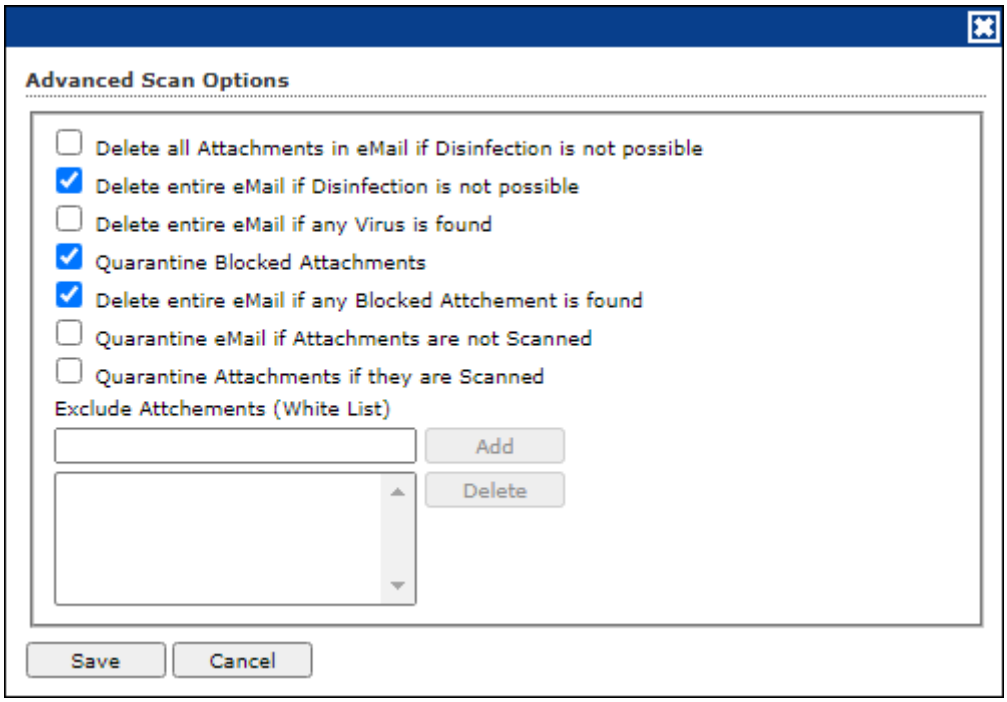
You need to specify a port number for POP3.

Scan Outgoing Mails

Select this option if you want Mail Anti-Virus to scan outgoing emails as well.

Advanced

Clicking **Advanced** displays Advanced Scan Options dialog box. This dialog box lets you configure the following advanced scanning options:



Delete all Attachment in email if disinfection is not possible
Select this option to delete all the email attachments that cannot be cleaned.

Delete entire email if disinfection is not possible [Default]
Select this option to delete the entire email if any attachment cannot be cleaned.

Delete entire email if any virus is found
Select this option to delete the entire email if any virus is found in the email or the attachment is infected.

Quarantine blocked Attachments [Default]
Select this option to quarantine the attachment if it bears extension blocked by eScan.

Delete entire email if any blocked attachment is found [Default]
Select this option to delete an email if it contains an attachment with an extension type blocked by eScan.

Quarantine email if attachments are not scanned
Select this check box to quarantine an entire email if it contains an attachment not scanned by Mail Anti-Virus.

Quarantine Attachments if they are scanned

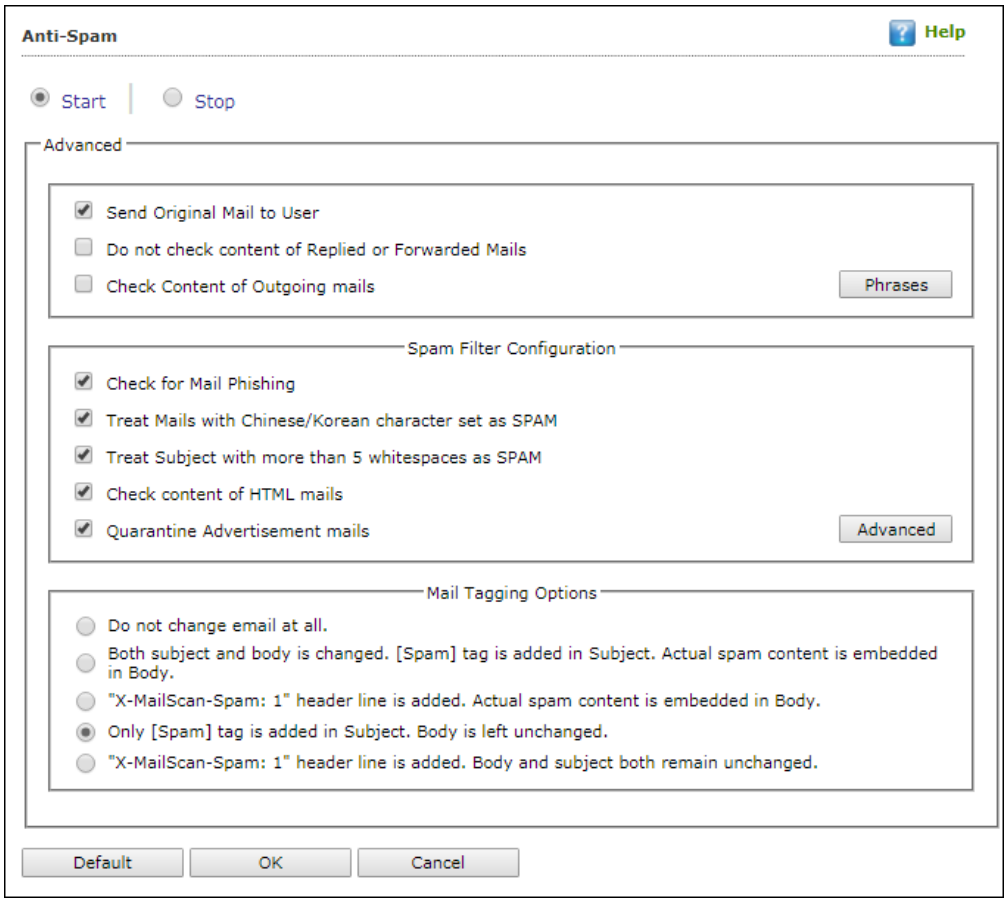
Select this check box if you want eScan to quarantine attachments that are scanned by Mail Anti-Virus.

Exclude Attachments (White List)

This list is empty by default. You can add file names and file extensions that should not be blocked by eScan. You can also configure eScan to allow specific files even though if the file type is blocked. For example, if you have listed *.PIF in the list of blocked attachments and you need to allow an attachment with the name ABC, you can add abcd.pif to the Exclude Attachments list. Add D.PIFing *.PIF files in this section will allow all *.PIF to be delivered. MicroWorld recommends you to add the entire file name like ABCD.PIF.

Anti-Spam

Anti-Spam module filters junk and spam emails and sends content warnings to specified recipients. Here you can configure the following settings.



Advanced

This section provides you with options for configuring the general email options, spam filter configuration, and tagging emails in Anti-Spam.

Send Original Mail to User [Default]

This check box is selected by default. eScan delivers spam mail to your inbox with a spam tag. When an email is tagged as SPAM, it is moved to this folder. Select this check box, if you want to send original email tagged as spam to the recipient as well.

Do not check content of Replied or Forwarded Mails

Select this check box, if you want to ensure that eScan does not check the contents of emails that you have either replied or forwarded to other recipients.

Check Content of Outgoing mails
Select this check box, if you want Anti-Spam to check outgoing emails for restricted content.

Phrases
Click **Phrases** to open the **Phrases** dialog box. This dialog box lets you configure additional email related options. In addition, it lets you specify a list of words that the user can either allow or block.

User specified whitelist of words/phrases (Color Code: **GREEN**)
This option indicates the list of words or phrases that are present in the whitelist. A phrase added to the whitelist cannot be edited, enabled, or disabled.

User specified List of Blocked words/phrases: (Color Code: **RED**)
This option indicates the list of words or phrases that are defined in block list.

User specified words/phrases disabled: (Color Code: **GRAY**)
This option indicates the list of words or phrases that are defined to be excluded during scans. The options in the **Phrases to Check** dialog box are disabled by default.

Action List

- **Add Phrase:** Option to add phrase to quarantine or delete the mail.
- **Edit Phrase:** To modify existing phrase added in list.
- **Enable Phrase:** By default, it is enabled. After being disabled, you can use this option to enable it.
- **Disable Phrase:** Disable existing phrase added in list.
- **Whitelist:** This will allow email to deliver to inbox when phrase is found in the email.
- **Block list:** This will delete email when it contains the phrase.
- **Delete:** Delete the phrase added in list.

Spam Filter Configuration
This section provides you with options for configuring the spam filter. All options in this section are selected by default.

Check for Mail Phishing [Default]
Select this option if you want Anti-Spam to check for fraudulent emails and quarantine them.

Treat Mails with Chinese/Korean character set as SPAM [Default]
When this option is selected, emails are scanned for Chinese or Korean characters. This check is based on the research data conducted by MicroWorld's various spam email samples collected from around the globe. From these samples, it was observed that spammers often use Chinese or Korean characters in their emails.

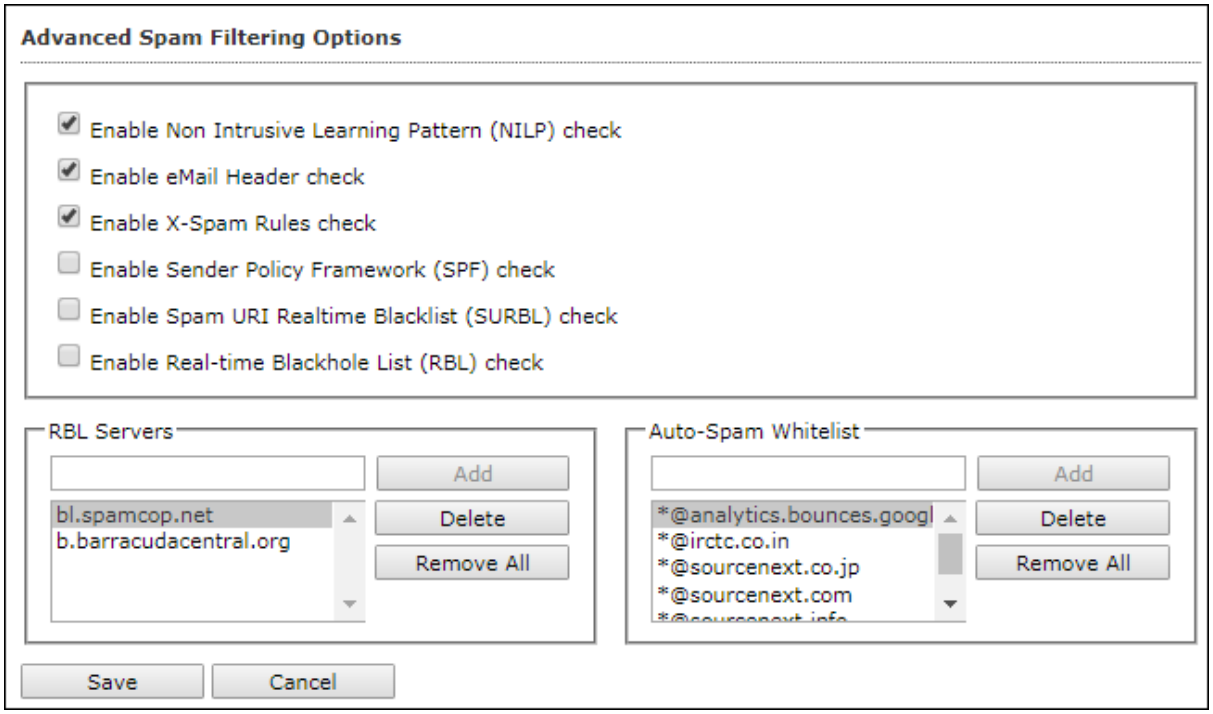
Treat Subject with more than 5 whitespaces as SPAM [Default]
In its research, MicroWorld found that spam emails usually contain more than five consecutive white spaces. When this option is selected, Anti-Spam checks the spacing between characters or words in the subject line of emails and treats emails with more than five whitespaces in their subject lines as spam emails.

Check content of HTML mails [Default]
Select this option if you want Anti-Spam to scan emails in HTML format along with text content.

Quarantine Advertisement mails [Default]
Select this option if you want Anti-Spam to check for advertisement types of emails and quarantine them.

Advanced

Clicking **Advanced** displays Advanced Spam Filtering Options dialog box. This dialog box lets you configure the following advanced options for controlling spam.



Enable Non- Intrusive Learning Pattern (NILP) check [Default]

Non-Learning Intrusive Pattern (NILP) is MicroWorld's revolutionary technology that uses Bayesian Filtering and works on the principles of Artificial Intelligence (AI) to analyze each email and prevents spam and phishing emails from reaching your inbox. It has self-learning capabilities and it updates itself by using regular research feeds from MicroWorld servers. It uses an adaptive mechanism to analyze each email and categorize it as spam or ham based on the behavioral pattern of the user.

Enable email Header check [Default]

Select this option if you want to check the validity of certain generic fields likes From, To, and CC in an email and marks it as spam if any of the headers are invalid.

Enable X Spam Rules check [Default]

X Spam Rules are rules that describe certain characteristics of an email. It checks whether the words in the content of emails are present in eScan's database. This database contains a list of words and phrases, each of which is assigned a score or threshold. The Spam Rules Check technology matches X Spam Rules with the mail header, body, and attachments of each email to generate a score. If the score crosses a threshold value, the mail is considered as spam. Anti-Spam refers to this database to identify emails and takes action on them.

Enable Sender Policy Framework (SPF) check

SPF is a world standard framework adopted by eScan to prevent hackers from forging sender addresses. It acts as a powerful mechanism for controlling phishing mails. Select this check box if you want Anti-Spam to check the SPF record of the sender's domain. However, your computer should be connected to the Internet for this option to work.

Enable Spam URI Real-time Blacklist (SURBL) check

Select this option if you want Anti-Spam to check the URLs in the message body of an email. If the URL is listed in the SURBL site, the email will be blocked from being downloaded. However, your computer should be connected to the Internet for this option to work.

Enable Real-time Blackhole List (RBL) check

Select this option if you want Anti-Spam to check the sender's IP address in the RBL sites. If the sender IP address is blacklisted in the RBL site, the email will be blocked from being downloaded. However, your computer should be connected to the Internet for this option to work.

RBL Servers

RBL is a DNS server that lists IP addresses of known spam senders. If the IP of the sender is found in any of the blacklisted categories, the connection is terminated. The RBL Servers list contains addresses of servers and sites that maintain information regarding spammers. You can add or delete address in the list as per your requirement.

Auto Spam Whitelist

Unlike normal RBLs, SURBL scans emails for names or URLs of spam websites in the message body. It terminates the connection if the IP of the sender is found in any of the blacklisted categories. This contains a list of valid email addresses that can bypass the above Spam filtering options. It thus allows emails from the whitelist to be downloaded to the recipient's inbox. You can add or delete address in the list as per your requirement.

Mail Tagging Options

Anti-Spam also includes some mail tagging options, which are described as follows:

Do not change email at all

Select this option if you want to prevent Anti-Spam from adding the [Spam] tag to emails that have been identified as spam.

Both subject and body are changed: [Spam] tag is added in Subject: Actual spam content is embedded in Body

This option lets you identify spam emails. When you select this option, Anti-Spam adds a [Spam] tag in the subject line and the body of the email that has been identified as spam.

"X MailScan Spam: 1" header line is added: Actual spam content is embedded in Body

This option lets you add a [Spam] tag in the body of the email that has been identified as spam. In addition, it adds a line in the header line of the email.

Only [Spam] tag is added in Subject: Body is left unchanged [Default]

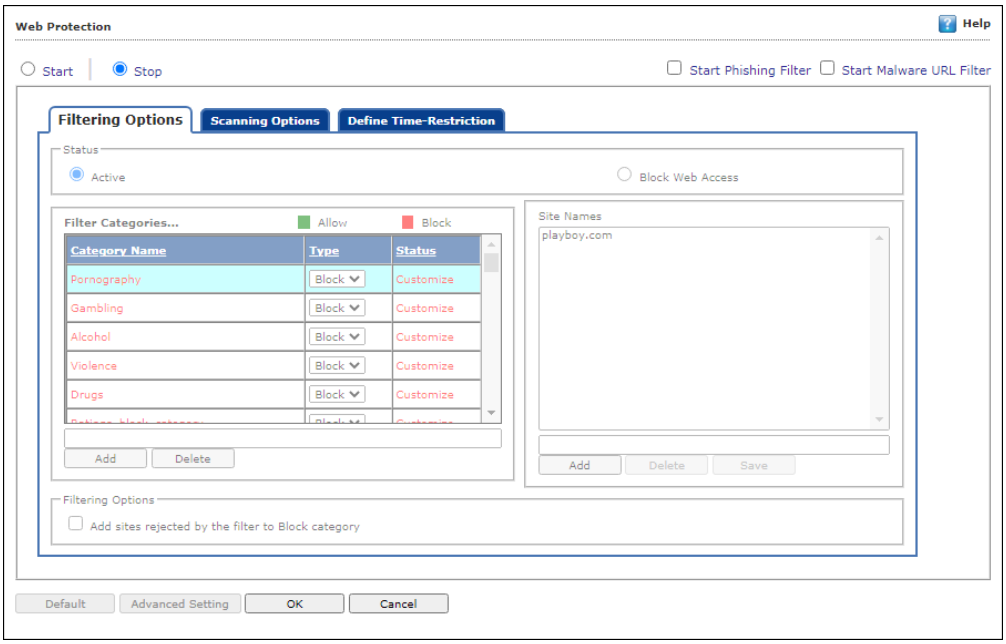
This option lets you add the [Spam] tag only in the subject of the email, which has been identified as spam.

"X MailScan Spam: 1" header line is added: Body and subject both remain unchanged

This option lets you add a header line to the email. However, it does not add any tag to the subject line or body of the email.

Web Protection

Web Protection module scans the website content for specific words or phrases. It lets you block websites containing pornographic or offensive content. Administrators can use this feature to prevent employees from accessing non-work related websites during preferred duration.



You can configure the following settings.

Filtering Options

This tab has predefined categories that help you control access to the Internet.

Status

This section lets you allow or block access to specific websites based on Filter Categories. You can set the status as **Active** or **Block** web access. Select the **Block Web Access** option if you want to block all the websites except the ones that have been listed in the **Filter Categories**. When you select this option, only **Filtering Options** and **Pop-up Filter** tabs are available.

Filter Categories

This section uses the following color codes for allowed and blocked websites.

Green

It represents an allowed websites category.

Red

It represents a blocked websites category.

The filter categories used in this section include categories like Pornography, Gambling, Chat, Alcohol, Violence, Drugs, Ratings_block_category, Websites Allowed, etc. You can also add or delete filter categories depending on your requirement.

Category Name

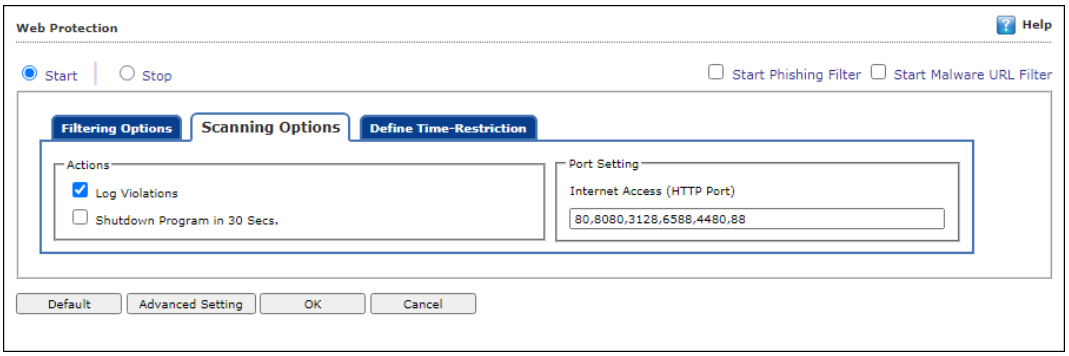
This section shows the **Words/Phrases** list. It lists the words or phrases present in the selected category. In addition, the section displays the **Site Names** list, which lists the websites belonging to the selected category. You can also add or delete filter categories depending on your requirement.

Filter Options

This section includes the **Add sites rejected by the filter to Block category check box**. Select this option if you want eScan to add websites that are denied access to the Block category database automatically.

Scanning Options

This tab lets you enable log violations and shutdown program if it violates policies. It also lets you specify ports that need monitoring.



Actions

This section lets you select the actions that eScan should perform when it detects a security violation.

Log Violations [Default]

This check box is selected by default. Select this option if you want Web Protection to log all security violations for your future reference.

Shutdown Program in 30 Secs

Select this option if you want Web Protection to shut down the browser automatically in 30 seconds when any of the defined rules or policies is violated.

Port Setting

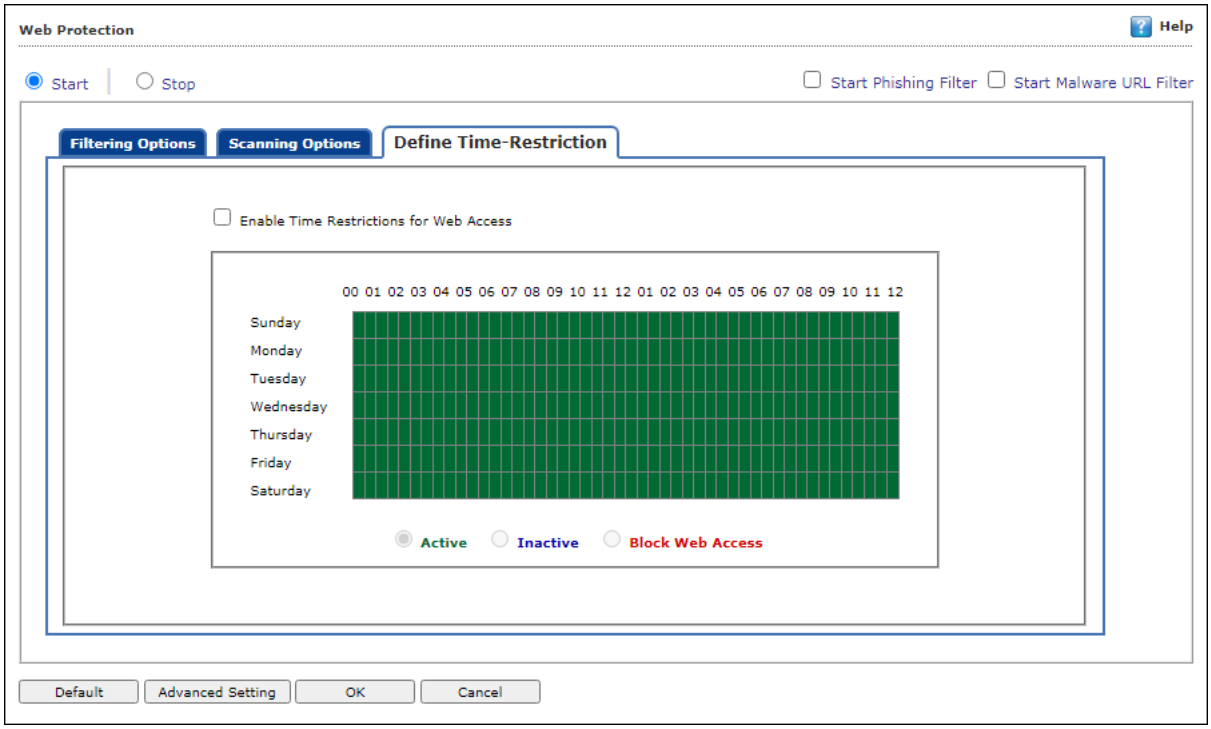
This section lets you specify the port numbers that eScan should monitor for suspicious traffic.

Internet Access (HTTP Port)

Web browsers commonly use the port numbers 80, 8080, 3128, 6588, 4480, and 88 for accessing the Internet. You can add port numbers to the **Internet Access (HTTP Port)** box to monitor the traffic on those ports.

Define Time Restriction

This section lets you define policies to restrict access to the Internet.



Enable Time Restrictions for Web Access

Select this option if you want to set restrictions on when a user can access the Internet. By default, all the fields appear dimmed. The fields are available only when you select this option.

The time restriction feature is a grid-based module. The grid is divided into columns based on the days of the week vertically and the time interval horizontally.

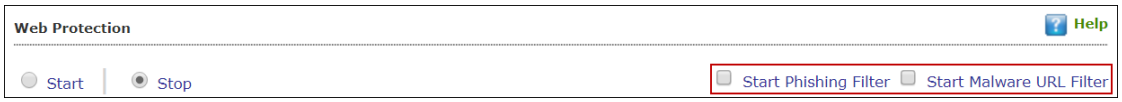
Active

Click **Active** and select the appropriate grid if you want to keep web access active on certain days for a specific interval.

Inactive
Select this option if you want to keep web access inactive on certain days for a specific interval.

Block Web Access
Select this option if you want to block web access on certain days for a specific interval.

Phishing and Malware URL Filter
Under Web Protection eScan also provides options to enable Phishing and Malware filters which will detect and prevent any phishing attempts on the system and block all malware attacks.
To enable the filters, select **Start** and then select the respective check boxes.



Advanced Settings

Clicking **Advanced** displays Advanced Settings.

Ignore IP address from Web-scanning
Select this option to enter IP address form Web-Scanning

Enable Unknown Browser detection
Select this option to enable/disable unknown browser detection

Enable allowing of WhiteListed Site during BlockTime
Select this option to enable/disable white listed site during block time

Enable Online Web-Scanning Module
Select this option to enable/disable online web-scanning module

Disable Web Warning Page
Select this option to enable/disable web warning page

Enable HTTPS Popup
Select this option to enable/disable HTTPS Popup

Show External Page for Web blocking (Page to be define under External Page)
Select this option to enable/disable external page for web blocking

External Page Link for Web blocking (Depends on Show External Page)
Select this option to enter external page link for web blocking

Force inclusion of Application into Layer scanning (MW Layer)
Select this option to enter Force inclusion of Application into Layer scanning

Enable HTTP Popup (1 = Enable/0 = Disable)
Select this option to enable/disable HTTP pop-ups.

Ignore Reference of sub-link
Select this option to enable/disable Ignore Reference of sub-link.

Allow access to SubDomain for Whitelisted sites(Only HTTP Sites)
Select this option to enable/disable access to SubDomain for Whitelisted sites.

Allow access to SubDomain for Whitelisted sites(Only HTTPS Sites)
Select this option to enable/disable access to SubDomain for Whitelisted sites.

Enable logging of visited websites
Select this option to enable/disable logging of visited websites.

Block EXE download from HTTP Sites (1 = Enable/0 = Disable)
Select this option to enable/disable block download of .exe files from HTTP websites.

Block HTTP Traffic only on Web Browser
Select this option to enable/disable block HTTP Traffic on Web Browser

Allow website list (Depends on "Block HTTP Traffic only on Web Browser")
Select this option to enter to block HTTP Traffic on Web Browser.

Block Microsoft EDGE Browser (1 = Enable/0 = Disable)
Select this option to enable/disable blocking Microsoft Edge browser.

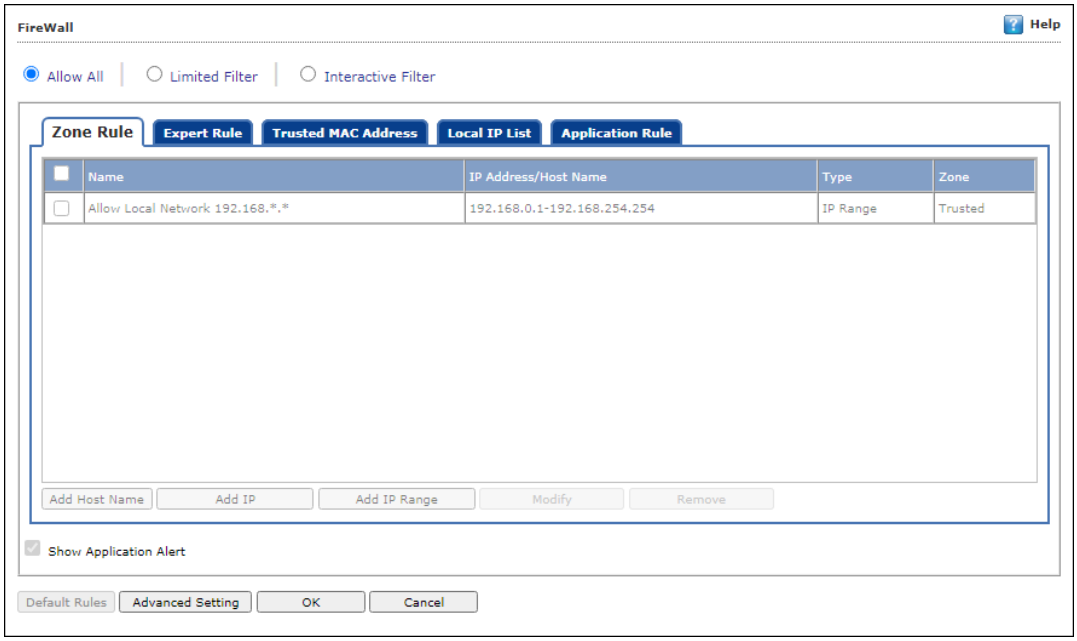
Enable Web Protection using Filter driver (1 = Enable/0 = Disable)
Select this option to enable/disable web protection using filter driver.

Force Disable Web Protection using Filter driver (1 = Enable/0 = Disable)
Select this option to force enable/disable web protection using filter driver.

WFP Exclude IP List (1 = Enable/0 = Disable)
Select this option to enable/disable excluding IP list from Web Filter Protection.

Firewall

Firewall module is designed to monitor all incoming and outgoing network traffic and protect your computer from all types of network based attacks. eScan includes a set of predefined access control rules that you can remove or customize as per your requirements. These rules enforce a boundary between your computer and the network. Therefore, the Firewall feature first checks the rules, analyzes network packets, and filters them on the basis of the specified rules. When you connect to the Internet, you expose your computer to various security threats.



The Firewall feature of eScan protects your data when you:

- Connect to Internet Relay Chat (IRC) servers and join other people on the numerous channels on the IRC network.
- Use Telnet to connect to a server on the Internet and then execute the commands on the server.
- Use FTP to transfer files from a remote server to your computer.
- Use Network Basic Input Output System (NetBIOS) to communicate with other users on the LAN connected to the Internet.
- Use a computer that is a part of a Virtual Private Network (VPN).
- Use a computer to browse the Internet.
- Use a computer to send or receive email.

By default, the firewall operates in the **Allow All** mode. However, you can customize the firewall by using options like **Limited Filter** for filtering only incoming traffic and **Interactive Filter** to monitor incoming and outgoing traffic. The eScan Firewall also lets you specify different set of rules for allowing or blocking incoming or outgoing traffic.

These rules include Zone Rules, Expert Rules, Trusted Media Access Control (MAC) Address, and Local IP list. This page provides you with options for configuring the module. You can configure the following settings to be deployed to the eScan client systems.
Allow All – Clicking **Allow All** disables the eScan Firewall i.e. all the incoming and outgoing network traffic will not be monitored/filtered.

Limited Filter – Clicking **Limited Filter** enables eScan Firewall in limited mode which will monitor all incoming traffic only and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Interactive - Clicking **Interactive** enables eScan Firewall to monitor all the incoming and outgoing network traffic and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Following tabs are available:
Zone Rule
Expert Rule
Trusted MAC Address
Local IP List
Application Rule

Zone Rule

This is a set of network access rules to make the decision of allowing/blocking of the access to the system. This will contain the source IP address or source Host name or IP range either to be allowed or blocked.
Buttons (to configure a zone rule)

Add Host Name – This option lets you add a "host" in the zone rule. After clicking **Add Host Name**, enter the HOST name of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.

Add IP – This option lets you add an IP address of a system to be added in the zone rule. After clicking **Add IP**, enter the IP address of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the Zone Rule.

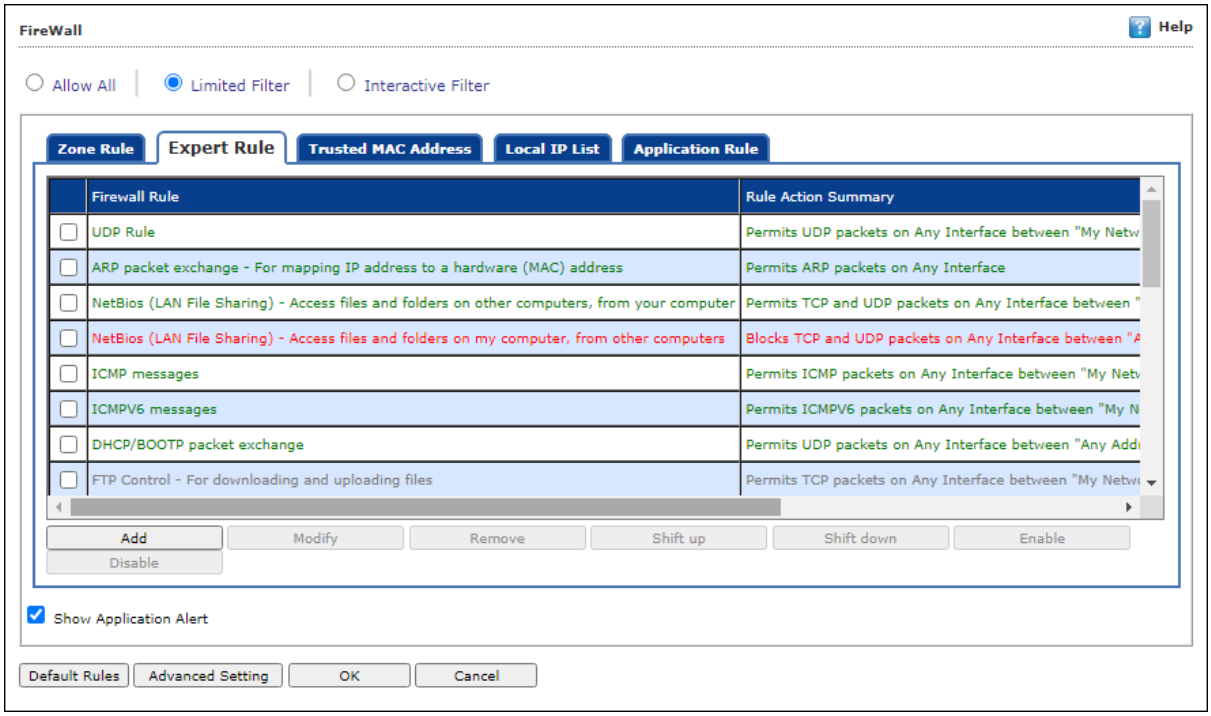
Add IP Range – This option lets you add an IP range to be added in the zone rule. After clicking **Add IP Range**, add the IP Range (i.e. a range of IP that the zone rules should be applied), select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.

Modify – To modify/change any listed zone rule (s), select the zone rule to be modified and then click **Modify**.

Remove - To remove any listed zone rule (s), select the zone rule and then click **Remove**.

Expert Rule

This tab lets you specify advanced rules and settings for the eScan firewall. You can configure expert rules on the basis of the various rules, protocols, source IP address and port, destination IP address and port, and ICMP types. You can create new expert rules.

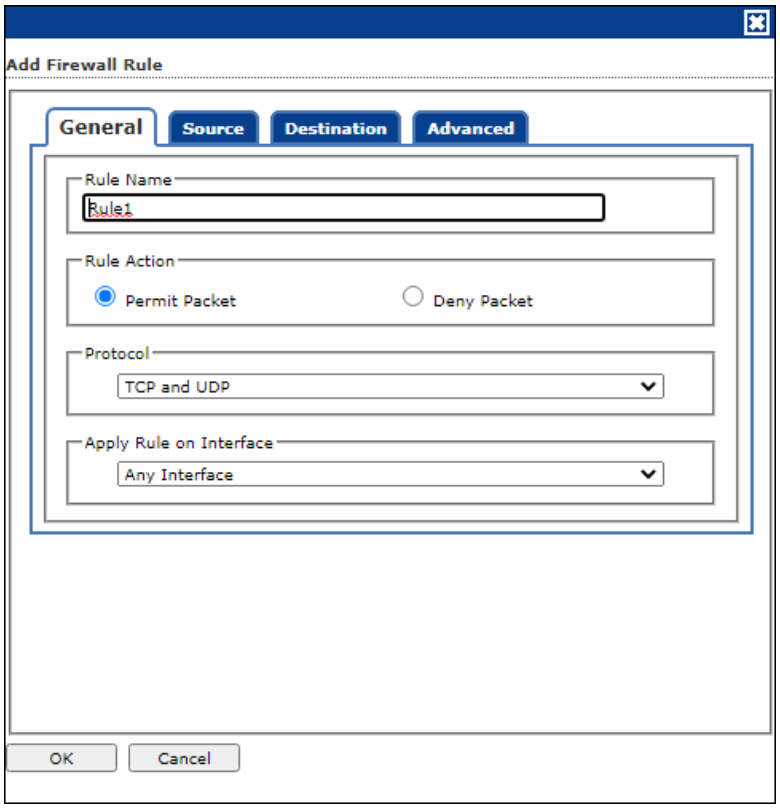


However, configure these rules only if you are familiar with firewalls and networking protocols.

- Source IP Address/Host Name
- Source Port Number
- Destination IP Address/Host Name
- Destination Port Number

Buttons (to configure an Expert Rule)

1. **Add** – Click **Add** to create a new Expert Rule. In the Add Firewall Rule Window:



General tab

In this section, specify the Rule settings:

Rule Name – Provide a name to the Rule.

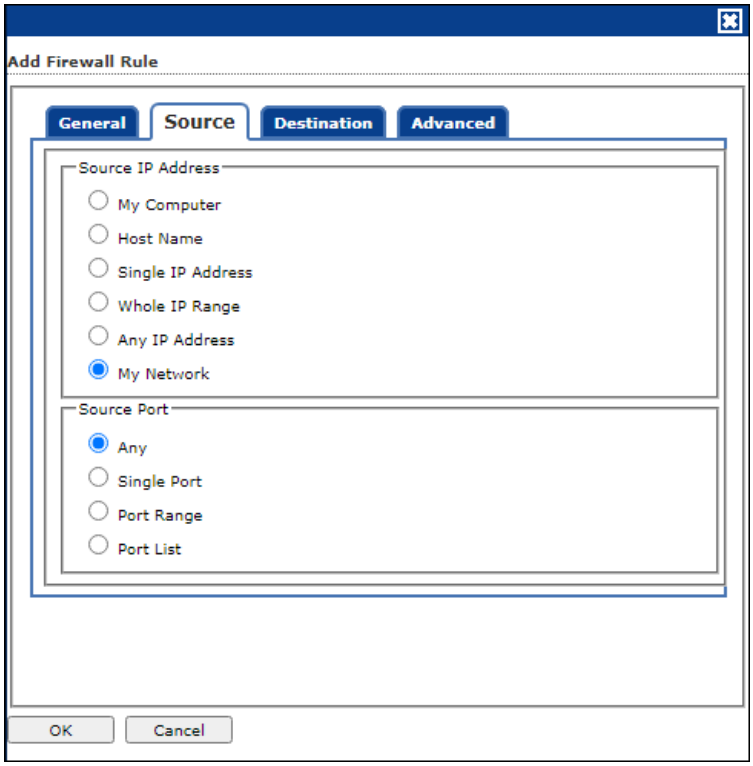
Rule Action – Action to be taken, whether to Permit Packet or Deny Packet.

Protocol – Select the network protocol (e.g. TCP, UDP, ARP) on which the Rule will be applied.

Apply rule on Interface – Select the Network Interface on which the Rule will be applied.

Source tab

In this section, specify/select the location from where the outgoing network traffic originates.



My Computer – The rule will be applied for the outgoing traffic originating from your computer.

Host Name – The rule will be applied for the outgoing traffic originating from the computer as per the host name specified.

Single IP Address – The rule will be applied for the outgoing traffic originating from the computer as per the IP address specified.

Whole IP Range – To enable the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the outgoing traffic from the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the traffic originating from ANY IP address.

Any – When this option is selected, the rule gets applied for outgoing traffic originating from any port.

Single Port – When this option is selected, the rule gets applied for the outgoing traffic originating from the specified/defined port.

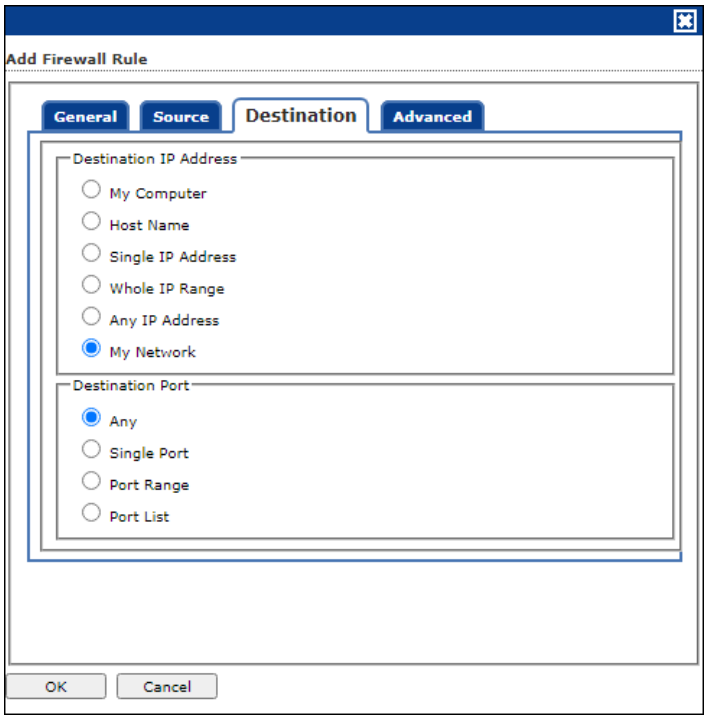
Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the outgoing traffic originating from the port which is within the defined range of ports.

Port List – A list of port can be specified. The rule will be applied for the outgoing traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Source IP Address and Source Port matches together.

Destination tab

In this section, specify/select the location of the computer where the incoming network traffic is destined.



Destination IP Address –

My Computer – The rule will be applied for the incoming traffic to your computer.

Host Name – The rule will be applied for the incoming traffic to the computer as per the host name specified.

Single IP Address – The rule will be applied for the incoming traffic to the computer as per the IP address specified.

Whole IP Range – To apply the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the incoming traffic to the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the incoming traffic to ANY IP Addresses.

Any – After selecting this option, the rule will be applied for the incoming traffic to ANY port.

Single Port – After selecting this option, the rule will be applied for the incoming traffic to the specified/defined port.

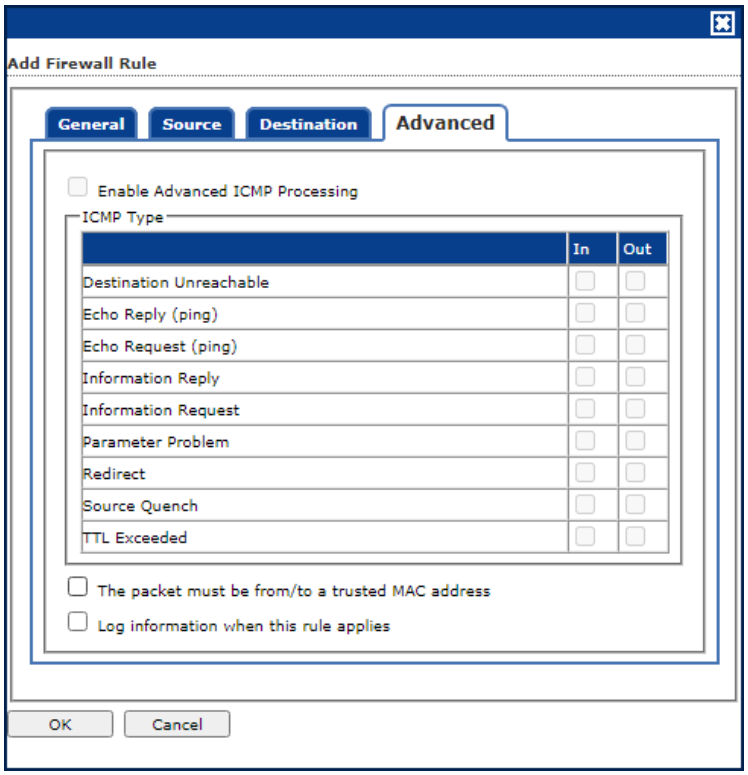
Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the incoming traffic to the port which is within the defined range of ports.

Port List – A list of port can be specified/added. The rule will be applied for incoming traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Destination IP Address and Destination Port matches together.

Advanced tab

This tab contains advance setting for Expert Rule.



Enable Advanced ICMP Processing - This is activated when the ICMP protocol is selected in the General tab.

The packet must be from/to a trusted MAC address – When this option is selected, the rule will only be applied on the MAC address defined/listed in the Trusted MAC Address tab.

Log information when this rule applies – This will enable to log information of the Rule when it is implied.

Modify – Clicking **Modify** lets you modify any Expert Rule.

Remove – Clicking **Remove** lets you delete a rule from the Expert Rule.

Shift Up and Shift Down– The UP and DOWN arrow button will enable to move the rules up or down as required and will take precedence over the rule listed below it.

Enable Rule/Disable Rule – These buttons lets you enable or disable a particular selected rule from the list.

Trusted MAC Address

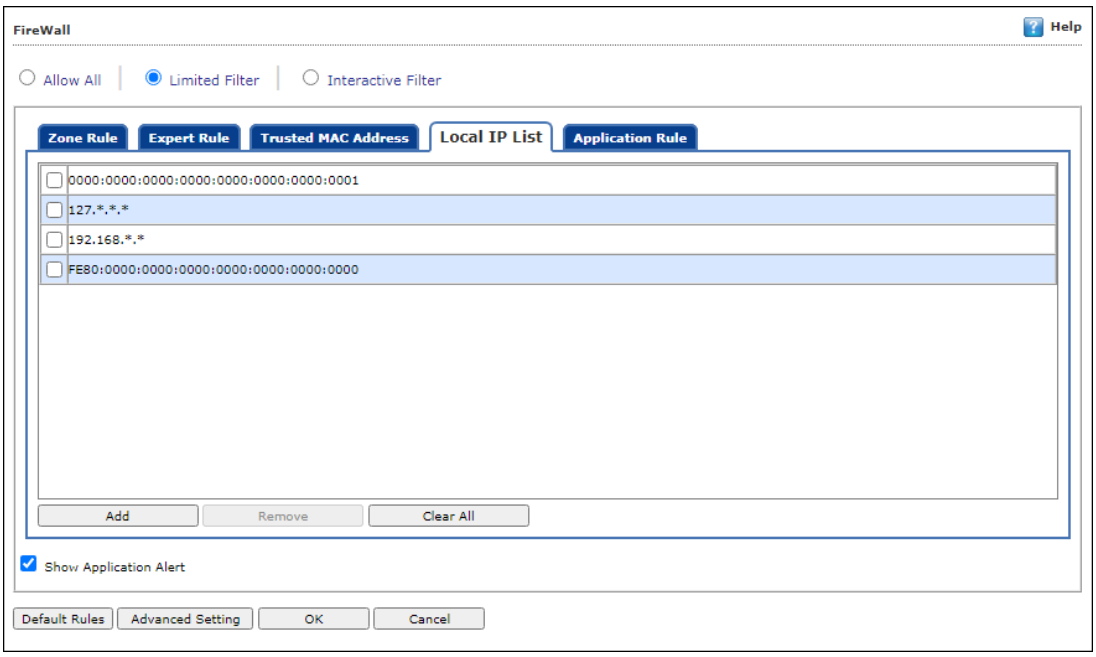
This section contains the information of the MAC address of the system. A MAC address is a hardware address that uniquely identifies each node of a network. The Trusted MAC address list will be checked along with the Expert Rule only when "The packet must be from/to a trusted MAC address" option is checked and the action will be as per specified in the rule. (Refer to the Advance Tab of the Expert Rule).

Buttons (to configure the Trusted MAC Address)

Add – To add a MAC address click on this button. Enter the MAC address to be added in the list for e.g. 00-13-
Edit – To modify/change the MAC Address, click **Edit**.
Remove – To delete the MAC Address, click **Remove**.
Clear All – To delete the entire listed MAC Address, click **Clear All**.

Local IP List

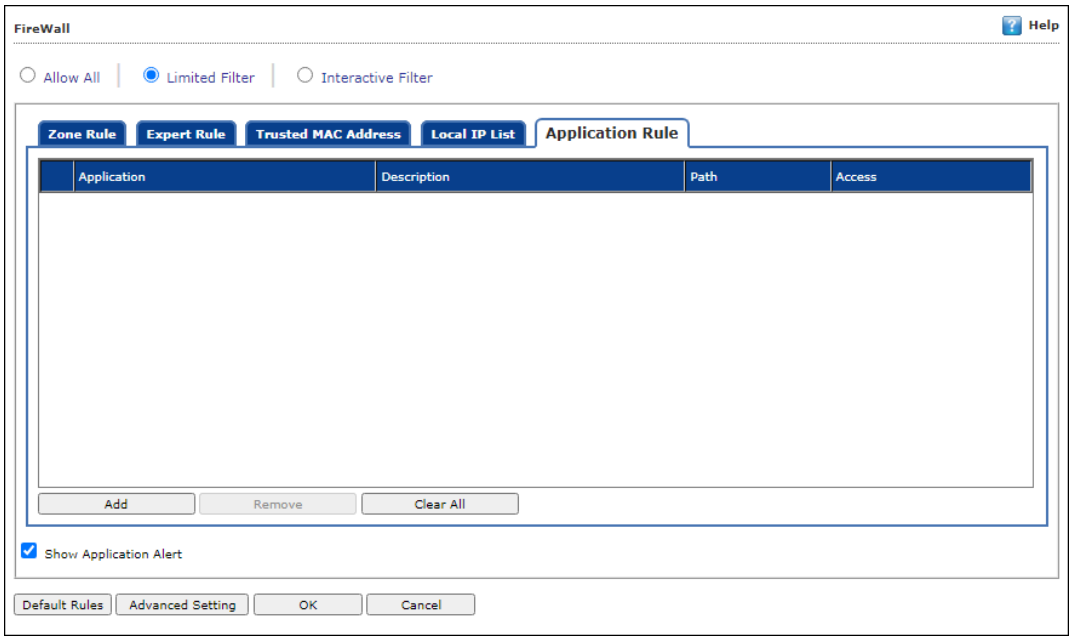
This section contains a list of Local IP addresses.



Add – To add a local IP address, click **Add**.
Remove – To remove a local IP address, click **Remove**.
Clear All – To clear all local IP addresses, click **Clear All**.
Default List – To load the default list of IP addresses, click **Default List**.

Application Rule

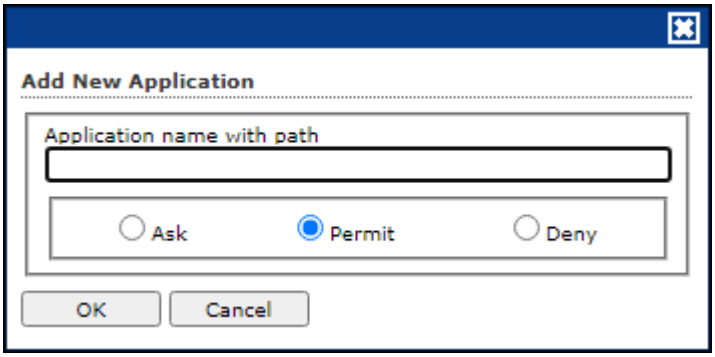
In this section you can define the permissions for different application. The application can be set to Ask, Permit or Deny mode.



Defining permission for an application

To define permission for an application,

1. Click **Add**.
2. Add New Application window appears.



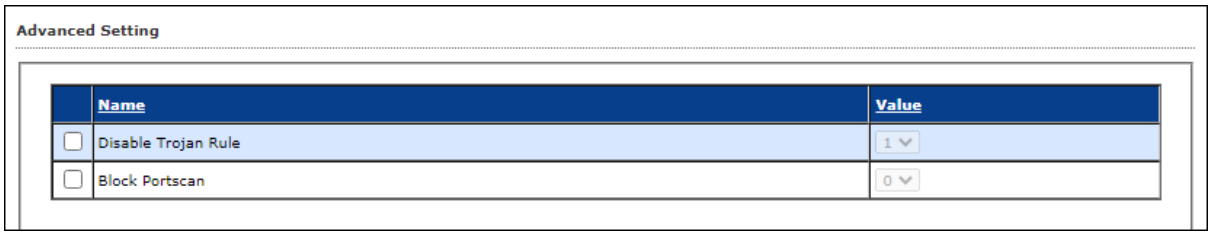
3. Enter the application name with path and select permission.
4. Click **OK**.
   The permission for the application will be defined.

Removing permission of an application

Select an application and then click **Remove**. The application will no longer have the permission.

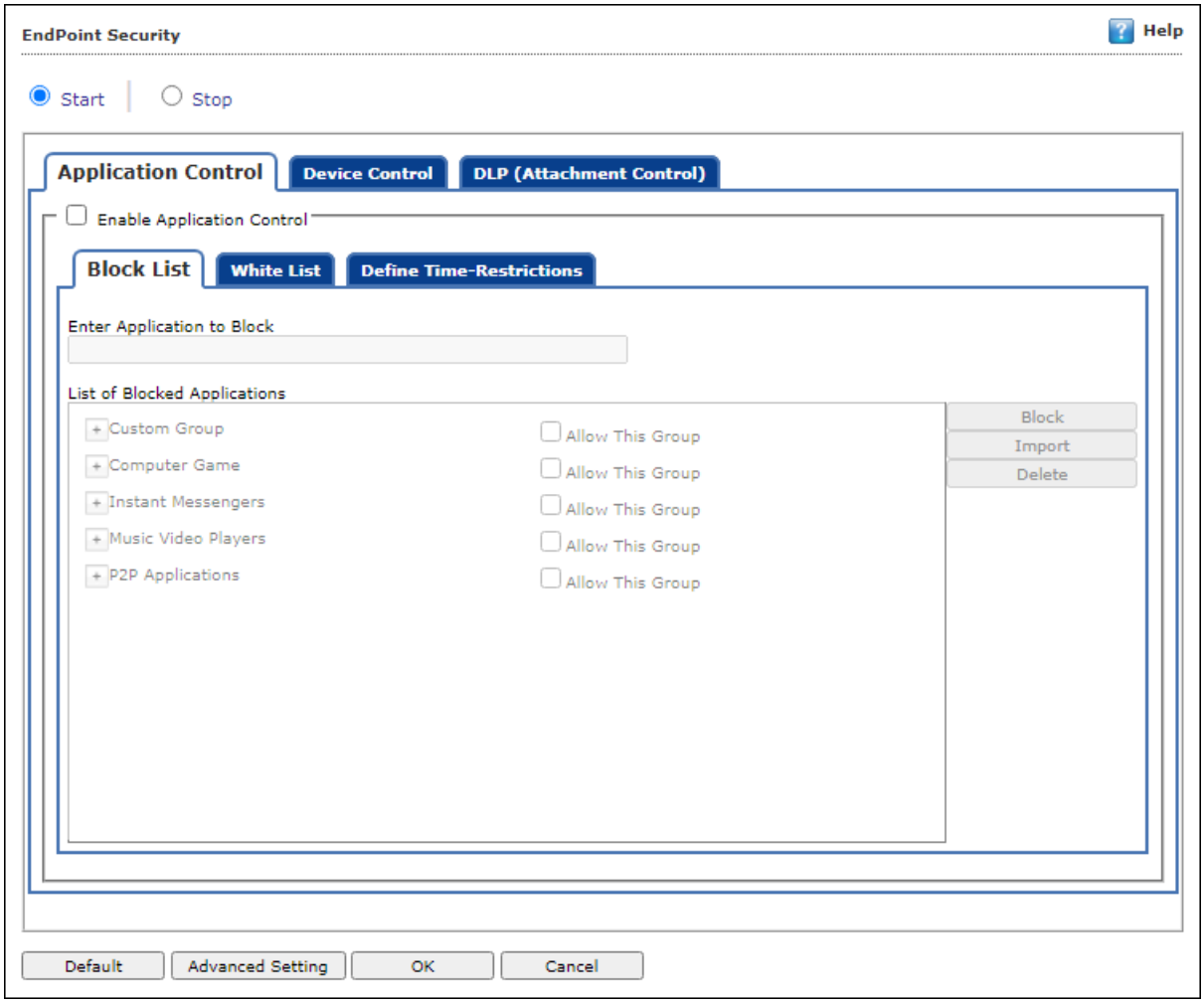
Other Buttons

- **Clear All** - This option will clear/delete all the information stored by the Firewall cache.
- **Show Application Alert** – Selecting this option will display an eScan Firewall Alert displaying the blocking of any application as defined in the Application Rule.
- **Default Rules** - This button will load/reset the rules to the Default settings present during the installation of eScan. This will remove all the settings defined by user.
- **Advanced Settings**: This button allows you to configure the advanced settings such as block port scan and disable Trojan rule.



Endpoint Security

Endpoint Security module protects your computer or Computers from data thefts and security threats through USB or FireWire® based portable devices. It comes with Application Control feature that lets you block unwanted applications from running on your computer. In addition, this feature provides you with a comprehensive reporting feature that lets you determine which applications and portable devices are allowed or blocked by eScan.



This page provides you with information regarding the status of the module and options for configuring it.

- **Start/Stop:** It lets you enable or disable Endpoint Security module. Click the appropriate option.

There are two tabs – Application Control and USB Control, which are as follows:

Application Control

This tab lets you control the execution of programs on the computer. All the controls on this tab are disabled by default. You can configure the following settings.

Enable Application Control
Select this option if you want to enable the Application Control feature of the Endpoint Security module.

Block List
Enter Application to Block: It indicates the name of the application you want to block from execution. Enter the full name of the application to be blocked.

List of Blocked Applications
This list contains blocked executables of applications that are predefined by MicroWorld. Each of the applications listed in the predefined categories are blocked by default. In addition, you can also add executables that you need to block only to the Custom Group category. If you want, you can unblock the predefined application by clicking the **UnBlock** link. The predefined categories include computer games, instant messengers, music & video players, and P2P applications.

White List
Enable White Listing
Select this check box to enable the whitelisting feature of the Endpoint Security module.

Enter Application to whitelist
Enter the name of the application to be whitelisted.

White Listed Applications
This list contains whitelisted applications that are predefined by MicroWorld. Each of the applications listed in the predefined categories are allowed by default. If you want to block the predefined categories, select the **Block** option.

Define Time Restrictions
This option lets you enable/disable application control feature. This feature lets you define time restriction when you want to allow or block access to the applications based on specific days and between pre-defined hours during a day.

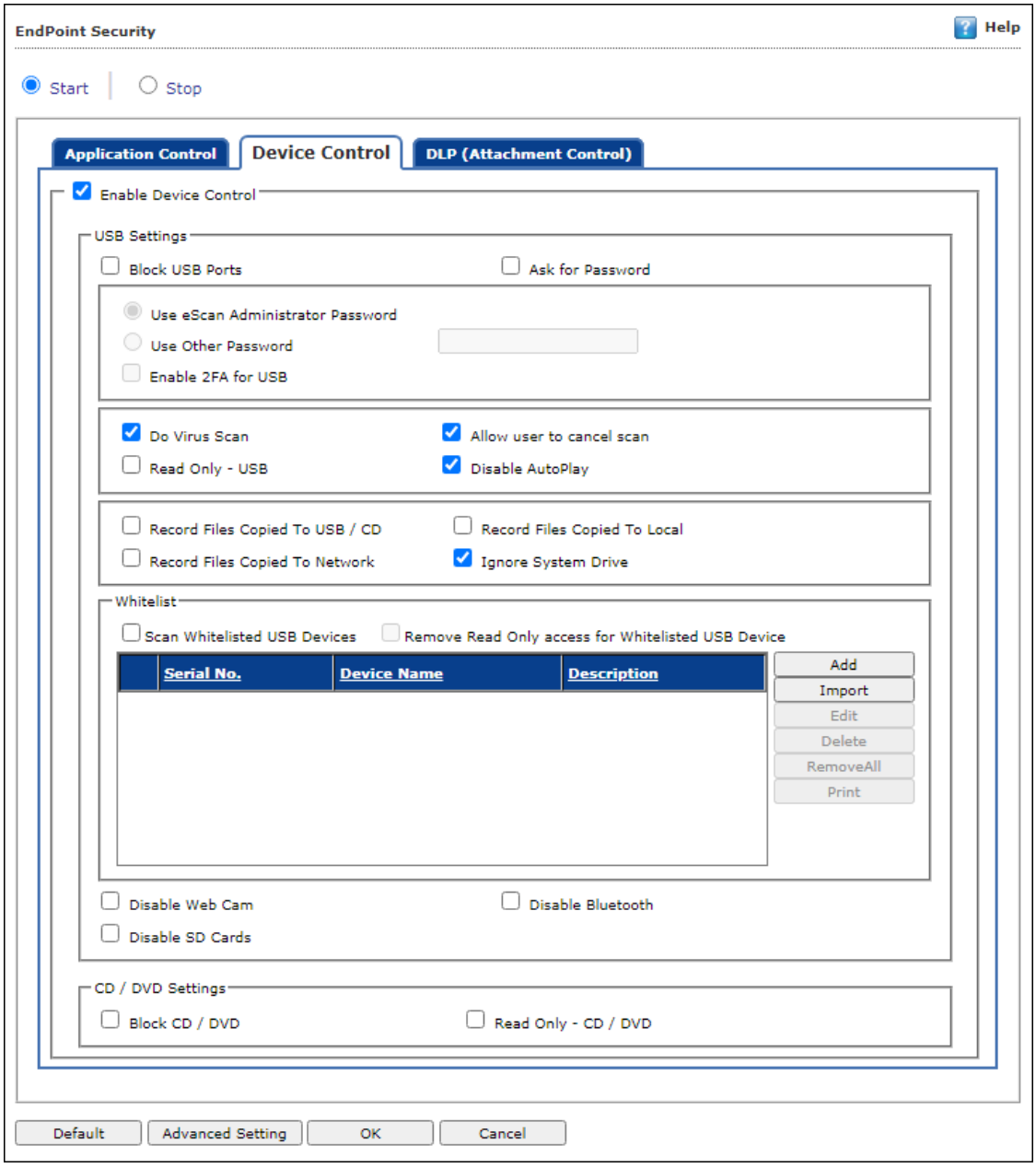
For example, the administrator can block computer games, instant messengers, for the whole day but allow during lunch hours without violating the Application Control Policies.

Datewise Restrictions

This feature lets you define datewise restrictions when you want to allow or block access to the applications based on specific dates and between pre-defined hours during that date.

Device Control

The Endpoint Security module protects your computer from unauthorized portable storage devices prompting you for the password whenever you plug in such devices. The devices are also scanned immediately when connected to prevent any infected files running and infecting the computer.



You can configure the following settings:

Enable Device Control [Default]
Select this option if you want to monitor all the USB storages devices connected to your endpoint. This will enable all the options on this tab.

USB Settings
This section lets you customize the settings for controlling access to USB storage devices.

Block USB Ports
Select this option if you want to block all the USB storage devices from sharing data with endpoints.

Ask for Password
Select this option, if you want eScan to prompt for a password whenever a USB storage device is connected to the computer. You have to enter the correct password to access USB storage device. It is recommended that you always keep this check box selected.

- **Use eScan Administrator**: This option is available only when you select the **Ask for Password** check box. Click this option if you want to assign eScan Administrator password for accessing USB storage device.
- **Use Other Password**: This option is available only when you select the **Ask for Password** check box. Click this option if you want assign a unique password for accessing USB storage device.
- **Enable 2FA for USB**: This option is available only when you select the **Ask for Password** check box. Click this option if you want enable 2FA feature for the USB.

Do Virus Scan [Default]
When you select this option, the Endpoint Security module runs a virus scan if the USB storage device is connected. It is recommended that you always keep this check box selected.

Allow user to cancel scan
Select this option to allow the user to cancel the scanning process of the USB device.

Read Only –USB
Select this option if you want to allow access of the USB device in read-only mode.

Disable AutoPlay [Default]
When you select this option, eScan disables the automatic execution of any program stored on a USB storage device when you connect the device.

Record Files Copied To USB/CD
Select this option if you want eScan to create a record of the files copied from the system to USB drive.

Record Files Copied To Network
Select this option if you want eScan to create a record of the files copied from managed computers to the network drive connected to it.

Record Files Copied To Local
Select this option if you want eScan to create a record of the files copied from the one drive to another drive of the system. Please note that if you have selected "Ignore System Drive" along with this option no record will be captured if the files are copied from system drive (the drive in which OS is installed) to another drive.

Ignore System Drive
Select this option in case of you do not want eScan to record files that are copied from system drive of managed computers to either network drive or any local drive.

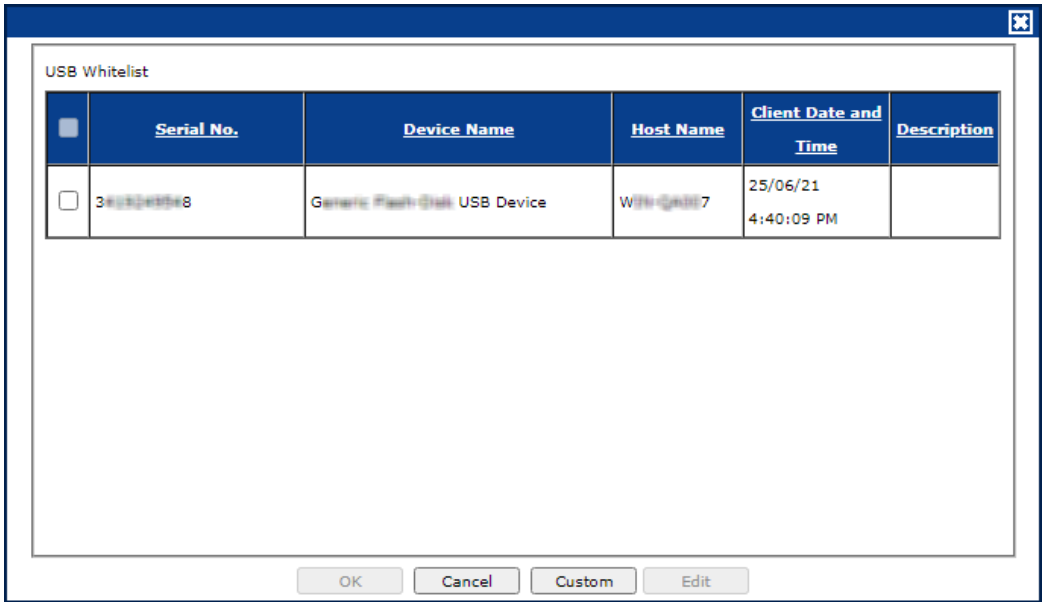
Whitelist
eScan provides a greater level of endpoint security by prompting you for a password whenever you connect a USB drive. To disable password protection for a specific device, you can add it along with its serial number to the whitelist. The next time you connect the device it will not ask for a password but will directly display the files or folders stored on the device. This section displays the serial number and device name of each of the whitelisted devices in a list. You can add devices to this list by clicking **Add**. The Whitelist section displays the following button.

Scan Whitelisted USB Devices
By default, eScan does not scan whitelisted USB devices. Select this option, if you want eScan to scan USB devices that have been added to the whitelist.

Remove Read Only access for Whitelisted USB Device
Select this option to remove the read-only access for the whitelisted USB Device.

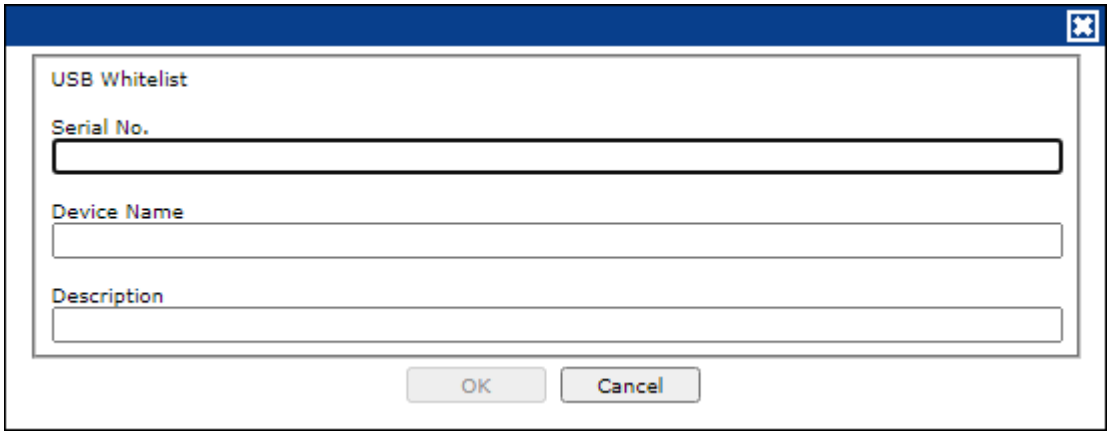
Add

Click **Add** to whitelist USB devices.
USB Whitelist window appears.



To whitelist a USB device, its details are required. If a USB device is connected to any eScan installed endpoint, the USB details are sent to the server. The administrator will have to manually whitelist the USB device.

To manually add a USB device in USB Whitelist without connecting to an endpoint, click **Custom**.



Enter the USB details and then click **OK**. The USB device will be added and whitelisted.

Import

To whitelist USB devices from a CSV file, click **Import**.
Click **Choose File** to import the file with the list.
The list should be in following format:
Serial No 1, Device Name 1, Device Description 1(Optional)
Serial No 2, Device Name 2
Eg: SDFSD677GFQW8N6CN8CBN7CXVB, USB Drive 2.5, Whitelist by
xyzDFRGHHRS54456HGDF347OMCNAK, Flash Drive 2.2

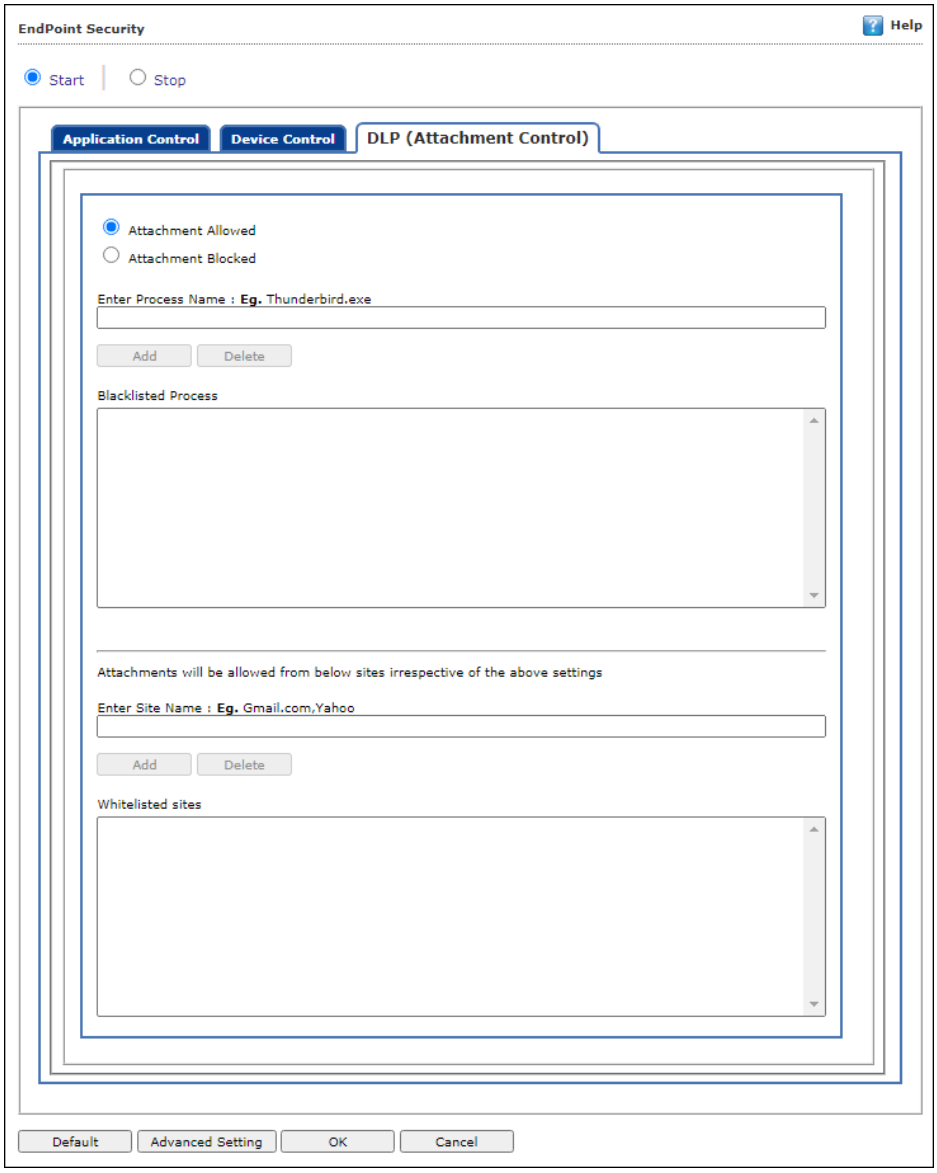
Disable Web Cam: Select this option to disable Webcams.
Disable SD Cards: Select this option to disable SD cards.
Disable Bluetooth: Select this option to disable Bluetooth.

Block CD / DVD: Select this option to block all CD/DVD access.
Read Only - CD / DVD: Select this option to allow read-only access for CD/DVD.

NOTE	Click **Default** to apply default settings done during eScan installation. It loads and resets the values to the default settings.

DLP (Attachment Control)

The DLP (Attachment Control) tab lets you control attachment flow within your organization. You can block/allow all attachments the user tries to send through specific processes that can be defined. You can exclude specific domains/subdomains that you trust, from being blocked even if they are sent though the blocked processes mentioned before.



You can configure the following settings:

Attachment Allowed

Select this option if you want attachments to be allowed through all processes except a specific set of processes mentioned below.

Attachment Blocked
Select this option if you want attachments to be blocked through all processes except a specific set of processes mentioned below.

Enter Process Name
Enter the name of the processes that should be excluded from the above selection.

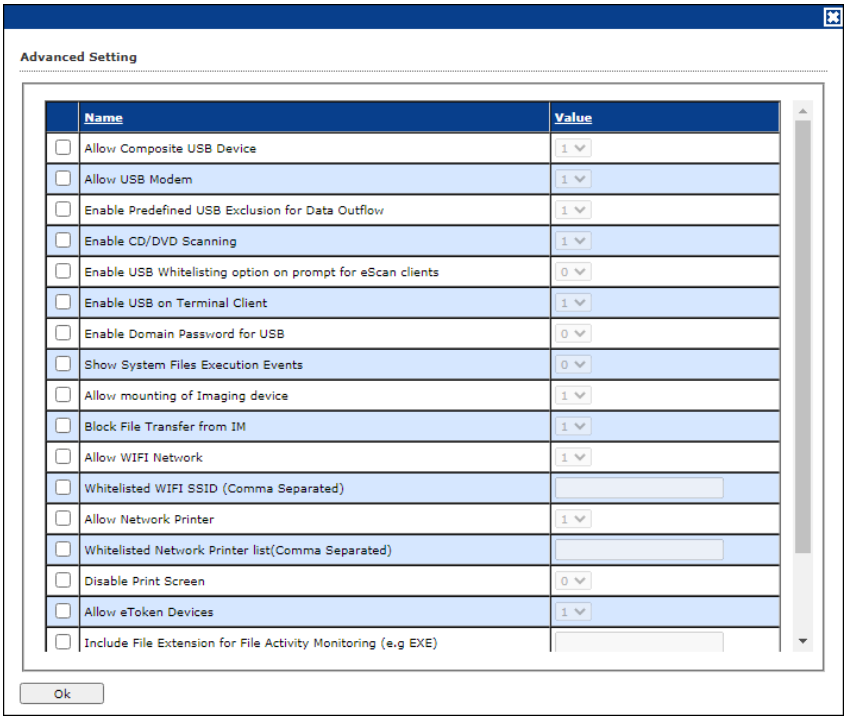
Blacklisted Process
This will display a list of process you excluded when you selected the **Attachment Allowed** option**.** eScan will block all attachments through this process.

Whitelisted Process
This will display a list of process you excluded when you selected the **Attachment Blocked** option**.** eScan will allow all attachments through this process.

Enter Site Name
Enter the name of the websites through which attachments should be allowed irrespective of the above settings.

Whitelisted Sites
The websites added above to be whit listed are displayed in this list.

Advanced Settings



Allow Composite USB Device (1 = Enable/0 = Disable)
Select this option to allow/block use of composite USB devices.

Allow USB Modem (1 = Enable/0 = Disable)
Select this option to allow/block use of USB modem.

Enable Predefined USB Exclusion for Data Outflow
Select this option to enable/disable use of predefined USB.

Enable CD/DVD Scanning
Select this option enable/disable scanning of CD/DVD.

Enable USB Whitelisting option on prompt for eScan clients
Select this option to enable/disable USB Whitelisting option on prompt for eScan clients.

Enable USB on Terminal Client (1 = Enable/0 = Disable)
Select this option to enable/disable USB on terminal client.

Enable Domain Password for USB
Select this option to enable/disable domain password for USB

Show System Files Execution Events
Select this option allow/block system files execution events

Allow mounting of Imaging device (1 = Enable/0 = Disable)
Select this option to allow/block mounting of imaging devices.

Block File Transfer from IM (1 = Enable/0 = Disable)
Select this option to allow/block file transfer from Instant Messengers.

Allow Wi-Fi Network (1 = Enable/0 = Disable)
Select this option to allow/block use of Wi-Fi networks.

Whitelisted WIFI SSID (Comma Separated)
Select this option to whitelist WIFI SSID

Allow Network Printer (1 = Enable/0 = Disable)
Select this option to allow/block use of network printers.

Whitelisted Network Printer list(Comma Separated)
Select this option to whitelist network printer list

Disable Print Screen
Select this option to enable/disable use of printer screen

Allow eToken Devices (1 = Enable/0 = Disable)
Select this option to allow/block use of eToken devices.

Include File Extension for File Activity Monitoring (e.g EXE)
Select this option to include File Extension for File Activity Monitoring

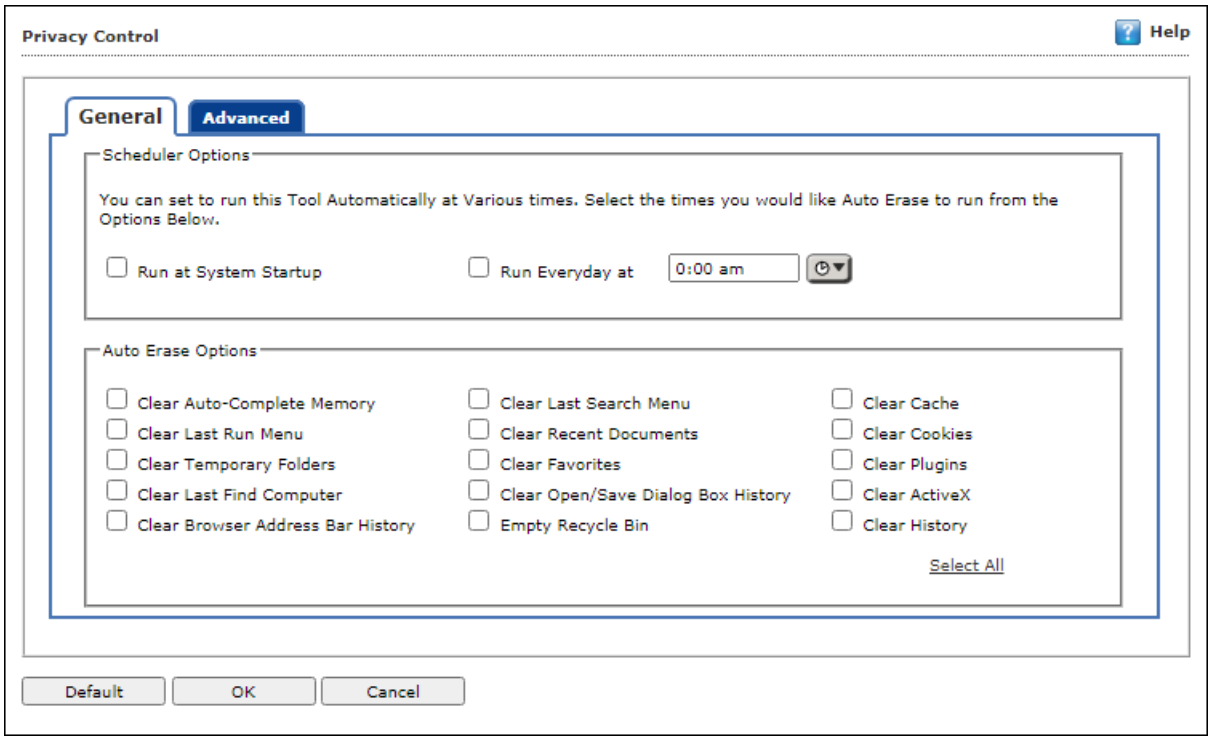
Exclude File Extension for File Activity Monitoring (e.g EXE)
Select this option to exclude File Extension for File Activity Monitoring (e.g EXE)

Auto Whitelist BitLocker encrypted USB Devices
Select this option to allow/block auto whitelist BitLocker encrypted USB devices

Ask Password for whitelisted Devices only
Select this option to allow/block ask password for whitelisted devices

Privacy Control

Privacy Control module protects your confidential information from theft by deleting all the temporary information stored on your computer. This module lets you use the Internet without leaving any history or residual data on your hard drive. It erases details of sites and web pages you have accessed while browsing. This page provides you with options for configuring the module.



It consists following tabs:

- **General**
- **Advanced**

General tab

This tab lets you specify the unwanted files created by web browsers or other installed software that should be deleted. You can configure the following settings:

Scheduler Options

You can set the scheduler to run at specific times and erase private information, such as your browsing history from your computer. The following settings are available in the **Scheduler Options** section.

Run at System Startup

It auto executes the Privacy Control module and performs the desired auto-erase functions when the computer starts up.

Run Every day at

It auto-executes the Privacy Control module at specified times and performs the desired auto erase functions. You can specify the time within the hours and minutes boxes.

Auto Erase Options

The browser stores traceable information of the websites that you have visited in certain folders. This information can be viewed by others. eScan lets you remove all traces of websites that you have visited. To do this, it auto detects the browsers that are installed on your computer. It then displays the traceable component and default path where the temporary data is stored on your computer. You can select the following options based on your requirements.

Clear Auto Complete Memory

Auto Complete Memory refers to the suggested matches that appear when you enter text in the Address bar, the Run dialog box, or forms in web pages. Hackers can use this information to monitor your surfing habits. When you select this check box, Privacy Control clears all this information from the computer.

Clear Last Run Menu

When you select this option, Privacy Control clears this information in the Run dialog box.

Clear Temporary Folders

When you select this option, Privacy Control clears files in the Temporary folder. This folder contains temporary files installed or saved by software. Clearing this folder creates space on the hard drive of the computer and boosts the performance of the computer.

Clear Last Find Computer

When you select this option, Privacy Control clears the name of the computer for which you searched last.

Clear Browser Address Bar History

When you select this check box, Privacy Control clears the websites from the browser's address bar history.

Clear Last Search Menu

When you select this option, Privacy Control clears the name of the objects that you last searched for by using the Search Menu.

Clear Recent Documents
When you select this check box, Privacy Control clears the names of the objects found in Recent Documents.

Clear Files & Folders
When you select this check box, Privacy Control deletes selected Files and Folders. Use this option with caution as it permanently deletes unwanted files and folders from the computer to free space on the computer.

Clear Open/Save Dialog box History
When you select this check box, Privacy Control clears the links of all the opened and saved files.

Empty Recycle Bin
When you select this check box, Privacy Control clears the Recycle Bin. Use this option with caution as it permanently clears the recycle bin.

Clear Cache
When you select this check box, Privacy Control clears the Temporary Internet Files.

Clear Cookies
When you select this check box, Privacy Control clears the Cookies stored by websites in the browser's cache.

Clear Plugins
When you select this check box, Privacy Control removes the browser plug-in.

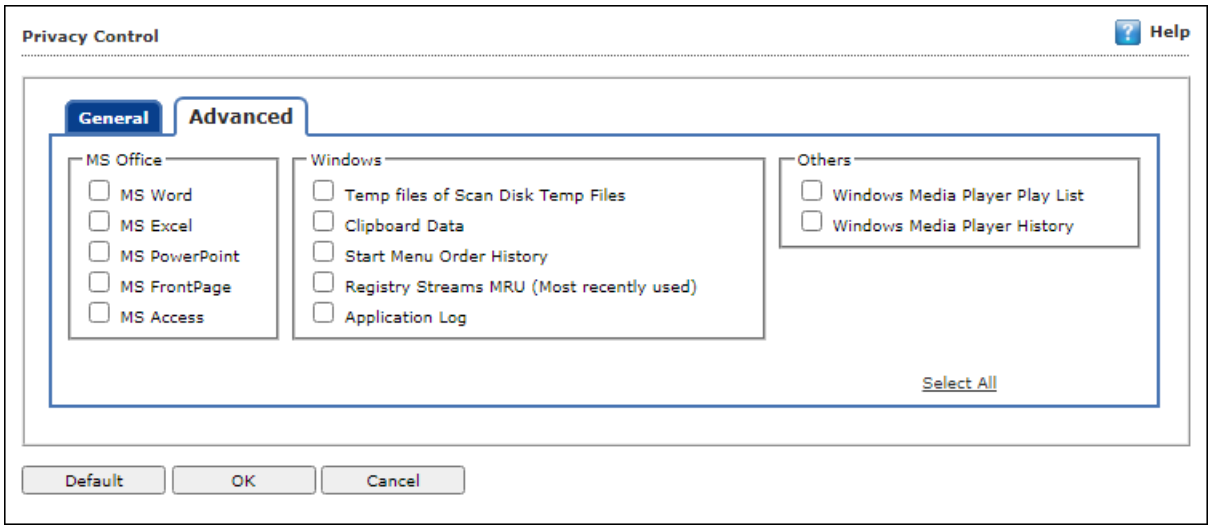
Clear ActiveX
When you select this check box, Privacy Control clears the ActiveX controls.

Clear History
When you select this check box, Privacy Control clears the history of all the websites that you have visited.
In addition to these options, the **Auto Erase Options** section has below option as well.

Select All/ Unselect All
Click this button to select/unselect all the auto erase options.

Advanced tab

This tab lets you select unwanted or sensitive information stored in MS Office, other Windows files and other locations that you need to clear.



MS Office

The .msi extension files will be cleared if these options are selected**.**

Windows

The respective unwanted files like temp files will be cleared.

Others

The unwanted files in the Windows media player will be cleared.

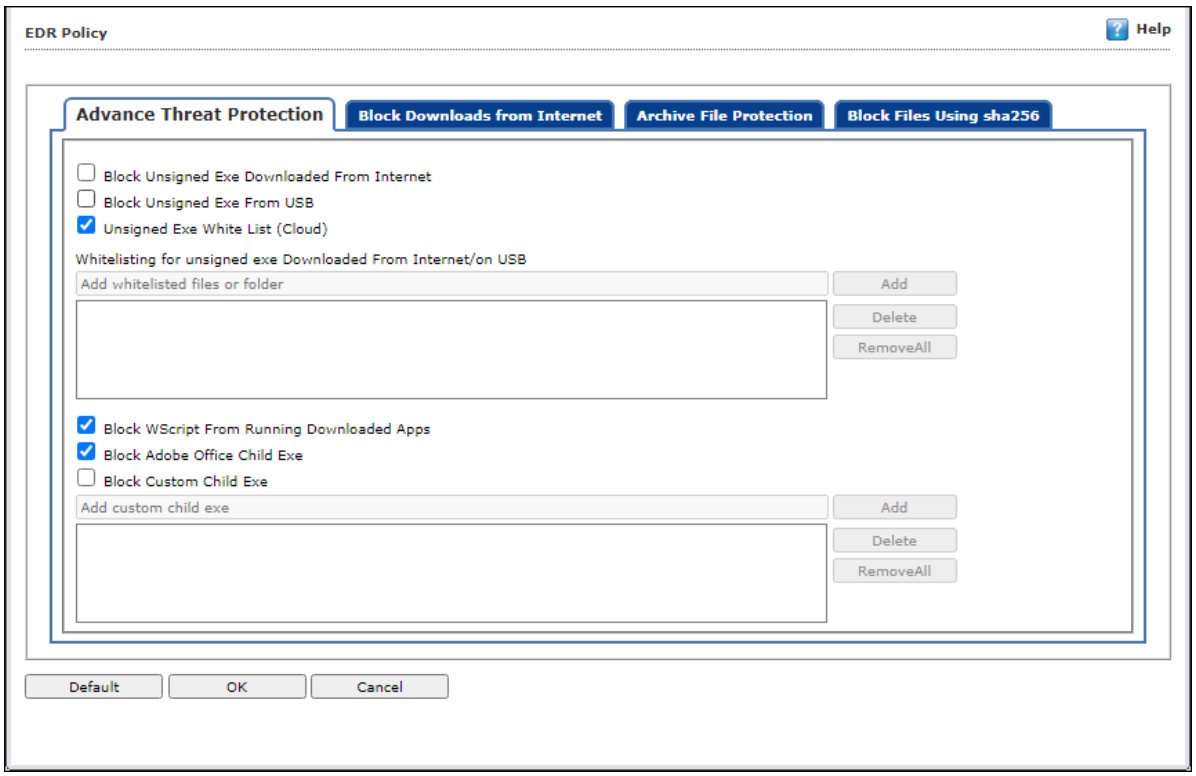
NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Policy Details also lets you do the following for Windows Operating System.

Advance Security

Following tabs with multiple threat protection options that are present in the EDR Policy:

- Advance Threat Protection
- Block Downloads from Internet
- Archive File Protection
- Block Files Using sha256



The following section will describe the tabs and options in detail.

Advance Threat Protection

This tab allows you to block and whitelist the execution of EXE files downloaded from Internet or present in the USB. Along with its Advanced Threat Protection tab that enables to restrict the WScript and Adobe reader from the execution of child processes.

Block Unsigned Exe Download from Internet

This option blocks the execution of untrusted/unknown executable files that are downloaded from the internet.

Block Unsigned Exe from USB

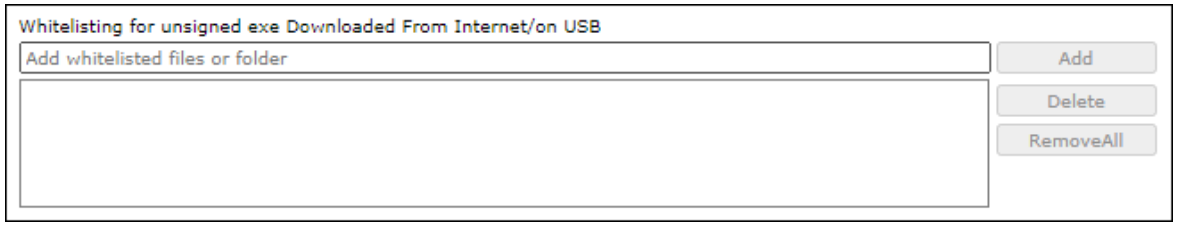
This option blocks the execution of untrusted/unknown executable files from portable storage devices like USB drives.

Unsigned Exe White list (Cloud)

This option allows the execution of whitelisted executable files based on the eScan Cloud database. It is enabled by default.

Whitelisting for unsigned exe Downloaded From Internet/on USB

This option allows the user to whitelist the unknown executable files. After enabling the above listed options, you can configure this option.



- **Add**: To add an unknown executable file, enter the name of the file and click **Add.** The file will be added in the list.
- **Delete:** To delete an executable file, select the particular file from the list and click **Delete**.
- **Remove All**: To remove all the files from the list, click **Remove All**.

Block WScript From Running Downloaded Apps

This option allows you to blocks the execution of any potentially malicious scripts (.js, PowerShell) that running from the downloaded apps.

Block Adobe Office Child Exe

This option allows you to block the generation of any child process (VB macros, exploit code, PowerShell commands) by Adobe Reader and Office apps.

Block Custom Child Exe

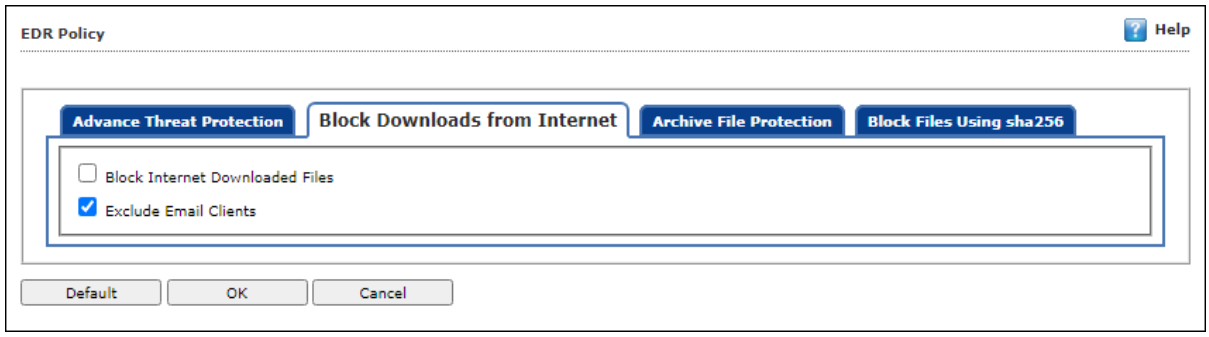
This option lets you to add or delete the custom child EXE.

After enabling this option, you can configure the following options:

- **Add**: To add custom child EXE, enter the name and click **Add**.
- **Delete**: To delete any child EXE, select the file and click **Delete**.
- **Remove All**: To remove all the file at once, click **Remove All**.

Block Downloads From Internet

This tab allows you to block or restrict the internet downloaded files and files downloaded from email clients.



Block Internet Downloaded Files

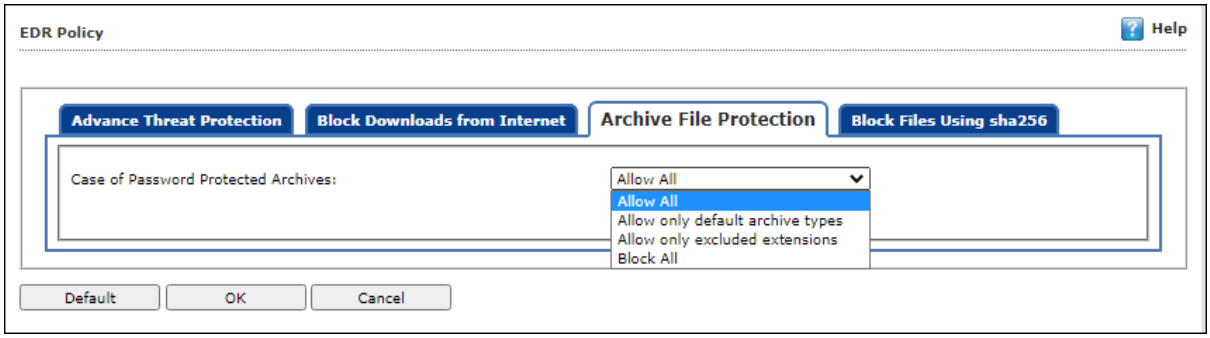
This option allows you to directly block the files while downloading from internet.

Exclude Email Clients

This option allows the execution of attachment and auto-run executable files that are downloaded via email clients (Outlook, Thunderbird, and more). It is enabled by default.

Archive File Protection

This tab allows or blocks the running of password-protected archive files (zip, rar, 7zip, and more).



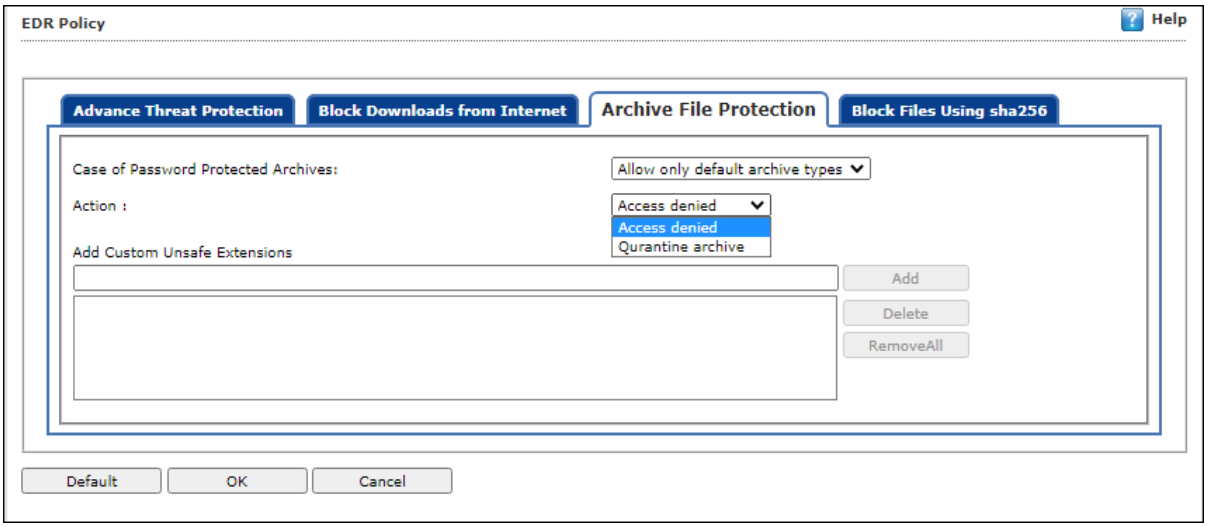
Following options can be configured:

Allow All

This option is enabled by default and allows running of all the password-protected archive files.

Allow only default archive types

This option allows the access of only default archive types and file name with extensions that are added in the list.



Action

This drop-down option allows you to select the action to be taken in case of password protected archive file that does not belong to default type or whitelisted file extensions.

- **Access Denied:** This option will deny the access to the archive files that are not default type or whitelisted file extensions.
- **Quarantine archive:** This option will quarantine all the archive files other than default types or whitelisted file extensions.

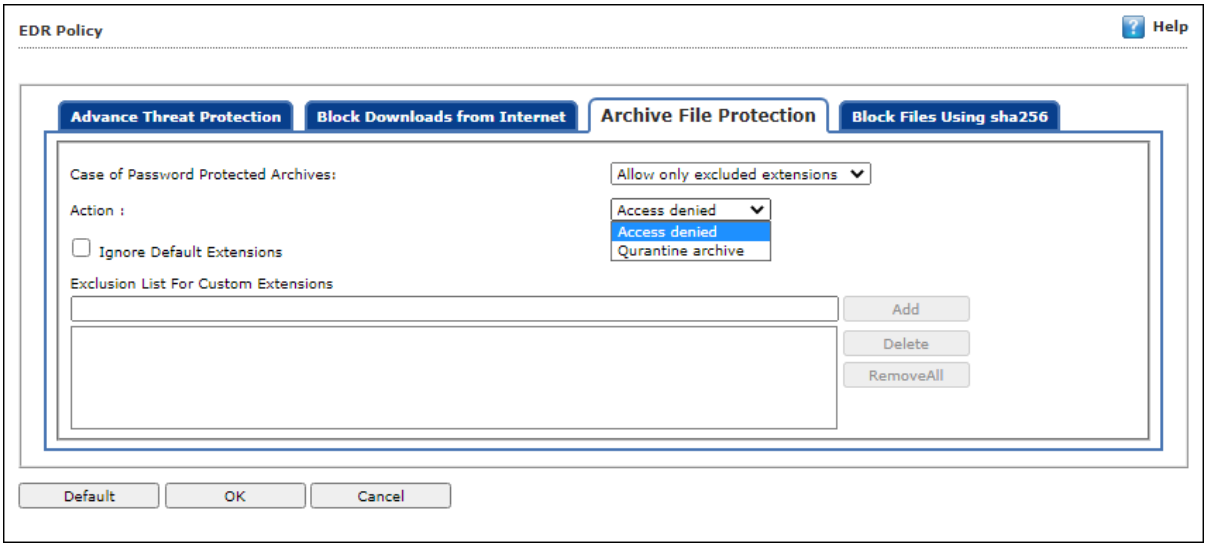
Add Custom Unsafe Extensions

This option allows you to add custom unsafe archive in the list.

- **Add**: To add custom unsafe extension, enter the extension and click **Add**.
- **Delete**: To delete any custom extension, select the extension and click **Delete**.
- **Remove All**: To remove all the extension at once, click **Remove All**.

Allow only excluded extensions

This option allows the access of only the archive files extensions that are added in the excluded list.



Action

This drop-down option allows you to select the action to be taken in case of password-protected archive file that does not belong to excluded file extensions.

- **Access Denied:** This option will deny the access to the archive files that are not added in the exclusion list.
- **Quarantine archive:** This option will quarantine all the archive files that are not added in the exclusion list.

Ignore Default Extensions

This check box will allow the access of default archive extensions by including them in the blacklist.

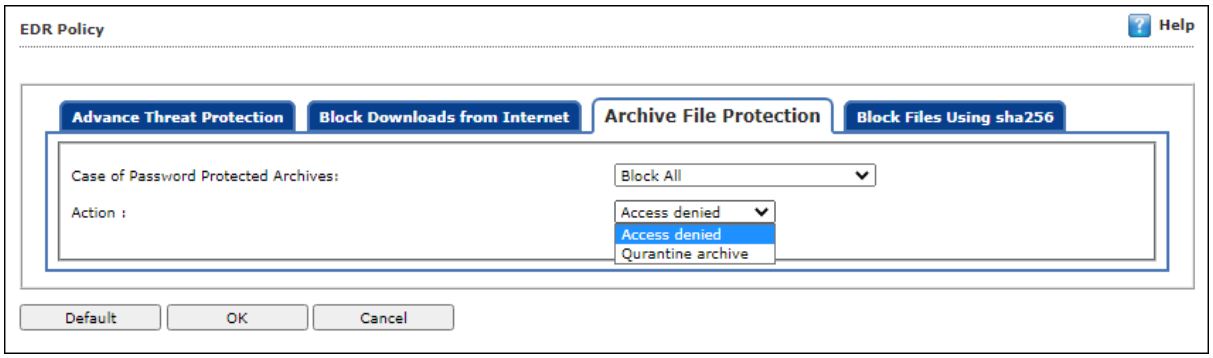
Exclusion List for Custom Extensions

This option allows you to add custom extension file type in the list.

- **Add**: To add custom extension, enter the extension and click **Add**.
- **Delete**: To delete any custom extension, select the extension and click **Delete**.
- **Remove All**: To remove all the extension at once, click **Remove All**.

Block All

This option blocks the access of all the password-protected archive files types.



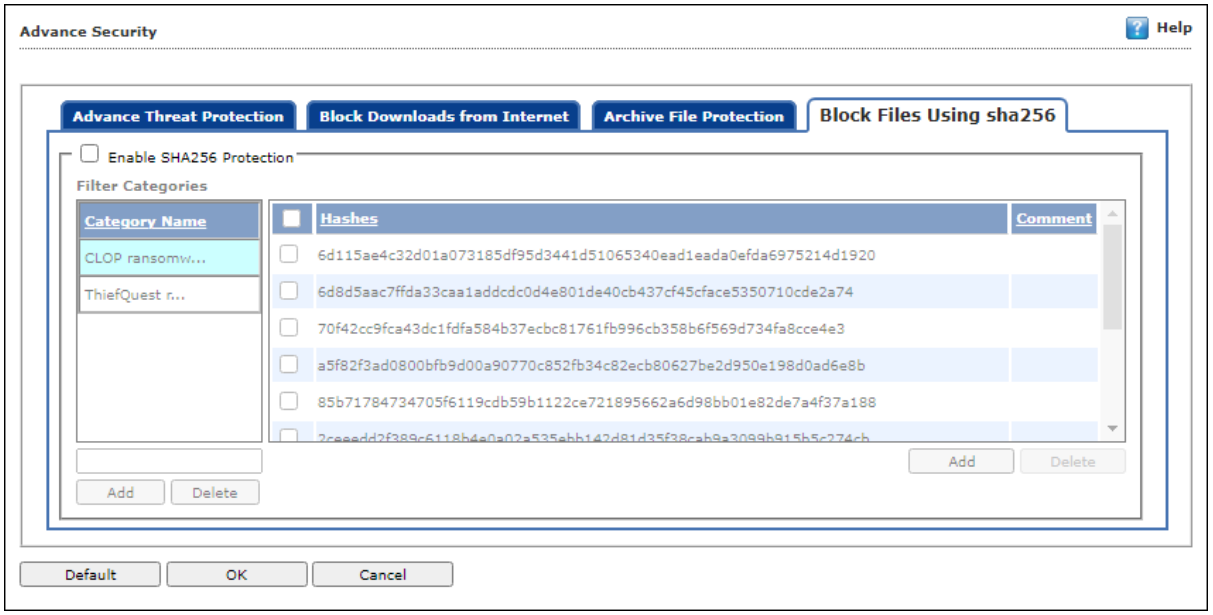
Action

This drop-down option allows you to select the action to be taken on the password-protected archive file types.

- **Access Denied:** This option will deny the access to all the password-protected archive files.
- **Quarantine archive:** This option will quarantine all the password-protected archive files.

Block Files Using sha256

This tab allows you to block the files that are encrypted using SHA256 encryption based on the hash value of it.



Enable SHA256 Protection

This option lets you enable the SHA256 protection to block the files having identical hash key.

Filter Categories

This option will be enabled after selecting the **Enable SHA256 Protection** option. You can use this option to add or remove SHA256 categories and the hash values that has been added to the particular category.

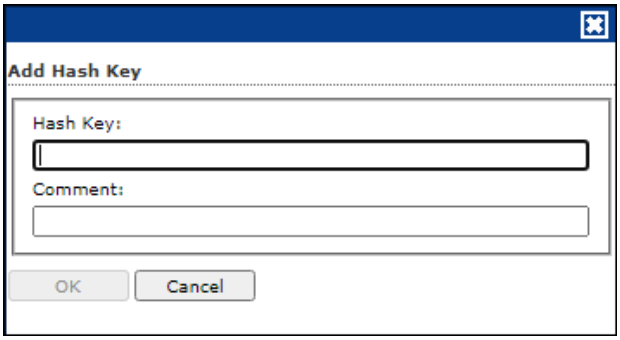
Category Name

- **Add**: To add a filter category, enter the category name and click **Add**.
- **Delete**: To remove filter category, select the category name and click **Delete**.

Hash files

To add/remove the hash file in particular category, select the category and then add or delete the file.

- **Add**: To add a hash value, select the category in the **Category Name** column. Enter the hash value and comments (optional) and click **OK**.



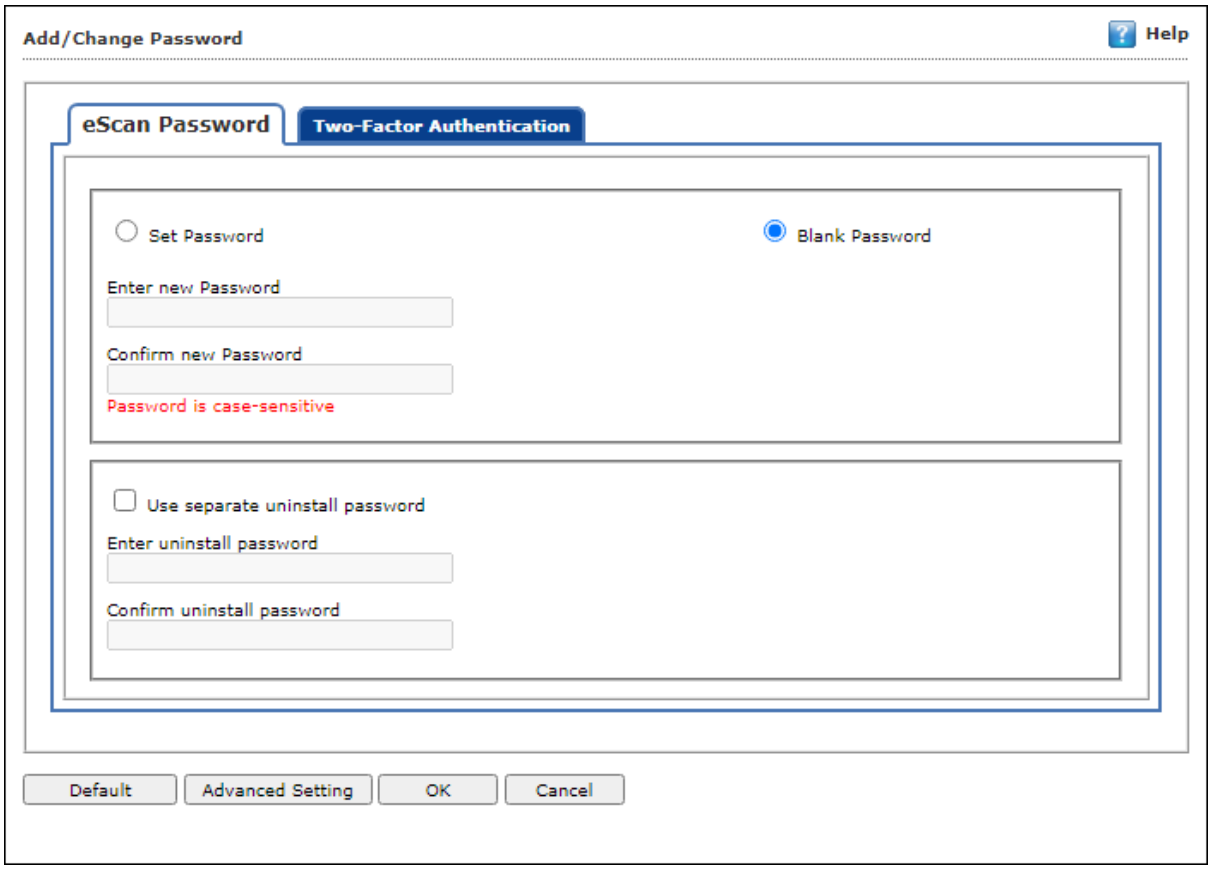
- **Delete**: To remove a hash file, select the category in the **Category Name** column. Select the hash file and click **Delete**.

Administrator Password

Administrator Password lets you create and change password for administrative login of eScan protection center and Two-Factor Authentication.

eScan Password

It also lets you keep the password as blank, wherein you can login to eScan protection center without entering any password for read-only access.



There is also an option to set a uninstall password. An uninstallation password prevents personnel from uninstalling eScan client from their endpoint. Upon selecting Uninstall option, eScan asks them for uninstall password. To set an uninstall password, select check box **Use separate uninstall password**.

Two-Factor Authentication

Your default system authentication (login/password) is Single-Factor Authentication which is considered insecure as it may put your organization's data at high risk of compromise. The Two-Factor Authentication, also more commonly known as 2FA, adds an extra layer of protection to your basic system logon. The 2FA feature requires personnel to enter an additional passcode after entering the system login password. So, even if an unauthorized person knows your system credentials, the 2FA feature secures a system against unauthorized logons.

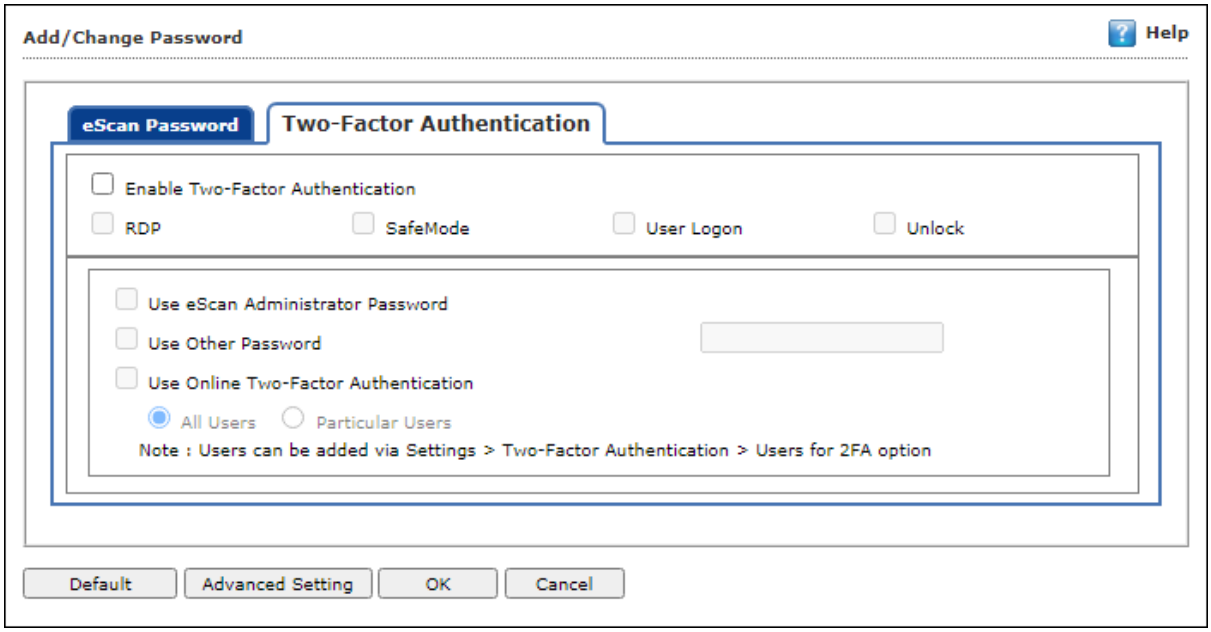
With the 2FA feature enabled, the system will be protected with basic system login and eScan 2FA. After entering the system credentials, eScan Authentication screen (as shown below) will appear. The personnel will have to enter the 2FA passcode to access the system. A maximum of three attempts are allowed to enter the correct passcode. If the 2FA login fails, the personnel will have to wait for 30 seconds to log in again. Read about managing 2FA license.

To enable the Two-Factor Authentication feature, follow the steps given below:

1. In the eScan web console, go to **Managed Computers**.
2. Click **Policy Templates** > **New Template.**

NOTE	You can enable the 2FA feature for existing Policy Templates by selecting a Policy Template and clicking **Properties**. Then, follow the steps given below.

3. Select **Administrator Password** check box and then click **Edit**.
4. Click **Two-Factor Authentication** tab.
   Following window appears.



5. Select the check box **Enable Two-Factor Authentication**.
   The Two-Factor Authentication feature gets enabled.

Login Scenarios

The 2FA feature can be used for following all login scenarios:

RDP

RDP stands for Remote Desktop Protocol. Whenever someone takes remote connection of a client's system, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Safe Mode

After a system is booted in Safe Mode, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Local Logon

Whenever a system is powered on or restarted, the personnel will have to enter system login credentials and 2FA passcode to access the system.

Unlock

Whenever a system is unlocked, the personnel will have to enter login credentials and 2FA passcode to access the system.

Password Types

If the policy is applied to a group, the 2FA passcode will be same for all group members. The 2FA passcode can also be set for specific computer(s).
You can use following all password types to log in:

Use eScan Administrator Password

You can use the existing eScan Administrator password for 2FA login. This password can be set in **eScan Password** tab besides the **Two-Factor Authentication** tab.

Use Other Password

You can set a new password which can be combination of uppercase, lowercase, numbers, and special characters.

Use Online Two-Factor Authentication

This option can be enabled for all users or for particular user according to the requirement.
To learn more about adding user and enabling the 2FA, **click here**.

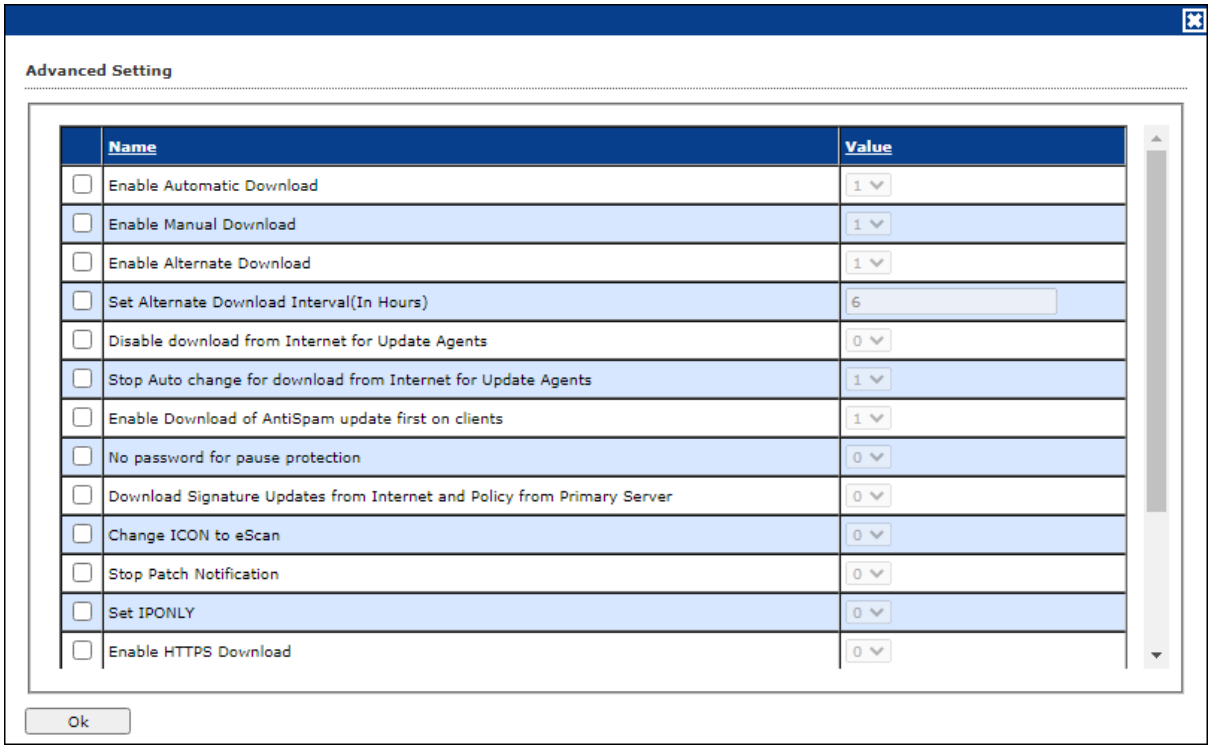
NOTE	Users can be added via **Settings** > **Two-Factor Authentication** > **Users for 2FA** option.

To use this feature, follow the steps given below:

1. Install the Authenticator app from Play Store for Android devices or App Store for iOS devices.
2. Open the Authenticator app and tap **Scan a barcode**.
3. Select the check box **Use Online Two-Factor Authentication**.
4. Go to **Managed Computers** and below the top right corner, click **QR code for 2FA**.
   A QR code appears.
5. Scan the onscreen QR code via the Authenticator app.
   A Time-based One-Time Password (TOTP) appears on smart device.
6. Forward this TOTP to personnel for login.

Advanced Setting

Clicking **Advanced Setting** displays Advance setting.



Enable Automatic Download (1 = Enable/0 = Disable)
It lets you Enable/Disable Automatic download of Antivirus signature updates.

Enable Manual Download (1 = Enable/0 = Disable)
It lets you Enable/Disable Manual download of Antivirus signature updates

Enable Alternate Download (1 = Enable/0 = Disable)
It lets you Enable/Disable download of signatures from eScan (Internet) if eScan Server is not reachable.

Set Alternate Download Interval (In Hours)
It lets you define time interval to check for updates from eScan (Internet) and download it on managed computers.

Disable download from Internet for Update Agents (1 = Enable/0 = Disable)
Selecting this option lets you disable Update Agents from downloading the virus signature from internet.

Stop Auto change for download from Internet for Update Agents (1 = Enable/0 = Disable)

This option is used when an Update Agent didn't find the primary server to download virus signature, then it tries to get virus signature from internet, so to stop Update Agent from downloading from internet this option is to be set to 1(one).

Enable Download of Anti-Spam update first on clients (1 = Enable/0 = Disable)

Normally while updating a system for virus signatures, we first download the anti-virus signature and then anti-spam signature. This option lets you first download Anti-spam updates on clients.

No password for pause protection

Selecting this option lets you pause the eScan protection without entering password.

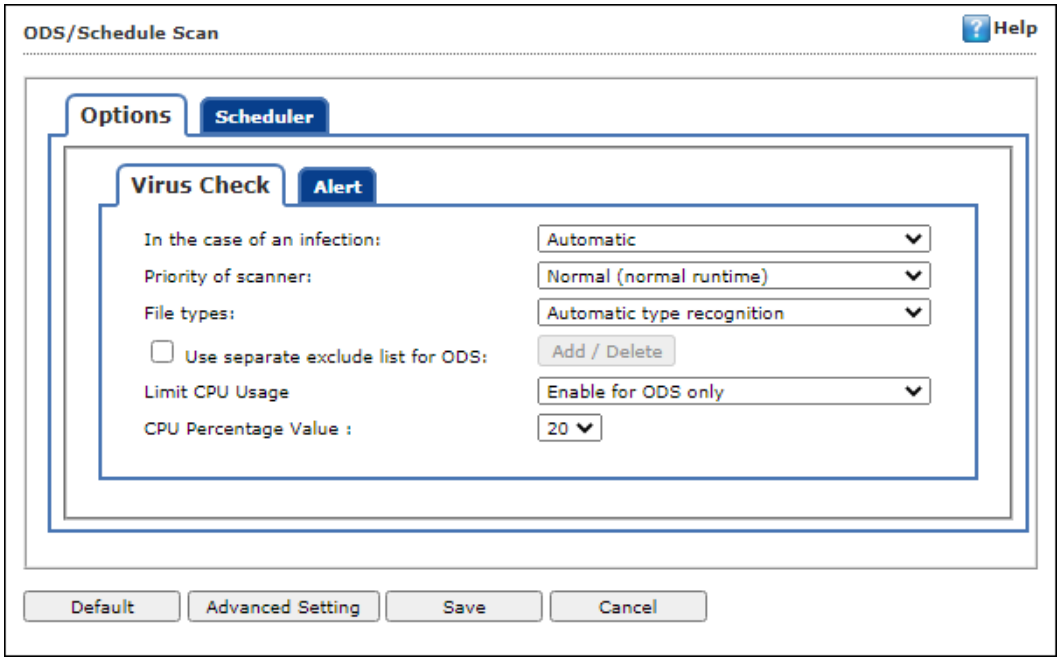
ODS/Schedule Scan

ODS (On Demand Scanning)/Schedule Scan provides you with various options like – checking for viruses, and making settings for creating logs and receiving alerts. You can also create task in the scheduler for automatic virus scanning.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

It consists following tabs:

- **Options**
- **Scheduler**



Options

Options tab lets you make the settings for checking viruses and receiving alerts. There are two tabs – Virus Check and Alerts. You can do the following activities.

- Virus check
- Alerts

Virus Check

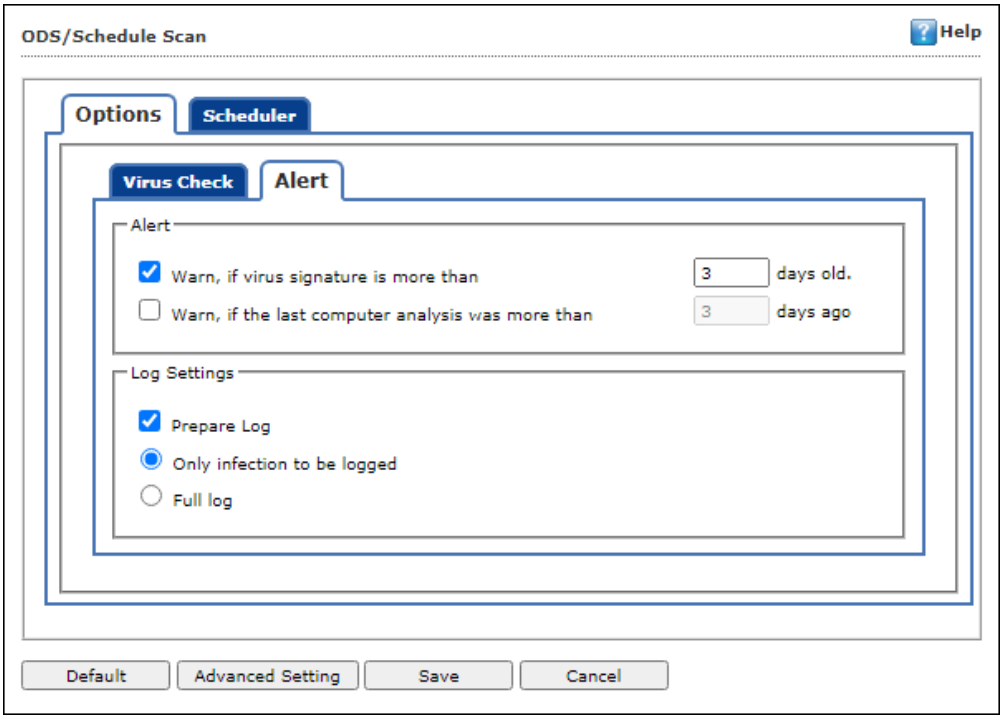
It lets you configure the settings for checking viruses.

To set virus check,

1. Specify the following field details.
    - **In the case of an infection**: Select an appropriate option from the drop-down list. For example, Log only, Delete infected file, and [Default] Automatic.
    - **Priority of scanner**: Select an appropriate option from the drop-down list. For example,
        - High (short runtime)
        - Normal (normal runtime) [Default]
        - Low (long runtime)
    - **File types**: Select an appropriate option from the drop-down list. For example, \[Default\] Automatic type recognition and only program files.
    - **Use separate exclude list for ODS**: Select this option to add a list of file/folders that should be excluded from scan.
2. Click **Save**.

Alerts tab

It lets you configure the settings for virus alert. You can also create a log of the infected viruses.



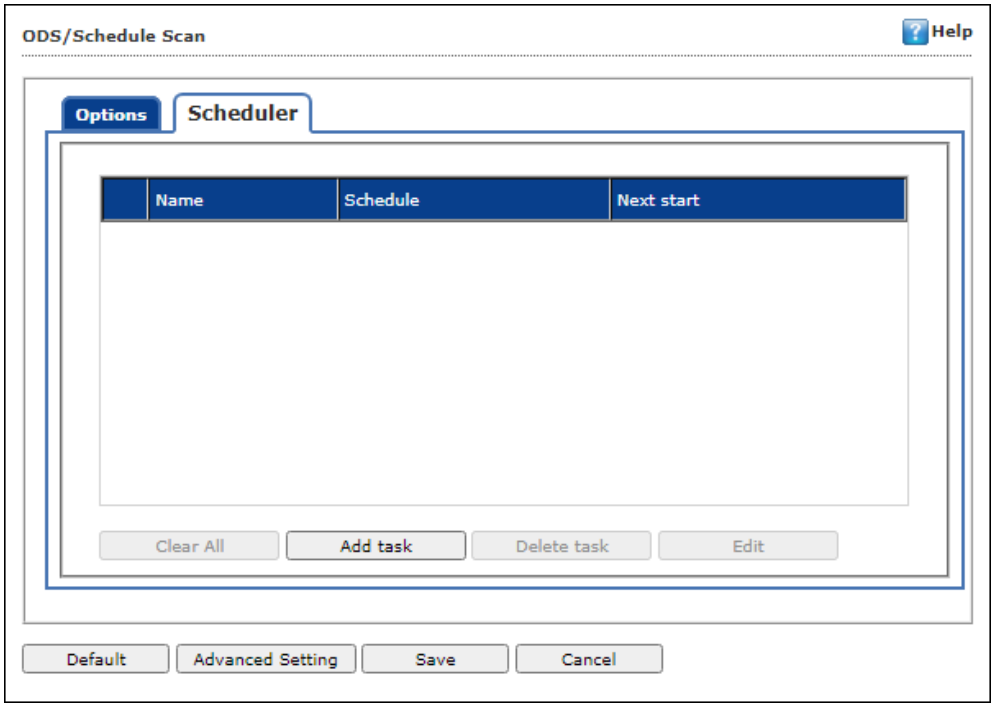
To set alerts,

1. Under **Alert** section, Select the [Default] **Warn**, if virus signature is more than x days old check box, and then enter the number of days in the x days old field, if you want to receive alerts when virus signature exceeds the specified days. By default, value 3 appears in the field.
2. Select the **Warn**, if the last computer analysis was more than x days ago check box, and then enter the number of days in the x days ago field, if you want to receive alerts when last computer analysis exceeds the specified days. By default, 3 appear in the field.
3. Under **Log Settings** section, select the [Default] **Prepare Log** check box, if you want to prepare log of the infected files, and then select an appropriate option.
4. Click **Save**.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Scheduler

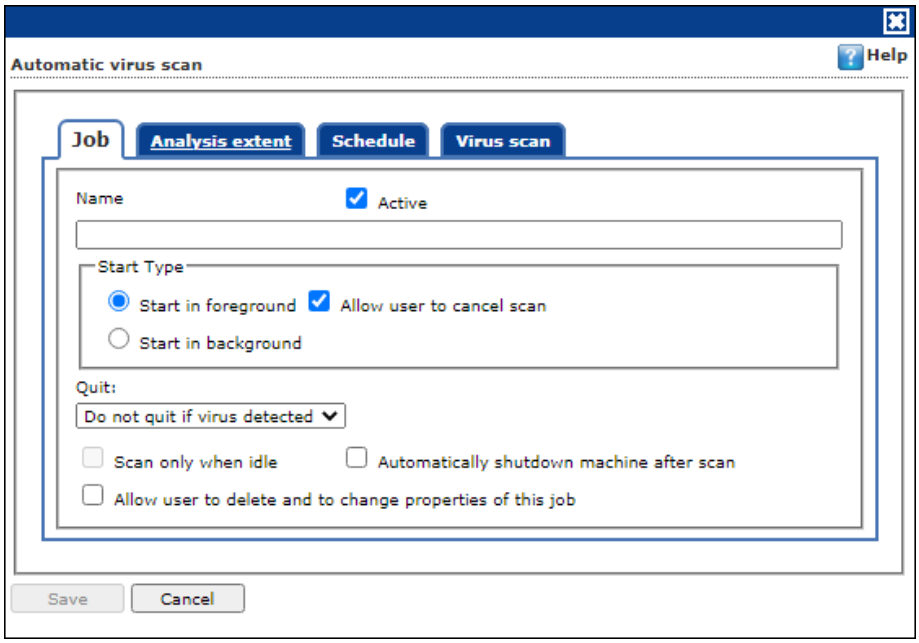
Scheduler tab lets you create/delete various tasks in the scheduler for automatic virus scanning.



NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Clear All - This button will clear all the listed tasks.

Add Task



Automatic Virus Scan lets you do following activities:

a) Creating job
b) Setting analysis extent
c) Scheduling virus execution
d) Scheduling virus scan

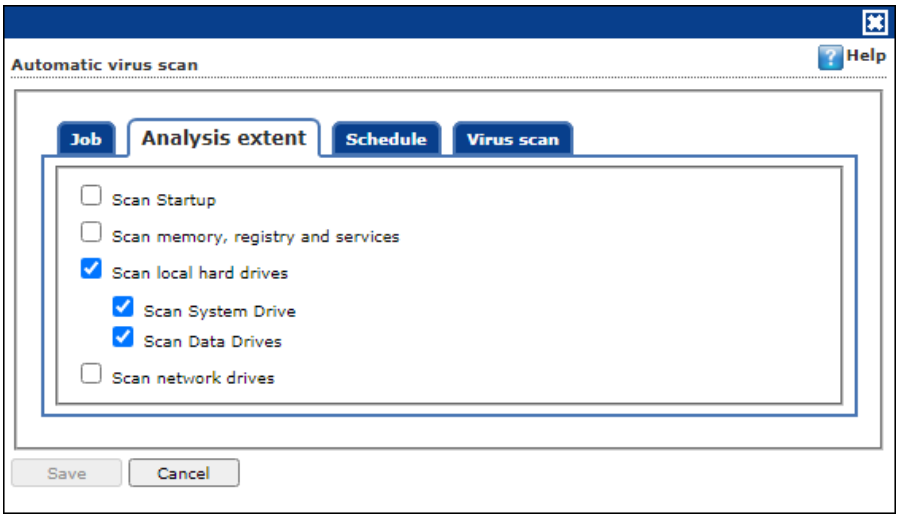
a) Job

It lets you create the job details for virus scanning.

1. Click the **Job** tab.
2. Specify the following field details.
   - **Name**: Enter a name for the task.
   - **Active [Default]**: Select this check box, if you want to allow the client to schedule the task.
   - **Start in foreground [Default]**: Click this option if you want to view scanning process running in front of you.
     When this option is selected, the **Scan only when idle** option becomes unavailable.
   - **Start in background**: Click this option if you want scanning process to run in the background. By default, Do not quit if virus is detected option is selected. When you select this option, the Quit drop-down list becomes unavailable.
3. Click **Save**.

b) Analysis Extent

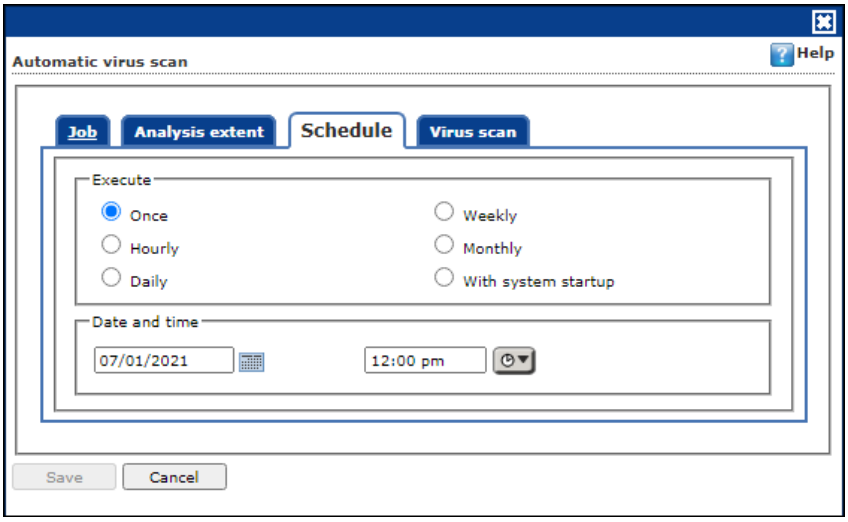
It lets you configure analysis extent settings for virus scanning.



1. Click the **Analysis Extent** tab.
2. Select the **Scan Startup** option, if you want to scan all startup entries.
3. Select the **Scan memory, registry** and **services** option, if you want to scan memory, registry and services.
4. Select the [Default] **Scan local hard drives** option, if you want to scan local hard drives.
5. Select Scan network drives option, if you want to scan network drives. Users should note that scanning a network drive may affect system performance.
6. Click **Save**.

c) Scheduling

It lets you schedule the date and time of execution for virus scanning.



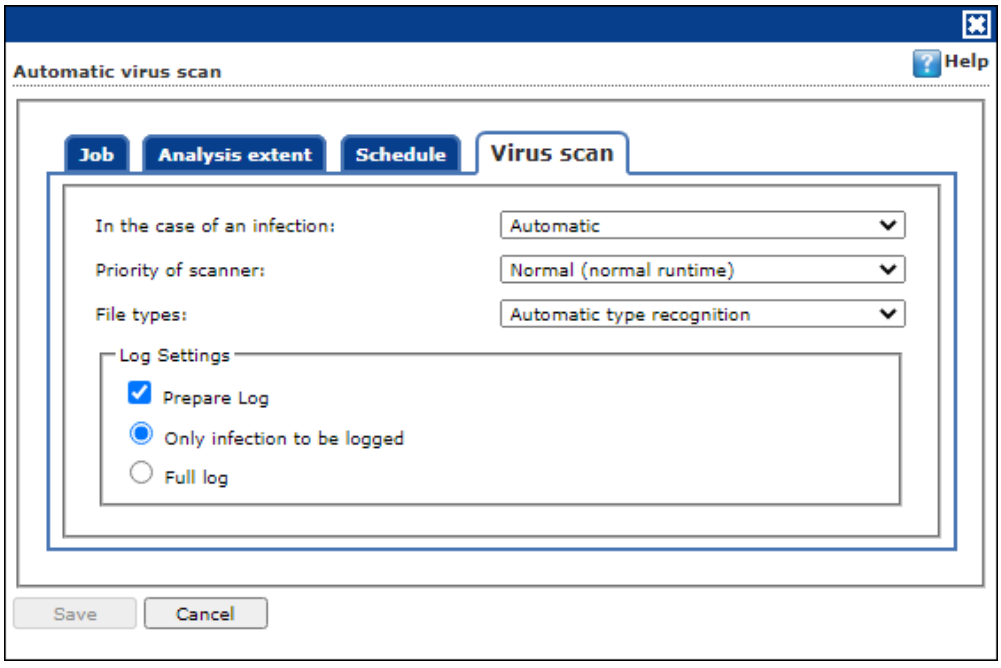
1. Click **Schedule** tab.
2. Under Execute section, select an appropriate option. For example, [Default] Once, weekly, hourly, and so on.
3. Under Date and time section, click the calendar icon. The calendar appears.
4. Select an appropriate date from the calendar.

NOTE	Click the left **<** and right **>** sign to navigate to the previous or next month and year from the calendar respectively.

5. Click the Time icon. The Timer appears.
6. Click the **AM** tab to view the before noon time and **PM** tab to view the afternoon time, and then select an appropriate time from the list.
7. Click **Save**.

d) Virus Scan

It lets you schedule virus scanning.



1. Click the **Virus Scan** tab.
2. Specify the following field details.
   - **In the case of an infection**: Select an appropriate option from the drop-down list. For example, Log only, Delete infected file, and [Default] Automatic.
   - **Priority of scanner**: Select an appropriate priority from the drop-down list.

- **File types**: Select an appropriate option from the drop-down list. For example, [Default] Automatic type recognition and Only program files.

3. Under Log Settings section, select the [Default] Prepare Log check box, if you want to prepare log of the infected files, and then click an appropriate option.
4. Click **Save**.

Delete Task – Clicking **Delete Task** lets you delete the particular task from the list.

Edit – Clicking **Edit** lets you edit the properties of the particular task from the list.

Advanced Settings

Autorun System Scanning if System not scanned for days defined
This option let you define days for autorun system scanning if system is not scanned.

Ignore Battery Status
Select this option to Ignore Battery Status.

Scan USB when All Drive option selected
Select this option to scan USB when all drive options are selected.

Remove LNK
This option lets you Enable/Disable Removal of LNK.

Start Background Scan in System Mode
Select this option to start background scan in system mode**.**

Enable Scan Caching
This option lets you Enable/Disable scanning of cache.

Check for Corrupted Files
Select this option to check for corrupted files.

Scan in low Priority Mode
It lets you Enable/Disable the scan in low priority mode on the computer.

Enable Unhiding of USB Files & Folder
This option let you enable/disable unhiding USB files & folders.

Enable Missed schedule scan JOB's to run
This option let you enable/disable missed schedule scan JOB's to run.

MWL (MicroWorld WinSock Layer)

eScan's "MicroWorld-WinSock Layer" (MWL) is a revolutionary concept in scanning Internet traffic on a real-time basis. It has changed the way the world deals with Content Security threats. Unlike the other products and technologies, MWL tackles a threat before it reaches your applications. MWL is technically placed above the WinSock layer and acts as a "Transparent Gatekeeper" on the WinSock layer of the operating system. All content passing through WinSock has to mandatorily pass through MWL, where it is checked for any security violating data. If such data occurs, it is removed and the clean data is passed on to the application.

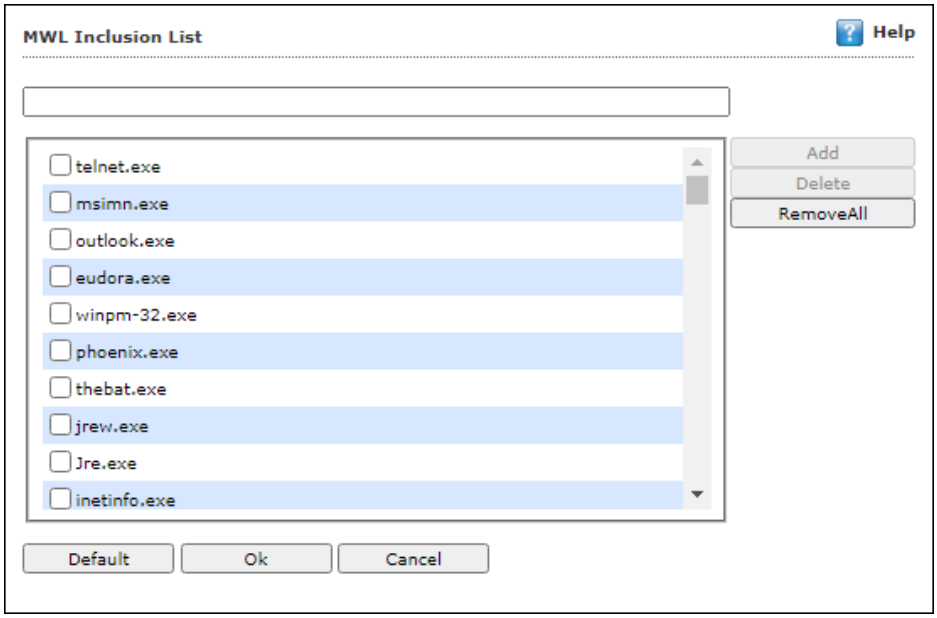
MWL Inclusion List

Inclusion List contains the name of all executable files which will bind itself to MWTSP.DLL. All other files are excluded.

NOTE	Click **Default** to apply default settings, done during eScan installation. It loads and resets the values to the default settings.

You can do the following activities.

- **Adding files** to Inclusion List
- **Deleting files** from Inclusion List
- **Removing all files** from Inclusion List



Add files to Inclusion List

To add executable files to the Inclusion List,

1. Enter the executable file name and then click **Add**.
   The executable file will be added to the Inclusion List.
2. Click **OK**.

Delete files from Inclusion List

To delete executable files from the Inclusion List, follow the steps given below:

1. Select executable files, and then click **Delete**.
   A confirmation prompt appears.
2. Click **OK**.
   The executable file will be deleted from the Inclusion List.

Remove all files from Inclusion List

To remove all executable files from the Inclusion List,

1. Click **Remove All**.
   A confirmation prompt appears.
2. Click **OK**.
   All executable files will be removed from the Inclusion List.

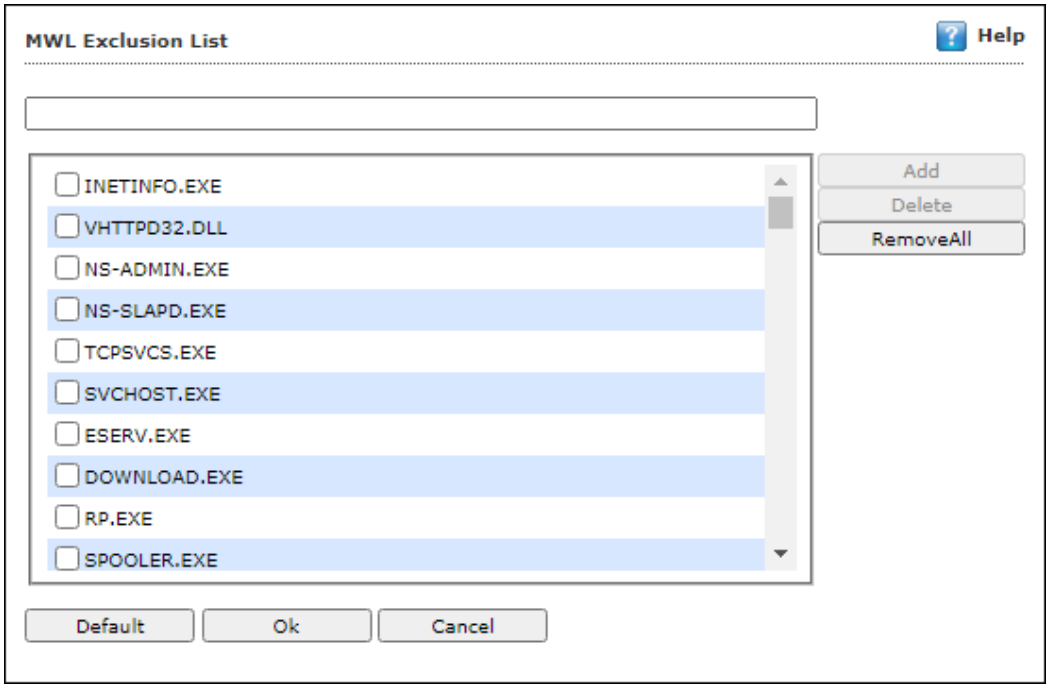
MWL Exclusion List

MWL (MicroWorld WinSock Layer) Exclusion List contains the name of all executable files which will not bind itself to **MWTSP.DLL**.

NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

You can do the following activities.

- **Adding files** to Exclusion List
- **Deleting files** from Exclusion List
- **Removing all files** from Exclusion List



Adding files to Exclusion List

To add executable files to the Exclusion List,

1. Enter the executable file name and then click **Add**.
   The executable file gets added to the Exclusion List.
2. Click **OK**.

Deleting files from Exclusion List

To delete executable files from the Exclusion List,

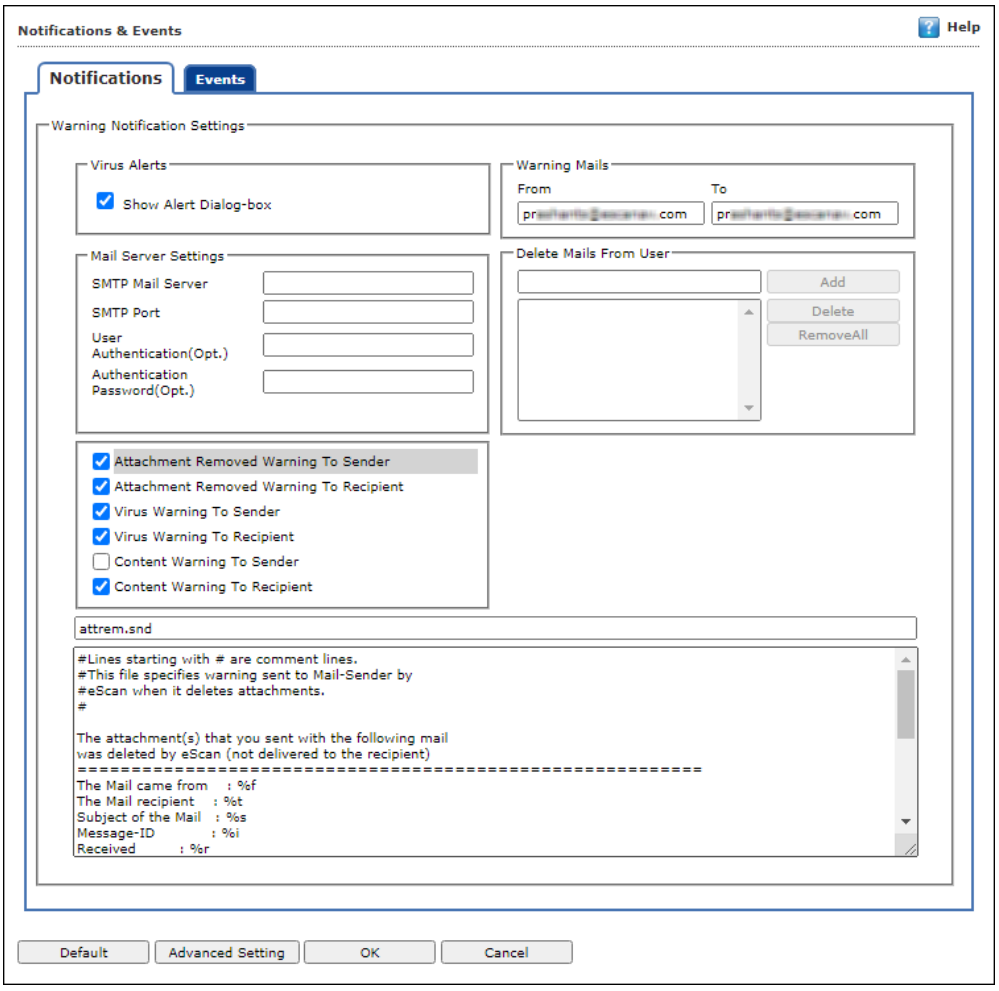
1. Select the appropriate file check box, and then click **Delete**.
   A confirmation prompt appears.
2. Click **OK**.
   The executable file gets deleted from the Exclusion List.

Removing all files from Exclusion List

To remove all executable files from the Exclusion List,

1. Click **Remove All**.
   A confirmation prompt appears.
2. Click **OK**.
   All executable files get removed from the Exclusion List.

Notifications and Events



Notifications

Notifications tab lets you configure the notification settings. It lets you send emails to specific recipients when malicious code is detected in an email or email attachment. It also lets you send alerts and warning messages to the sender or recipient of an infected message. You can configure the following settings:

Virus Alerts [Default]

This section contains **Show Alert Dialog box** option. Select this option if you want Mail Anti-Virus to alert you when it detects a malicious object in an email.

Warning Mails

Configure this setting if you want Mail Anti-Virus to send warning emails and alerts to a given sender or recipient. The default sender is **postmaster** and the default recipient is **postmaster**.

Attachment Removed Warning to Sender [Default]
Select this check box if you want Mail Anti-Virus to send a warning message to the sender of an infected attachment. Mail Anti-Virus sends this email when it encounters a virus infected attachment in an email. The email content is displayed in the preview box.

Attachment Removed Warning to Recipient [Default]
Select this check box if you want Mail Anti-Virus to send a warning message to the recipient when it removes an infected attachment. The email content is displayed in the preview box.

Virus Warning to Sender [Default]
Select this check box if you want Mail Anti-Virus to send a virus warning message to the sender. The email content is displayed in the preview box.

Virus Warning to Recipient [Default]
Select this check box if you want Mail Anti-Virus to send a virus warning message to the recipient. The email content is displayed in the preview box.

Content Warning to Sender
Select this check box if you want Mail scanner to send a content warning message to the sender. The email content is displayed in the preview box.

Content Warning to Recipient [Default]
Select this check box if you want Mail scanner to send a content warning message to the recipient. The email content is displayed in the preview box.

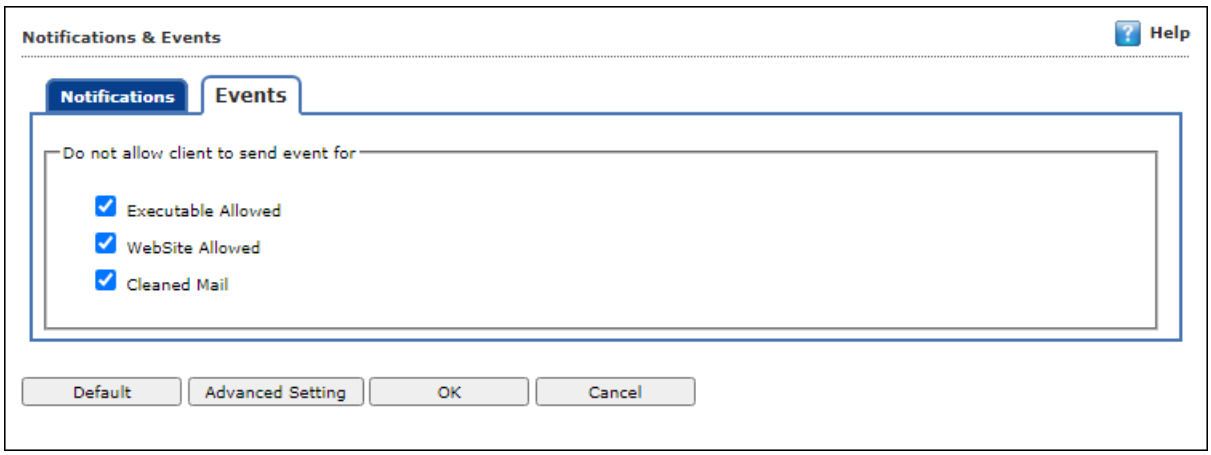
Delete Mails from User
You can configure eScan to automatically delete emails that have been sent by specific users. For this, you need to add the email addresses of such users to the **Delete Mails From User** field. The **Add**, **Delete**, and **Remove All** buttons appear as dimmed. After you enter text in the **Delete Mails From User** field, the buttons get enabled.

Events

Events tab lets you define the settings to allow/restrict clients from sending alert for following events:

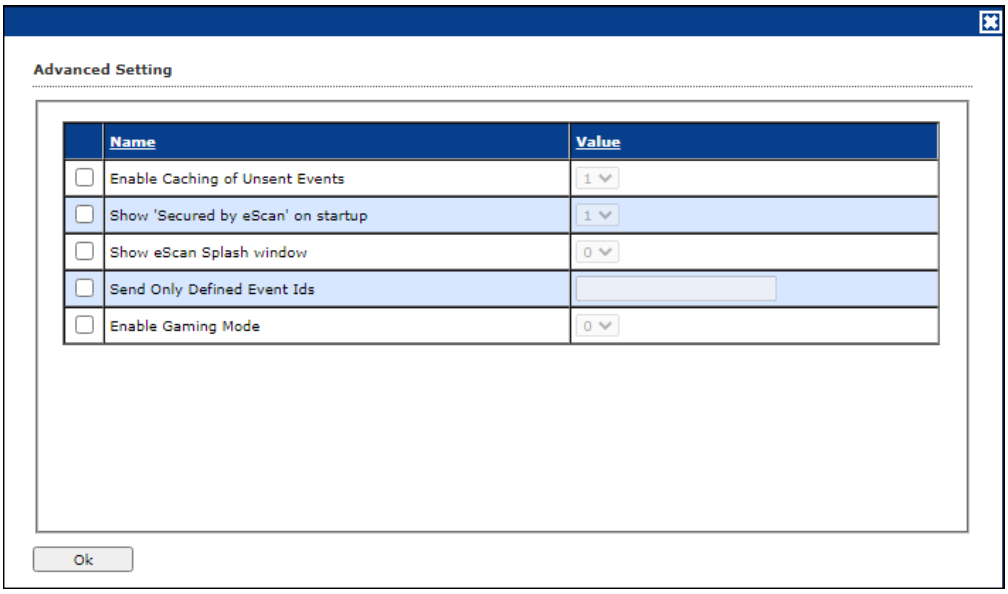
- Executable Allowed
- Website Allowed
- Cleaned Mail

By default, all events are selected.



NOTE	Click **Default** to apply default settings, which are done during installation of eScan. It loads and resets the values to the default settings.

Advanced Settings



Enable Caching of Unseen Events (1 = Enable/0= Disable)
It lets you Enable/Disable automatic caching of unseen events.

Show 'Secured by eScan' on startup (1 = Enable/0= Disable)
It lets you Enable/Disable the display of 'Secured by eScan' at the startup of the computers.

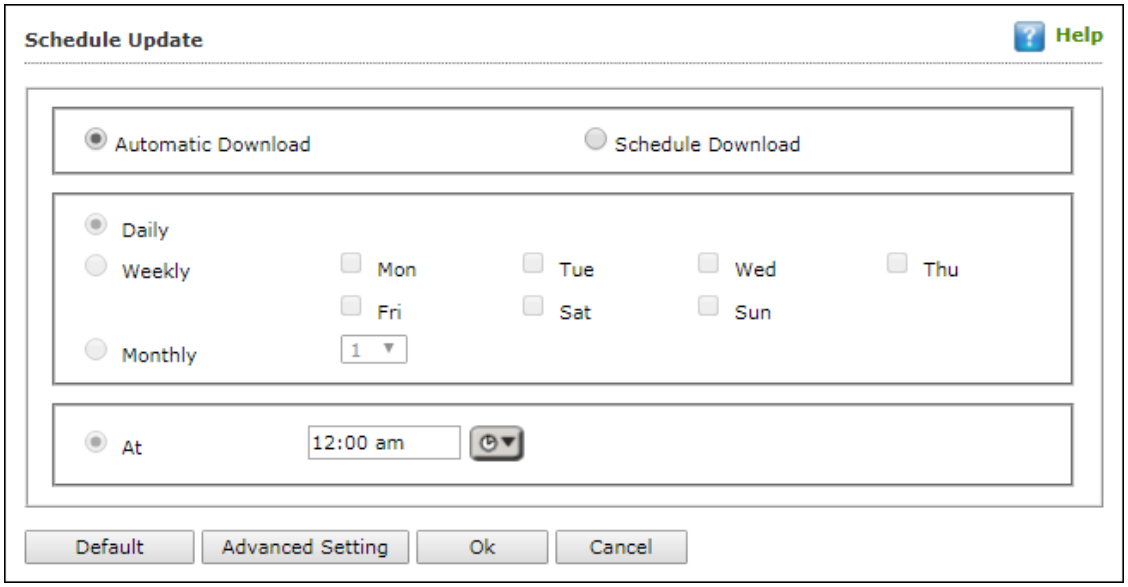
Show eScan Splash window (1 = Enable/0= Disable)
It lets you Enable/Disable display of eScan Splash Window.

Send Only Defined Event Ids
It lets you send only the defined events such as File Antivirus IDs, Mail Antivirus IDs, and more.

Enable Gaming Mode (1 = Enable/0 = Disable)
It lets you Enable/Disable the gaming mode on the computer.

Schedule Update

The Schedule Update lets you schedule eScan database updates.



The updates can be downloaded automatically with **Automatic Download** option.

-OR-

The updates can be downloaded on a schedule basis with **Schedule Download** option. Select intervals and time basis as per your preferences.

Advanced Settings

Set bandwidth limit for download (in kb/sec)

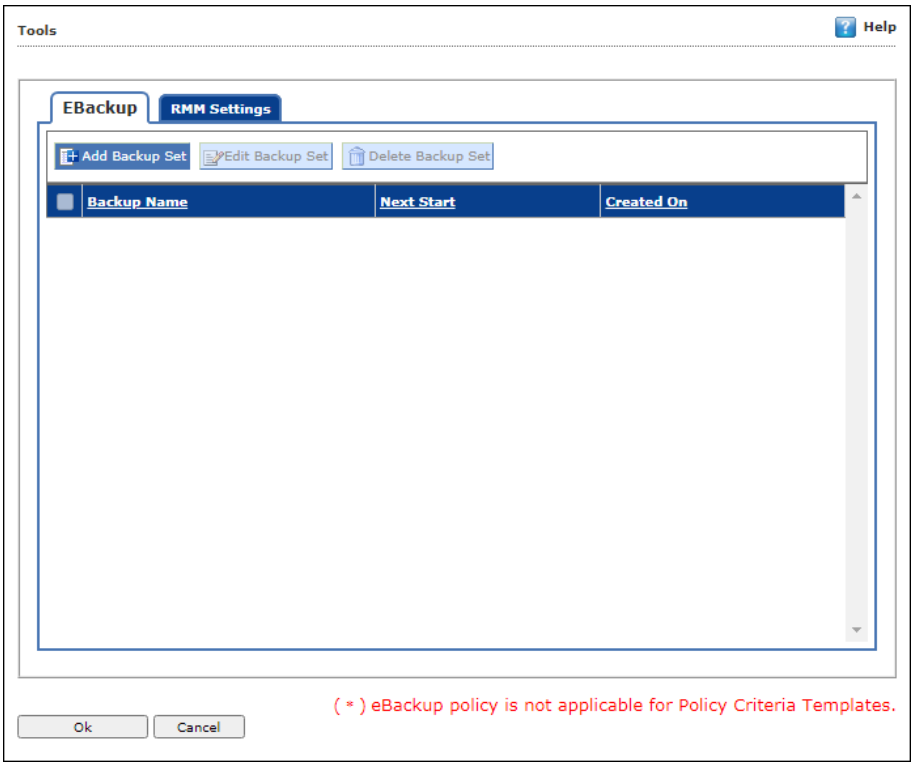
It lets you define bandwidth limit for download on managed computers, if you have limited internet connection or other network issues.

Retry schedule download (Default retry interval is 15 minutes)

It lets you define time to retry for download updates (Default retry interval is 15 minutes) on managed computers.

Tools

The Tools lets you configure eBackup and Remote Monitoring Management (RMM) Settings.



eBackup

Taking regular backup of your critical files stored on your computer is very important, as files may get misplaced or damaged due to issues such as virus outbreak, modification by a ransomware or another user. This feature of eScan allows you to take backup of your important files stored on your computer such as documents, Photos, media files, music files, contacts, and so on. It allows you to schedule the backup process by creating tasks. The backed up data is stored in an encrypted format in a folder secured by eScan's real-time protection. You can create Backup jobs by adding files, folders to take a backup either manually or schedule the backup at a defined time or day.

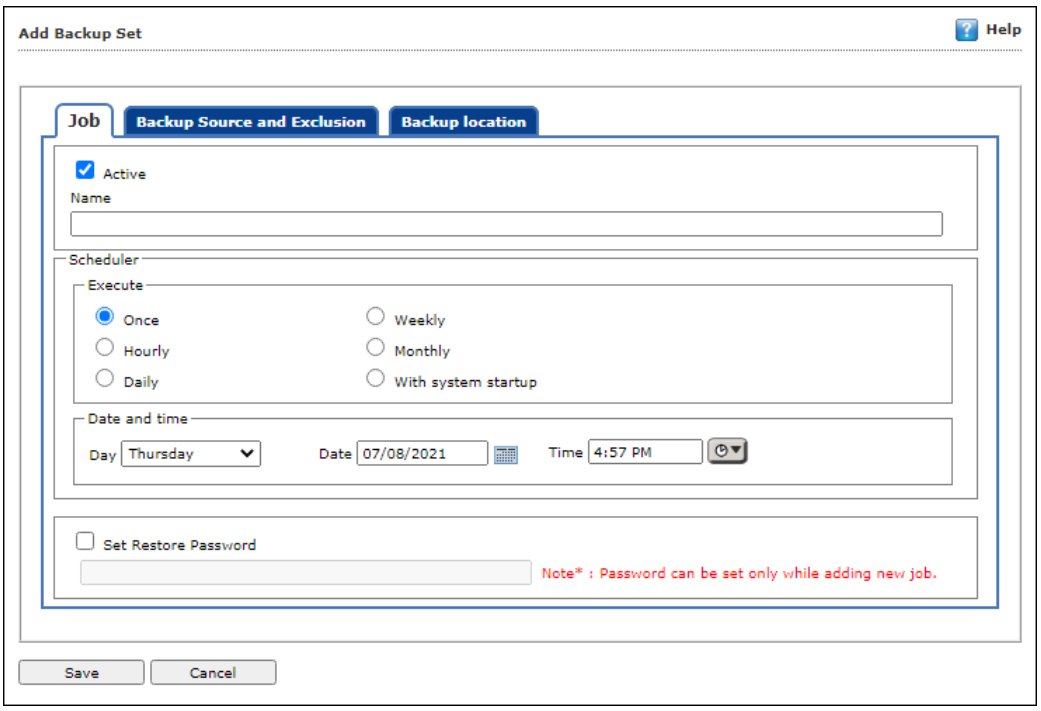
With eBackup feature you can:

- Create, schedule, edit, and delete backup jobs as per requirement.
- Take a backup of specific folder(s)/file extension(s) on local endpoint, external drives or network drive.
- Exclude specific folder(s)/file extension(s) from being backed up.
- Add specific file extensions to be backed up along with regular backup as per requirement.
- Save the backup data in external hard drive or local drive.

The eBackup option has following tabs to configure:

Job

This tab you can schedule the eBackup option.



Active

Select this option to set the configuring eBackup option as active.

Scheduler

This option allows you to schedule the eBackup to repeat the process such as Once, Hourly, Daily, Weekly, Monthly, or with system startup.

Date and time

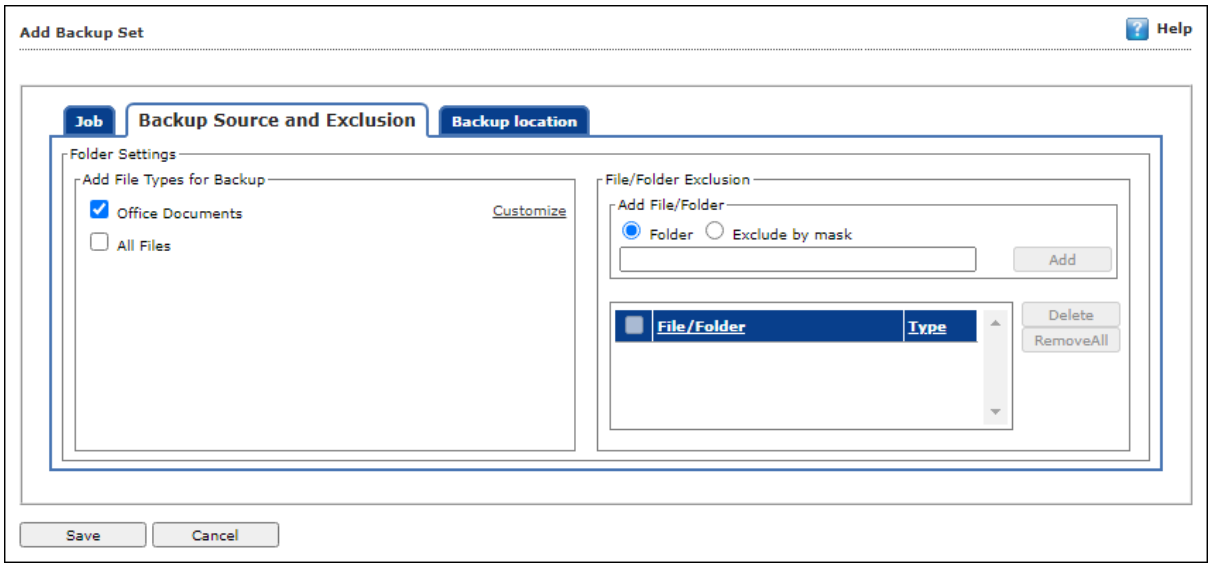
This option allows you select the day, time, and date for running the scheduled eBackup task.

Set Restore Password

Select this option to set a password for restoring backup file on the computer.

Backup Source and Exclusion

This tab allows to include and exclude the folder and files for backup.



File Type and Folder Exclusion

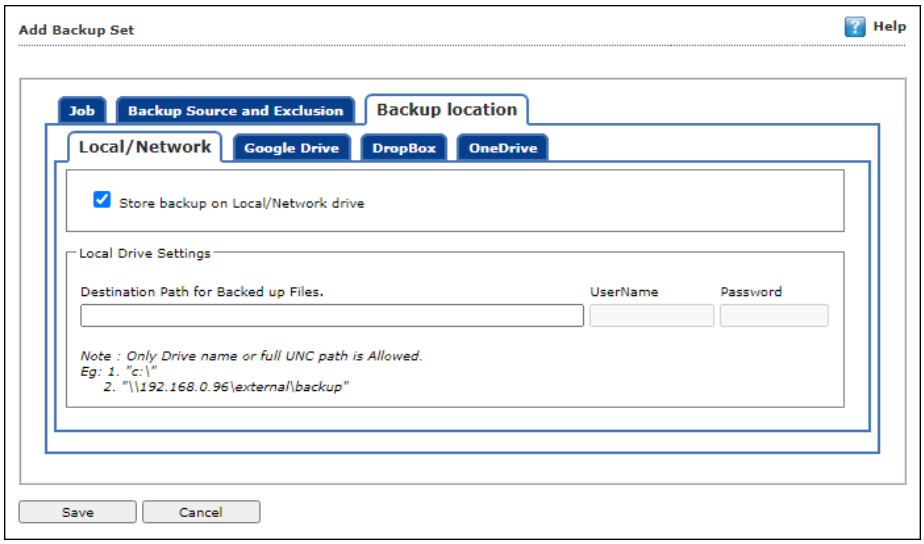
This subtab allows to exclude the files/folder for backup.

Folder Settings

- **Add File Type for Backup**: Select the type of files for backup. By default, Office Documents option is selected.
- **File/Folder Exclusion**: In this section, you can exclude a specific folder or a file format from getting backed up. You can add, delete, and remove the files for the same.

Backup Location

This tab allows to define the storage location for the backup created.



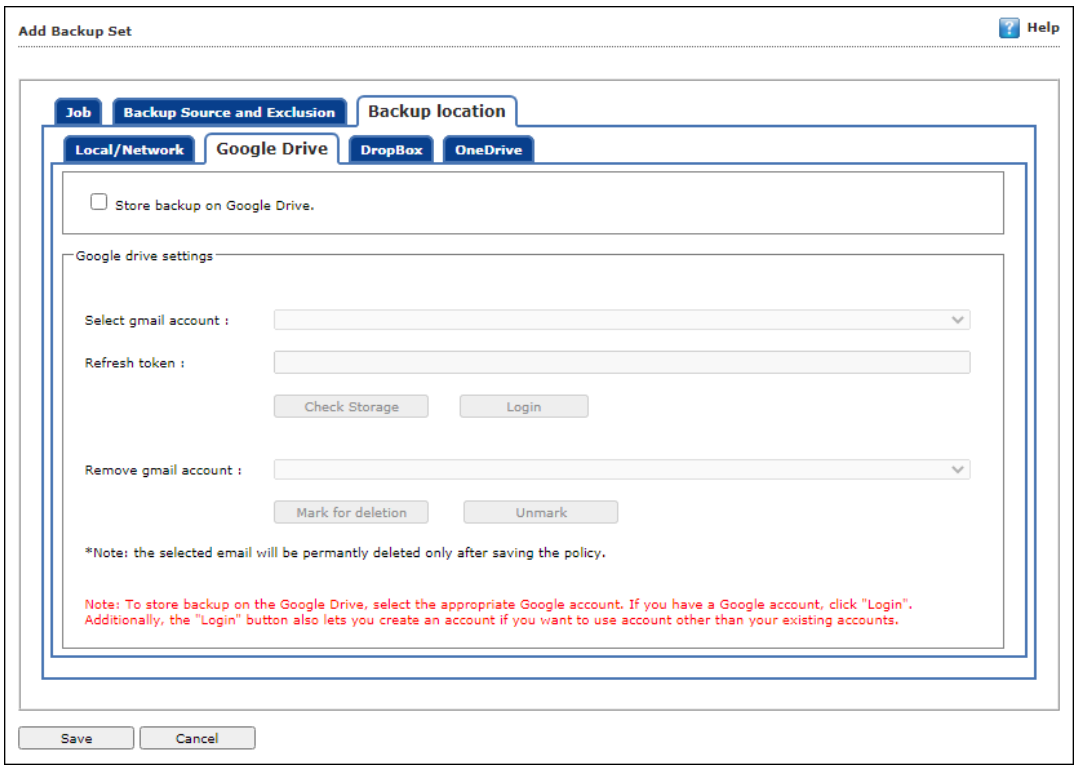
Local/Network

Administrator can save the backup set in the Local/Network Drive by providing the path of the drive and Username and password for the network drive.

NOTE	Network storage of backup set will be available in the trail period. To continue the use of this feature user need to avail the license for the same. In case of system crash or hardware failure, user can recover the created data backup, so storing the backup in the network drive, mapped drive, or NAS drive would be useful in such scenarios.

Google Drive

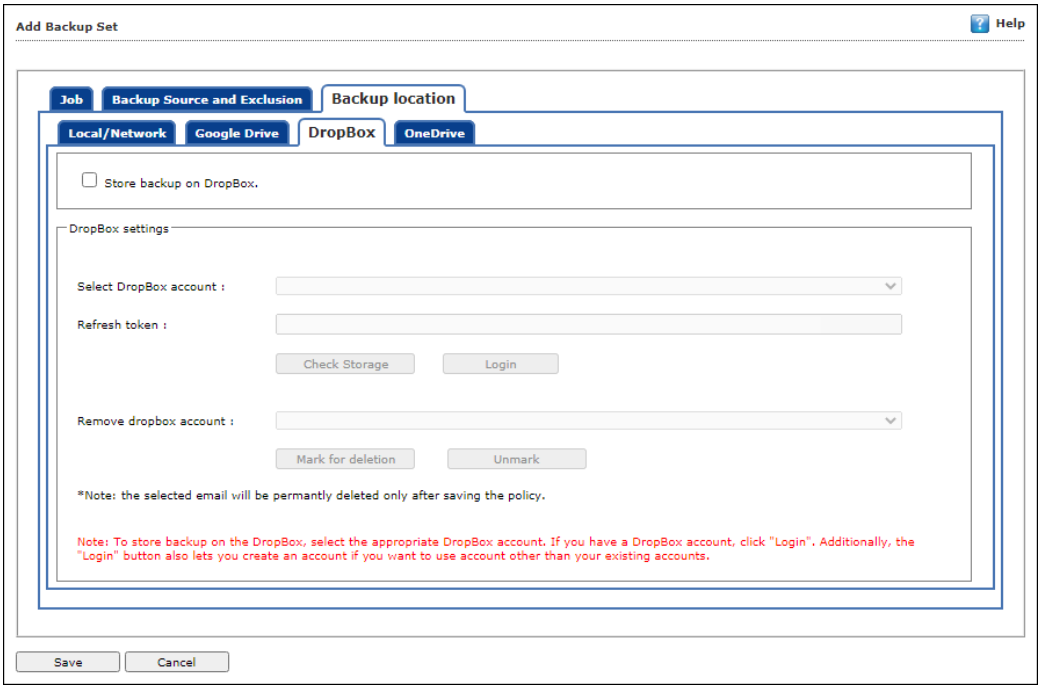
Administrator can save the backup set in the Google Drive by selecting the appropriate Gmail account and password for the same.



NOTE	To store backup on the Google Drive, select the appropriate Google account. If you have a Google account, click "**Login**". Additionally, the "**Login**" button also lets you create an account if you want to use account other than your existing accounts.

DropBox

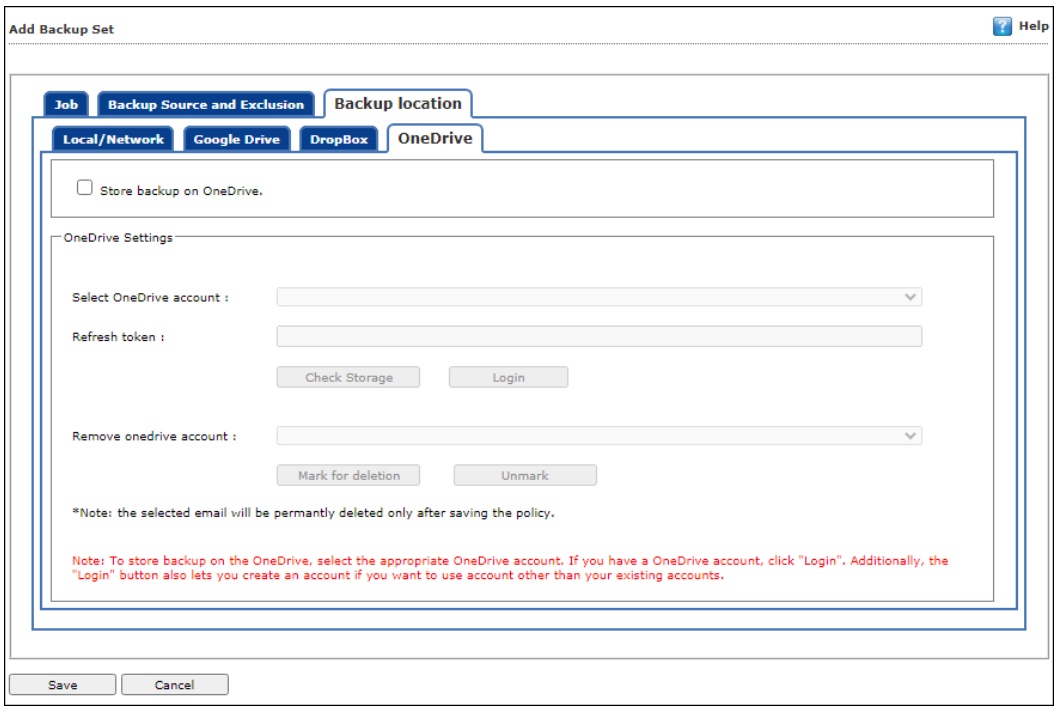
Administrator can save the backup set in the DropBox by selecting the appropriate DropBox account and password for the same.



NOTE	To store backup on the DropBox, select the appropriate DropBox account. If you have a DropBox account, click "**Login**". Additionally, the "**Login**" button also lets you create an account if you want to use account other than your existing accounts.

OneDrive

Administrator can save the backup set in the OneDrive by selecting the appropriate OneDrive account and password for the same.



NOTE	To store backup on the OneDrive, select the appropriate OneDrive account. If you have a OneDrive account, click "**Login**". Additionally, the "**Login**" button also lets you create an account if you want to use account other than your existing accounts.

Add Backup Set

To create a Backup Set,

1. Go to **Managed Computers**.
2. Click **Policy Templates** > **New Template.**

NOTE	You can add the backup set for existing Policy Templates by selecting a Policy Template and then clicking **Properties**. Then, follow the steps given below:

3. Select **Tools** check box and then click **Edit**.
4. Click **Add Backup Set**.
   Add Backup Set window appears.
5. In Job tab, enter a name.
6. In the Scheduler section, select a preferred interval for backup execution.
7. Click **Backup Source and Exclusion** tab and configure the same accordingly.

8. Click **Backup Location** tab, select the appropriate option to save the backup file.
9. Click **Save**.
   The Backup Set will be created.

NOTE	By default, **Active** option is selected. If **Active** option is not selected, a Backup Set will be created but eScan won't backup data.

Edit Backup Set

To edit a Backup Set,

1. Select a Backup Set.
2. Click **Edit Backup Set**.
3. After making the necessary changes, click **Save**.
   The Backup Set will be edited and saved.

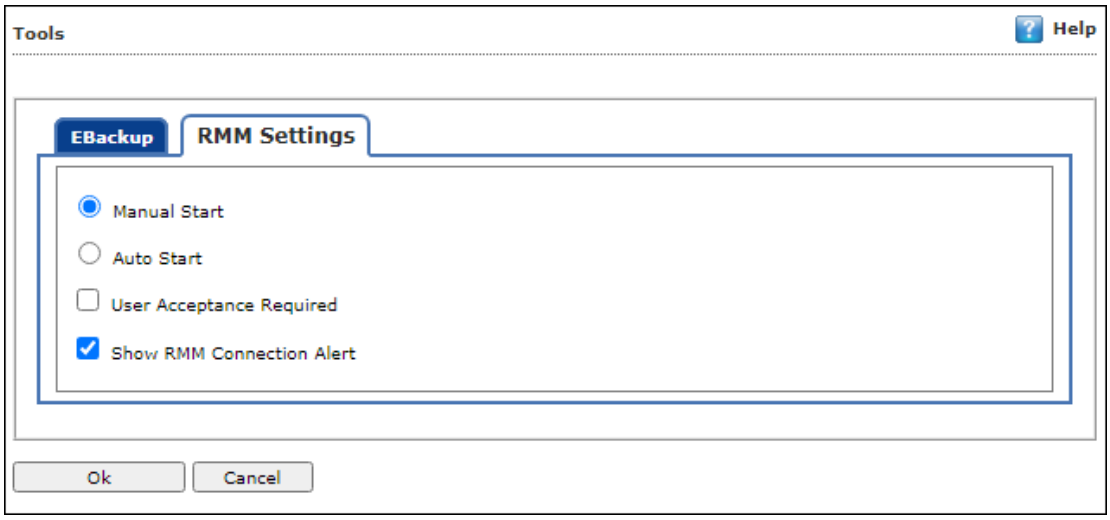
Delete Backup Set

To delete a Backup Set,

1. Select a Backup Set.
2. Click **Delete Backup Set**.
   A confirmation prompt appears.
3. Click **OK**.
   The Backup Set will be deleted.

RMM Settings

The RMM settings let you configure default connection settings for connecting to client computers. You will get the following configuration options:



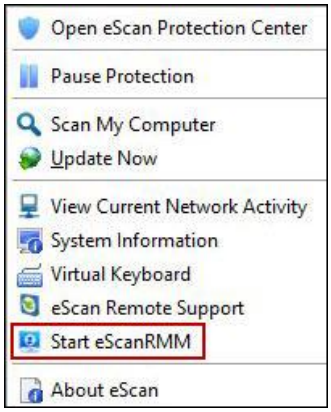
- **Manual Start**: If this option is selected, client endpoint users have to manually start the RMM service to establish a RMM connection.
- **Auto Start**: If this option is selected, RMM service will be started automatically and all client endpoints will be connected to your main eScan server.
- **User Acceptance Required**: If this check box is selected, a pop-up appears on client endpoint for RMM connection acceptance. If left unselected, pop-up doesn't appear and you get direct access to the client endpoint.
- **Show RMM Connection Alert**: If this check box is selected, a notification appears on client endpoint informing about active RMM connection. If left unselected, notification doesn't appear on client endpoint.

After making the necessary changes click **OK**.
Click **Save**. The Policy Template gets saved.

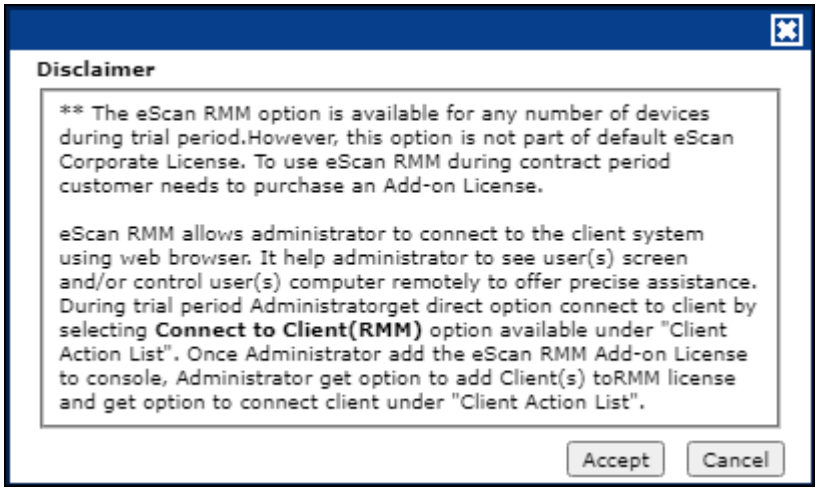
RMM - Manual Start

To take a remote connection by using **Manual Start** option

1. Tell the client endpoint user to right-click the eScan Protection Center icon and click **Start eScanRMM**.

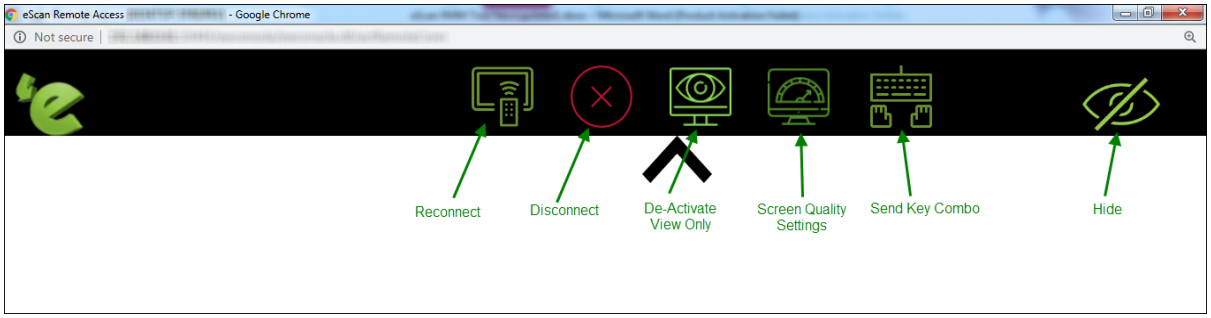


2. After the client endpoint user has clicked **Start eScanRMM**, select the target endpoint and then click **Client Action List** > **Connect to Client (RMM)**. Following disclaimer appears.



NOTE	If you are using eScan product in Trial version, this disclaimer will appear each time you are connecting to an endpoint via RMM feature. A local server won't be part of RMM and can't be connected via RMM.

3. Read the disclaimer thoroughly and then click **Accept**.
   Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)



Following notification appears on client endpoint displaying IP address of RMM connecting endpoint and connection ID (If **Show RMM Connection Alert** option is selected).

RMM - Auto Start

If **Auto Start** option is selected, then client endpoints get automatically connected to your eScan server.

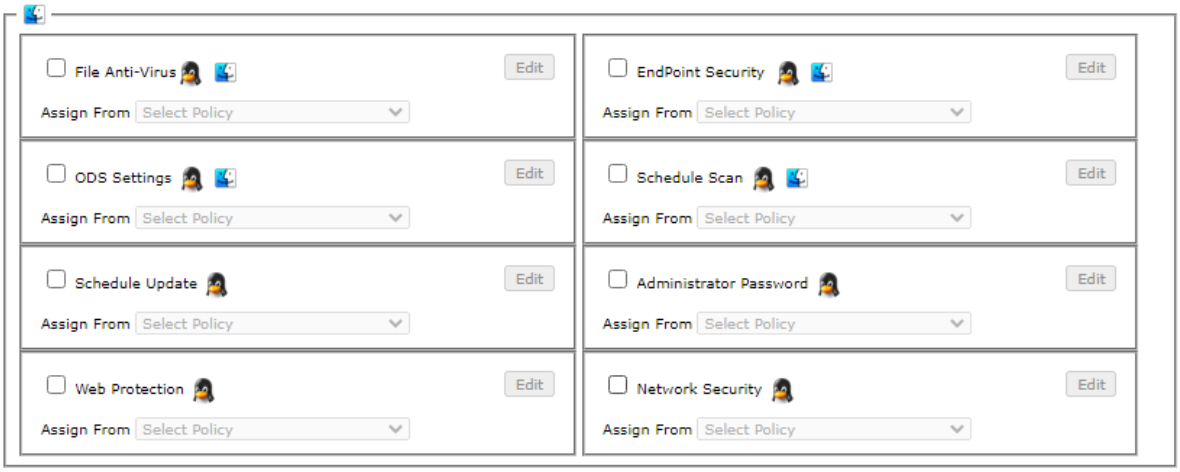
1. Go to **Managed Computers**, select the target endpoint and then click **Client Action List** > **Connect to Client (RMM)**.
   RMM disclaimer appears.
2. Read the disclaimer thoroughly and then click **Accept**.
   Your default browser opens eScan Remote Access window (Google Chrome, Mozilla Firefox, MS Edge, etc.)

After you are done performing an activity, click the **Disconnect** icon to end remote connection.

NOTE	To get detailed information about RMM feature, click here.

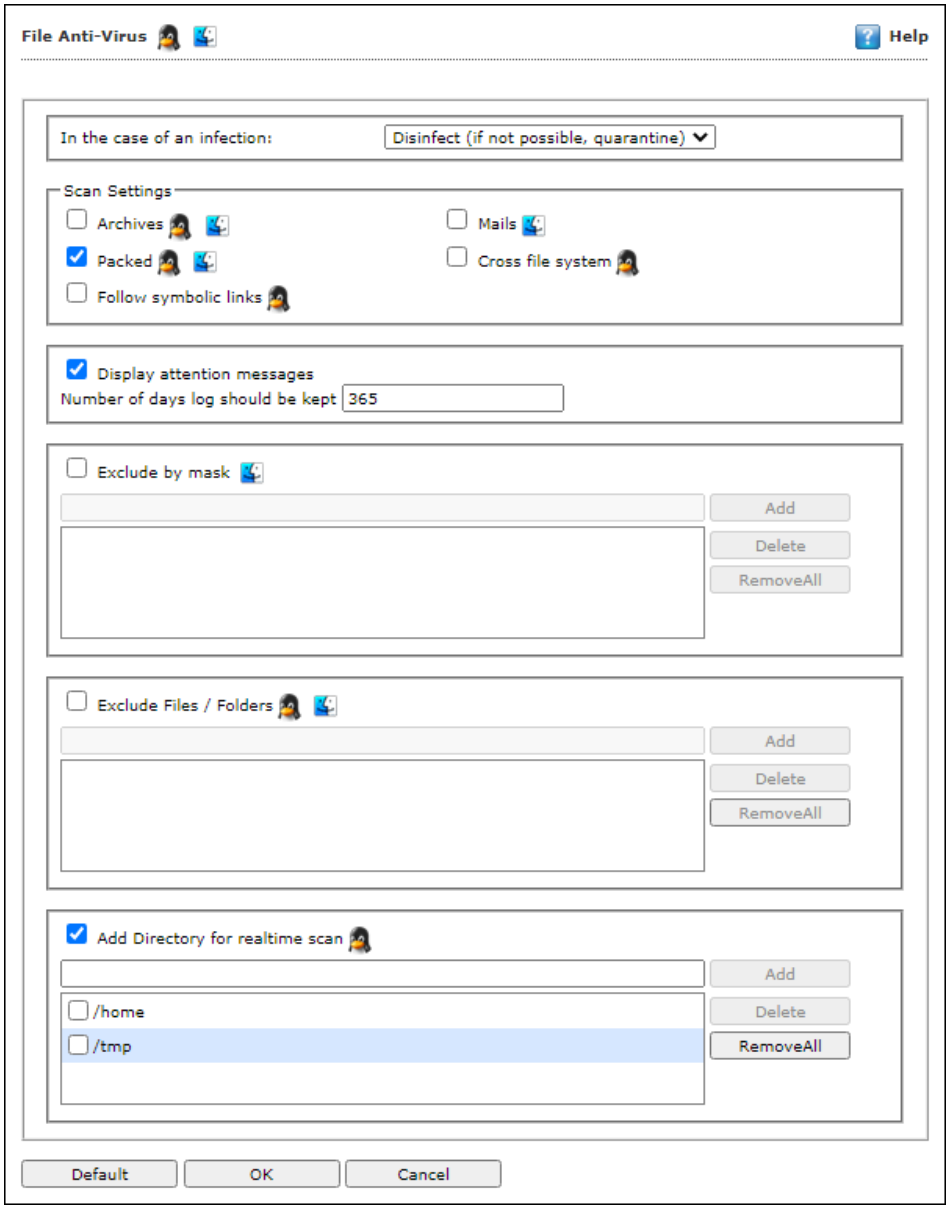
Configuring eScan Policies for Linux and Mac Computers

eScan lets you define settings for File Anti-Virus, Endpoint Security, On Demand scanning and Schedule Scan module for Linux and Mac computers connected to the network. Click **Edit** to configure the eScan module settings for computers with respective operating systems.



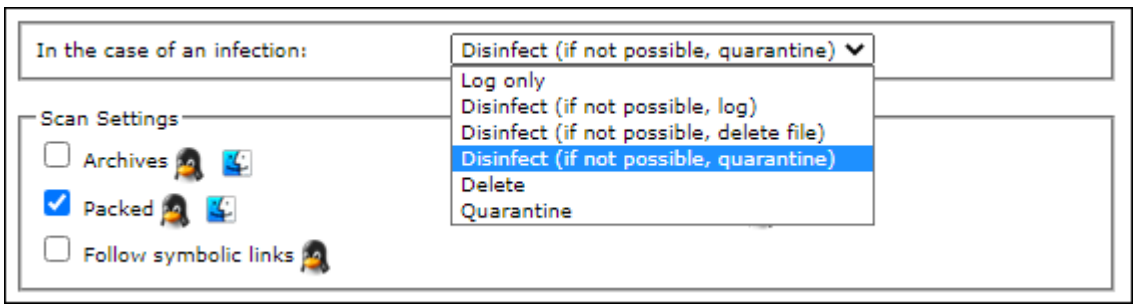
NOTE	Icons next to every module displays that the settings are valid for the respective operating systems only. It lets you define settings for Scanning; you can also define action to be taken in case of an infection. It also lets you define the number of days for which the logs should be kept as well as create list for Masks, Files or Folders to be excluded from scanning.

File Anti-Virus



Actions in case of infection [Drop-down]

It displays a list of actions eScan should take, in case of virus detection.



By default, Disinfect (if not possible, quarantine file) option is selected. Following are the types of actions:

- **Log Only:** This option indicates or alerts the user about the infection detected (No Action is taken; only logs are maintained).
- **Disinfect (if not possible, log):** This option tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
- **Disinfect (if not possible, delete file):** This option tries to disinfect and if disinfection is not possible it deletes the infected object.
- **Disinfect (if not possible, quarantine file):** This option tries to disinfect and if disinfection is not possible it quarantines the infected object.
- **Delete:** This option deletes the infected object.
- **Quarantine:** This option quarantines the infected object.

Scan Settings

- **Mails -** It indicates scanning the mail files. By default, it is selected. Select this check box if you want eScan real-time protection to scan mails.
- **Archives -** It indicates the archived files, such as zip, rar, and so on. Select this check box if you want eScan real-time protection to scan archived files.
- **Packed -** It indicates the compressed executable. Select this check box if you want eScan real-time protection to scan packed files.
- **Cross File System** that facilitates scanning of files over cross-file systems.
- **Follow Symbolic Links:** scans the files following the symbolic links.

Exclude by Mask (file types) - Select this option if you want eScan real-time protection to exclude specific file extensions.

Exclude Folders and files - Select this option if you want eScan real-time protection to exclude Folders and files from scanning. eScan lets you add; Remove any or all Added Files or Folders whenever required.

Add Directory for Real-Time Scan: If you want eScan to perform real-time scan on any of the directories add them in this list.

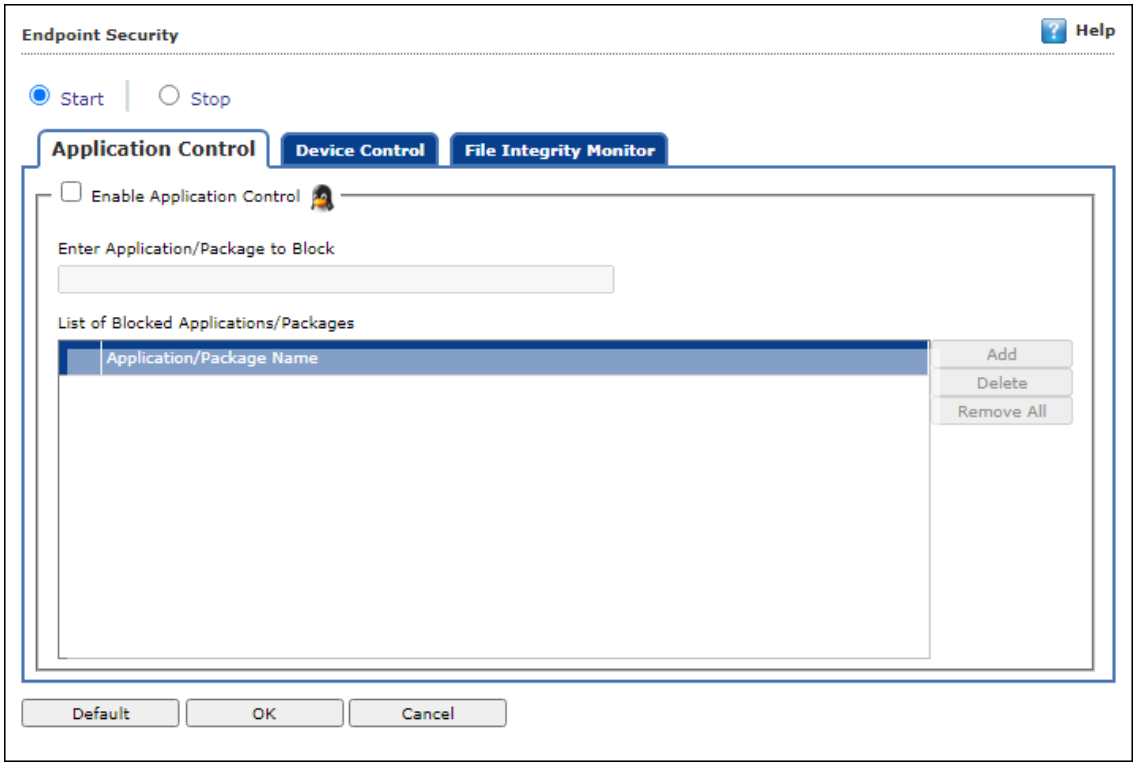
You can restore default eScan settings by clicking **Default**.

Endpoint Security

The Endpoint Security module lets you centrally manage all endpoints on your network and closely monitor all USB activities in real-time. With eScan USB control, you can prevent data theft by blocking all except your trusted USB storage devices and Stop your files from being taken away on thumb drives, iPod, mp3 players and portable USB hard drives.

Application Control

The Application Control tab allows to block the execution of application or package.



Enable Application Control

Select the check box to enable the application control feature.

Enter Application/Package to block

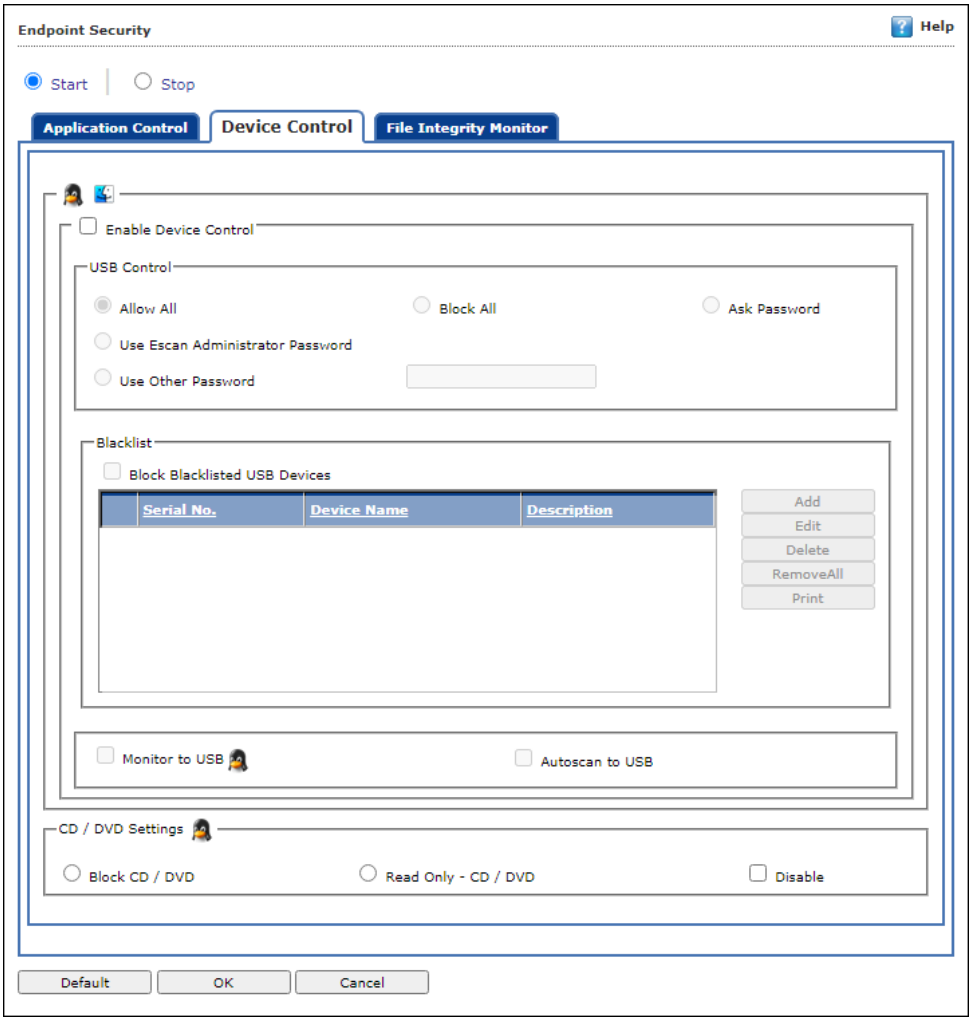
Enter the application or package name to add them in the list of application/packages blocked.

To delete the application/package, select the specific app/package and click **Delete**.

To delete all the application from the list, click **Remove All**.

Device Control

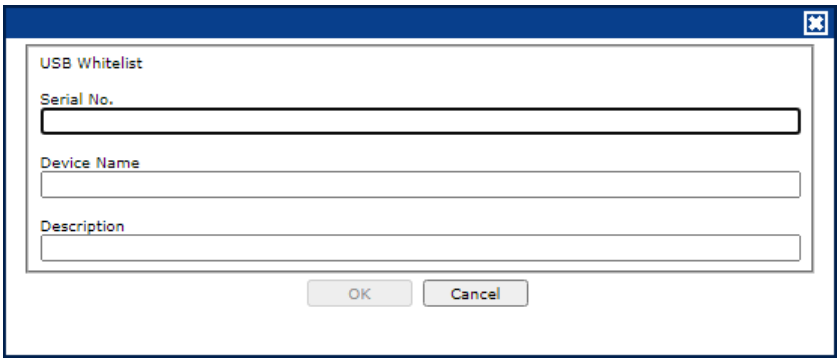
The Device Control tab helps to allow/block the USB/CD/DVD access.



Enable Device Control: Select this check box to configure the Device Control settings.

- **USB Control**: This option lets you to allow, block, or ask password for the USB device connected to the endpoint. It has following options:
  - **Allow All:** Select this option to allow all the connected USB devices.
  - **Block All:** Select this option to block all the connected USB devices.
  - **Ask Password:** Select this option to set password for the connected USB devices. This will ask password before allowing USB devices to connect to the system. You can either set a password or use the administrator password using options **Use Other Password** and **Use Escan Administrator Password** respectively.
- **Blacklist:** This option lets you to add USB devices to the blacklist. You can add, delete, modify using the following options:

- **Add:** Click **Add** to add the USB serial number, name, and description of the USB devices. The USB will be added to the list.



- **Edit:** Click **Edit** to edit the details of the USB devices.
- **Delete**: Select the USB device and click **Delete** to remove the device from the list.
- **Remove All**: To remove all the USB devices from the list, click **Remove All**.
- **Print**: This will print all the USB devices in the list along with details for the same.

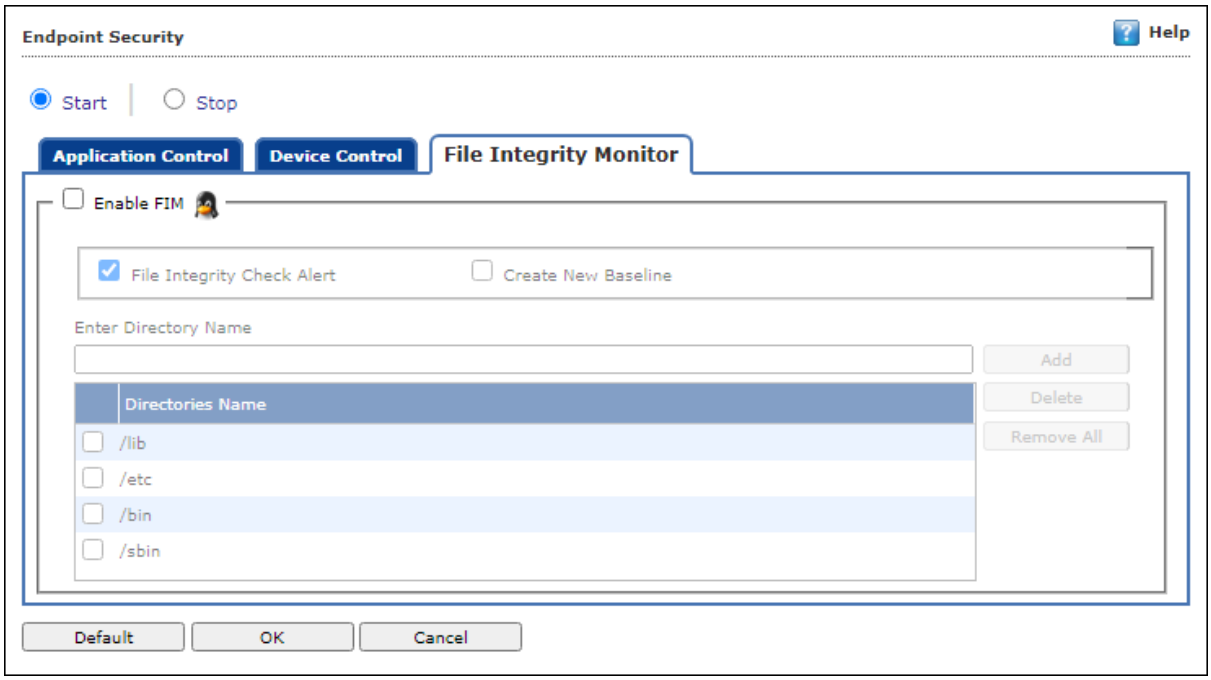
- **Monitor to USB:** Select this check box to monitor all the connected USB devices connected to the endpoints.
- **Autoscan to USB**: Select this option to auto-scan all the USB devices connected to the endpoints.

CD/DVD Settings

This option lets administrator to block, allow, and disable the CD/DVD. You have following options to configure:

- **Block CD/DVD:** This option block all the CD and DVD.
- **Read Only CD/DVD:** This option allows user to only read the content CD and DVD.
- **Disable:** This option disables all the CD and DVD.

File Integrity Monitor



Enable FIM

Select this check box to enable the File Integrity Monitor option.

- **File Integrity Check Alert**: This check box will check the file integrity and alert the admin accordingly.
- **Create baseline**: This check box will create a baseline for the selected directories and the FIM will begin monitoring changes for the selected directories.

Enter Directory Name

Enter the directory name to add it to the integrity monitoring.

You can also select the directory name from the pre-defined list in the below table to add them to monitoring.

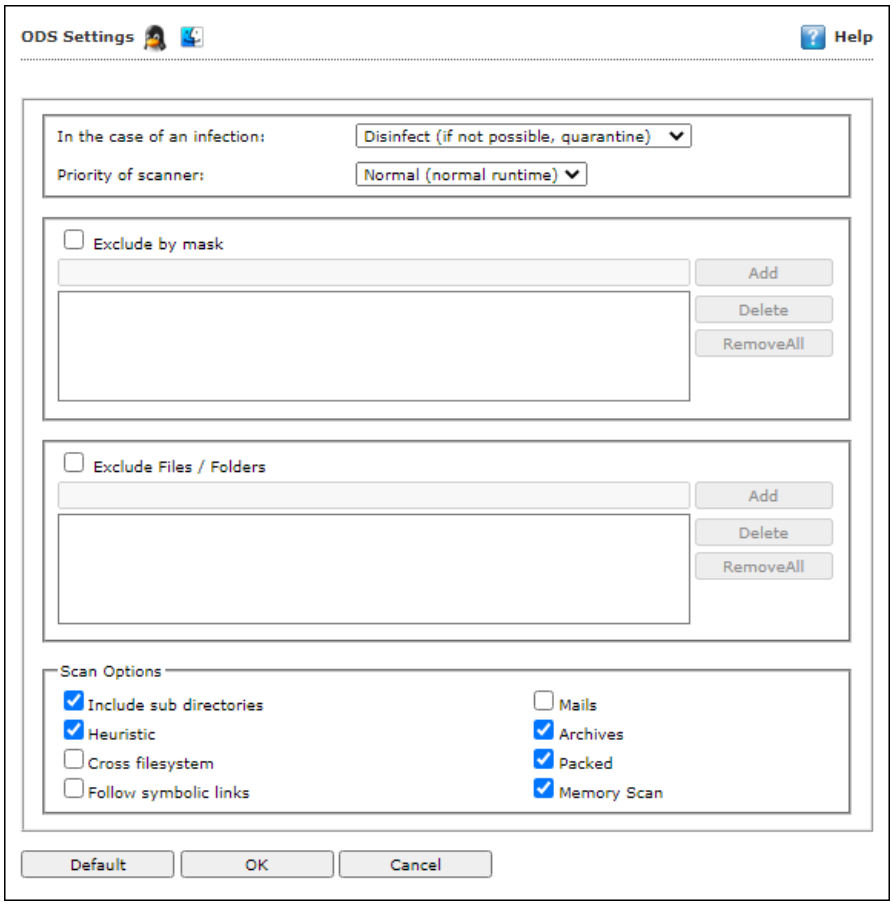
To delete a specific directory from monitoring, select the directory, and click **Delete**.
To remove all the directory from monitoring, click **Remove All**.

Default

This button resets all the setting to default.

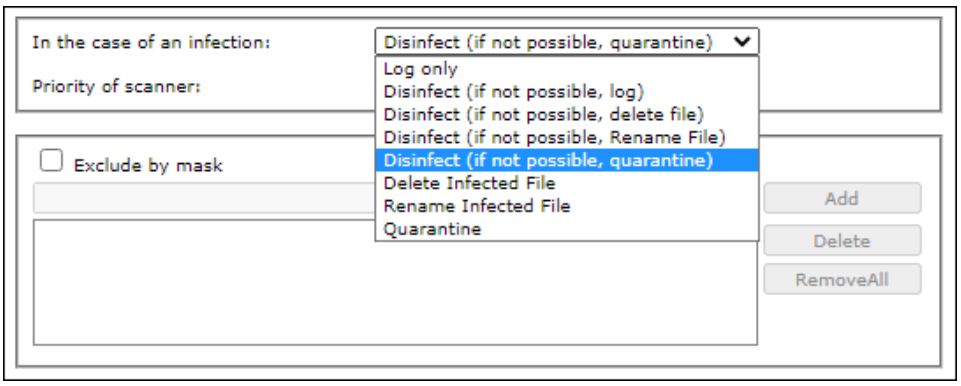
ODS Settings

With ODS Settings you can define actions in case of infection, you can also define list of files by mask, Files or Folders to be excluded from Scanning. It also lets you configure settings for various other Scan options like Include Sub directories, Mails, Archives Heuristic Scanning etc. by selecting respective options.



Actions in case of infection [Drop-down]

It indicates a type of action which you want eScan real-time protection to take, in case of virus detection.



By default, Disinfect (if not possible, quarantine file) option is selected. Following actions can be taken:

- **Log Only:** It indicates or alerts the user about the infection detected.
- **Disinfect (if not possible, log):** It tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
- **Disinfect (if not possible, delete file):** It tries to disinfect and if disinfection is not possible it deletes the infected object.
- **Disinfect (if not possible, Rename file):** It tries to disinfect and if disinfection is not possible it renames the infected object.
- **Disinfect (if not possible, quarantine):** It tries to disinfect and if disinfection is not possible it quarantines the infected object.
- **Delete Infected File:** It directly deletes the infected object.
- **Rename Infected File:** It directly renames the infected object.
- **Quarantine:** It directly quarantines the infected object.

Priority of Scanner – You can select the priority of scanning as **High (short runtime)**, **Normal (normal runtime)**, or **Low (long runtime).**

- **High (short runtime)** – Has a short runtime.
- **Normal (normal runtime)** – Has a normal runtime.
- **Low (long runtime)** – Has a long runtime.

Exclude by Mask – Select this check box if you want eScan real-time protection to exclude specific files, and Remove any or all Added Files whenever required.

Exclude Folders and Files – Select this check box if you want eScan real-time protection to exclude Folders and files from scanning. eScan lets you add; Remove any or all Added Files or Folders whenever required during On Demand Scanning.

Scan options

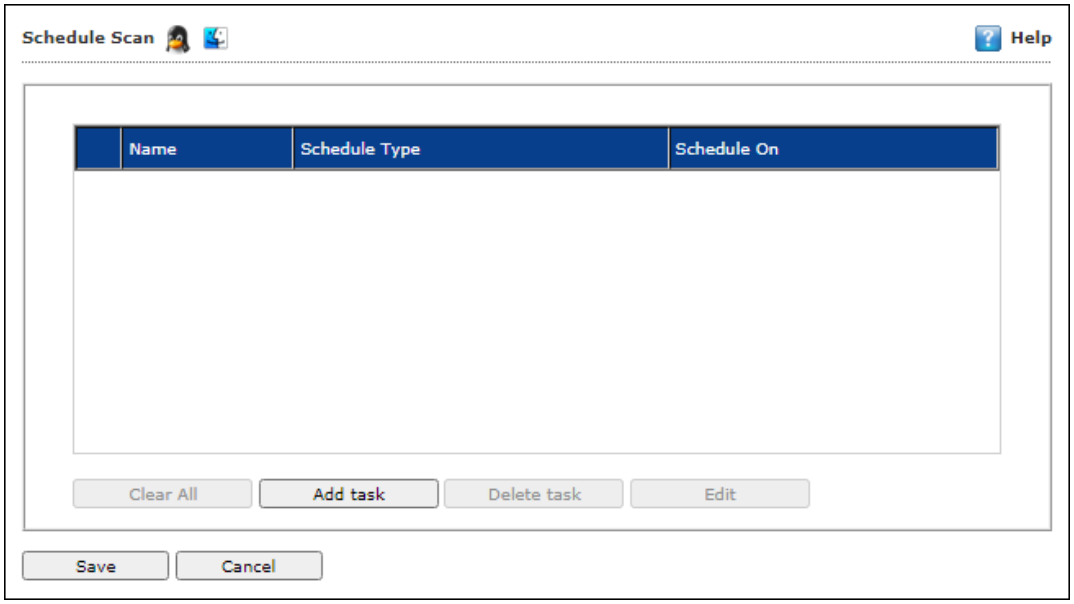
- **Mails** – It indicates scanning the mail files. By default, it is selected. Select this check box if you want eScan real-time protection to scan mails.
- **Archives** – It indicates the archived files, such as zip, rar, and so on. Select this check box if you want eScan real-time protection to scan archived files.
- **Packed** – It indicates the compressed executable.
- **Memory Scan** – This option ensures eScan scans the system's memory for any infection from malwares.
- **Include Sub Directories** – This option ensures eScan scans all the sub directories recursively under every directory and not only the first level of directories.
- **Heuristic** – Heuristic scanning is almost identical to signature scanning, which instead of looking for specific signatures looks for certain instructions or

commands within a program/application. This results in the detection of potentially malicious function in program/application.

- **Cross File System** that facilitates scanning of files over cross-file systems.
- **Follow Symbolic Links:** scans the files following the symbolic links.
- **Memory Scan**: This will scan the memory of the system.

You can restore default eScan settings by clicking **Default**.

Schedule Scan

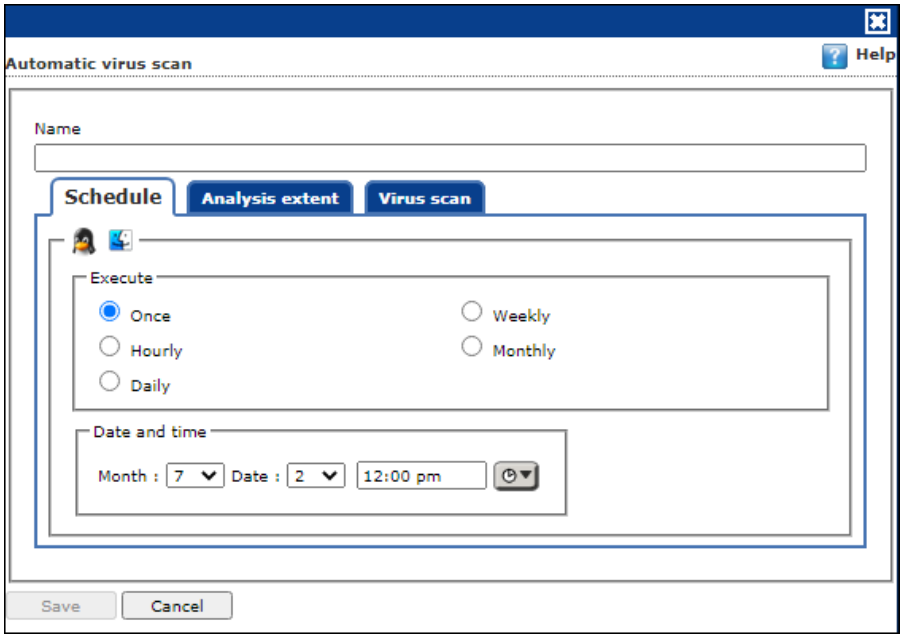


It lets you add a task for scheduling a scan.

Adding a task - It lets you schedule and define options for Analysis extent and the files or folders to be scanned.

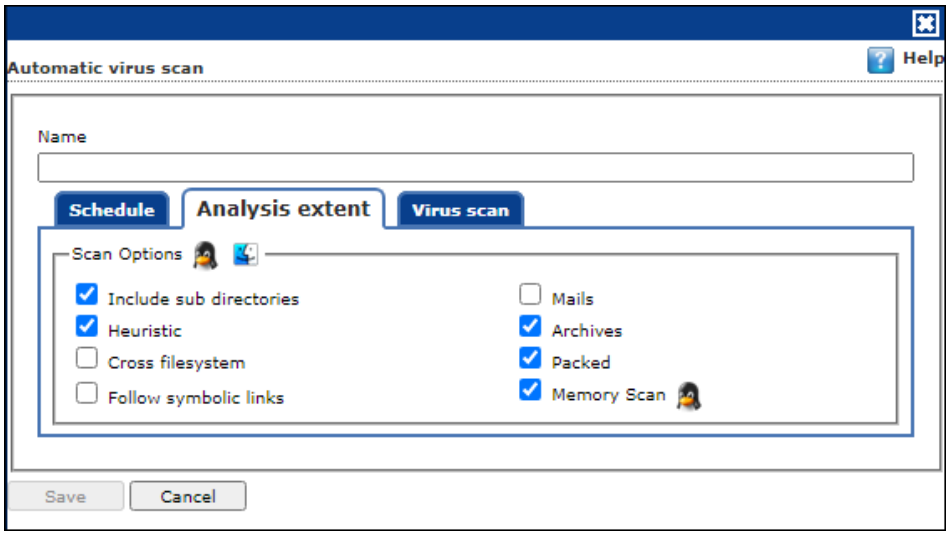
Automatic Virus Scan

Schedule



Using this tab you can define the task name and schedule it as desired. You can schedule once, Weekly basis, every hour, monthly or daily. It also lets you schedule virus scan at desired date and time.

Analysis Extent

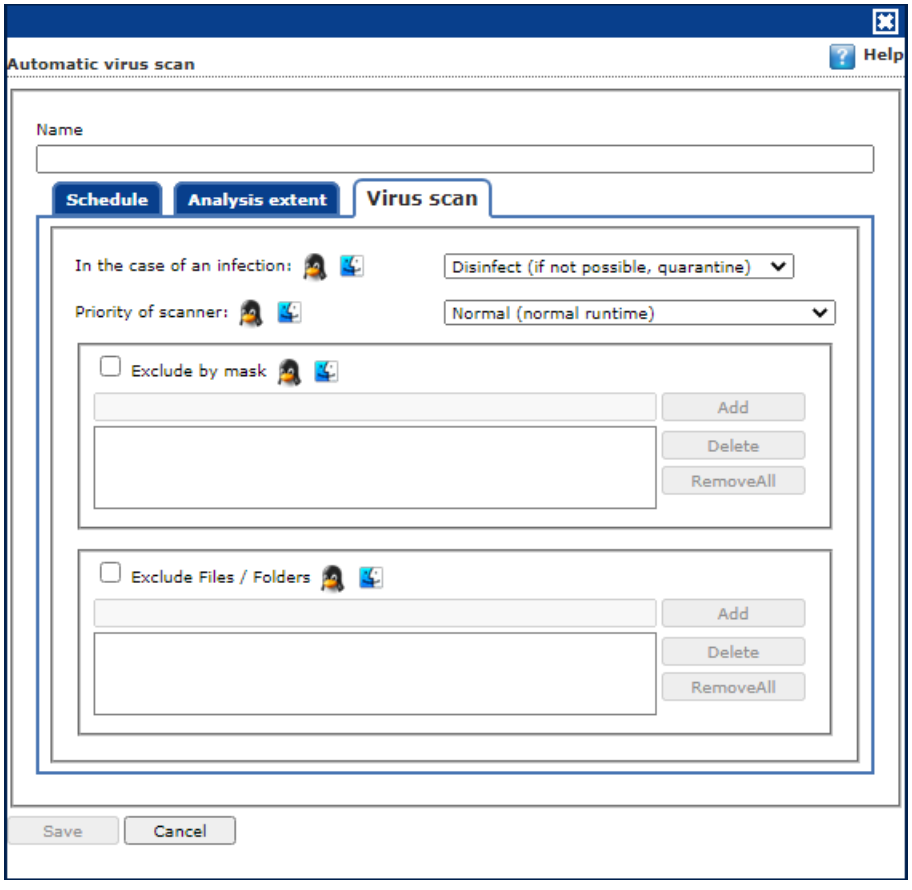


Using this tab you can define the scan options for Linux and Mac computers connected to the network.

- **Include sub Directories** – This option lets you include sub directories while conducting an automatic scan.

- **Heuristic Scan** – Heuristic scanning is almost identical to signature scanning, which instead of looking for specific signatures looks for certain instructions or commands within a program/application. This results in the detection of potentially malicious function in program/application.
- **Cross File System** that facilitates scanning of files over cross-file systems.
- **Symbolic Link Scanning** scans the files following the symbolic links.
- **Mails -** It indicates scanning the mail files. By default, it is selected. Select this check box if you want eScan real-time protection to scan mails.
- **Archives -** It indicates the archived files, such as zip, rar, and so on. Select this check box if you want eScan real-time protection to scan archived files.
- **Packed -** It indicates the compressed executable. Select this check box if you want eScan real-time protection to scan packed files.
- **Memory Scan** – This option will only scan the memory of the system.

Virus Scan



Actions in case of Infection [Drop-down]

It displays a list of actions eScan should take, in case of virus detection. By default, Disinfect (if not possible, quarantine file) option is selected. Following are the types of actions:

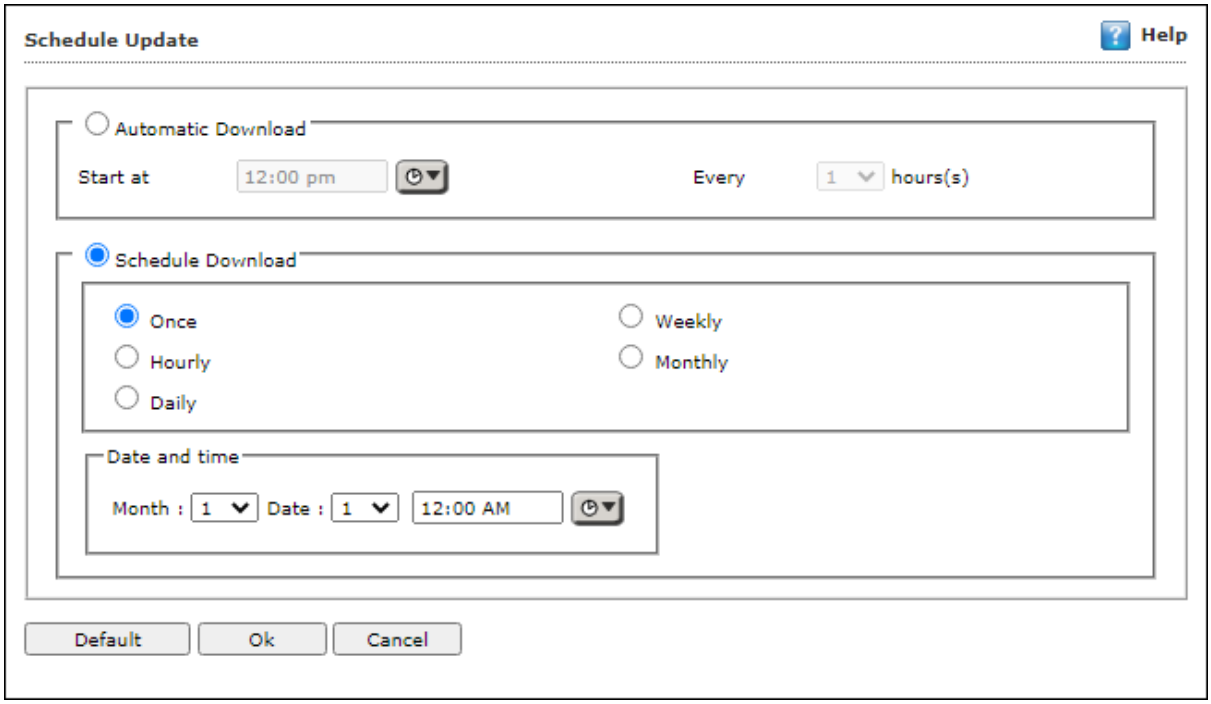
- **Log Only:** It indicates or alerts the user about the infection detected.
- **Disinfect (if not possible, log):** It tries to disinfect and if disinfection is not possible it logs the information of only the infected object.
- **Disinfect (if not possible, delete file):** It tries to disinfect and if disinfection is not possible it deletes the infected object.
- **Disinfect (if not possible, quarantine file):** It tries to disinfect and if disinfection is not possible it quarantines the infected object.
- **Delete:** Infected objects are deleted with this option.
- **Quarantine:** Infected objects are quarantined with this option.

Exclude file types (Mask) - Select this check box if you want eScan real-time protection to exclude specific files, and then add the directories and files that you want to exclude by clicking **Add**. eScan lets you Remove any or all Added Files whenever required.

Exclude Folders and files - Select this check box if you want eScan real-time protection to exclude Folders and files from scanning. eScan lets you add; Remove any or all Added Files or Folders whenever required.

Schedule Update

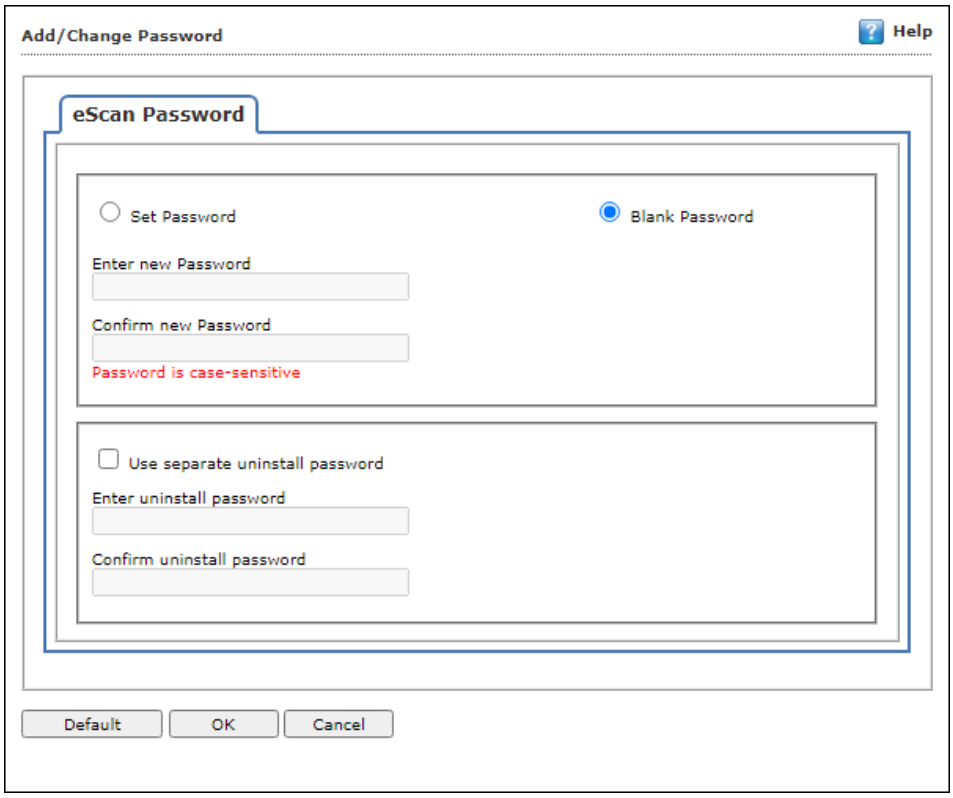
This module lets you schedule the updates for Linux computers.



- The updates can be downloaded automatically with **Automatic Download** option.
- The updates can be downloaded on a schedule basis with **Schedule Download** option. Select intervals and time basis as per your preferences.

Administrator Password

Administrator Password lets you create and change password for administrative login of eScan protection center for Linux computers. It also lets you keep the password as blank, wherein you can login to eScan protection center without entering any password. It also lets you define uninstallation password which will be required before uninstalling eScan Client from managed computers manually. The user will not be able to uninstall eScan Client without entering uninstallation password.



To Add/Change eScan administrator password

Set Password
Click this option, if you want to set password.

Blank Password
Click this option, if you do not want to set any password for login.
When you click this option, the **Enter new Password** and **Confirm new Password** fields become unavailable.

Enter new Password
Enter the new password.

Confirm new Password

Re-enter the new password for confirmation.

Use separate uninstall password
Click this option, if you want to set password before uninstallation of eScan Client.

Enter uninstall Password
Enter the uninstallation password.

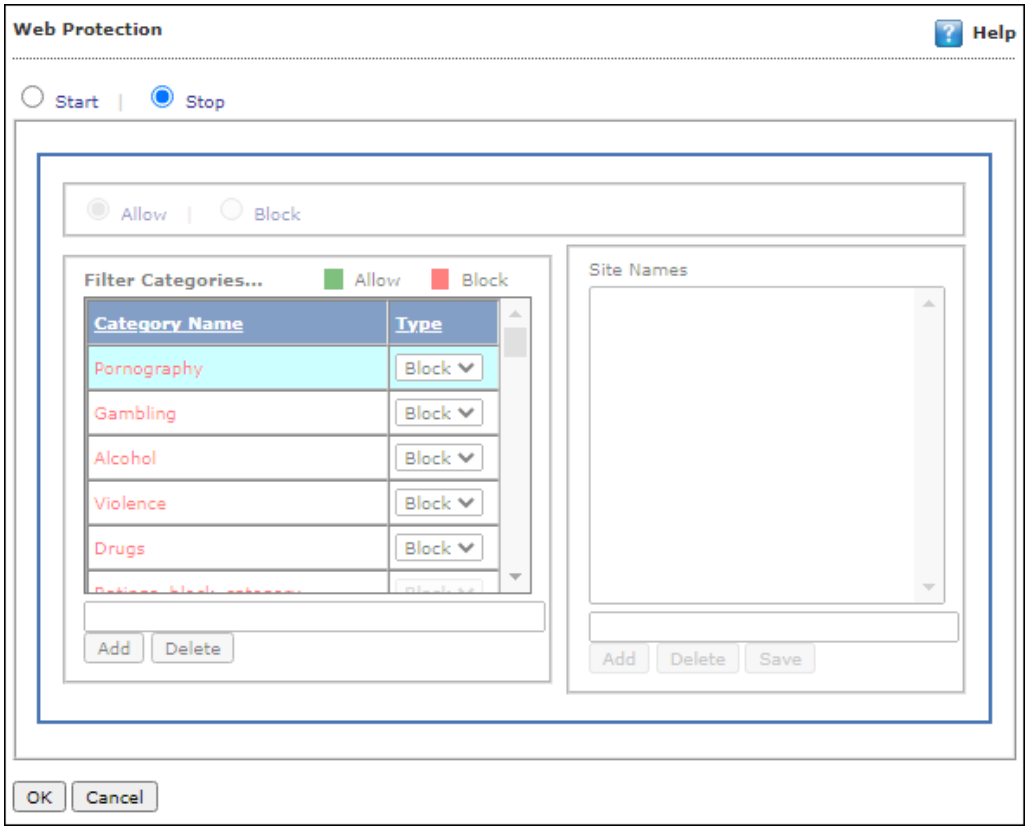
Confirm uninstall Password
Re-enter the uninstallation password for confirmation.

After filling all fields, click **OK**. The Password will be saved.

Web Protection

Web Protection module lets you block websites containing pornographic or offensive material for Linux computers. This feature is extremely beneficial to parents because it prevents kids from accessing websites containing harmful or restricted content. Administrators can also use this feature to prevent employees from accessing non-work-related websites during work hours. You can configure the following settings.

Start/Stop
It lets you enable/disable **Web-Protection** module. Click the appropriate option.



You can configure the following settings.

Filtering Options

This tab has predefined categories that help you control access to the Internet.

Status

This section lets you allow or block access to specific websites based on Filter Categories. You can set the status as **Active** or **Block** web access. Select the **Block Web Access** option if you want to block all the websites except the ones that have been listed in the **Filter Categories**. When you select this option, only **Filtering Options** and **Pop-up Filter** tabs are available.

Filter Categories

This section uses the following color codes for allowed and blocked websites.

- **Green**: It represents an allowed websites category.
- **Red**: It represents a blocked websites category.
  The filter categories used in this section include categories like Pornography, Gambling, Chat, Alcohol, Violence, Drugs, Ratings block category, Websites Allowed, etc. You can also add or delete filter categories depending on your requirement.

Category Name

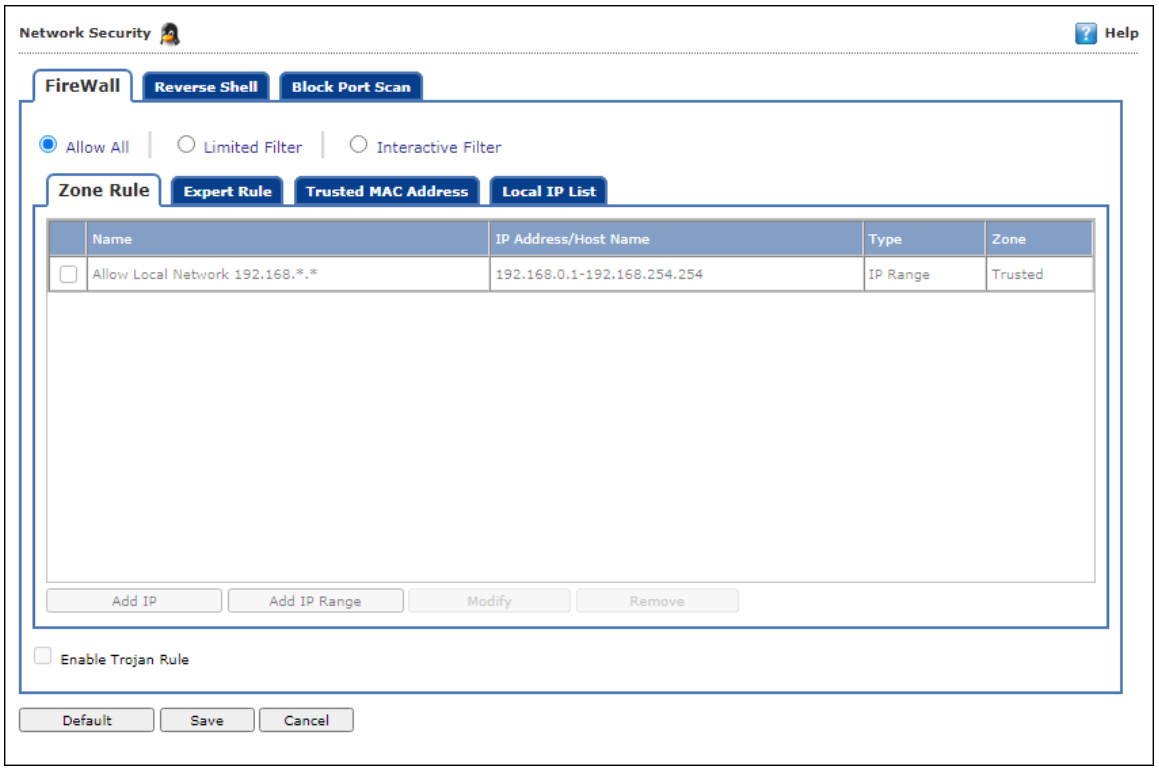
This section shows the **Words/Phrases** list. It lists the words or phrases present in the selected category. In addition, the section displays the **Site Names** list, which lists the websites belonging to the selected category. You can also add or delete filter categories depending on your requirement.

Filter Options

This section includes the **Add sites rejected by the filter to Block category check box**. Select this option if you want eScan to add websites that are denied access to the Block category database automatically.

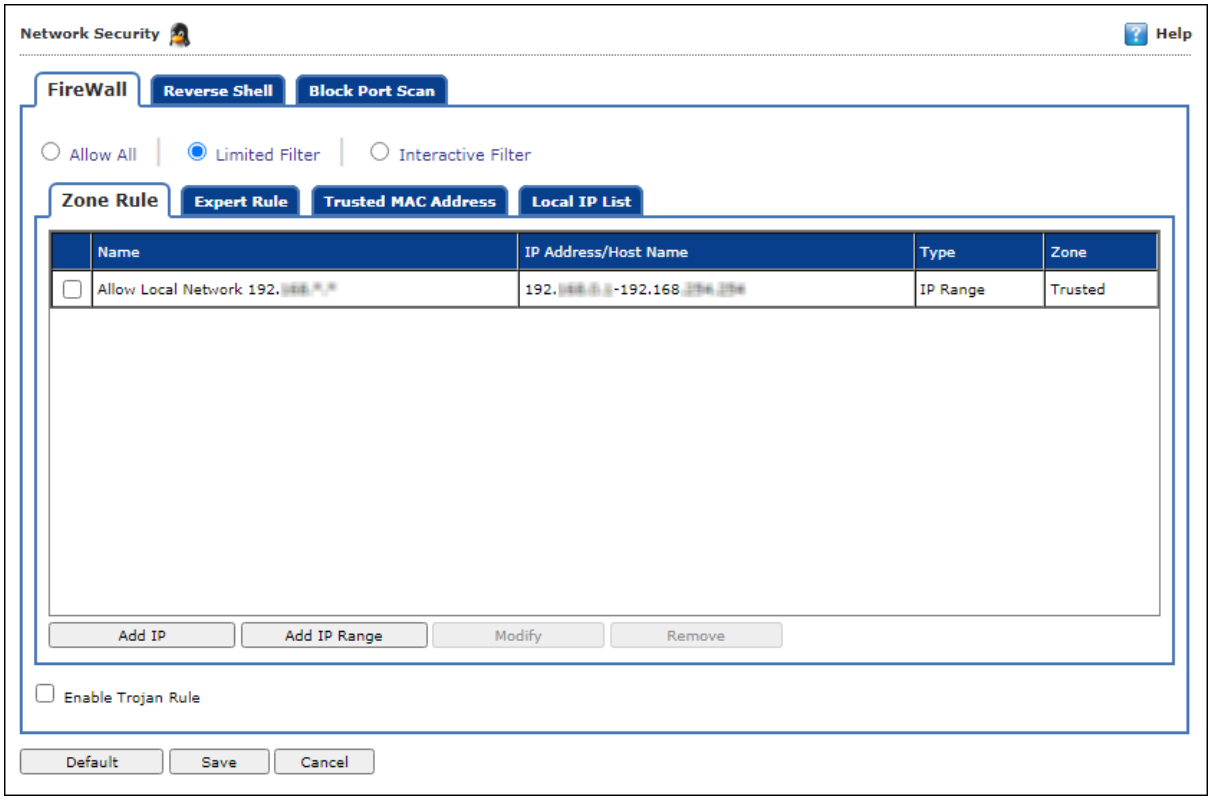
Network Security

Network Security module helps to set Firewall configuration monitor all incoming and outgoing network traffic and protect your computer from all types of network based attacks. It also prevents the Reverse Shell Exploit and blocks the Port Scan. Enabling this features will prevents Zero-day attacks and all other cyber threats.



Firewall

This tab is designed to monitor all incoming and outgoing network traffic and protect your endpoint from all types of network based attacks. eScan includes a set of predefined access control rules that you can remove or customize as per your requirements. These rules enforce a boundary between your computer and the network. These rules include Zone Rules, Expert Rules, Trusted Media Access Control (MAC) Address, and Local IP list.



You can configure the following settings to be deployed to the eScan client systems.
Allow All – Clicking **Allow All** disables the eScan Firewall i.e. all the incoming and outgoing network traffic will not be monitored/filtered.

Limited Filter – Clicking **Limited Filter** enables eScan Firewall in limited mode which will monitor all incoming traffic only and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Interactive - Clicking **Interactive** enables eScan Firewall to monitor all the incoming and outgoing network traffic and will be allowed or blocked as per the conditions or rules defined in the Firewall.

Following tabs are available:

- **Zone Rule**
- **Expert Rule**
- **Trusted MAC Address**
- **Local IP List**

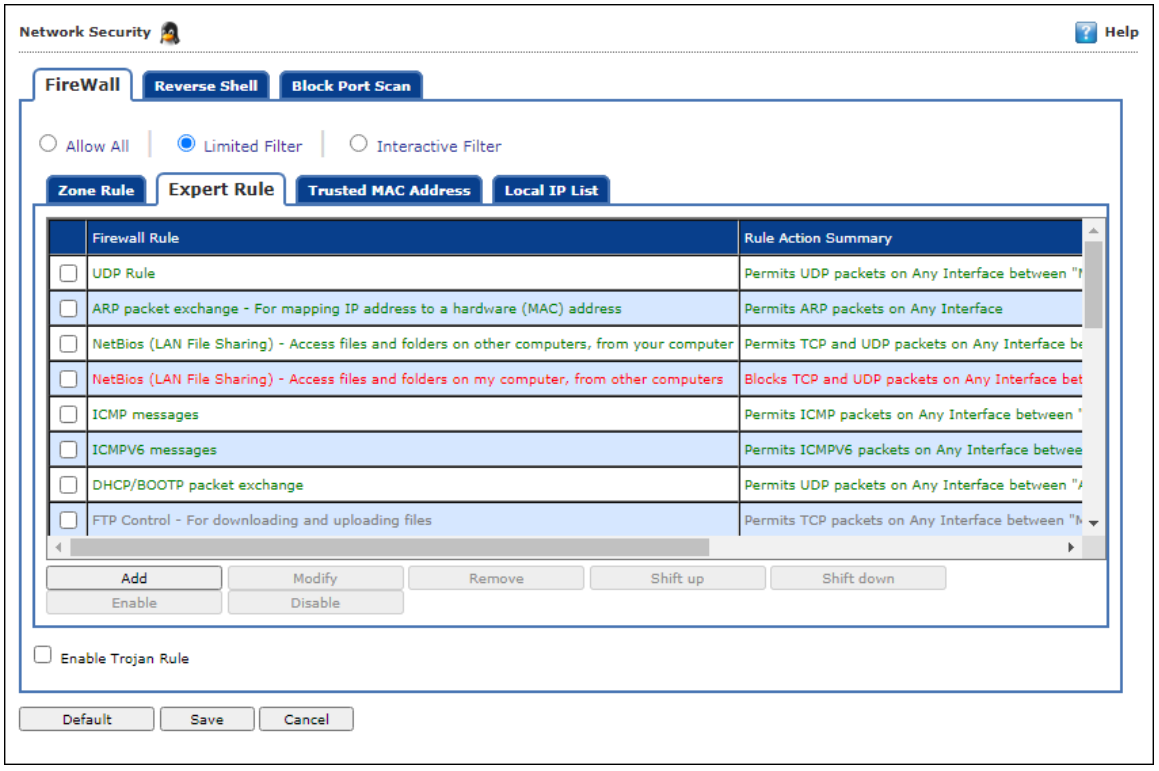
Zone Rule

This is a set of network access rules to make the decision of allowing/blocking of the access to the system. This will contain the source IP address or source Host name or IP range either to be allowed or blocked. The following buttons are available for configuring zone rule:

- **Add Host Name** – This option lets you add a "host" in the zone rule. After clicking **Add Host Name**, enter the HOST name of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.
- **Add IP** – This option lets you add an IP address of a system to be added in the zone rule. After clicking **Add IP**, enter the IP address of the system, select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the Zone Rule.
- **Add IP Range** – This option lets you add an IP range to be added in the zone rule. After clicking **Add IP Range**, add the IP Range (i.e. a range of IP that the zone rules should be applied), select the zone (Trusted/Blocked) and enter a name for the zone rule. Click **OK** to create the zone rule.
- **Modify –** To modify/change any listed zone rule(s), select the zone rule to be modified and then click **Modify**.
- **Remove -** To remove any listed zone rule(s), select the zone rule and then click **Remove**.

Expert Rule

This tab lets you specify advanced rules and settings for the eScan firewall. You can configure expert rules on the basis of the various rules, protocols, source IP address and port, destination IP address and port, and ICMP types. You can create new expert rules.

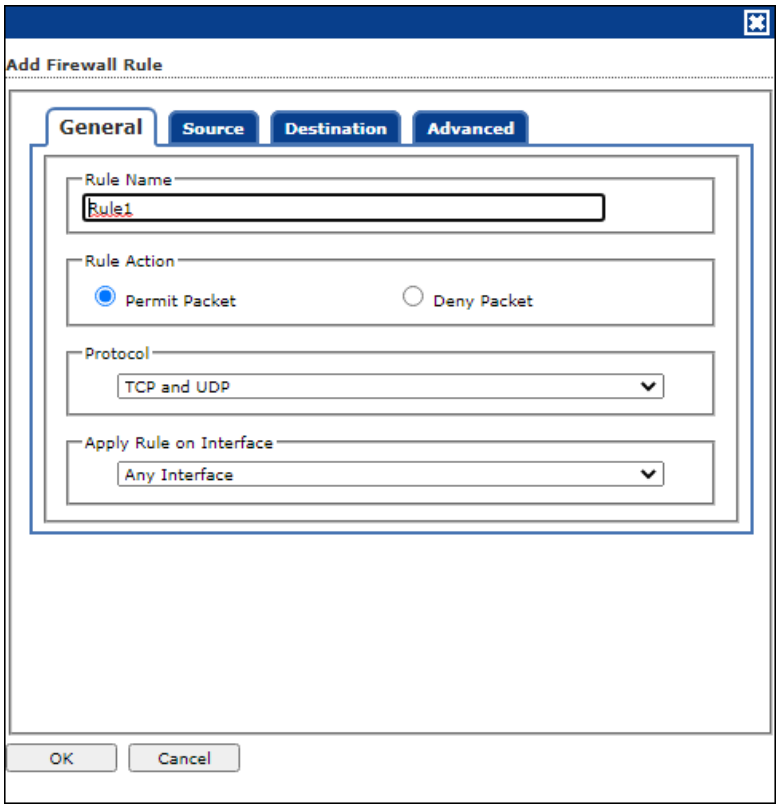


However, configure these rules only if you are familiar with firewalls and networking protocols.

- Source IP Address/Host Name
- Source Port Number
- Destination IP Address/Host Name
- Destination Port Number

The following buttons are available to configure an Expert Rule:

1. **Add** – Click **Add** to create a new Expert Rule. In the Add Firewall Rule Window:



General tab

In this section, specify the Rule settings:

Rule Name – Provide a name to the Rule.

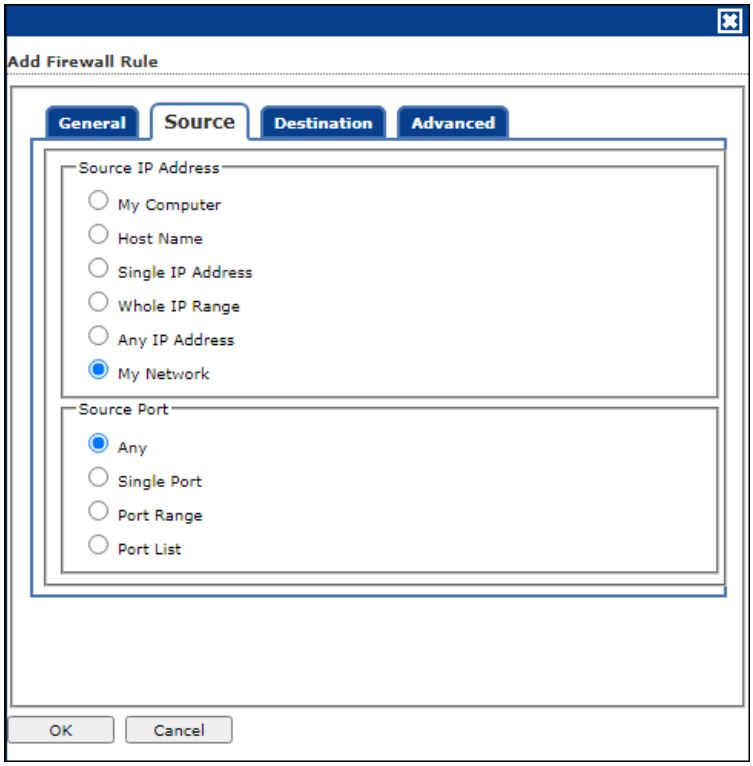
Rule Action – Action to be taken, whether to Permit Packet or Deny Packet.

Protocol – Select the network protocol (e.g. TCP, UDP, ARP) on which the Rule will be applied.

Apply rule on Interface – Select the Network Interface on which the Rule will be applied.

Source tab

In this section, specify/select the location from where the outgoing network traffic originates.



My Computer – The rule will be applied for the outgoing traffic originating from your computer.

Host Name – The rule will be applied for the outgoing traffic originating from the computer as per the host name specified.

Single IP Address – The rule will be applied for the outgoing traffic originating from the computer as per the IP address specified.

Whole IP Range – To enable the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the outgoing traffic from the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the traffic originating from ANY IP address.

Any – When this option is selected, the rule gets applied for outgoing traffic originating from any port.

Single Port – When this option is selected, the rule gets applied for the outgoing traffic originating from the specified/defined port.

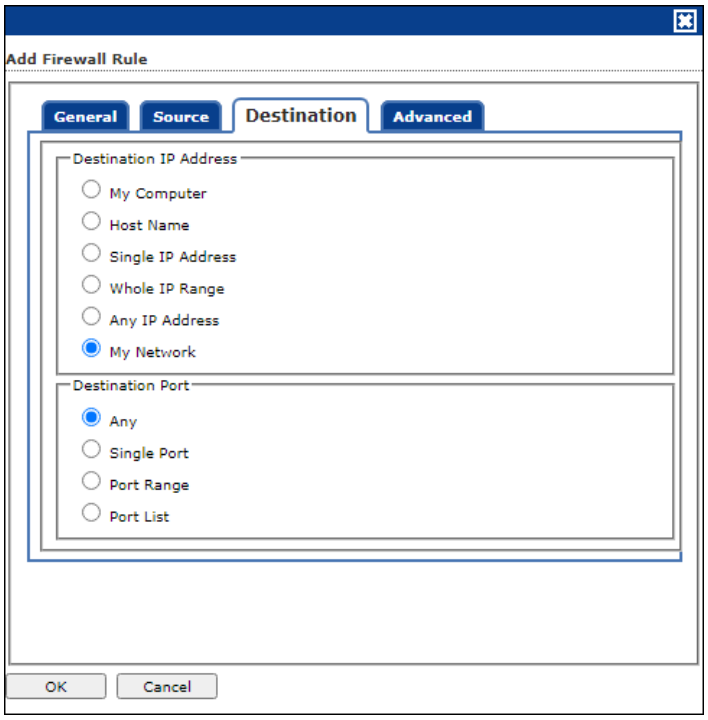
Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the outgoing traffic originating from the port which is within the defined range of ports.

Port List – A list of port can be specified. The rule will be applied for the outgoing traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Source IP Address and Source Port matches together.

Destination tab

In this section, specify/select the location of the computer where the incoming network traffic is destined.



Destination IP Address –

My Computer – The rule will be applied for the incoming traffic to your computer.

Host Name – The rule will be applied for the incoming traffic to the computer as per the host name specified.

Single IP Address – The rule will be applied for the incoming traffic to the computer as per the IP address specified.

Whole IP Range – To apply the rule on a group of computers in series, you can specify a range of IP address. The rule will be applied for the incoming traffic to the computer(s) which is within the defined IP range.

Any IP Address – When this option is selected, the rule will be applied for the incoming traffic to ANY IP Addresses.

Any – After selecting this option, the rule will be applied for the incoming traffic to ANY port.

Single Port – After selecting this option, the rule will be applied for the incoming traffic to the specified/defined port.

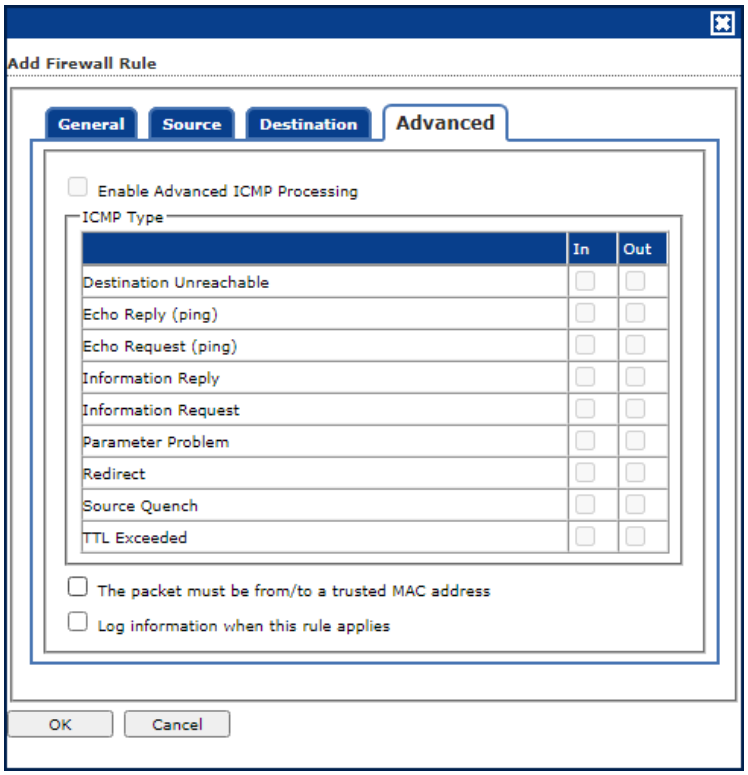
Port Range – To enable the rule on a group of ports in series, you can specify a range of ports. The rule will be applied for the incoming traffic to the port which is within the defined range of ports.

Port List – A list of port can be specified/added. The rule will be applied for incoming traffic originating from the ports as per specified in the list.

NOTE	The rule will be applied when the selected Destination IP Address and Destination Port matches together.

Advanced tab

This tab contains advance setting for Expert Rule.



Enable Advanced ICMP Processing - This is activated when the ICMP protocol is selected in the General tab.

The packet must be from/to a trusted MAC address – When this option is selected, the rule will only be applied on the MAC address defined/listed in the Trusted MAC Address tab.

Log information when this rule applies – This will enable to log information of the Rule when it is implied.

Modify – Clicking **Modify** lets you modify any Expert Rule.

Remove – Clicking **Remove** lets you delete a rule from the Expert Rule.

Shift Up and Shift Down– The UP and DOWN arrow button will enable to move the rules up or down as required and will take precedence over the rule listed below it.

Enable Rule/Disable Rule – These buttons lets you enable or disable a particular selected rule from the list.

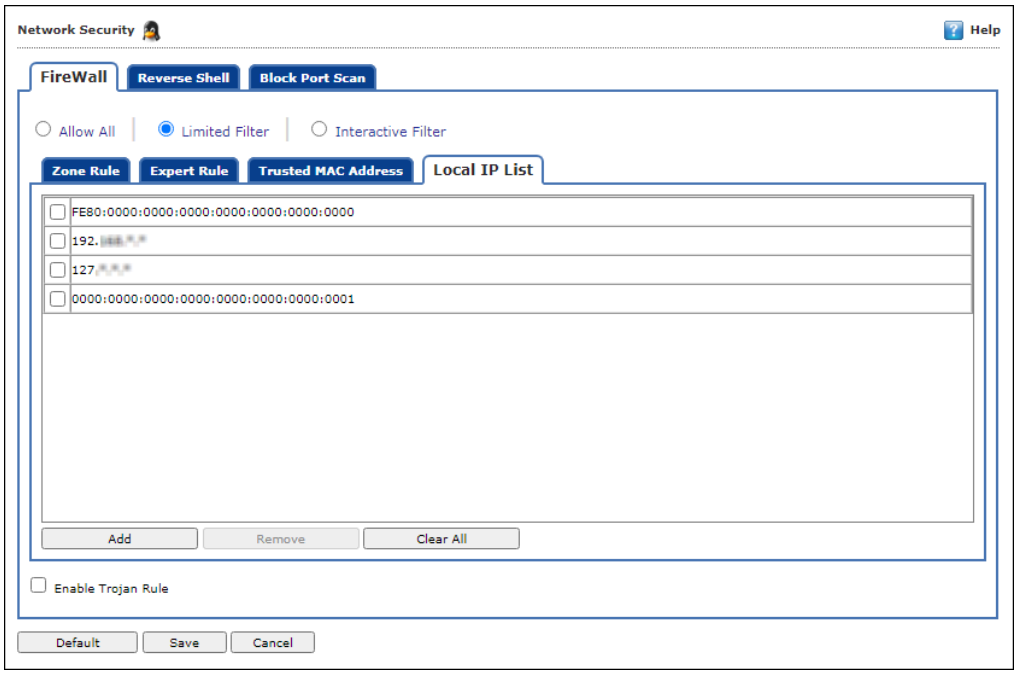
Trusted MAC Address

This section contains the information of the MAC address of the system. A MAC address is a hardware address that uniquely identifies each node of a network. The Trusted MAC address list will be checked along with the Expert Rule only when "The packet must be from/to a trusted MAC address" option is checked and the action will be as per specified in the rule. (Refer to the *Advance Tab* of the Expert Rule). The following buttons are available to configure the Trusted Mac Address:

- **Add –** To add a MAC address click on this button. Enter the MAC address to be added in the list for e.g. 00-13-[redacted]
- **Edit –** To modify/change the MAC Address, click **Edit**.
- **Remove –** To delete the MAC Address, click **Remove**.
- **Clear All –** To delete the entire listed MAC Address, click **Clear All**.

Local IP List

This section contains a list of Local IP addresses.

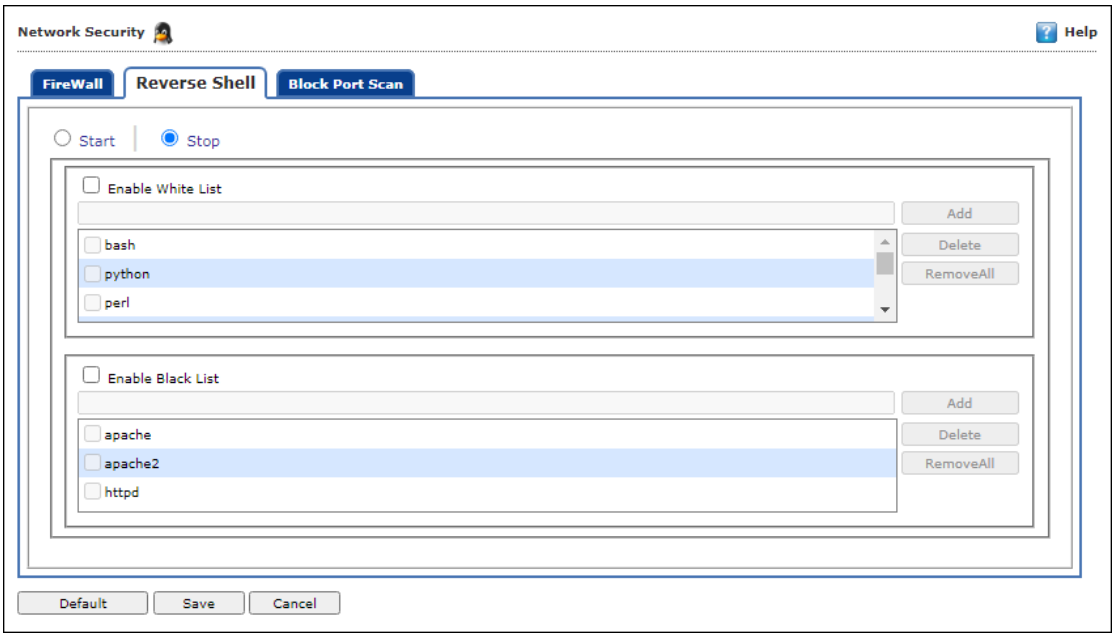


Add – To add a local IP address, click **Add**.
Remove – To remove a local IP address, click **Remove**.
Clear All – To clear all local IP addresses, click **Clear All**.

Enable Trojan Rule
Select this check box, to enable the Trojan Rule.

Reverse Shell

This tab allows you to allow/restrict the reverse shell attack and prevent the zero-day attack.



Start/Stop

It lets you enable/disable **Network Security** module. Click the appropriate option.

After enabling this, you can configure the following settings:

Enable White List

Select this check box to whitelist the scripting languages, such as bash, Python, Perl, and more. You can add and delete the scripting languages from whitelisting.

- **Add**: To add a scripting language, select the language and click **Add.**
- **Delete**: To delete a scripting language, select a language and click **Delete**.
- **Remove All**: To remove all the whitelisted scripting language, click **Remove All.**

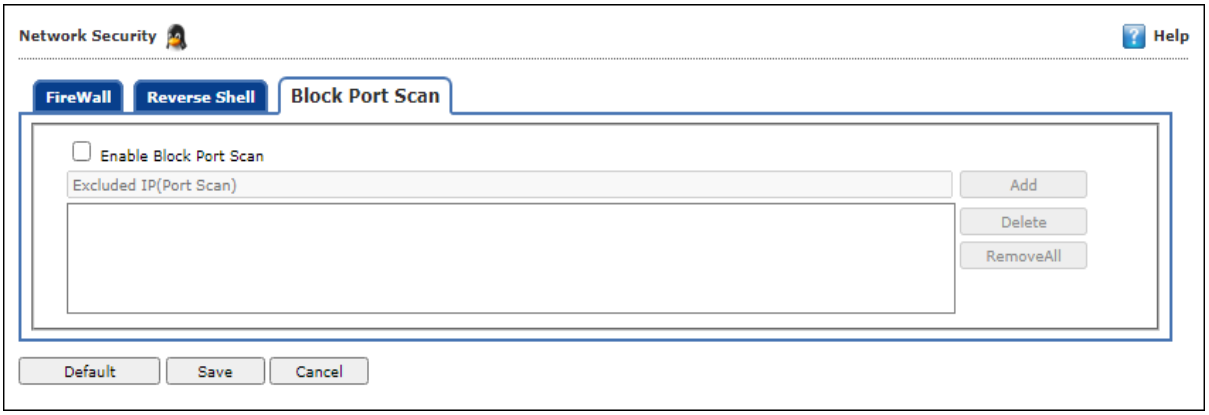
Enable Black List

Select this check box to blacklist the scripting languages, such as bash, Python, Perl, and more. You can add and delete the scripting languages from blacklisting.

- **Add**: To add a scripting language, select the language and click **Add.**
- **Delete**: To delete a scripting language, select a language and click **Delete**.
- **Remove All**: To remove all the blacklisted scripting language, click **Remove All.**

Block Port Scan

This tab allows admin to configure the port scan option.



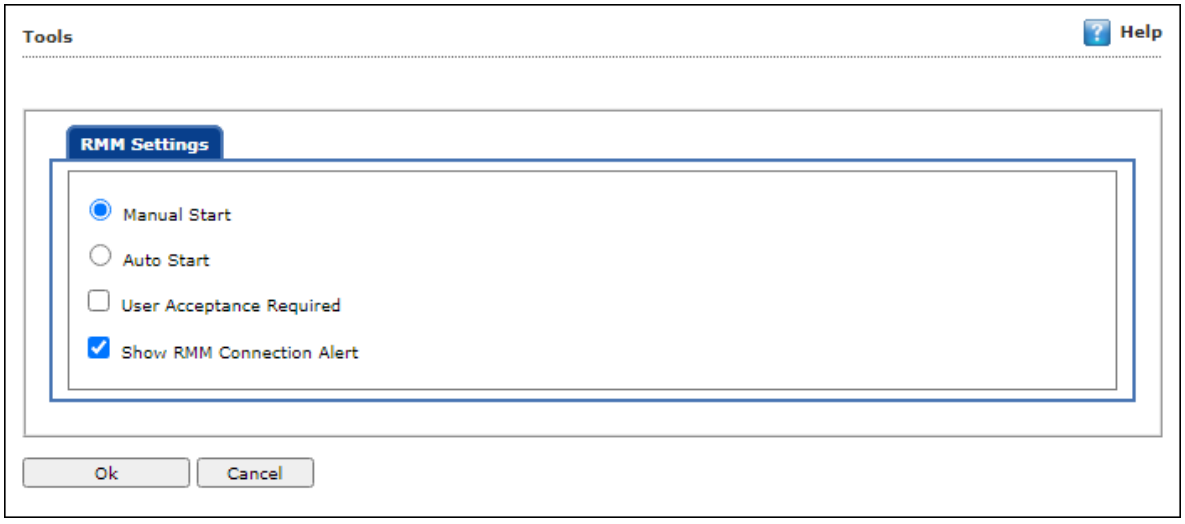
Enable Block Port Scan

Select this check box to enable the port scan option. You can add and delete the IP addresses that need to exclude from the port scan.

- **Add**: To add an IP, enter the IP address and click **Add.**
- **Delete**: To delete an IP, select the IP address and click **Delete**.
- **Remove All**: To remove all the excluded IP addresses, click **Remove All.**

Tools

The RMM settings let you configure default connection settings for connecting to client computers. You will get the following configuration options:



- **Manual Start**: If this option is selected, client endpoint users have to manually start the RMM service to establish a RMM connection.

- **Auto Start**: If this option is selected, RMM service will be started automatically and all client endpoints will be connected to your main eScan server.
- **User Acceptance Required**: If this check box is selected, a pop-up appears on client endpoint for RMM connection acceptance. If left unselected, pop-up doesn't appear and you get direct access to the client endpoint.
- **Show RMM Connection Alert**: If this check box is selected, a notification appears on client endpoint informing about active RMM connection. If left unselected, notification doesn't appear on client endpoint.

After making the necessary changes click **OK**.
Click **Save**. The Policy Template gets saved.

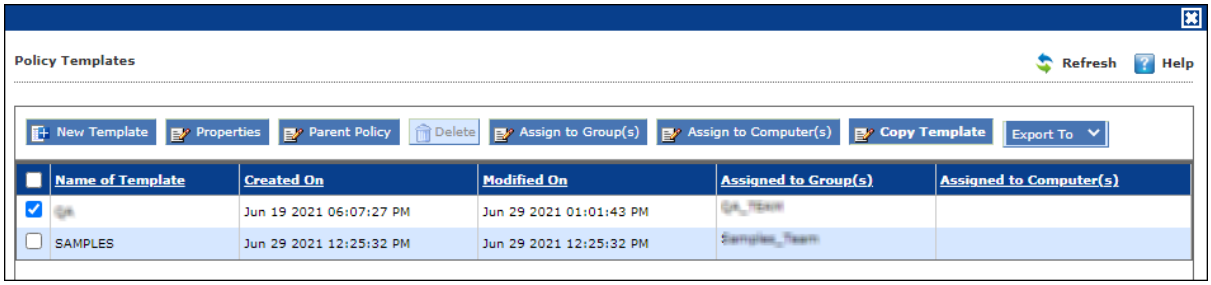
Assigning Policy Template to a group

There are two ways to assign the policy template to group.

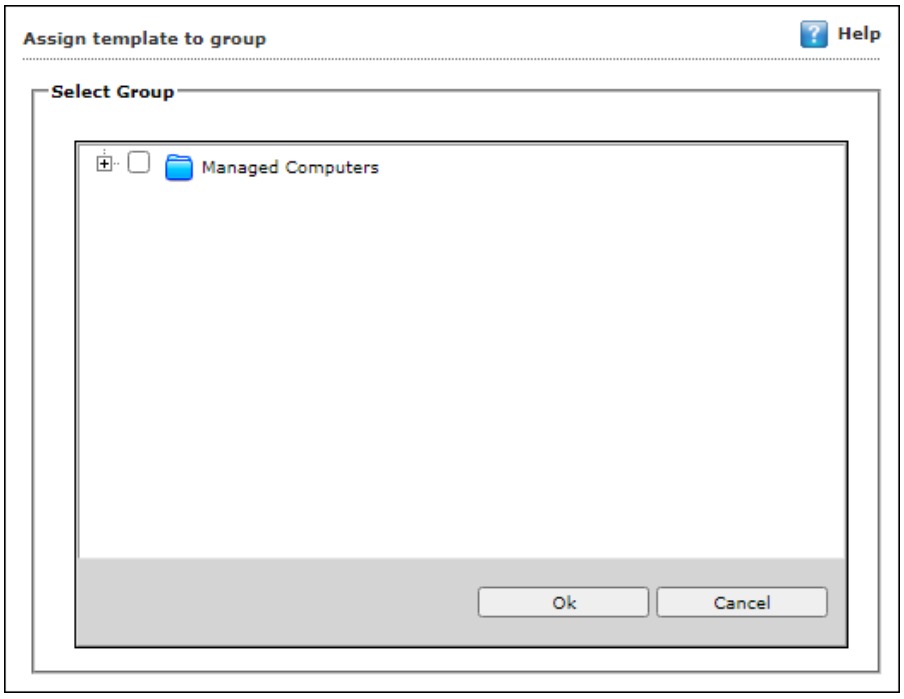
Method 1

To assign a Policy to a group,

1. In the Managed Computers screen, click **Policy Templates**.
   Policy Templates window appears.
2. In the **Policy Templates** window, select a policy template.



3. Click **Assign to Group(s)**.
   Select Group window appears.

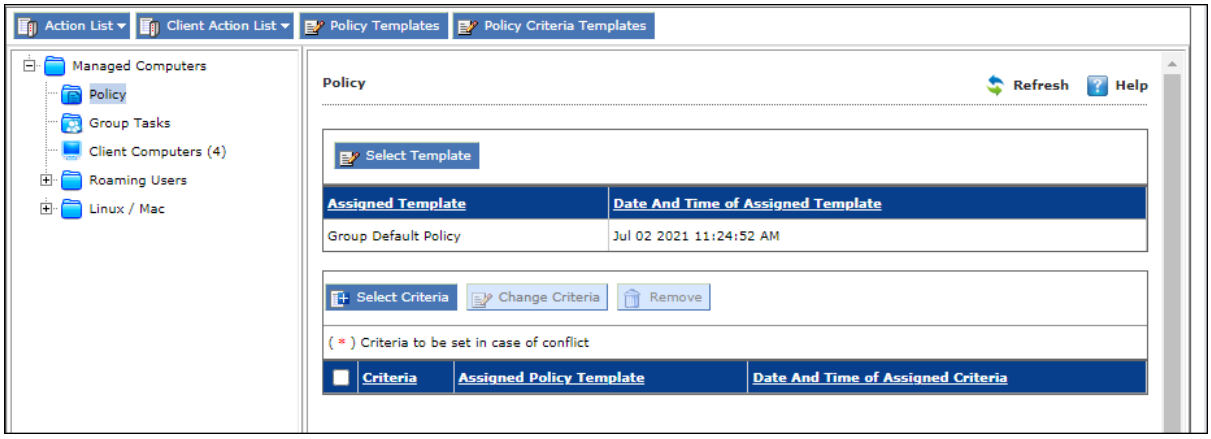


4. Select the group(s) and then click **OK**.
   The policy will be assigned to the selected group(s).

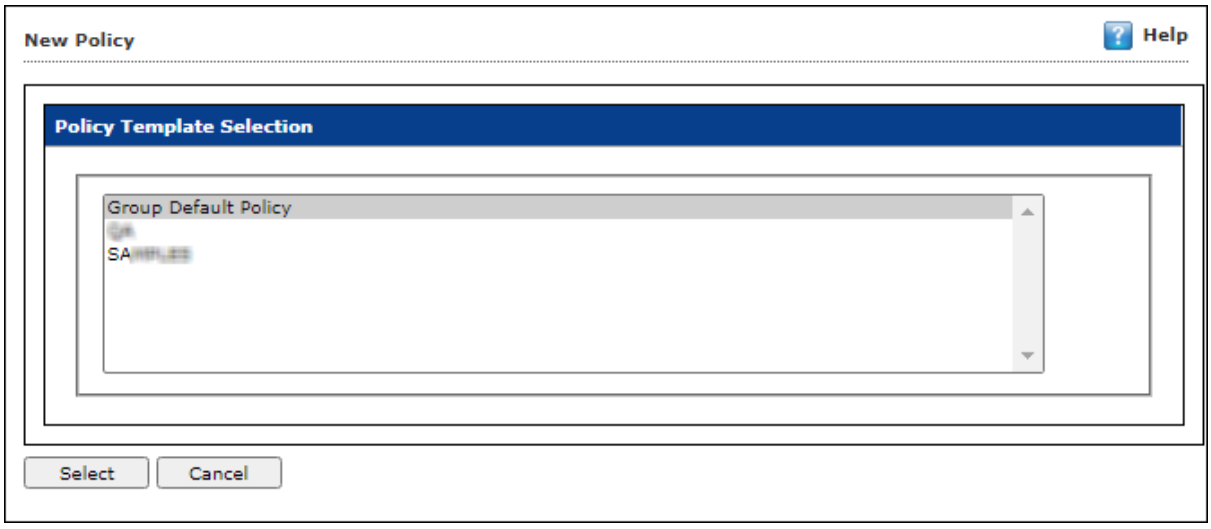
Method 2

To assign a Policy to the group:

1. In the Managed Computers folder tree, select a group.
2. Under the group, click **Policy**.
   Policy pane appears on the right side.



3. In the right pane, click **Select Template**.
   New Policy window appears.

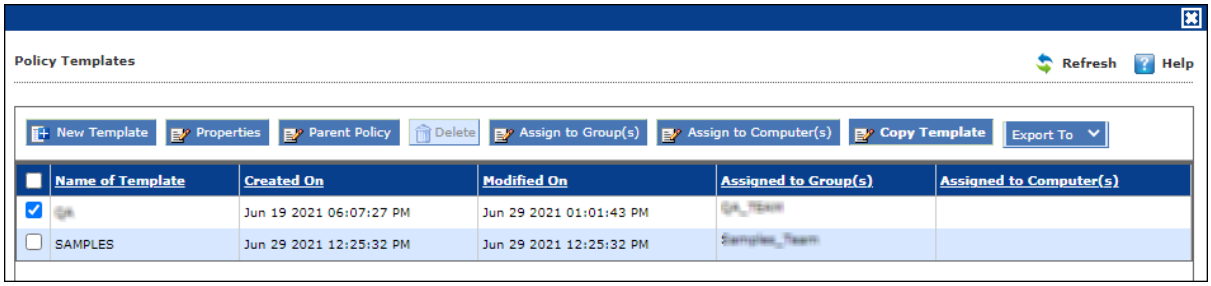


4. Select a policy template and then click **Select**.
   The default Policy Template for group will be saved and updated.

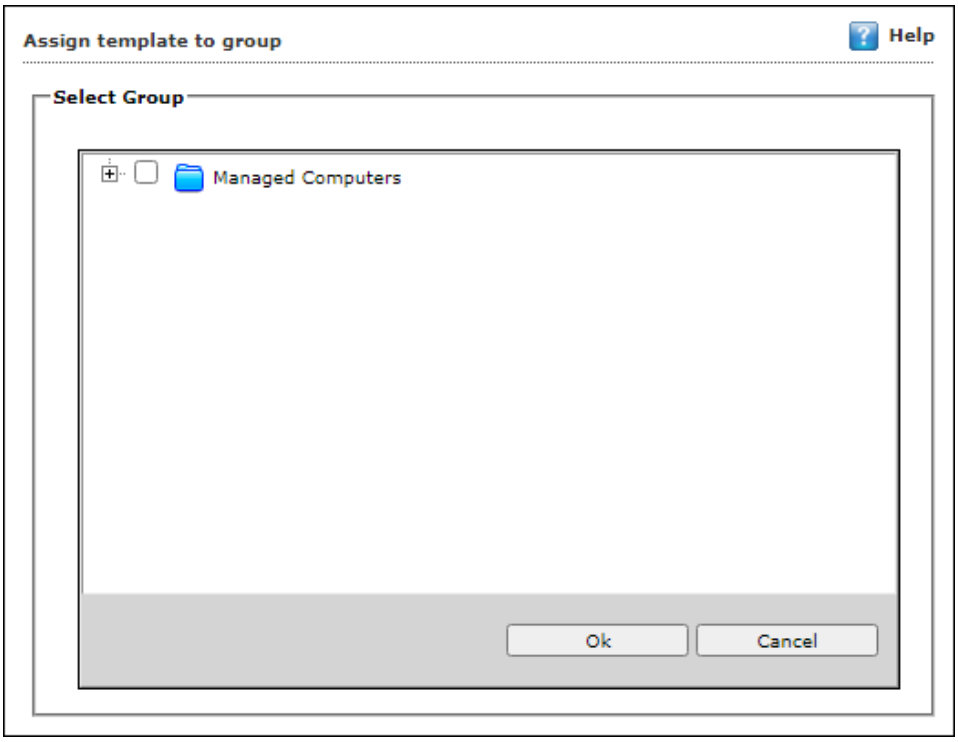
Assigning Policy Template to Computer(s)

To assign a policy template to computers,

1. In the **Policy Templates** window, select a policy.



2. Click **Assign to Computer(s)**.
3. Assign Template to computer window appears.

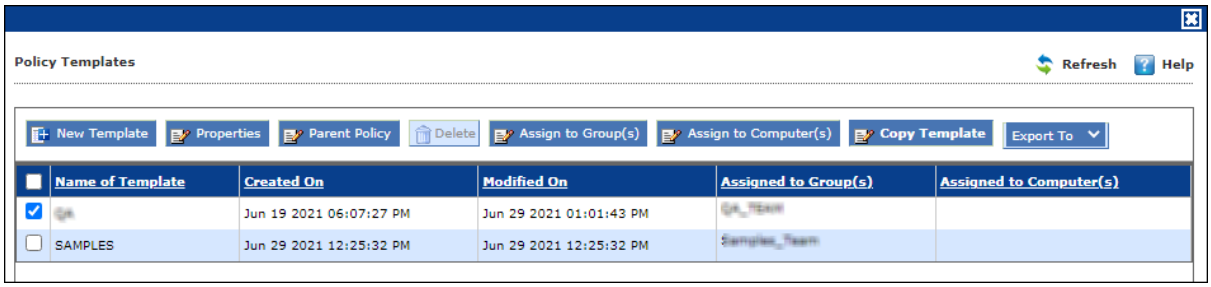


4. Click **Managed Computers**.
5. Select the computer(s) and then click **OK**.
   The policy template will be assigned to the selected computers.

Copying a Policy Template

To copy a Policy Template,

1. In the Policy Templates window, select a policy.

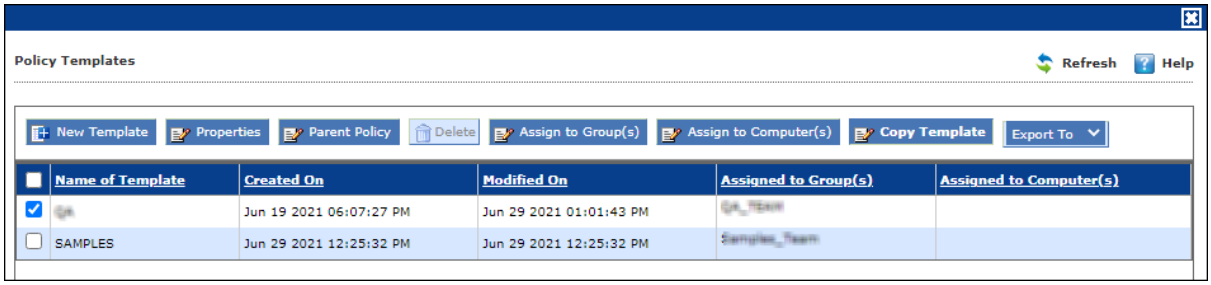


3. Click **Copy Template**.
   New Template window appears displaying settings from the original template.
4. Enter a name for the template.
5. Make the necessary changes and then click **Save**.
   The template will be copied.

Exporting a Policy Template report

To copy a Policy Template,

1. In the Policy Templates window, select a policy.

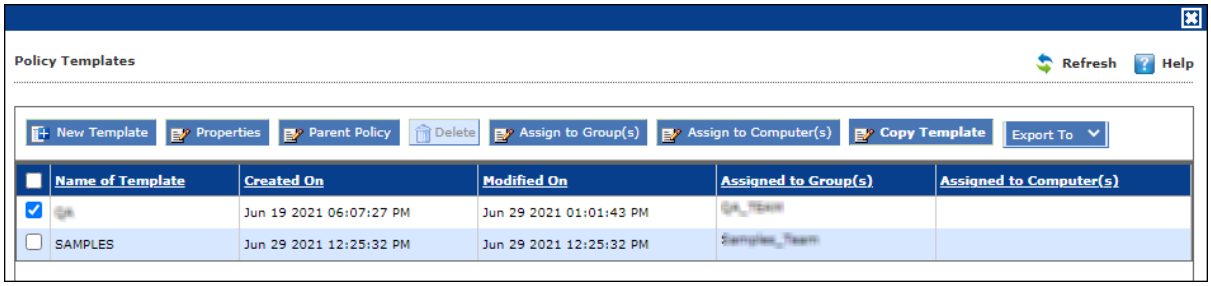


2. Click **Export To**.
3. Select the file format from the drop-down menu (HTML, PDF, and Excel).
4. The Policy template report will be generated.

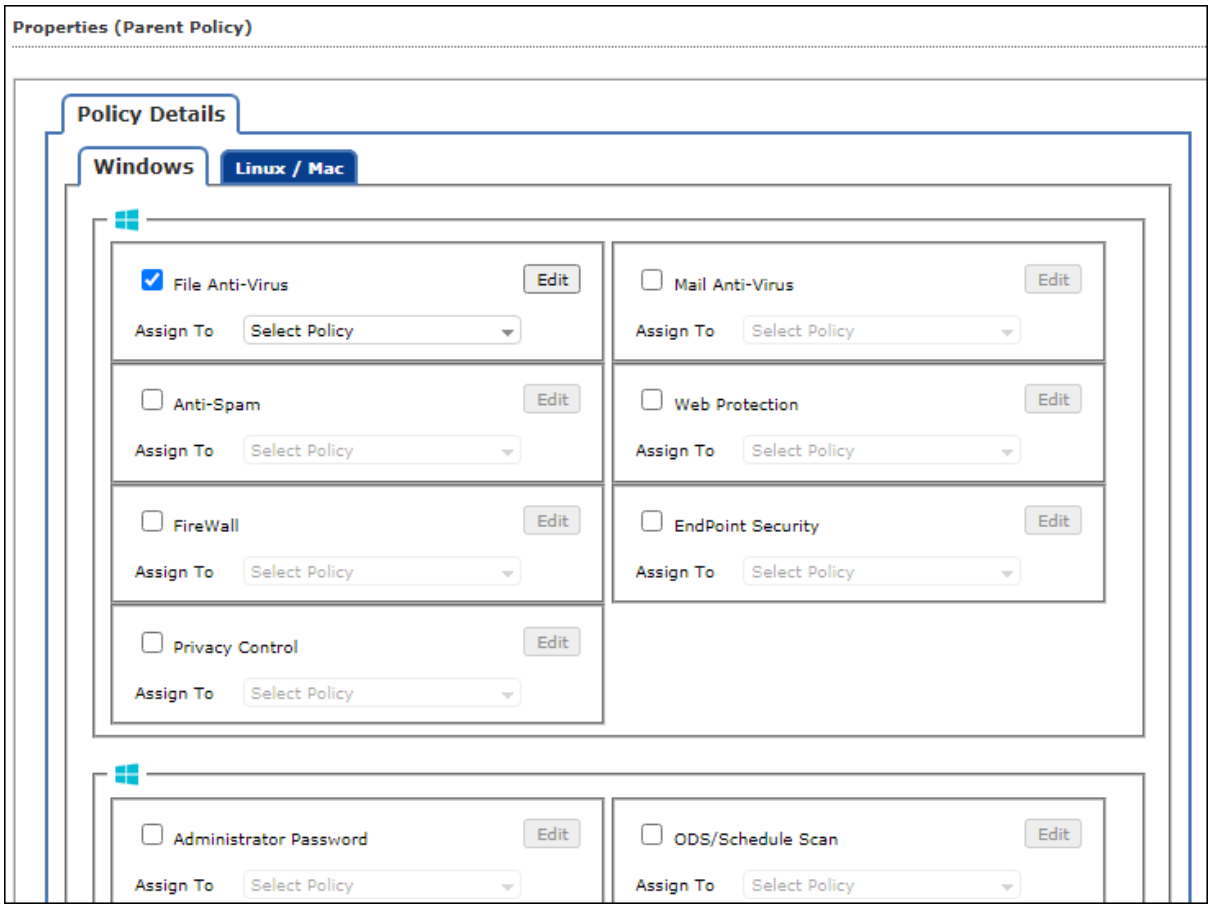
Parent Policy

The **Parent Policy** lets you to implement a change in policy setting to multiple policies at the same time. For example, if you want to make a policy change in a single module like **File Anti-Virus** in multiple policies; you can do this all at a time using Parent Policy. To configure Parent Policy, follow the steps given below:

1. In the Managed Computers screen, click **Policy Templates**.
   Policy Templates window appears.
2. In the Policy Template window, click **Parent Policy**.

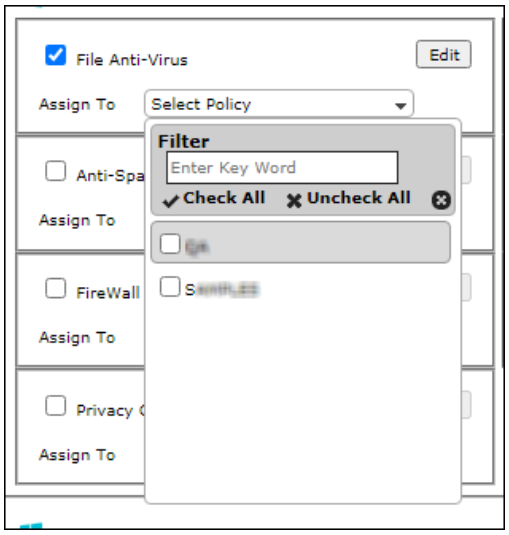


Properties (Parent Policy) window appears displaying all the policies.



3. Select and edit the required module according to your preferences.

4. Click **Assign To** drop-down and select the policies for which the parent policy changes should be applied.



5. Click **OK**. The Parent policy will be updated and changes will be applied to all the policies selected.

NOTE	Before disabling a module in Parent Policy, ensure that policies are unchecked from **Assign To** drop-down.

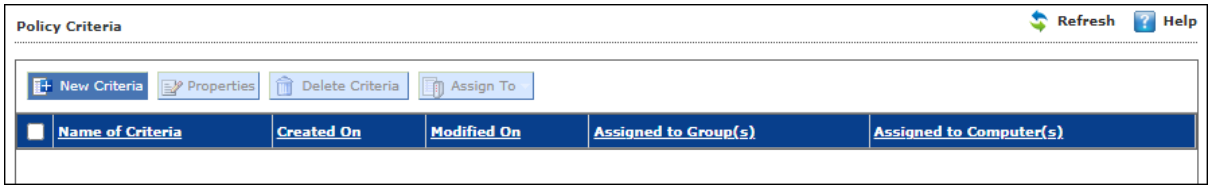
Policy Criteria Templates

This button allows to add criteria template based on the endpoints conditions.

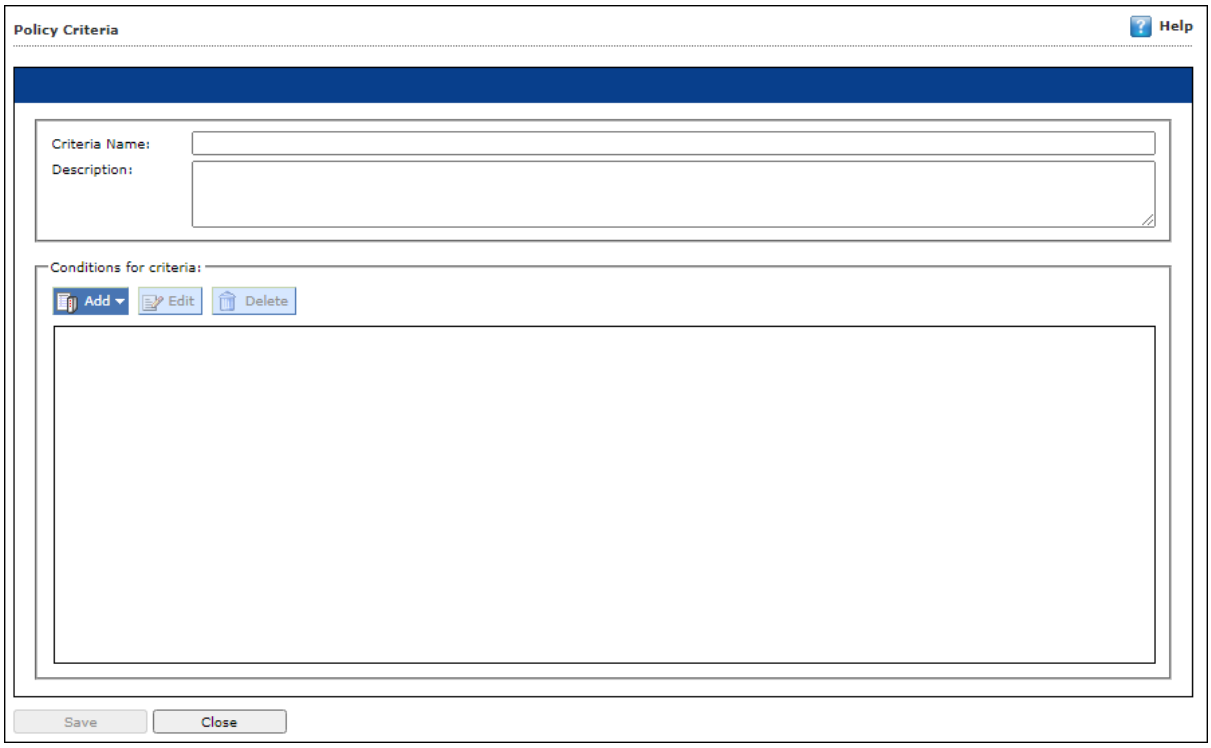
Adding a Policy Criteria Template

To define Policy Criteria Template, follow the steps given below:

1. In the Managed Computers screen, click **Policy Criteria Templates**.
   Policy Criteria screen appears.

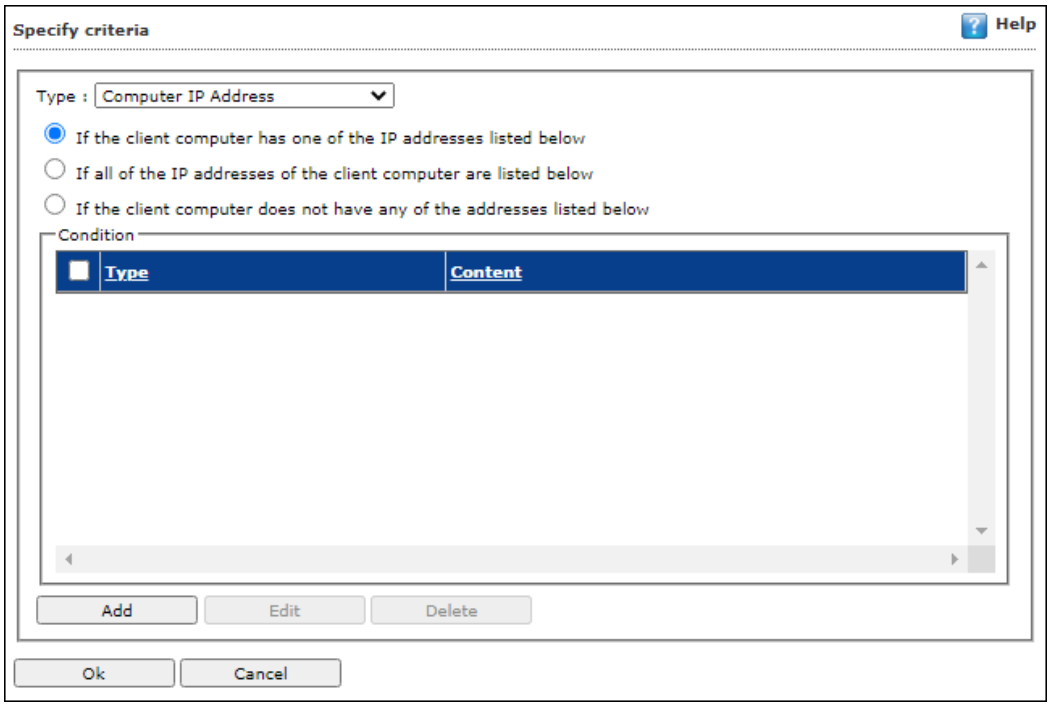


2. Click **New Criteria**.
   Policy Criteria screen displays parameter for creation.



3. Enter **Name** and **Description**.
4. Click **Add** drop-down.
5. Click **Add AND Condition**.

Specify Criteria screen appears.



6. Click the **Type** drop-down. It displays following options:
    - Computer IP Address
    - Management Server Connection
    - Users
    - Machine Name

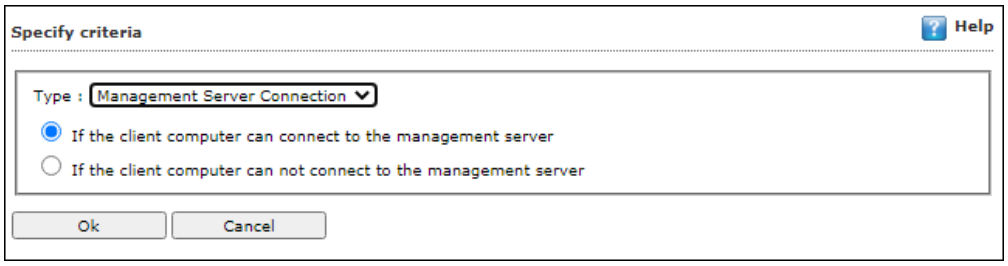
Depending upon the option, the conditions and settings vary.

Computer IP Address

1. Select the appropriate condition.
2. Click **Add**.
   Address window appears.

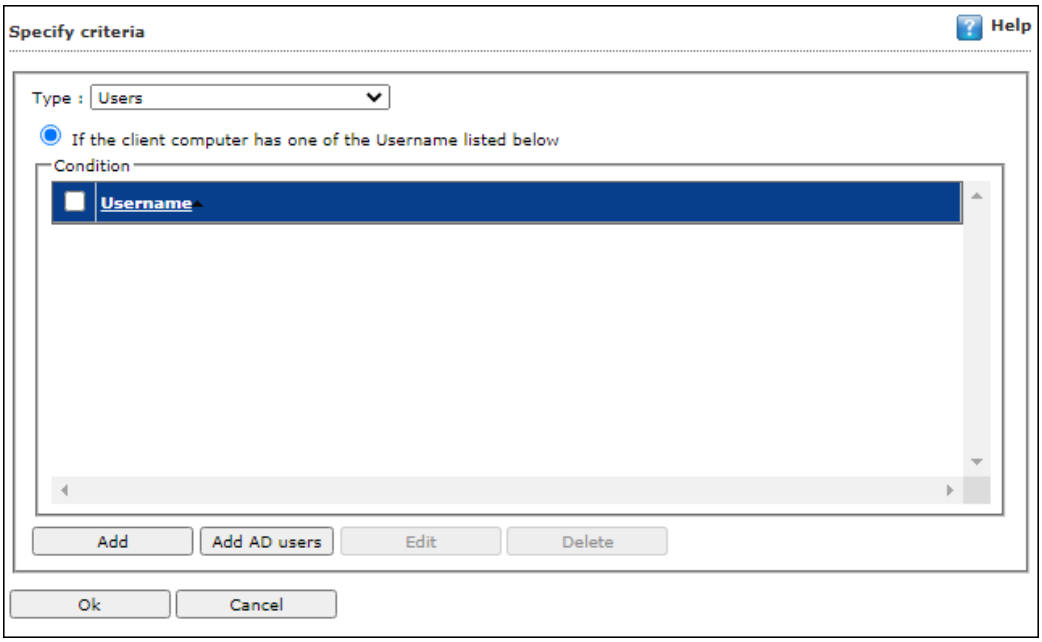
3. Enter the IP address.
4. Click **OK**.
   The Policy Criteria Template for an IP Address will be saved.

Management Server Connection



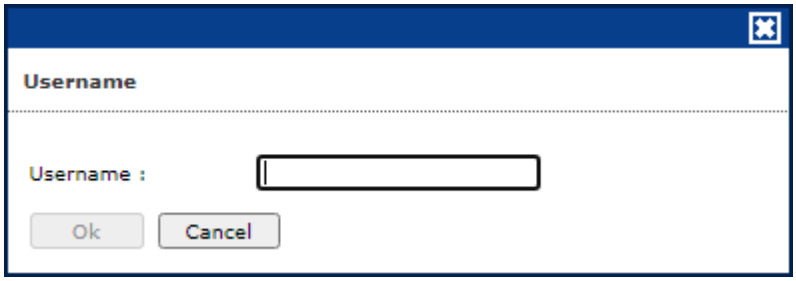
1. Select the appropriate condition.
2. Click **OK**.
   The Policy Criteria Template for Management Server Connection will be saved.

Users



Adding Local Users

1. To add local users, click **Add**.
   Username window appears.

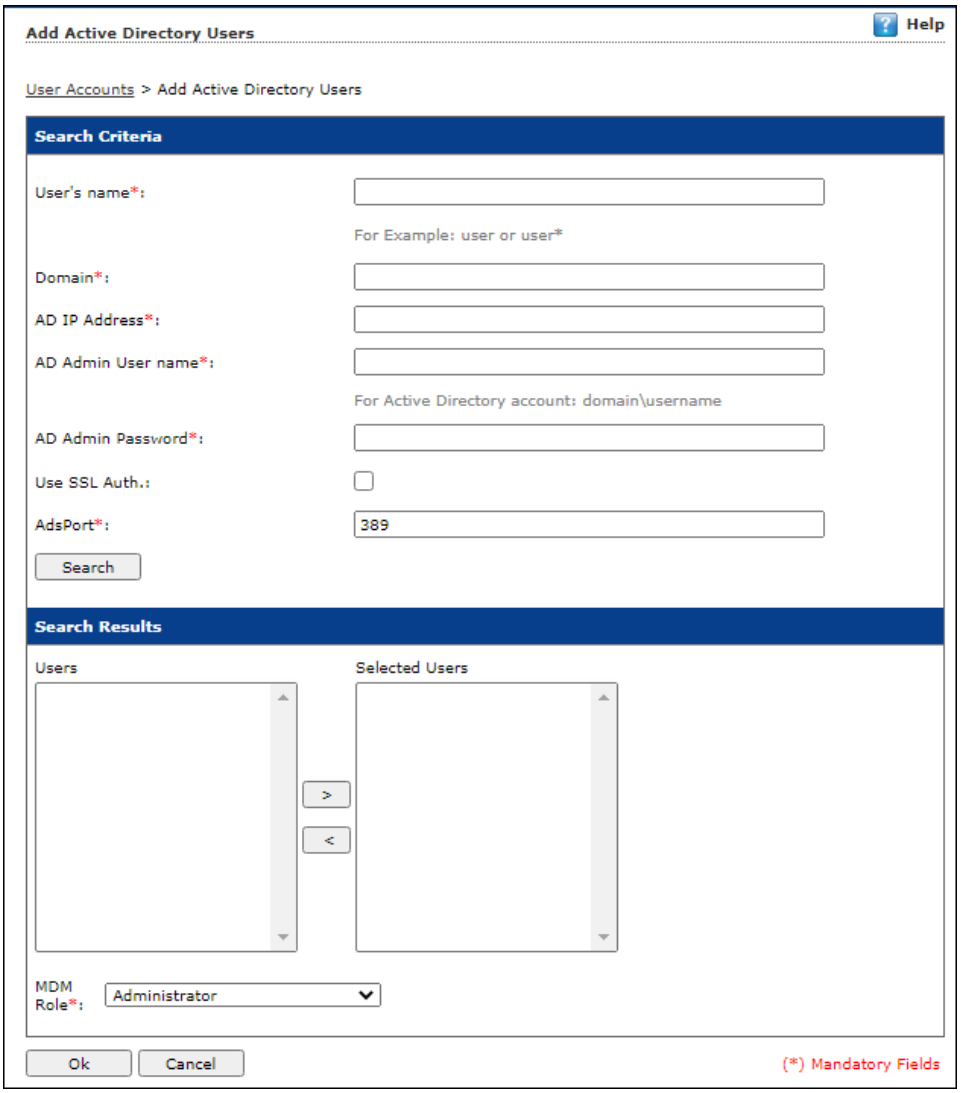


2. Enter a Username.
3. Click **OK**.
   The local user will be added.

Adding Active Directory Users

To add Active Directory users, follow the steps given below:

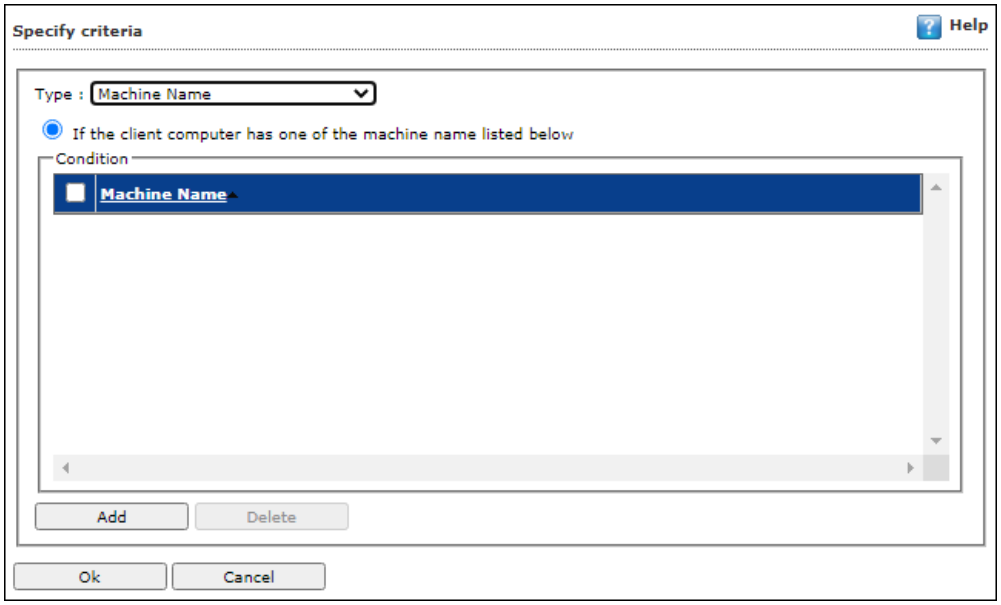
1. Click **Add AD Users**.
   Add Active Directory Users window appears.



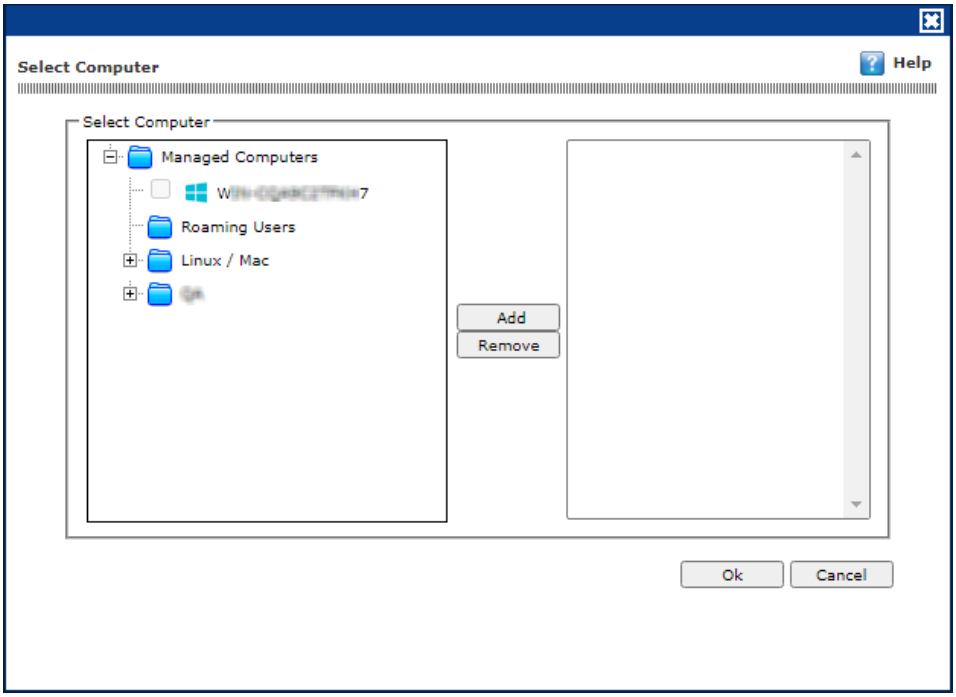
2. Enter data in mandatory fields.
3. Click **Search**.
4. Search Results section displays a list of discovered users in **Users** list. Select a user and then click [>] button to add the user to **Selected Users** list.
   Vice versa the added user can be moved from Selected Users to Users by clicking [<].

5. Click **OK**.
   The Policy Criteria Template for Users will be saved.

Machine Name



1. Click **Add**. Select Computer screen appears displaying all managed computers.

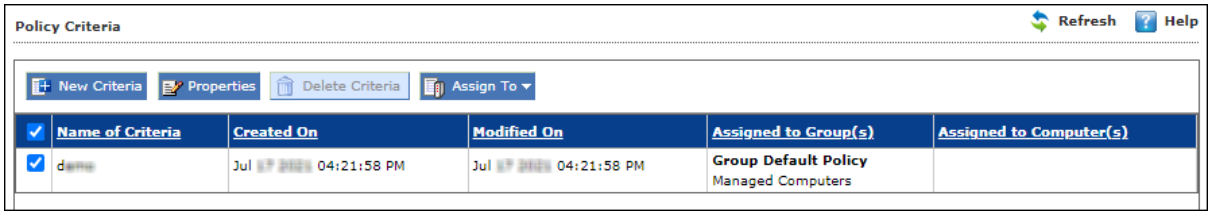


2. Select the computer(s) to be added under this criterion and click **Add** > **OK**.
   The Policy Criteria Template for selected machines will be saved.

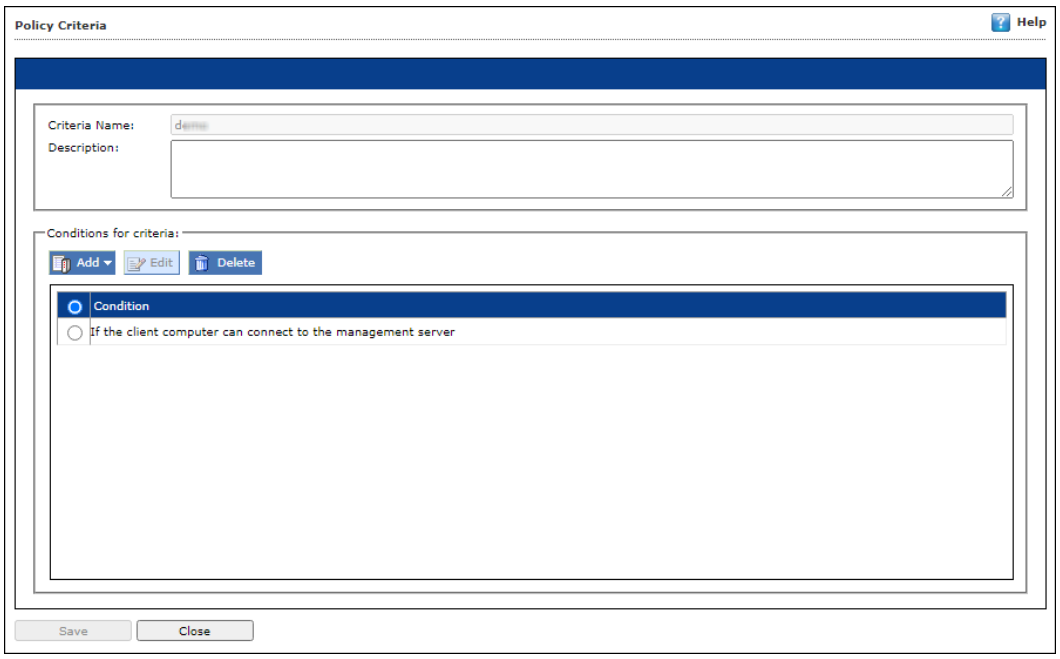
Viewing Properties of a Policy Criteria template

To view the properties of a Policy Criteria Template, follow the steps given below:

1. Select a policy criteria template.
2. Click **Properties**.



Policy Criteria window appears.

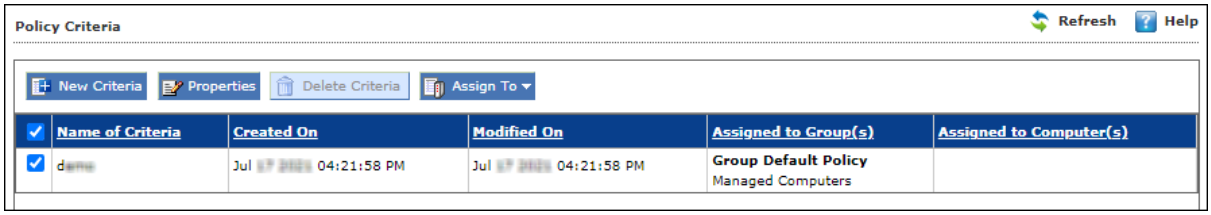


3. Make the necessary changes and click **Save**.
   The Policy Criteria template will be saved and updated.

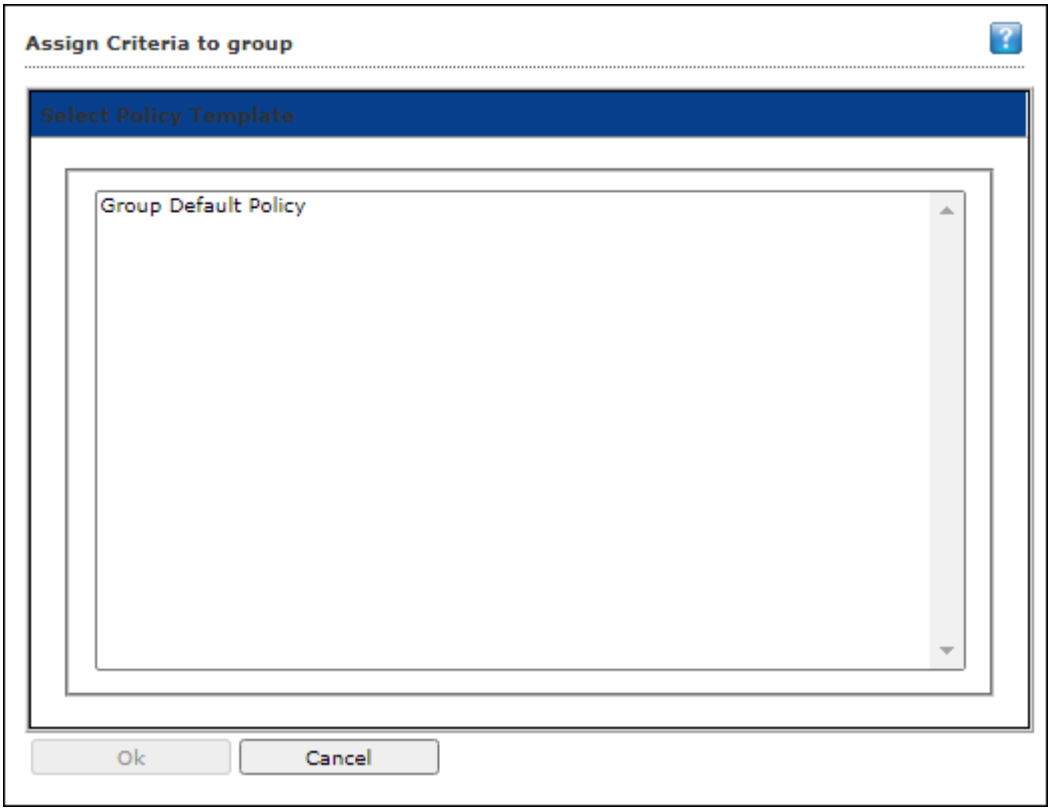
Deleting a Policy Criteria template

To delete assigned policy criteria template, follow the steps given below:
The Policy Criteria window displays to which group or computer the template is assigned in Assigned to Group(s) or Assigned to Computer(s) column.
For explanation, we are following the procedure as per the screenshot below

1. Select a policy criteria template.
2. Click **Assign To** > **Groups**.

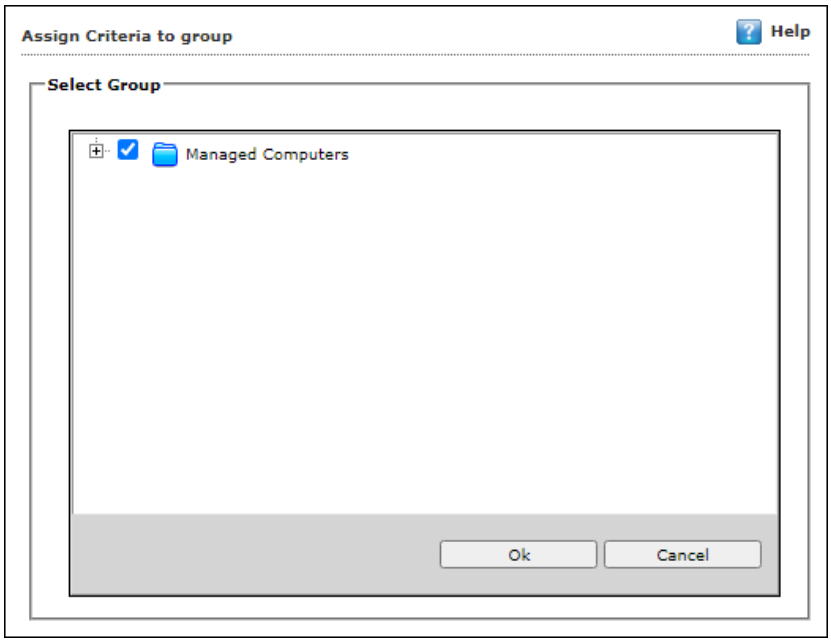


Assign Criteria to Group window appears.

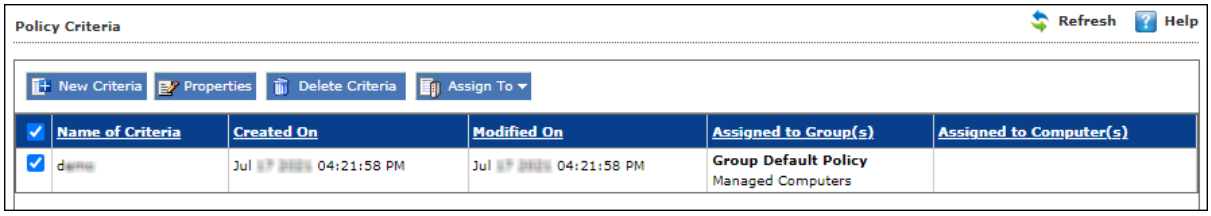


3. Click **Group Policy Template** > **OK**.

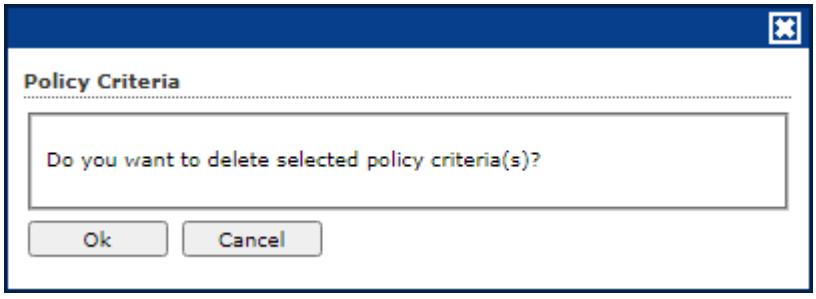
Assign Criteria to group window displays Managed Computers folder tree.



4. Uncheck the selected group.
5. Click **OK**.
   The Policy Criteria Template will no longer be assigned to any group. This enables **Delete Criteria** button.



6. Select the template.
7. Click **Delete Criteria**.
   A confirmation window appears.



8. Click **Ok**.
   The Policy Criteria Template will be deleted.

Unmanaged Computers

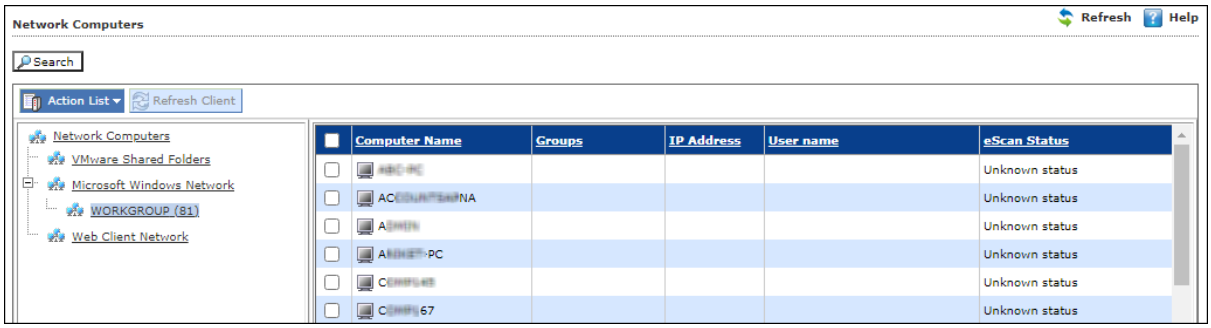
To install eScan Client, define policies and tasks on the basis of group, it is necessary to move computers to the created groups. You can move the computers from **Unmanaged Computers** to desired groups created in the **Managed Computers** using the following submodules:

- **Network Computers**
- **IP Range**
- **Active Directory**
- **New Computers Found**

Network Computers

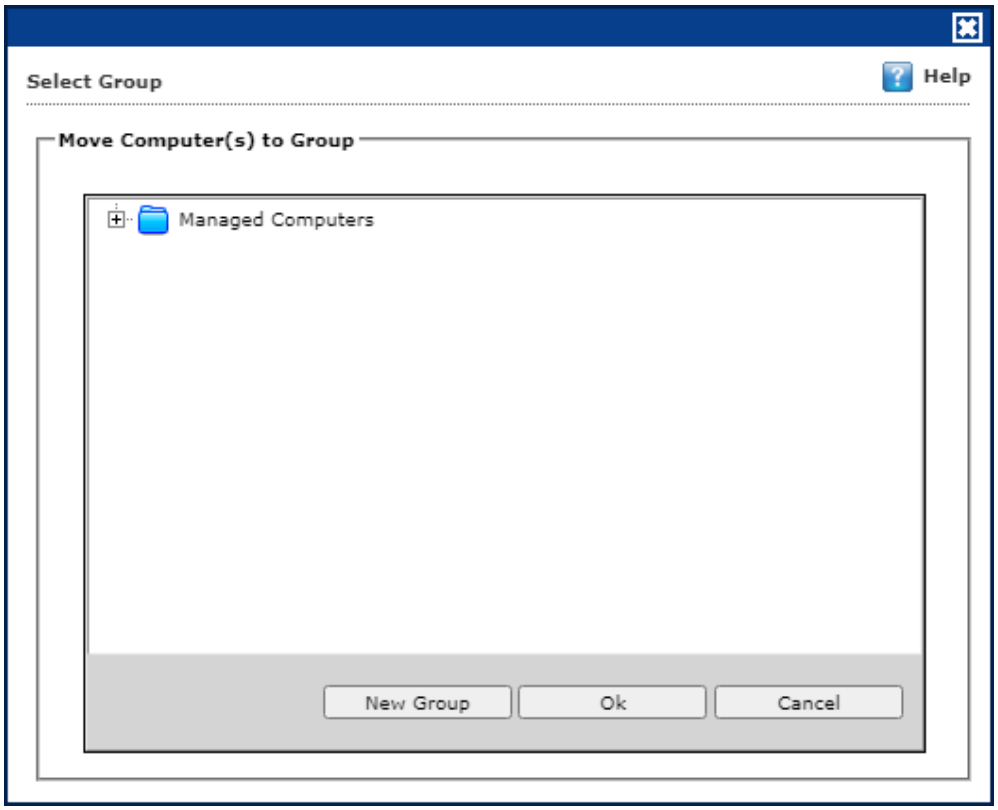
This submodule displays a list of available networks. You can move the computers from the list of computers present in the Network Computers using the following steps –

1. In the navigation panel, click **Unmanaged Computers** > **Network Computers**.
2. Click **Microsoft Windows Network**.
3. Select the workgroup from where you want to move computers to the group created in Managed Computers section. A list of computers appears.



4. Select the computer(s) you want to move to the desired groups.
5. Click **Action List** > **Move to Group**. Select Group window appears.

6. Click **Managed Computers** tree to view the groups.

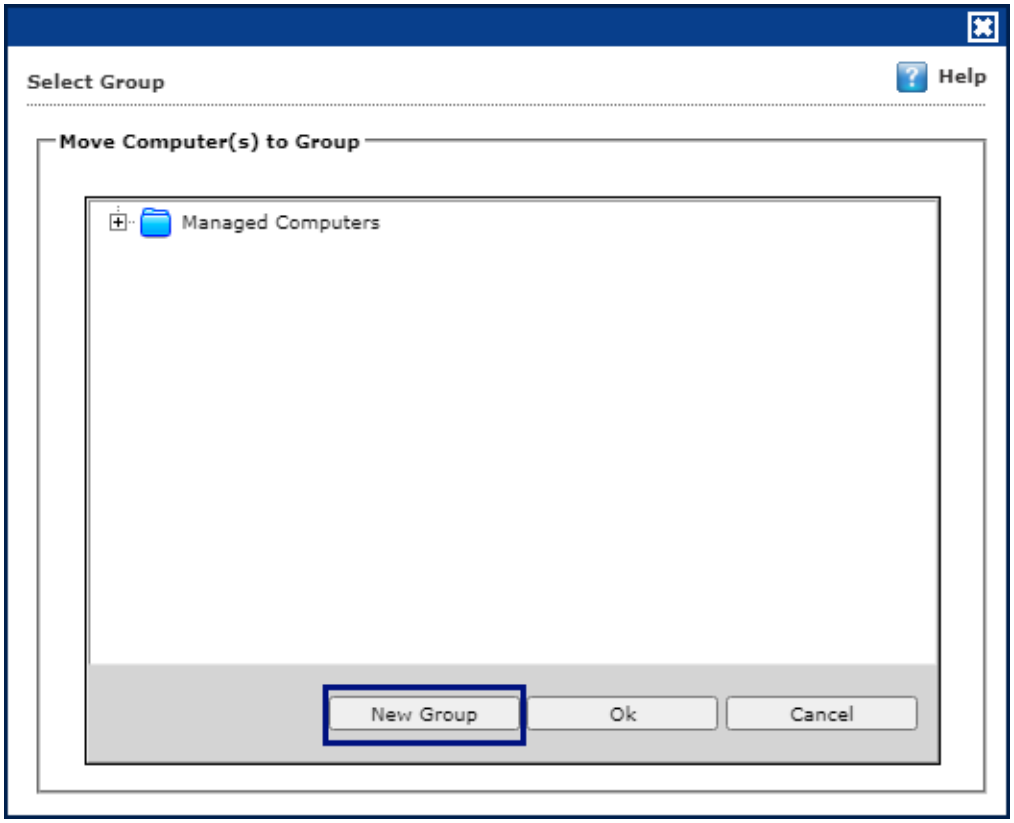


7. Select the group where you wish to move the selected computer(s) and click **OK**. The selected computer(s) will be moved to the group.

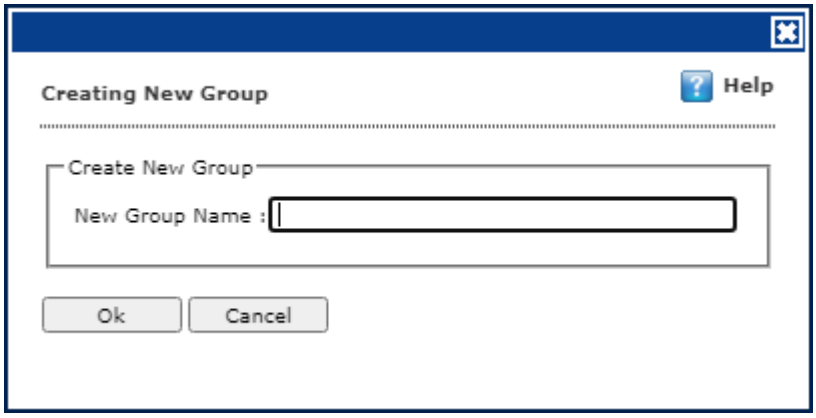
Creating a New Group from the Select Group window

To create a new group from the Select Group window, follow the steps given below:

1. In the Select Group window, click **Managed Computers** > **New Group**.



Creating New Group window appears.



2. Enter a name for the group.
3. Click **OK**. A new group will be created.

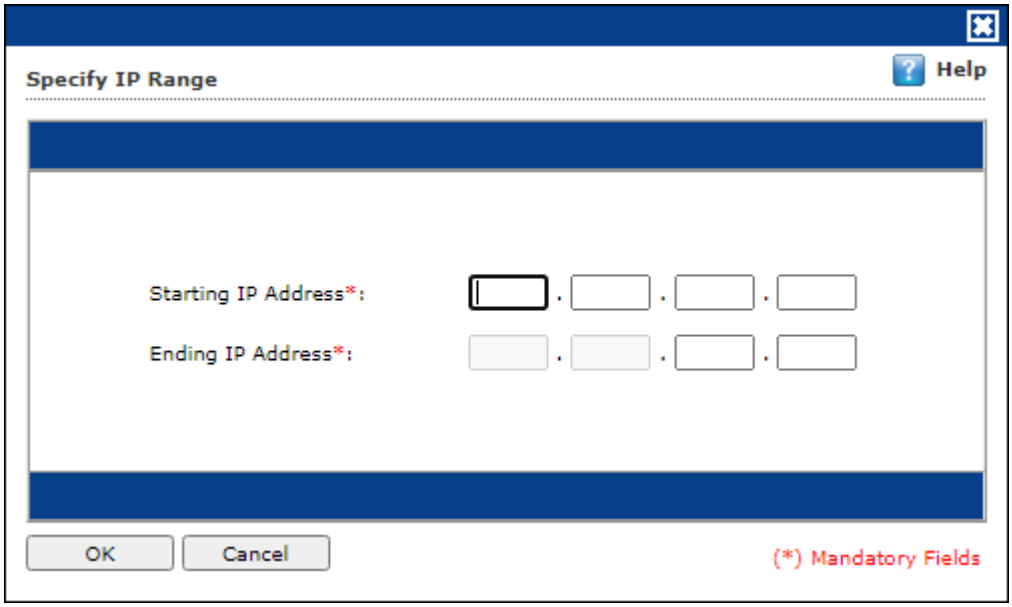
IP Range

The **IP Range** submodule lets you scan the desired IP address or range of IP address and add the required computers to any of the managed groups. It also lets you add, search and delete an IP range.

Adding New IP Range

To add an IP range, follow the steps given below:

1. In the IP range screen, click **New IP Range.**
   Specify IP Range window appears.



2. Enter the Starting and Ending IP address.
3. Click **OK**. The IP Range will be added.

NOTE	Please enter the start and end IP address even if you want to search for single IP address, both the entries will have the same IP address in such a case. The selected IP Range will be added to the IP Range tree. When you select the IP Range all computers present in that IP Range will be displayed on the interface in the right.

Other details like IP Address of the computer, its group, Protection status (Unmanaged/Unknown/Protected/Not installed, Critical/Unknown); the table also displays Status of all modules of eScan.

Moving an IP Range to a Group

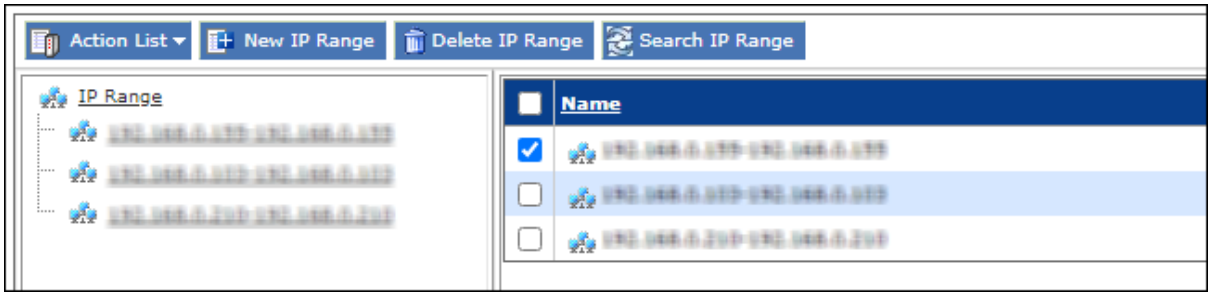
To move an entire IP range to a group, follow the steps given below:

1. Select an IP range.
2. Select the check box next to Computer Name column.
3. Click **Action List** > **Move to Group**. Select Group window appears.
4. Select the destination group.
5. Click **OK.** The IP range will be moved to the specified group.

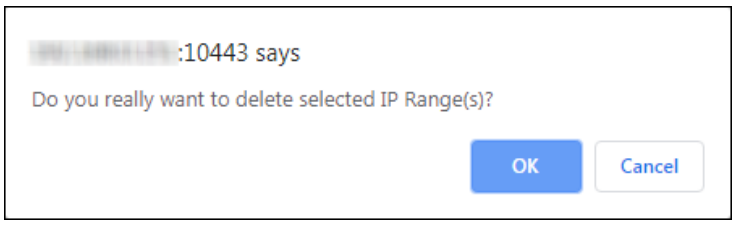
Deleting an IP Range

To delete an IP range, follow the steps given below:

1. Select an IP Range.
2. Click **Delete IP Range**.



A confirmation prompt appears.



3. Click **OK**. The IP range will be deleted.

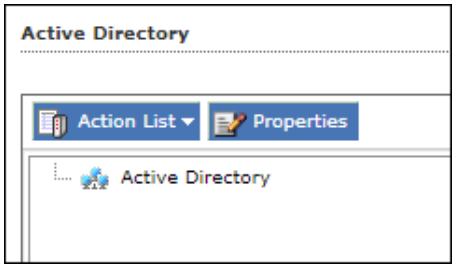
Active Directory

The Active Directory submodule lets you add computers from an Active Directory.

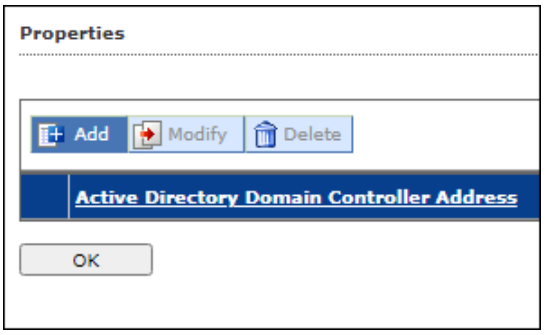
Adding an Active Directory

To add an Active Directory, follow the steps given below:

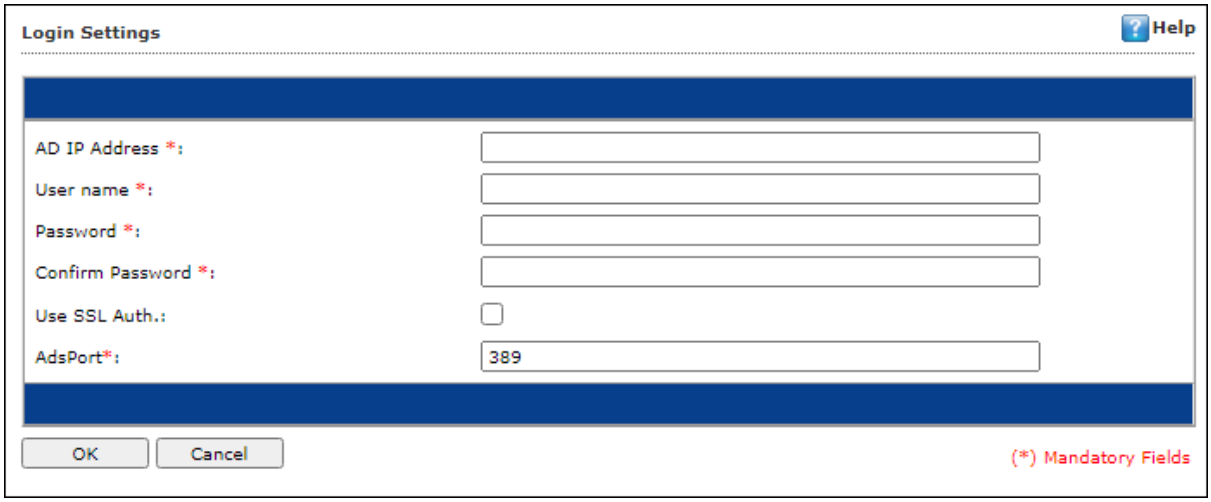
1. Click **Unmanaged Computers** > **Active Directory**.
2. Click **Properties**.



Properties window appears.

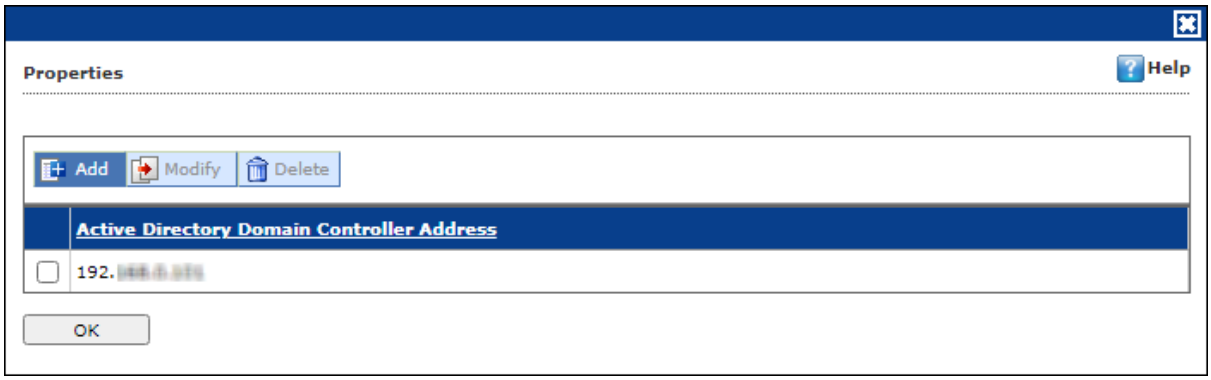


3. Click **Add**. Login Settings window appears.

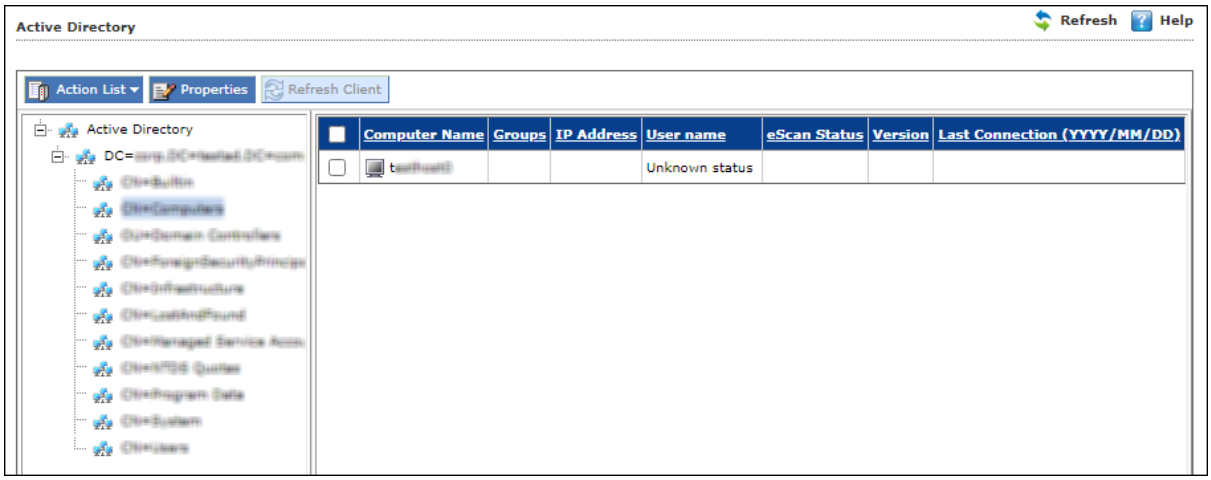


4. Fill in the required Login Credentials and click **OK**.

The details including IP Addresses from active directory will be added instantly.



5. Select the Active Directory and click **OK**. The selected Active Directory will be added to the Active directory tree.
6. To view the details, click the **Active Directory**.



Moving Computers from an Active Directory

To move computers from an Active Directory, follow the steps given below:

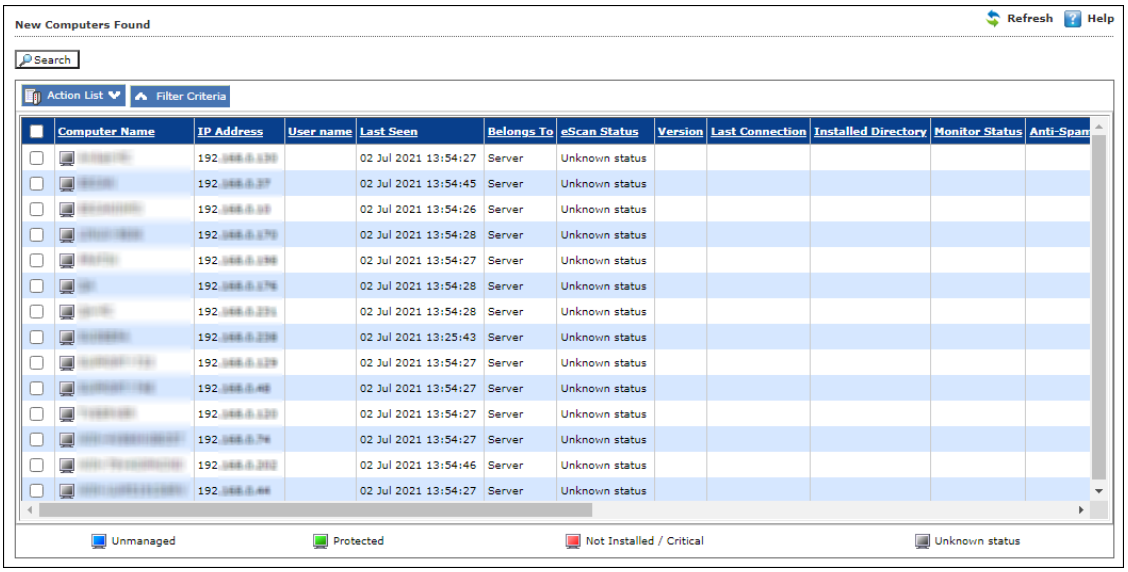
1. Click an Active Directory.
2. Select the computers you want to move to other group.
3. Click **Action List** > **Move to Group**.
   Select Group window appears.
4. Select the Group and Click **OK**.

The selected computers will be moved to the selected group.

New Computers Found

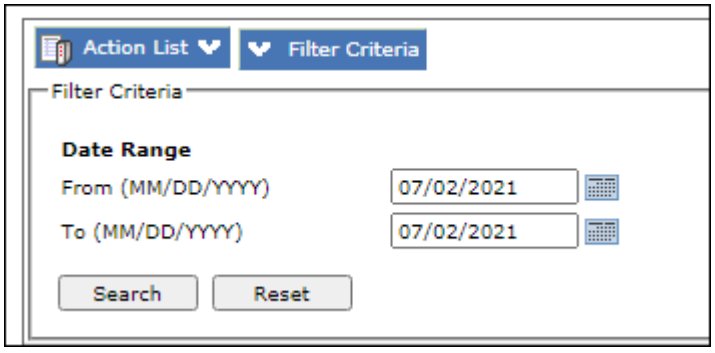
The New Computers Found submodule displays list of all new computers connected to the network. With the Action List drop-down you can set Host Configuration, Move Computers to a Group, view Properties and Refresh Client. You can also export the New Computers List to .xls file format.

After the computers are moved from Unmanaged Computers to groups under Managed Computers, you can assign it tasks, Set host configuration, Manage Policies, Deploy/Upgrade Client or deploy a Hotfix on all or any of the Managed Computer individually or in group.



Filter Criteria

The Filter Criteria lets you filter new computers found according to date range.



1. Select appropriate date in **From** and **To** fields.
2. Click **Search**.
   A list of computers discovered by eScan in the date range will be displayed.

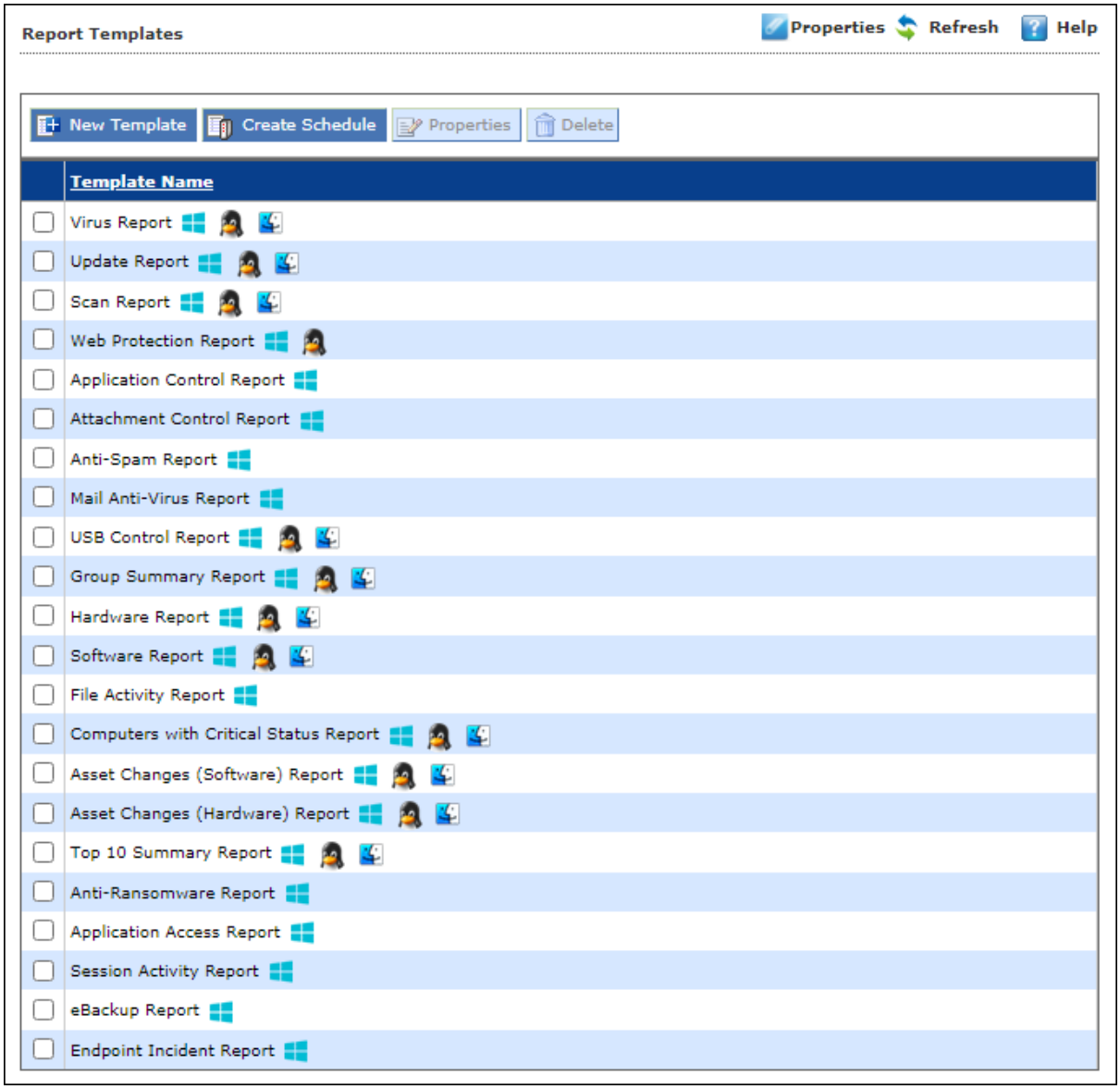
Action List

This drop-down provides following options:

- **Set Host Configuration**: To learn more, **click here**.
- **Deploy/Upgrade Client**: To learn more, **click here**.
- **Move to Group**: To learn more, **click here**.
- **Refresh Client**: To learn more, **click here**.
- **Export to Excel**: This option lets you to export the status of particular system into Excel reports.
- **Properties**: To learn more, **click here**.

Report Templates

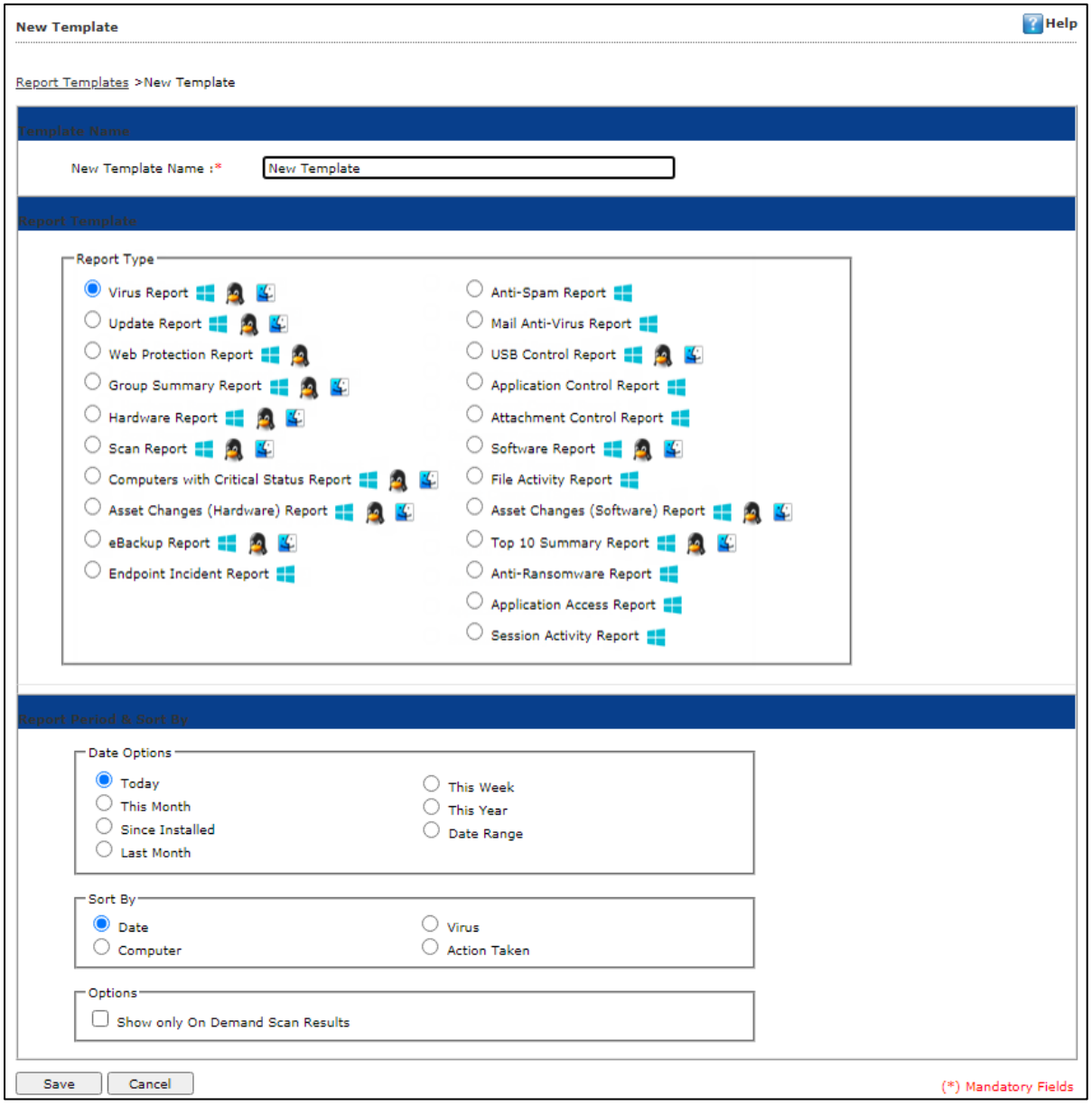
The Report Templates module lets you create template and schedule them according to your preferences. The module also consists of pre-loaded templates according to which the report can be created and scheduled.



Creating a Report Template

To create a Report Template, follow the steps given below:

1. In the navigation panel, click **Report Templates**.
2. Click **New Template**.
   New Template screen appears.



3. Enter a name for the template.
4. Select a report enter.
   Depending upon the report enter, the additional setting varies.
5. After making the necessary selections/filling data, click **Save**.
   The template will be created according to your preferences.

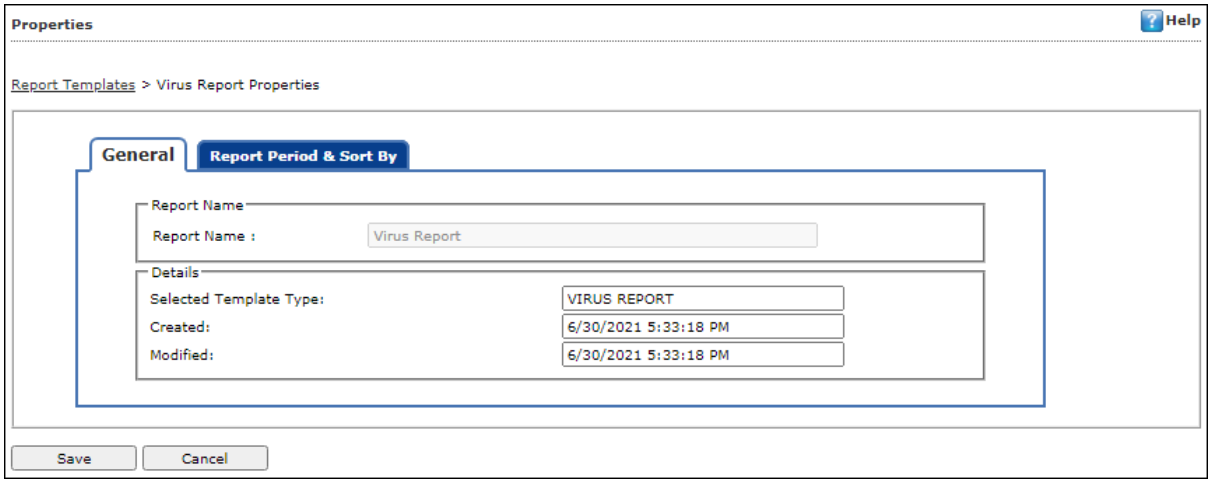
Creating Schedule for a Report Template

The Report Template module lets you create a new schedule for the report templates. To learn more, **click here**.

Viewing Properties of a Report Template

To view the properties of Report Template, follow the steps given below:

1. Select the Report Template whose properties you want to view.
2. Click **Properties**. Properties screen appears.



NOTE	Depending upon the Report Template enter, the Properties varies.

3. After making the necessary changes, click **Save**.
   The Report Template's properties will be updated.

Deleting a Report Template

To delete a Report Template, follow the steps given below:

1. Select the template you want to delete.
2. Click **Delete**.
   A confirmation prompt appears.
3. Click **OK**.
   The Report Template will be deleted.

NOTE	Default Report Templates cannot be deleted.

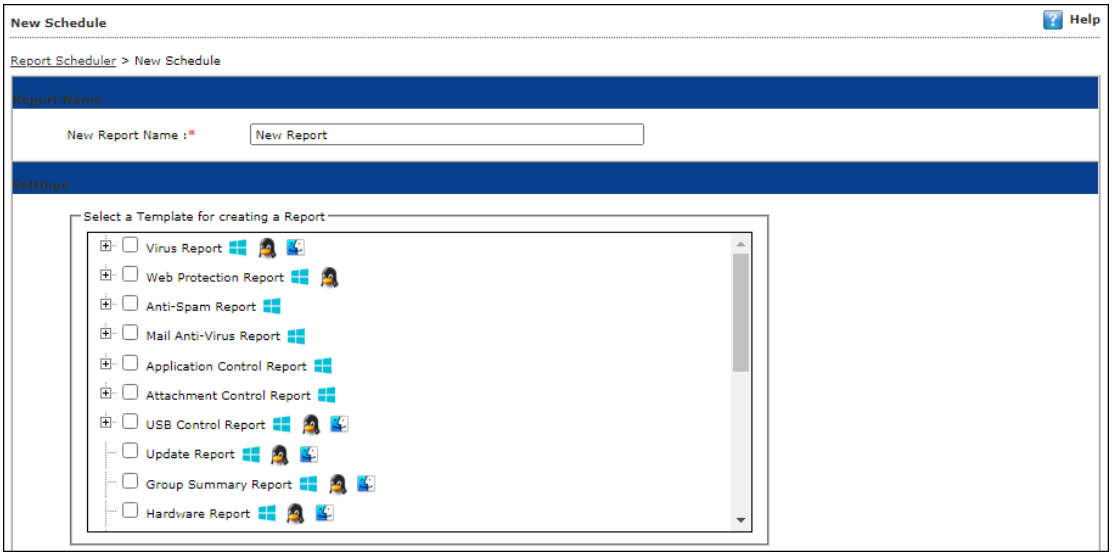
Report Scheduler

The Report Scheduler module lets you create schedule, update and run the task according to your preferences.

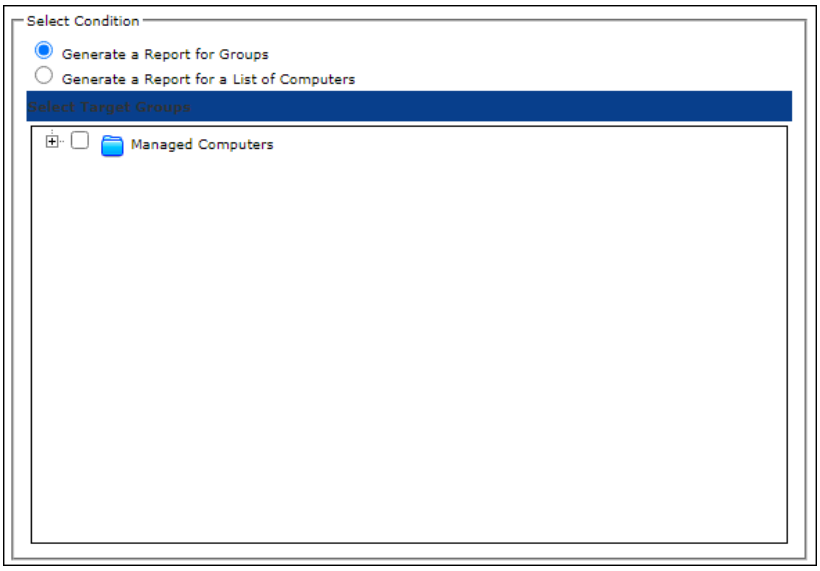
Creating a Schedule

To create a Schedule,

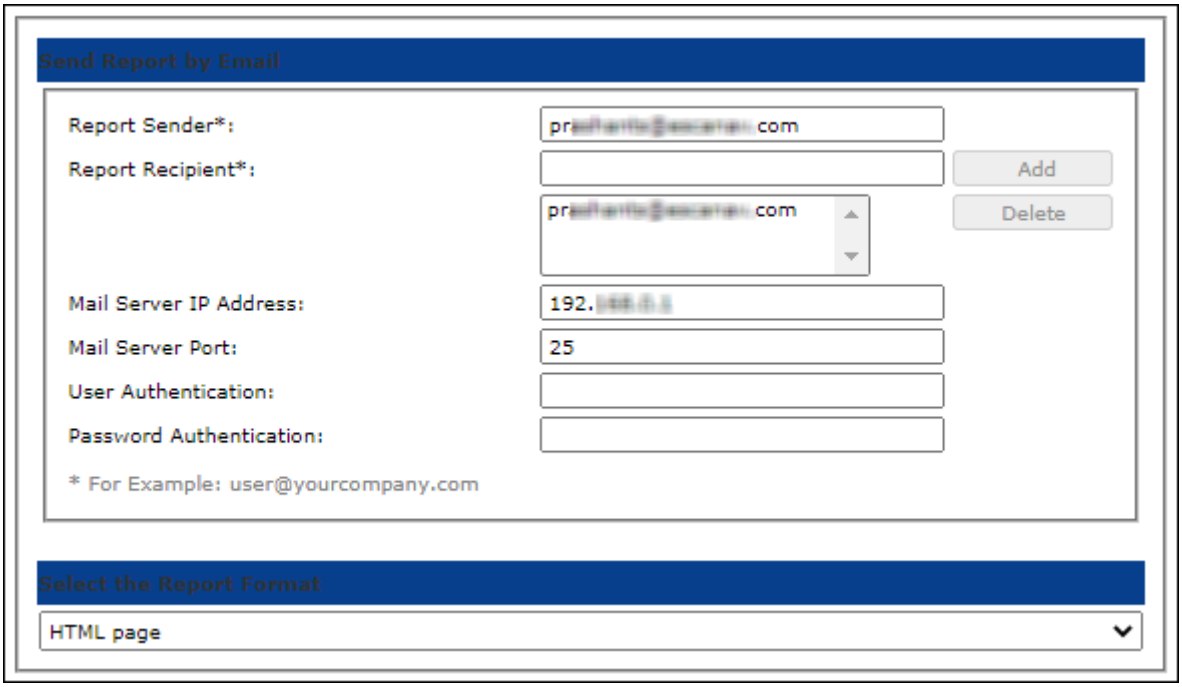
1. In the Report Scheduler screen, click **New Schedule**.
   New Schedule screen appears.



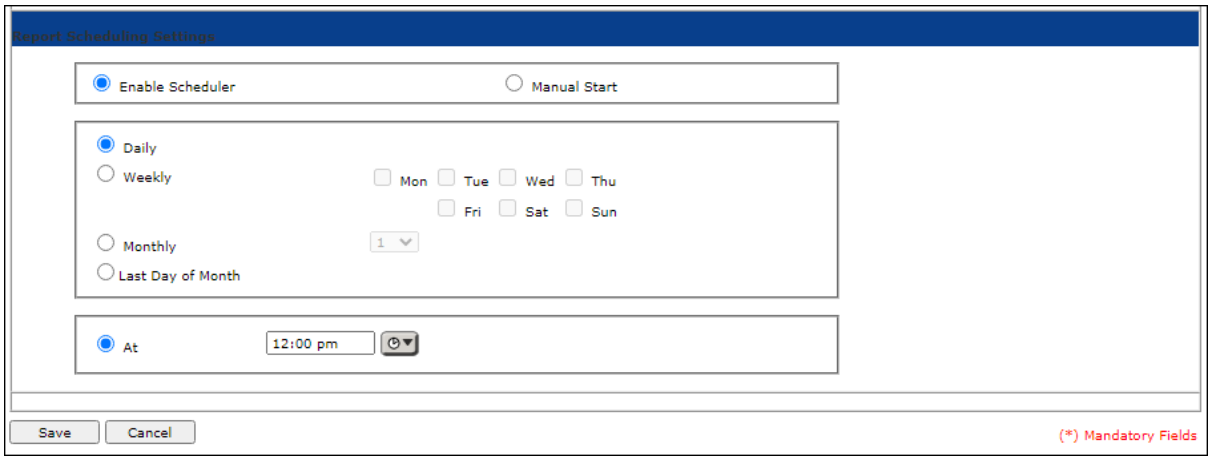
2. Enter a name for the report.
3. In the Settings section, select preferred templates.
4. In the Select Condition section, select a condition for groups or specific computers.



5. In the Send Report by email section, fill the required information to receive reports via email.



6. Select the preferred report format.
7. In Report Scheduling Settings section, make the necessary changes.

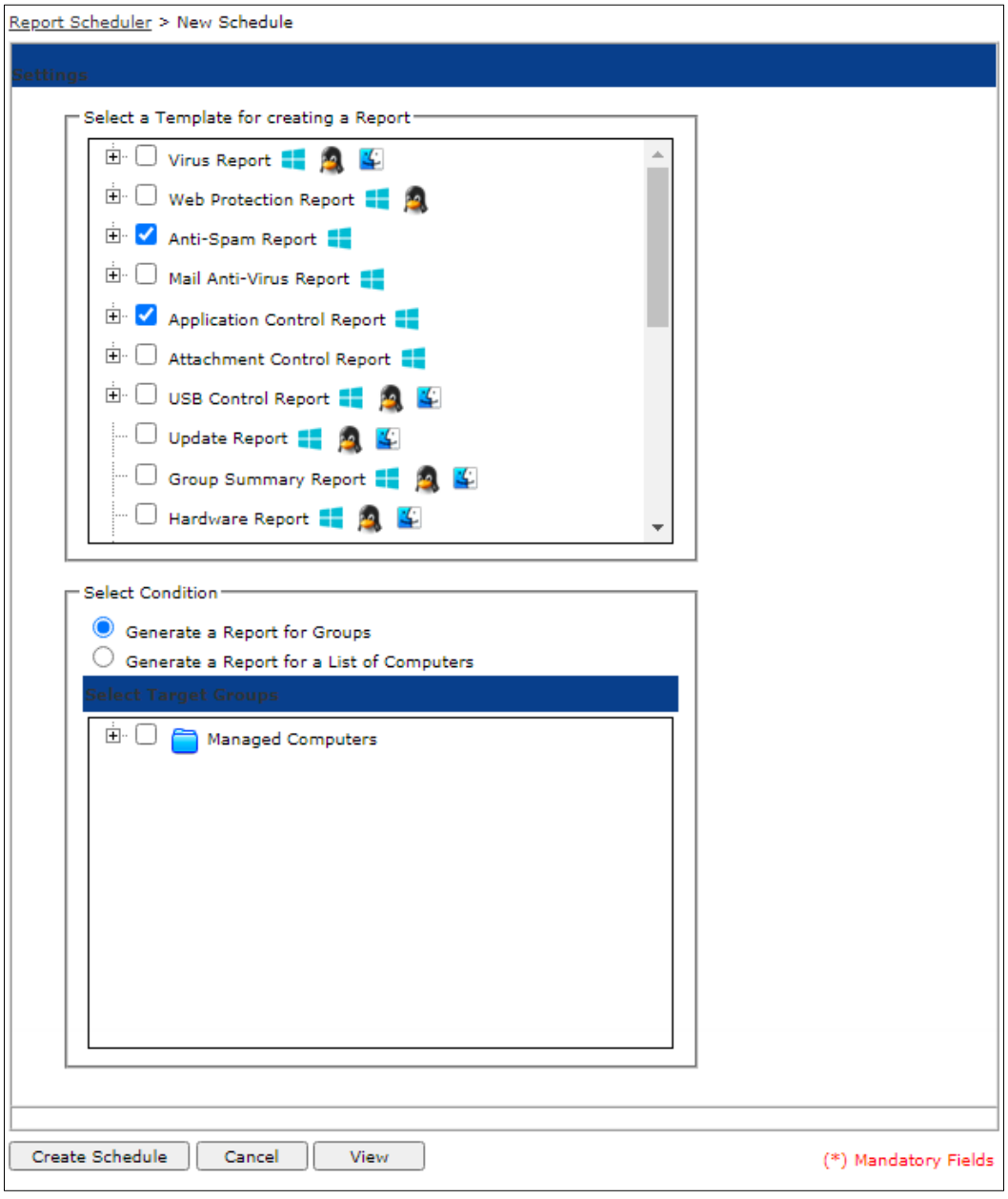


8. Click **Save.**
   New schedule will be created.

Viewing Reports on Demand

To view a report or a set of reports immediately,

1. Click **Report Scheduler** > **View & Create**.
   New Schedule screen appears.

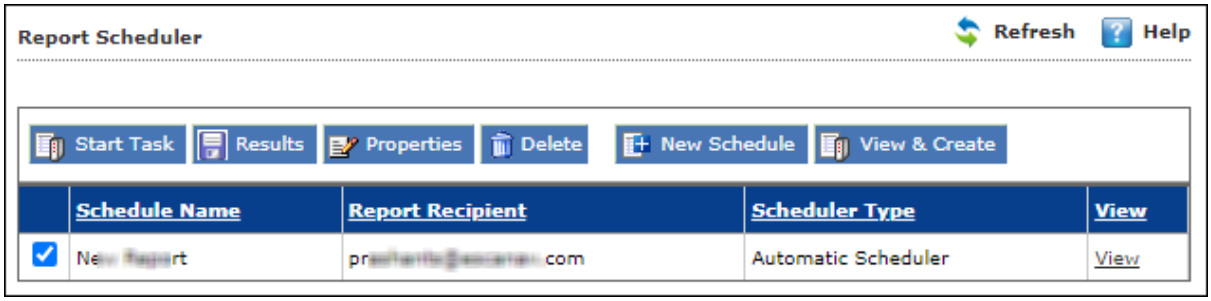


2. Select the **Template** options, the **Condition** and the **Target Groups**.
3. Click **View**.
4. A new window appears displaying the created report.

Clicking **Create Schedule** lets you create a new Schedule.

Managing Existing Schedules

The Report Scheduler module lets you manage the existing schedules.



Generating Task Report of a Schedule

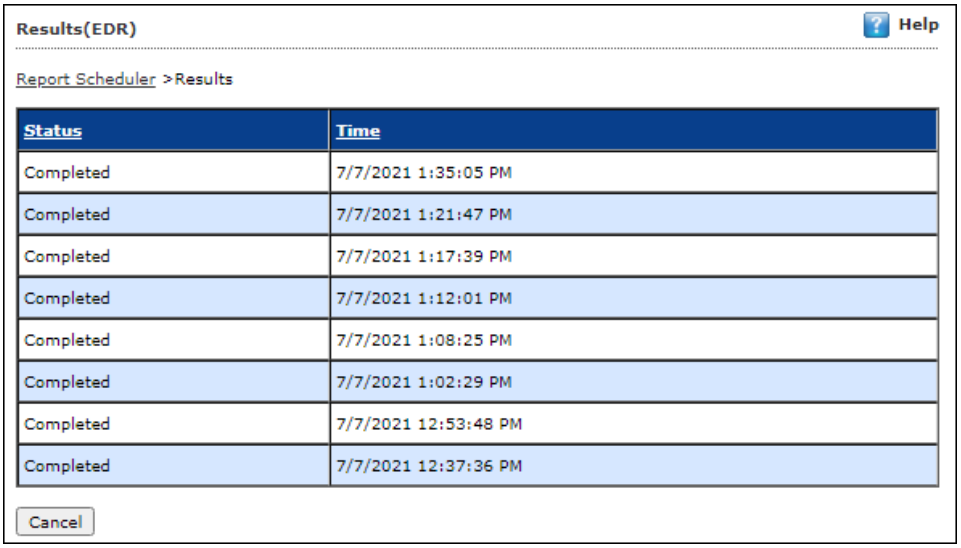
To generate a task report, select the preferred report schedule name and then click **Start Task**.

A task window appears displaying the name of the report being generated.

Viewing Results of a Schedule

To see the results of a schedule and its time stamp, select the report schedule and then click **Results**.

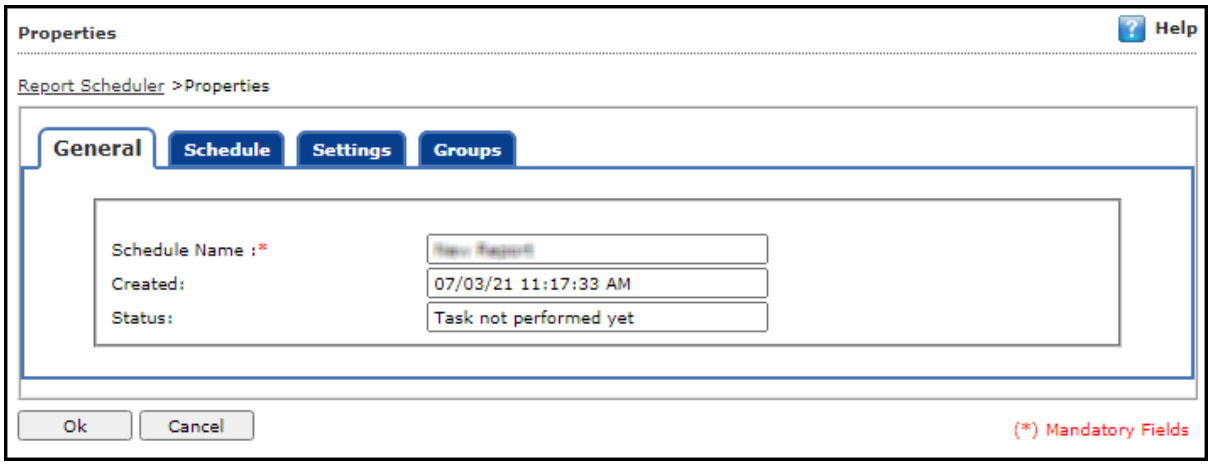
Results screen appears.



Viewing Properties of a Schedule

To view the properties of a schedule,

1. Select a schedule.
2. Click **Properties**.
   Properties screen appears.

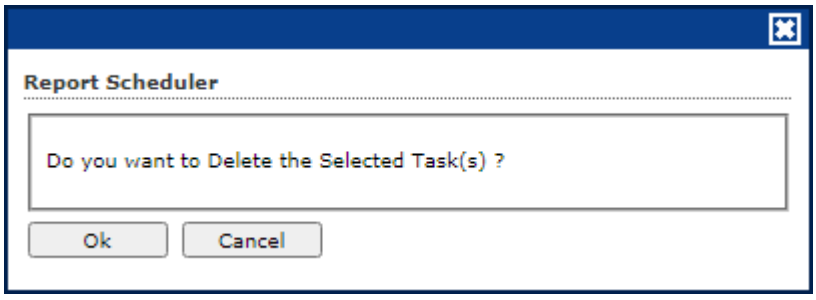


The properties screen displays general properties and lets you configure Schedule, Settings and Groups settings.

Deleting a Schedule

To delete a report schedule

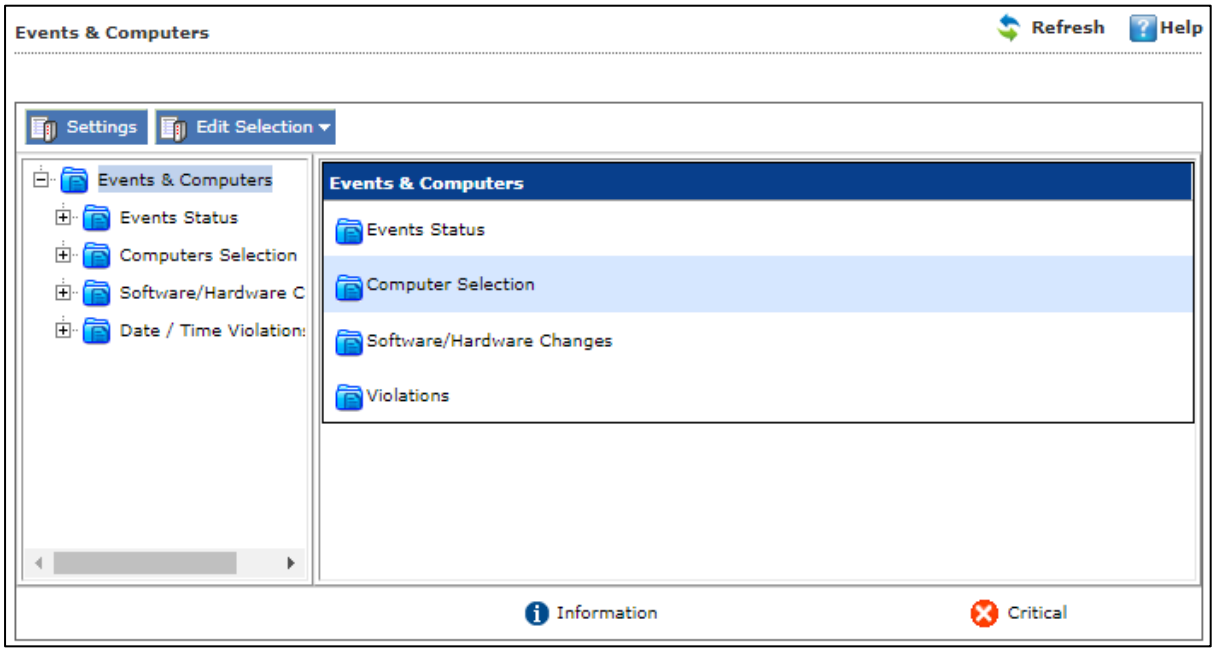
1. Select a schedule.
2. Click **Delete**.
   A confirmation prompt appears.



3. Click **OK**.
   The schedule will be deleted.

Events and Computers

eScan Management Console maintains the record of all the events sent by the client computer. Through the events & computers module, the administrator can monitor the Events and Computers; the module lets you sort the computer with specific properties.



Events Status

The Event Status subfolder is divided into following sections:

- **Recent**
- **Critical**
- **Information**

Recent

The Recent section displays both Information and Critical events.

Critical

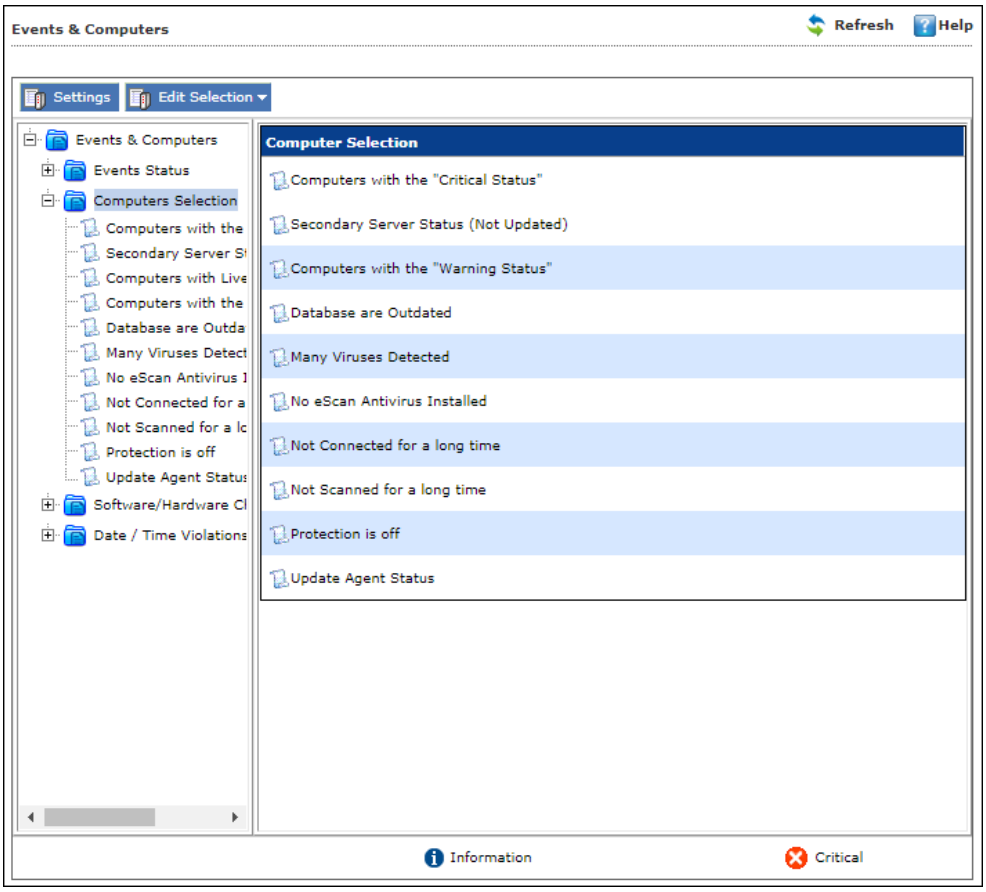
The Critical section displays Critical events and immediate attention.
For example, Virus detection, Monitor disabled.
The Critical events can be filtered on the basis of date range and the report can be exported in .xls or .html format.

Information

The Information section displays basic information events.
For example, Virus database update, Status.

Computer Selection

The Computer Selection subfolder displays computers that fall under different categories. It lets you select the computer and take the preferred action. You can also set the criteria for each section and sort the computer accordingly.



The Computer Selection subfolder consists following sections:

- **Computers with "Critical Status"**
- **Secondary Server Status (Not Updated)**
- **Computers with Live Status**
- **Computer with "Warning Status"**
- **Database is outdated**
- **Many Viruses Detected**
- **No eScan Installed**
- **Not connected for a long time**
- **Not scanned for a long time**
- **Protection is off**
- **Update Agent Status**

This section displays computers marked with Critical status.

Computers with critical status
This section displays computers marked with Critical status.

Secondary Server Status (Not Updated)
A secondary server receives downloads from the primary server and further distributes to the client computers. If the secondary server is not updated, it will be mentioned in the log.

Computers with Live status
This section displays whether the computers present in the network are online or offline.

To get the details of the specific computers' status, select **Computers with Live Status** option. This will display the computers with default online status along with other details such as IP Address, Group, Description, and more. To display all the endpoints in the network, you can use filter options that filters out based on **Status Type**.

After selecting the computer from the list, you can choose **System Action List** drop-down option from the top panel. This option allows you to perform specific set of actions on the selected endpoints.

NOTE	The required action can be performed only if the endpoint system is online. The symbol indicates that the endpoint is online and symbol indicates that the system is offline.

The following actions can be performed on the online system according to the need of the user:

- **Log off**: This option will log off the system from the current user.
- **Force Log off**: This option will log off the current user forcefully.
- **Lock Machine**: This option will lock the system automatically.
- **Shutdown Machine**: This option will shut down the system.
- **Force Shutdown Machine**: This option will shut down the system forcefully.
- **Restart Machine**: This option will restart the system.
- **Force Restart Machine**: This option will restart the system forcefully.
- **Hibernate Machine**: This option will hibernate the system that will consume less power than sleep mode and resumes back to the previous states when you start-up the system.

- **Stand By Machine**: This option will put the machine in the standby mode. The standby mode is similar to as that of Hibernate mode.

Computers with warning status
This section displays computer with a warning status.

Database is outdated
This section displays computers whose virus database is outdated.

Many Viruses Detected
This section displays the computers whose virus count has exceeded.

No eScan installed
This section displays computers on which eScan is not installed.

Not connected for a long time
This section displays the computers which didn't connect to the eScan server for the set duration.

Not scanned for a long time
This section displays the computers which weren't scanned for the set duration.

Protection is off
This section displays the computers on which File Protection is disabled.

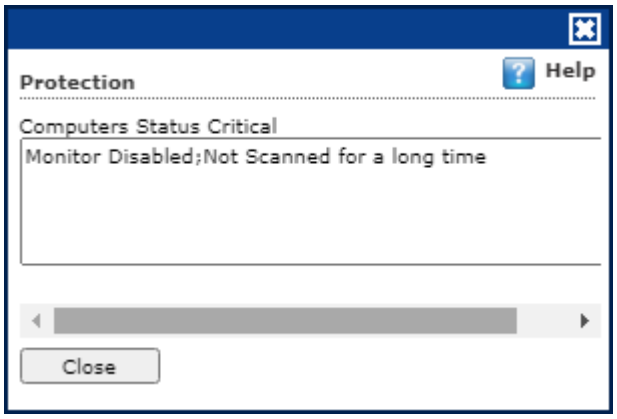
Update Agent Status
This section displays the status of computers assigned as Update Agent.

The additional settings vary depending upon the Computer Status.

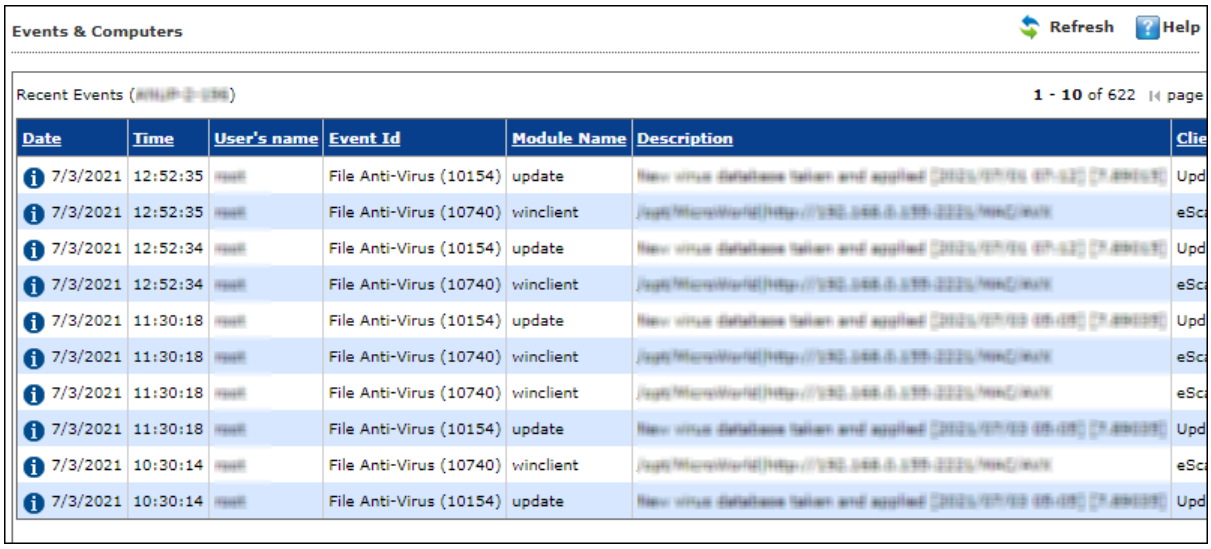
Edit Selection

This drop-down menu allows to configure various option based on selected options. The following options are present in the menu:

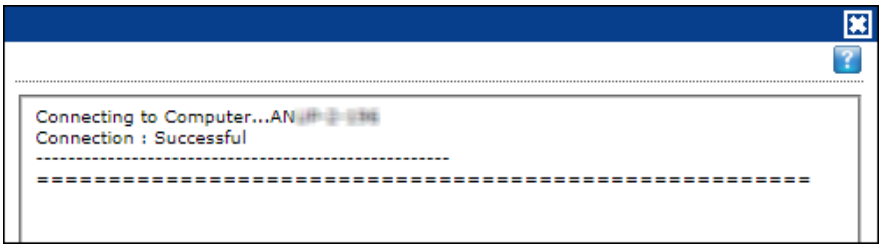
- **Protection**: This option displays the protection status of the selected computer.



- **Events**: This option displays the events that were performed in the particular computer.



- **Deploy/Upgrade Client**: To learn about this option, **click here**.
- **Check Connection**: This option will verify if the client machine is online or offline.

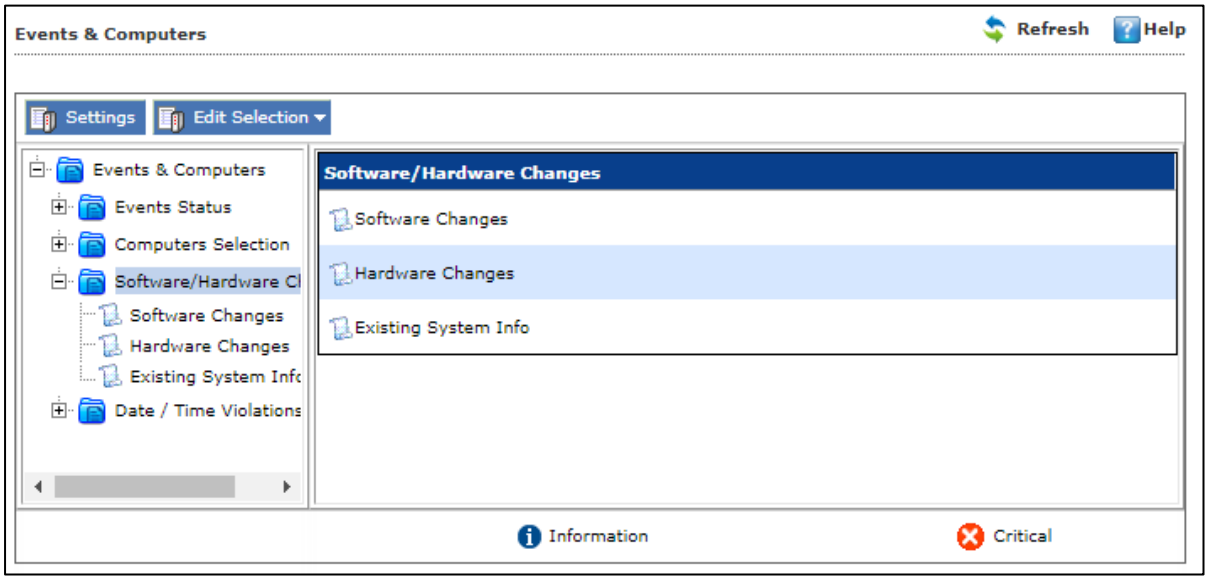


- **Remove from Group**: To learn about this option, **click here**.
- **Connect to Client (RMM)**: To learn about this option, **click here**.
- **Force Download**: To learn about this option, **click here**.
- **On Demand Scanning**: To learn about this option, **click here**.
- **Send Message**: To learn about this option, **click here**.
- **Properties**: To learn about this option, **click here**.

Software/Hardware Changes

This subfolder displays all software/ hardware changes that occurred on computers. It consists following sections:

- **Software Changes**
- **Hardware changes**
- **Existing System Info**



Software Changes

This section displays software changes i.e. installation, uninstallation or software upgrades.

Hardware changes

This section displays hardware changes that occurred on computers. For example, IP address. Hard Disk, RAM etc.

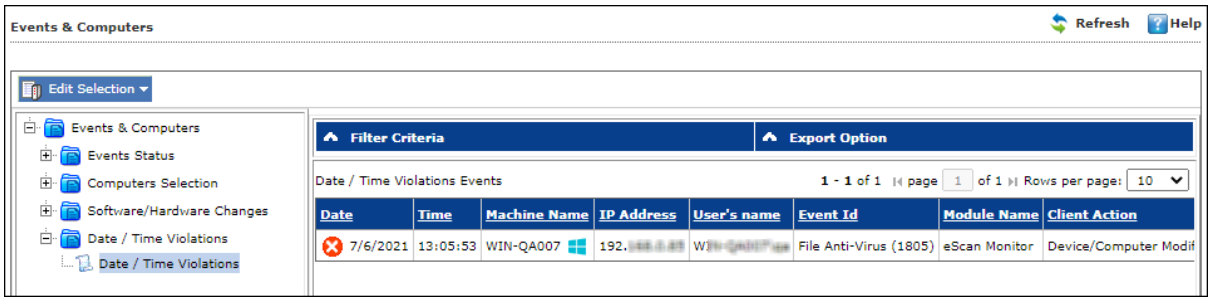
Existing System Info

This section displays a computer's existing hardware information.

Violations

Date/Time Violations

This subfolder consists Date/Time Violations that displays client computers whose users attempted to modify date and time.

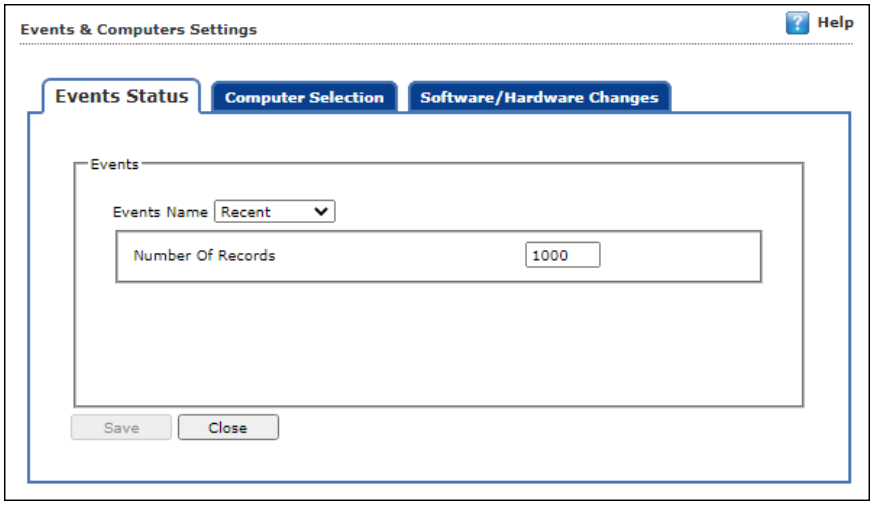


Settings

You can define the Settings for Events, Computer Selection and Software/Hardware changes by clicking on the **Settings** option and defining the desired settings using the Tabs and options present on the Events and Computer settings window.

Event Status Setting

Basically, events are activities performed on client's computer.



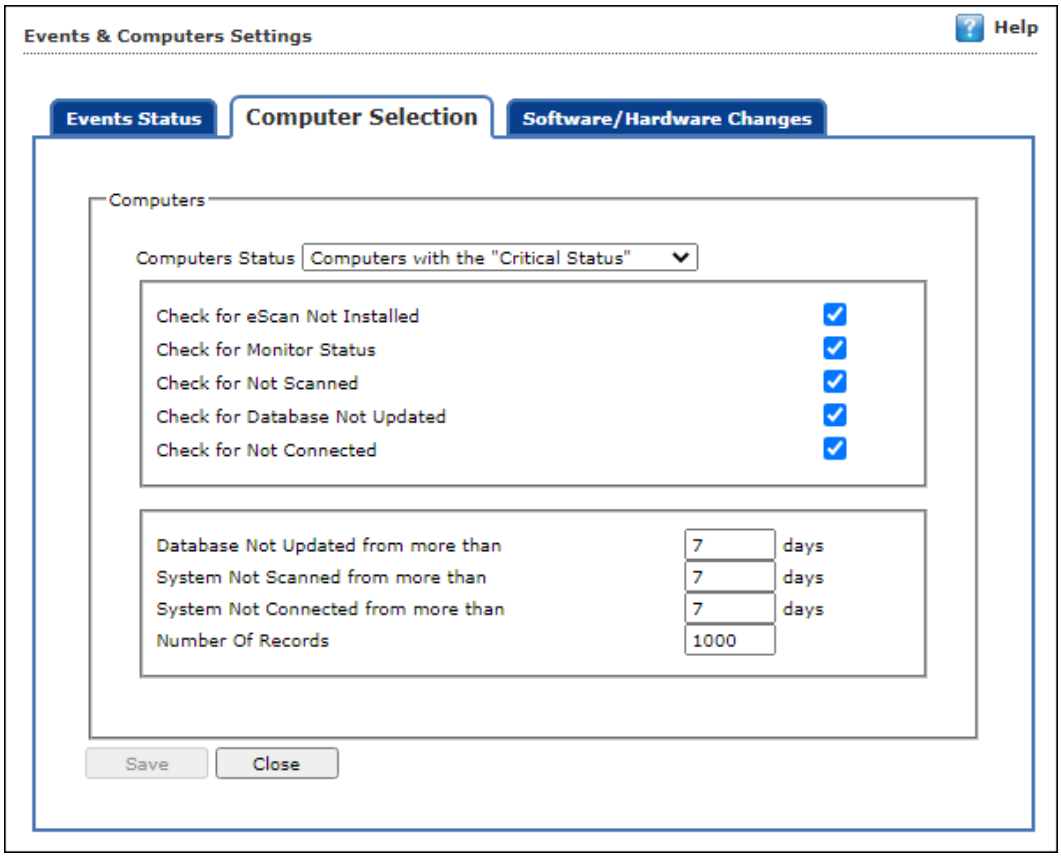
On the basis of severity, the events are categorized in to the following types:

- **Recent:** It displays both critical and information events that occurred recently on managed client computers.
- **Information:** It displays all informative types of events, such as virus database update, status, and so on.

Steps to define event status settings:
Perform the following steps to save the event status settings:

1. Select the appropriate **Events Name**.
2. Enter the number of events that you want to view in a list, in the **Number of Records** field.
3. Click **Save**. The settings get saved.

Computer Selection



The **Computer Selection** lets you select and save the computer status settings. This module lets you do the following activities:

Critical Status: It displays a list of computers that are critical in status, as per the criteria's selected in computer settings. Specify the following field details.

- **Check for eScan Not Installed**: Select this check box to view the list of client systems under managed computers on which eScan has not been installed.
- **Check for Monitor Status**: Select this check box to view the client systems on which eScan monitor is not enabled.
- **Check for Not Scanned**: Select this check box to view the list of client systems which has not been scanned.
- **Check for Database Not Updated**: Select this check box to view the list of client systems on which database has not been updated.
- **Check for Not Connected**: Select this check box to view the list of eScan client systems that have not been communicated with eScan server.
- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.
- **System Not Connected for more than**: Enter the number of days from when the client system has not been connected to eScan server.
- **Number Of Records**: Enter the number of client systems that you want to view in the list.

Warning Status: It displays the list of systems which are warning in status, as per the criteria's selected in computer settings. Specify the following field details:

- **Check for Not Scanned**: Select this check box to view the list of client systems which has not been scanned.
- **Check for Database Not Updated**: Select this check box to view the list of client systems on which database has not been updated.
- **Check for Not Connected**: Select this check box to view the list of eScan client systems that have not been communicated with eScan server.
- **Check for Protection off**: Select this check box to view the list of client systems on which protection for any module is inactive.
- **Check for Many Viruses**: Select this check box to view the list of client systems on which maximum viruses are detected.
- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.

- **System Not Connected for more than**: Enter the number of days from when the client system has not been connected to eScan server.
- **Number Of Virus**: Enter the number of viruses detected on client system.
- **Number Of Records**: Enter the number of client system that you want to view in the list.

Database are Outdated: It displays a list of systems on which virus database is outdated. Specify the following field details:

- **Database Not Updated from more than**: Enter the number of days from when the database has not been updated.
- **Number of Records**: Enter the number of client system that you want to view in the list.

Many viruses Detected: It displays a list of systems on which number of viruses exceeds the specified count in computer settings. Specify the following field details:

- **Number of Virus**: Enter the number of viruses detected on client system.
- **Number of Records**: Enter the number of client system that you want to view in the list.

No eScan Antivirus Installed: It displays the list of systems on which eScan has not been installed. Specify the following field detail:

- **Number of Records**: Enter the number of client system that you want to view in the list.

Not connected to the eScan server for a long time: It displays the list of systems which have not been connected to the server from a long time. Specify the following field detail:

- **Number of Records**: Enter the number of client system that you want to view in the list.

Not scanned for a long time: It displays the list of systems which have not been scanned from a long time, as specified in computer settings. Specify the following field details:

- **System Not Scanned for more than**: Enter the number of days from when the system has not been scanned.
- **Number of Records**: Enter the number of client system that you want to view in the list.

Protection is off: It displays the list of systems on which protection is inactive for any module, as per the protection criteria's selected in computer settings. It shows the status as "Disabled" in the list. Specify the following field details.

- **Check for Monitor Status**: Select this check box if you want to view the client systems on which eScan monitor is not enabled.
- **Check for Mail Anti-Phishing**: Select this check box if you want to view the list of client systems on which **Mail Anti-Phishing** protection is inactive.
- **Check for Mail Anti-Virus**: Select this check box if you want to view the list of client systems on which **Mail Anti-Virus** protection is inactive.
- **Check for Mail Anti-Spam**: Select this check box if you want to view the list of client systems on which **Mail Anti- Spam** protection is inactive.
- **Check for Endpoint Security**: Select this check box if you want to view the list of client systems on which **Endpoint Security** protection is inactive.
- **Check for Firewall**: Select this check box if you want to view the list of client systems on which **Firewall** protection is inactive.
- **Check for Proactive**: Select this check box if you want to view the list of client systems on which **Proactive** protection is inactive.
- **Check for Web Protection**: Select this check box if you want to view the list of client systems on which protection of
- **Web Protection** module is inactive.
- **Number of Records**: Enter the number of client system that you want to view in the list.

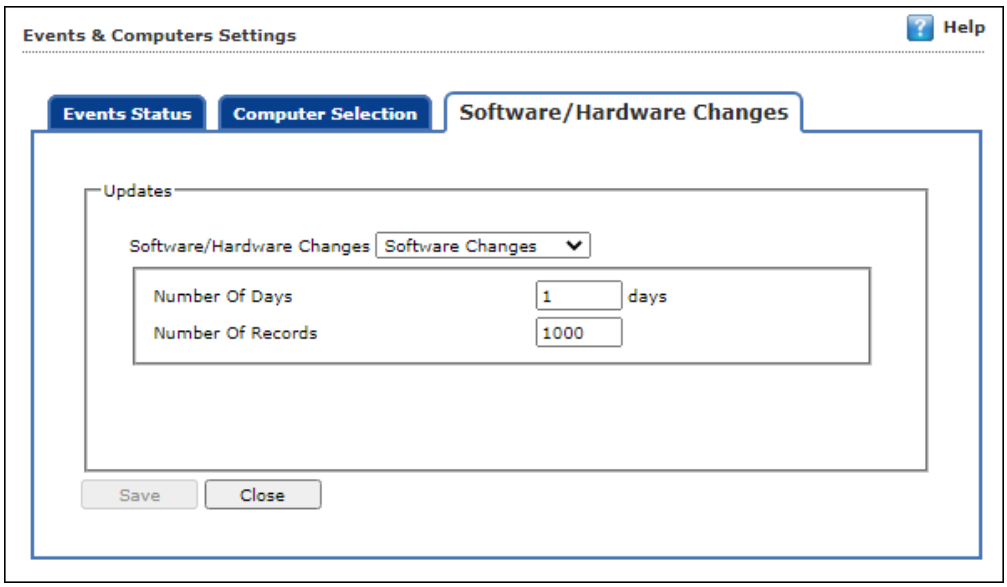
Steps to define computer settings

To save the computer settings, follow the steps given below:

1. Click **Computers Selection** tab.
2. Select a type of status for which you want to set criteria, from the **Computer status** drop-down.
3. Select the appropriate check boxes, and then enter field details in the available fields. For more information, refer [Types and criteria of computer status] section.
4. Click **Save**. The settings will be saved.

Software/ Hardware Changes Setting

You can set these settings, if you want to get updates on any changes made in the software, hardware, and to existing system.



The **Software/ Hardware Changes** enable you to do the following activities:
Type of Software/Hardware Changes

- **Software changes**
- **Hardware changes**
- **Existing system info**

To Change software/hardware settings, follow the steps given below:

1. Click the **Software/Hardware Changes** tab.
2. Specify the following field details.
    - **Software/Hardware Changes**: Click the drop-down and select the changes made.
    - **Number of Days**: Enter the number of days, to view changes made within the specified days.
    - **Number of Records**: Enter the number of client systems that you want to view in the list.
3. Click **Save**. The settings get saved.

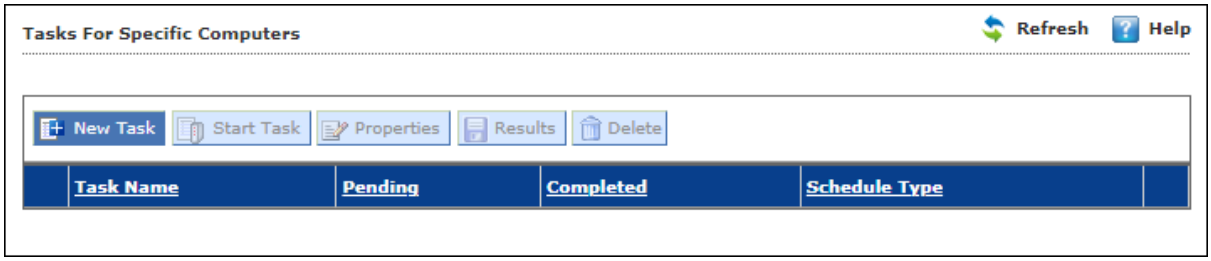
Performing an action for computer

To perform an action for a computer, follow the steps given below:

1. Select a computer.
2. Click **Edit Selection** drop-down. To learn more **click here**.
3. Click the preferred action.

Tasks for Specific Computers

The Tasks for Specific Computers module lets you create a new task for computer(s) according to your preferences.

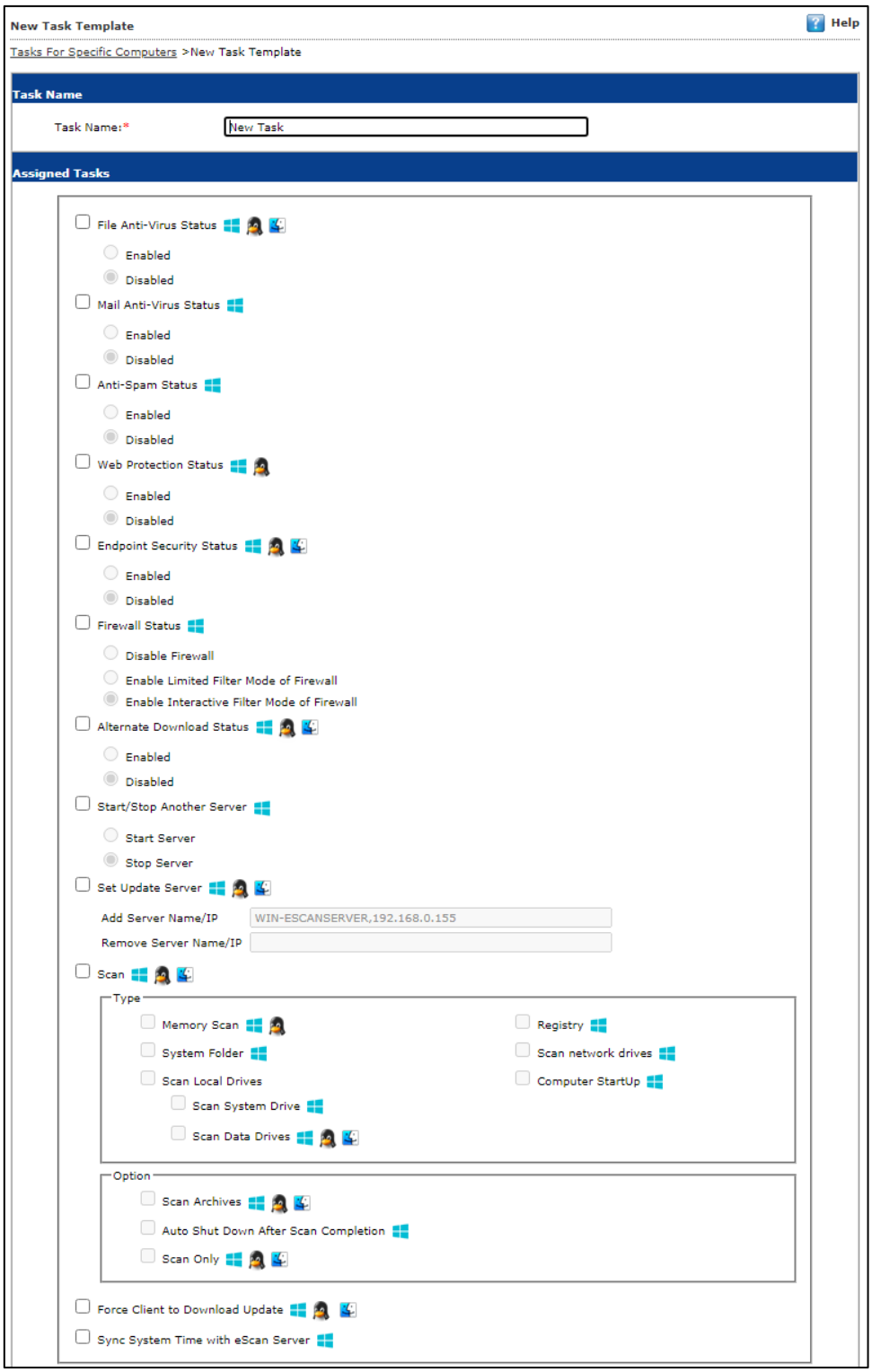


Creating a task for specific computers

To create a task for specific computer(s), follow the steps given below:

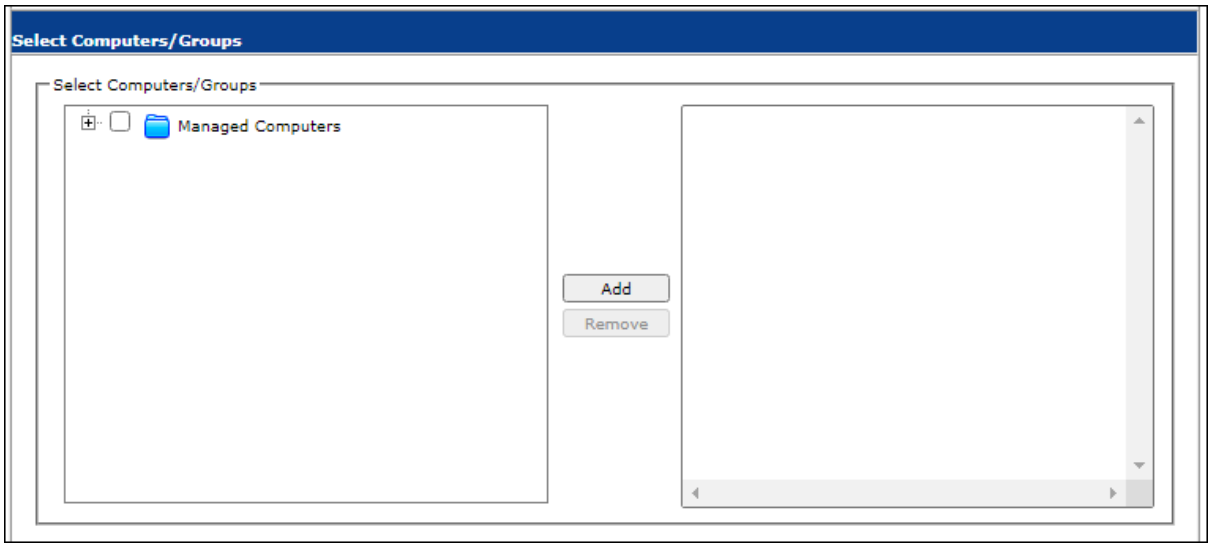
1. In the navigation panel, click **Tasks for Specific Computers**.
2. Click **New Task**.

New Task Template form appears.

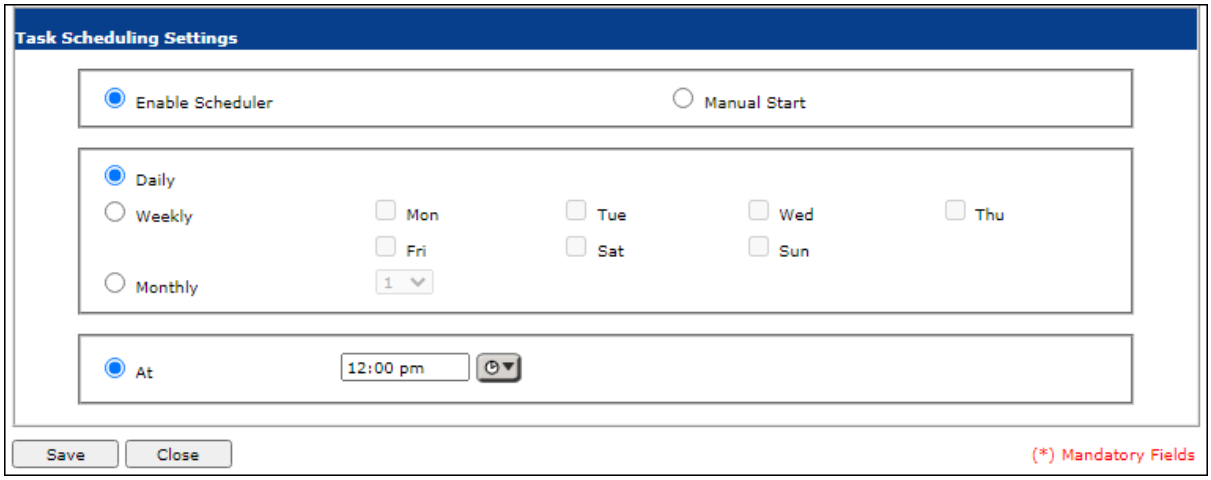


3. Enter a name for task.
4. In the **Assigned Tasks** section, select the modules and scans to be run.

5. In the **Select Computers/Groups** section, select the computers/groups on which the tasks should be run and then click **Add**.



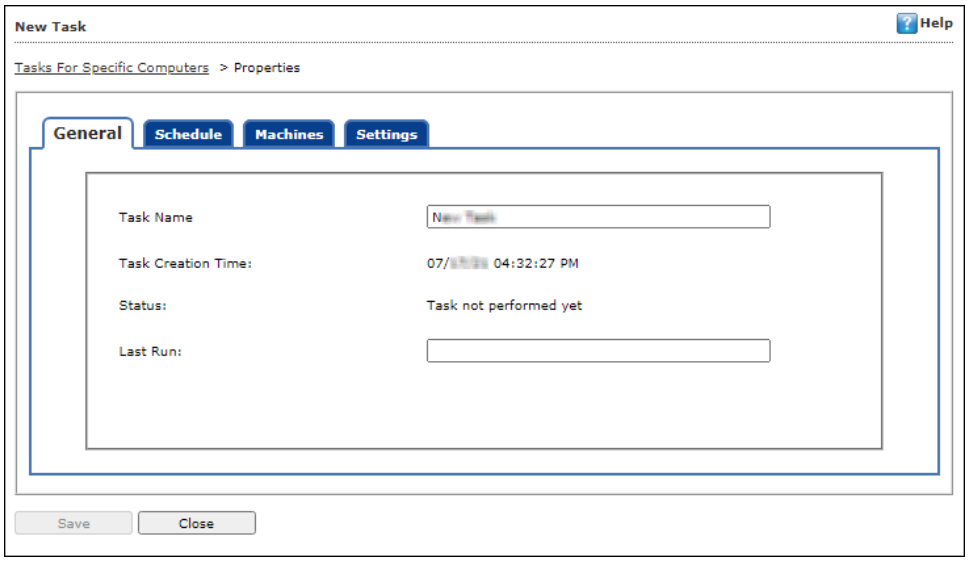
6. In the **Tasks Scheduling Settings** section, configure the schedule settings.



7. Click **Save**. The task will be saved and run for specific computers according to your preferences.

Viewing Properties of a task

To view Properties of a task, select the task and click **Properties**.



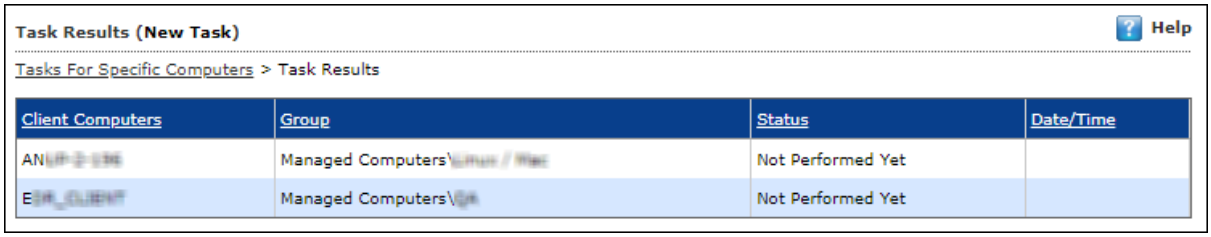
This section will have following tabs to configure:

- **General**: This tab provides task name, details about the task creation, status, and last run.
- **Schedule**: This tab allows to change the scheduler setting for the particular task.
- **Machines**: This tab allows to add or remove the endpoints added to the particular task.
- **Settings**: This tab allows to modify or select the modules and scans to be run.

NOTE	To run a scheduled task manually, select the task and then click **Start Task**.

Viewing Results of a task

To view Results of a task, select the task and click **Results**.

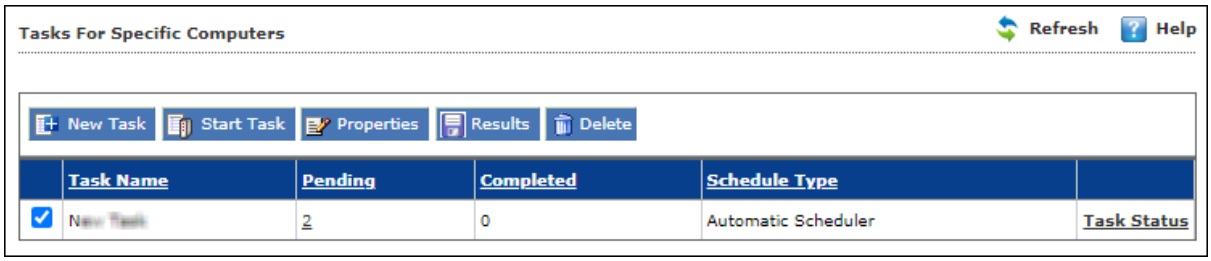


This option will provide the summary details about the task like clients computers, group to which computers belong, status of the task, and more.

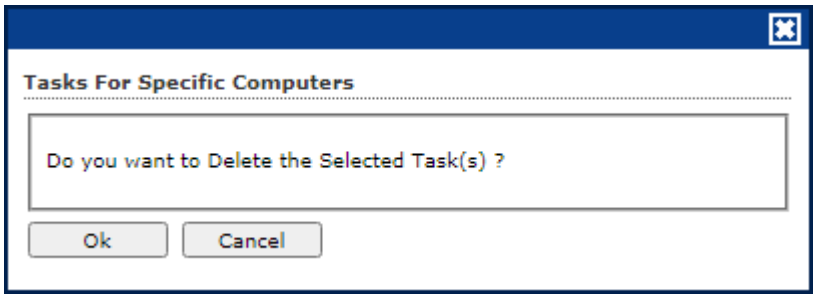
Deleting a task for specific computers

To delete a task, follow the steps given below:

1. In the Tasks for Specific Computers screen, select the task you want to delete.



2. Click **Delete**.
   A confirmation prompt appears.



3. Click **OK**. The task will be deleted.

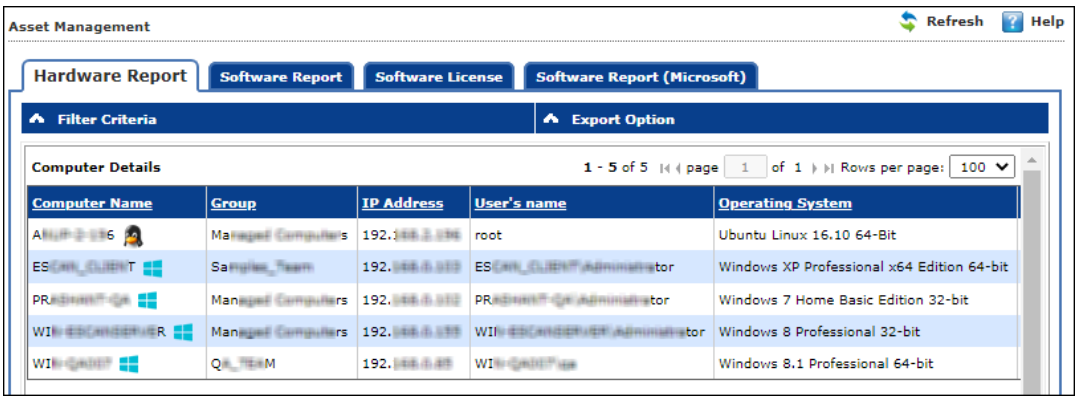
Asset Management

This module displays list of hardware configuration, software installed, software version number and a Software report for Microsoft software installed on **Managed Computers**. The Asset Management module consists following tabs:

- **Hardware Report**
- **Software Report**
- **Software License**
- **Software Report (Microsoft)**

Hardware Report

The Hardware Report tab displays hardware configuration of all Managed Computers.



The tab displays following details of managed computers:

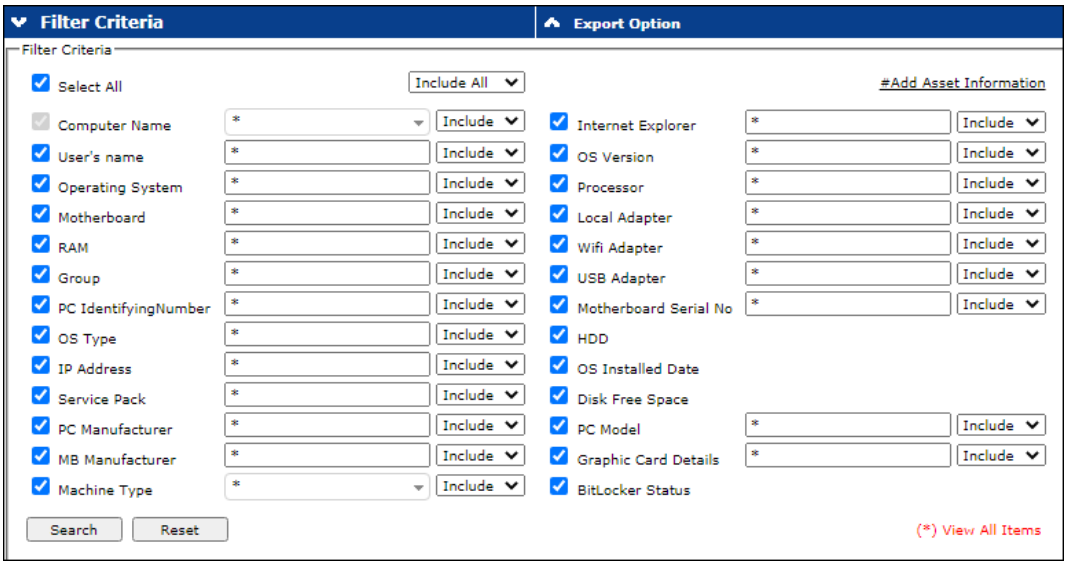
- Computer Name
- Group
- IP Address
- User name
- Operating System
- Service Pack
- OS Version
- OS Installed Date
- Internet Explorer
- Processor
- Motherboard
- RAM
- HDD
- Local MAC Adapter(s)
- Wi-Fi MAC [Adapter]
- USB MAC [Adapter]

- PC Identifying Number
- Motherboard Serial No
- Network Speed
- Disk Free Space
- PC Manufacturer
- PC Model
- MB Manufacturer
- Graphic Card Details
- Machine Type
- BitLocker Status
- Keyboard Vendor
- Software

To view the list of Software along with the installation dates, click **View** in **Software** column.

Filtering Hardware Report

To filter the Hardware Report as per your requirements, click **Filter Criteria** field. Filter Criteria field expands.



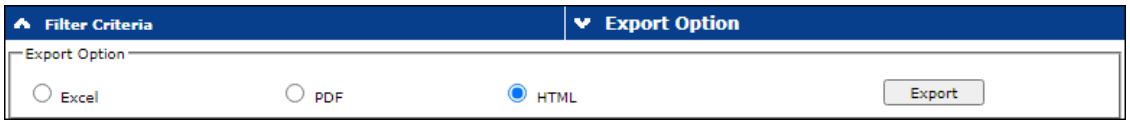
Select the parameters you want to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Hardware Report will be filtered according to your preferences.

Exporting Hardware Report

To export the Hardware Report, click **Export Option**. Export Option field expands.

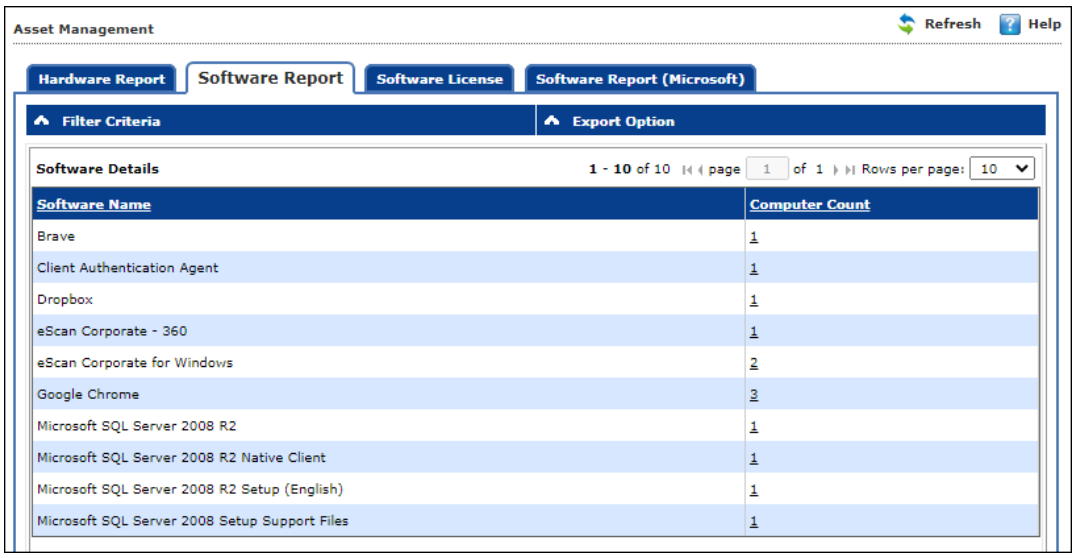


Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

Software Report

The Software Report tab displays list of Software along with the number of computers on which they are installed.



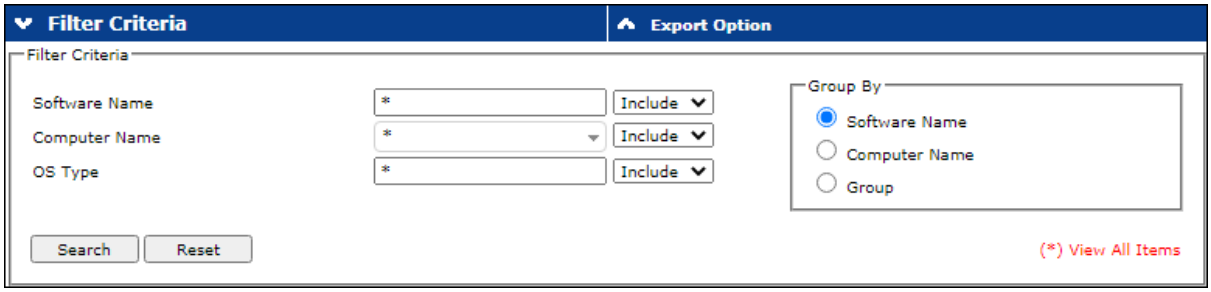
To view the computers on which the specific software is installed, click the numerical in Computer Count column.

Computer list window appears displaying following details:

- Computer Name
- Group
- IP Address
- Operating System
- Software Version
- Installed Date

Filtering Software Report

To filter Software Report, click **Filter Criteria** field.
Filter Criteria field expands.



The Software Report can be filtered on the basis of **Software Name** or **Computer Name**.

Software Name
Entering the Software name displays suggestions. Select the appropriate software.

Computer Name
Click the drop-down and select the preferred computer(s).

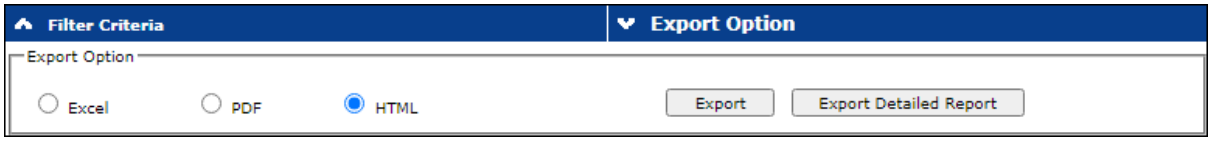
OS Type
Enter the OS type.

Group By
The results can be grouped by Software name, Computer name or Group.
If Group option is selected, the report can be filtered for a specific group.

After entering data in all fields, click **Search**.
The Software Report will be filtered according to your preferences.

Exporting Software Report

To export the Software Report, click **Export Option**.
Export Option field expands.

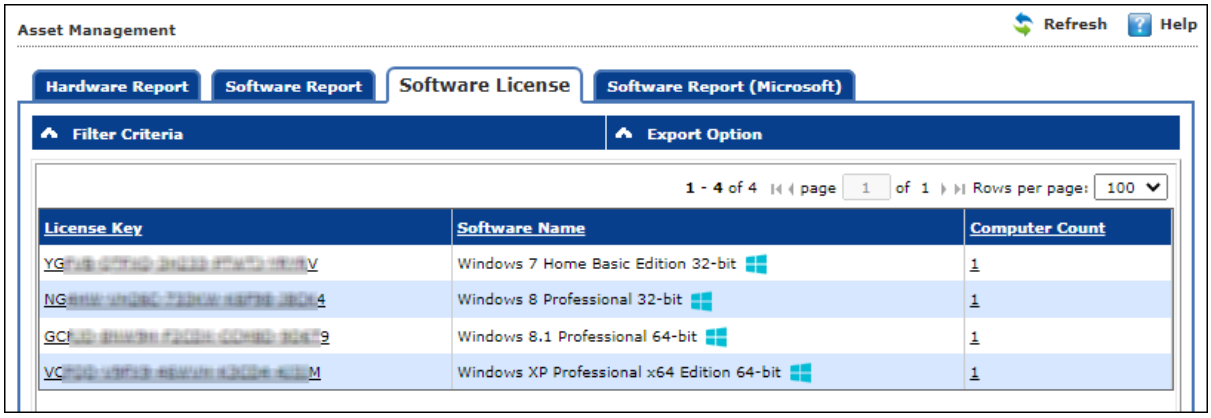


Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**.
A success message appears.

Click the link to open/download the file.

Software License

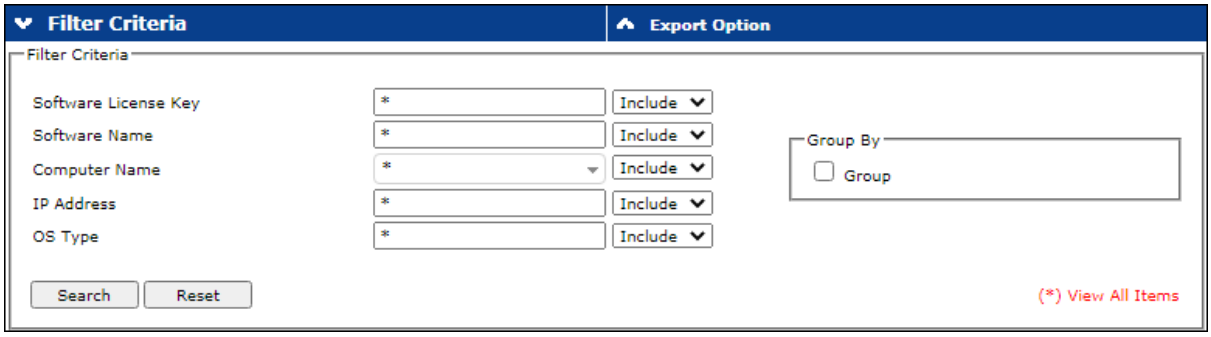
The Software License tab displays list of Software Licenses of managed computers.



The log displays License Key, Software Name and Computer Count.
To see more details of the computer's license key installed, click the numerical value in License Key or Computer Count column.

Filtering Software License Report

To filter Software Report, click **Filter Criteria** field.
Filter Criteria field expands.



Software License Key
Entering the license key displays suggestions. Select the appropriate key.

Software Name
Entering the Software name displays suggestions. Select the appropriate software.

Computer Name
Click the drop-down and select the preferred computer(s).

IP Address
Entering the IP address displays suggestions. Select the appropriate IP address.

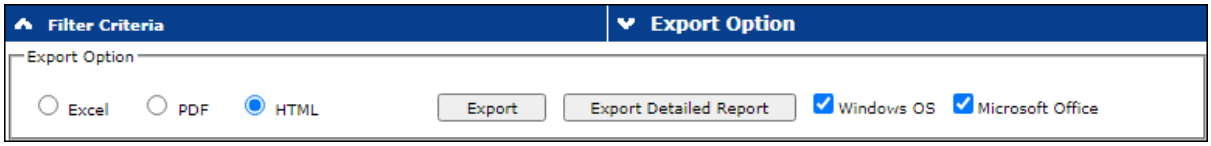
OS Type
Enter the OS type.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After entering data in all fields, click **Search**.
The Software License Report will be filtered according to your preferences.

Exporting Software License Report

To export the Software License Report, click **Export Option**.
Export Option field expands.



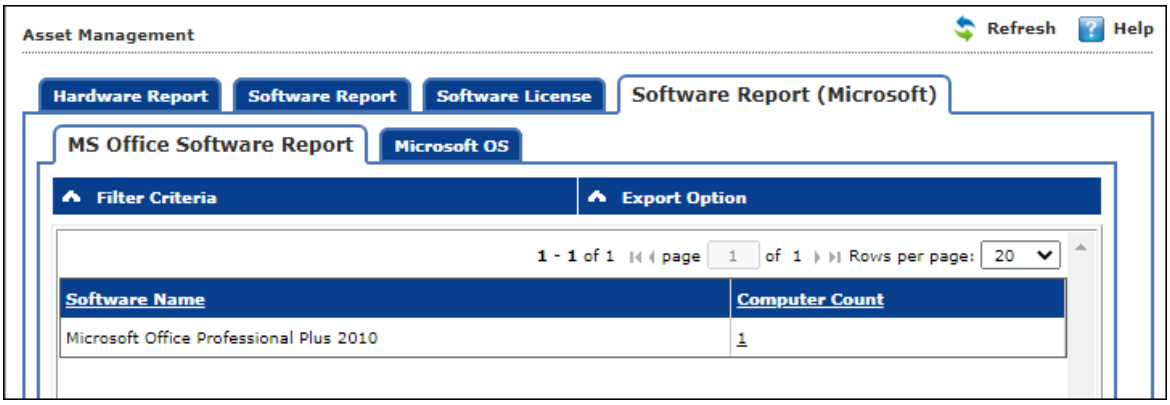
Select whether you want report for Windows OS and Microsoft Office.

Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**.
A success message appears.

Click the link to open/download the file.

Software Report (Microsoft)

The Software Report (Microsoft) displays details of the Microsoft Software installed on the computers.

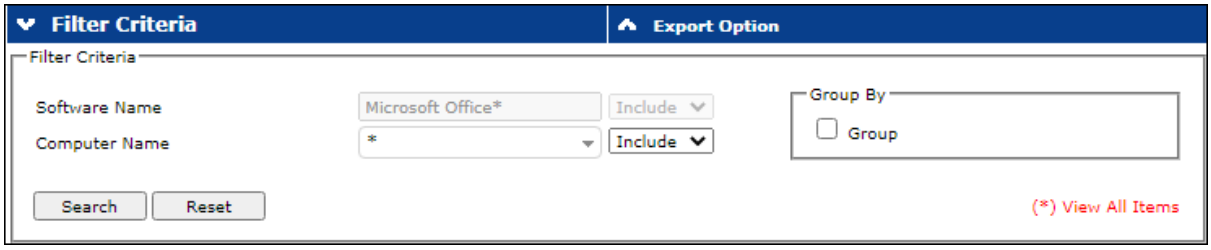


The tab consists following subtabs:
MS Office Software Report – It displays Microsoft software name and computer count.

Microsoft OS – It displays Operating System, Service Pack, OS version and computer count.

Filtering Software Report (Microsoft)

To filter Software Report (Microsoft), click **Filter Criteria** field.
Filter Criteria field expands.



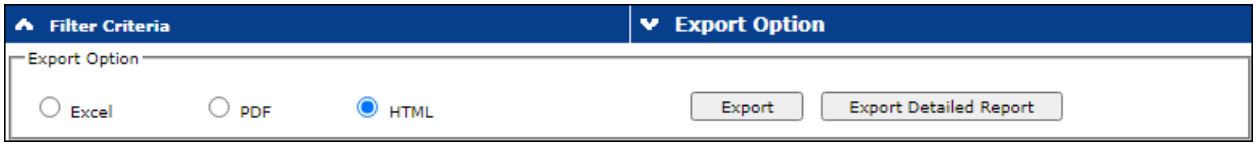
Computer Name
Click the drop-down and select the preferred computer(s).

Group By
If Group option is selected, the report can be filtered for a specific group.

After entering data in all fields, click **Search**.
The Software Report (Microsoft) will be filtered according to your preferences.

Exporting Software Report (Microsoft)

To export the Software Report (Microsoft), click **Export Option**.
Export Option field expands.

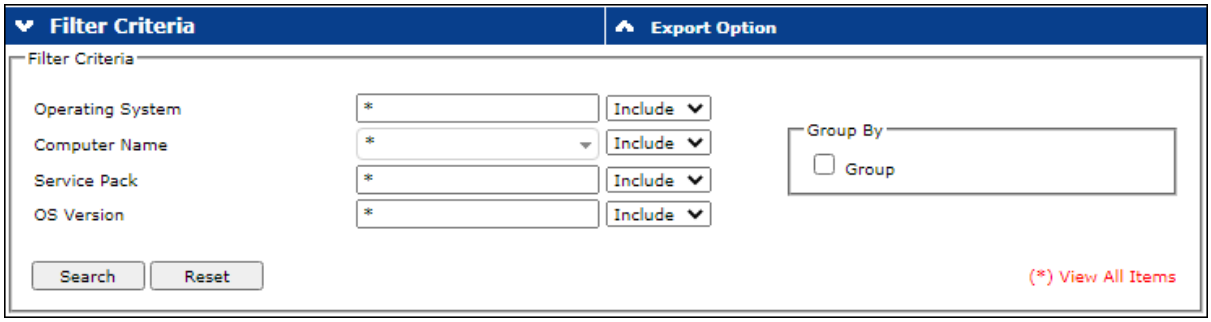


Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**.
A success message appears.

Click the link to open/download the file.

Filtering Microsoft OS Report

To filter the Microsoft OS report, click **Filter Criteria** field.
Filter Criteria field expands.



Operating System
Entering the operating system name displays list of suggestions. Select the appropriate OS.

Computer Name
Click the drop-down and select the preferred computer(s).

Service Pack
Entering the service pack name displays list of suggestions. Select the appropriate Service Pack.

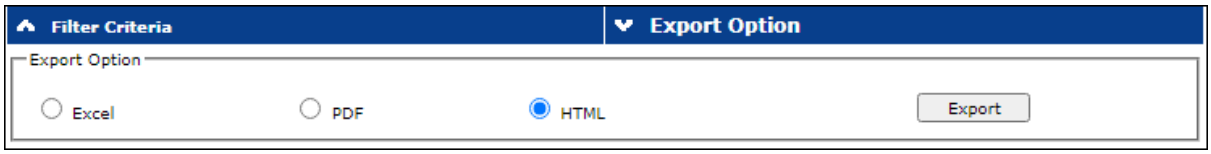
OS Version
Entering the OS version displays list of suggestions. Select the appropriate OS version.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After filling all the fields, click **Search**.
The Microsoft OS report will be filtered according to your preferences.

Exporting Microsoft OS Report

To export the Microsoft OS Report, click **Export Option**.
Export Option field expands.



Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

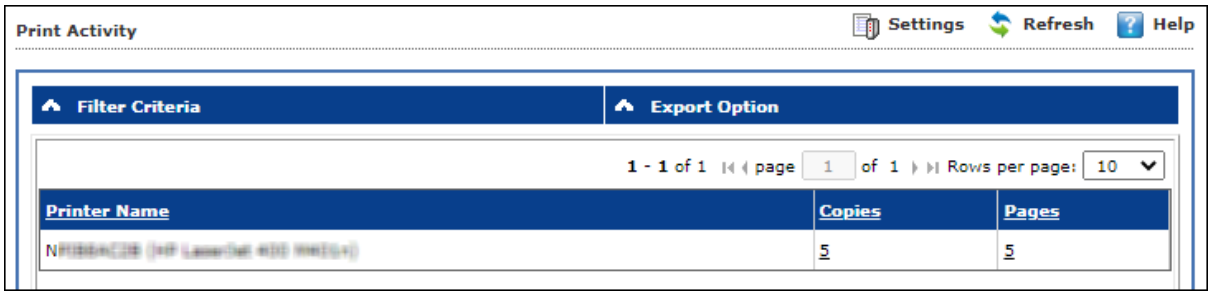
User Activity

The User Activity module lets you monitor Print, Session, and File activities occurring on the client computers. It also provides the reports of the running applications. It consists following submodules:

- **Print Activity**
- **Session Activity**
- **File Activity**
- **Application Access Report**

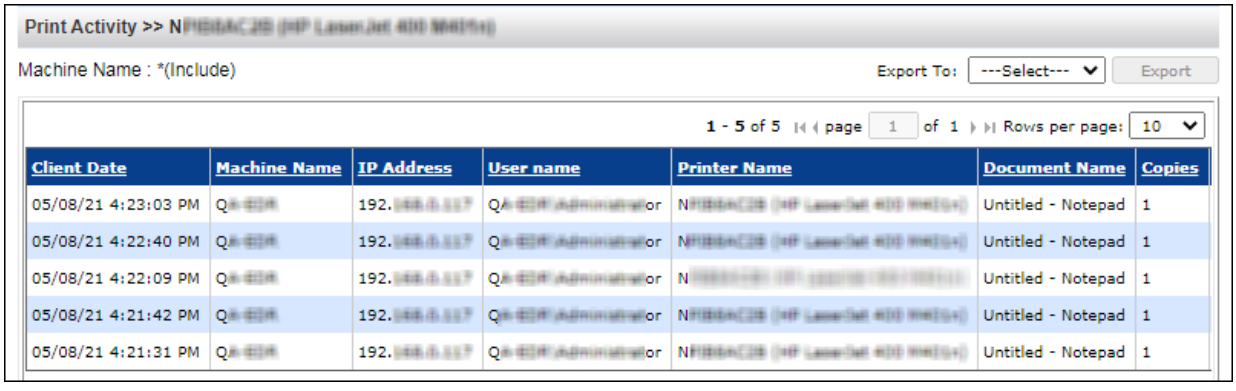
Print Activity

The Print Activity submodule monitors and logs print commands sent by all computers. It also lets you filter the logs on the basis of Computer name, Printer and Username. Furthermore, the module lets you export a detailed print activity report in XLS, PDF, and HTML formats. The log report generated consists of Print Date, Machine Name, IP Address, Username, Printer Name, Document Name along with number of Copies and Pages.



Viewing Print Activity Log

To view the Print log of a Printer, click its numerical value under **Copies** or **Pages** column.
Print Activity window appears displaying details.



Exporting Print Activity Log

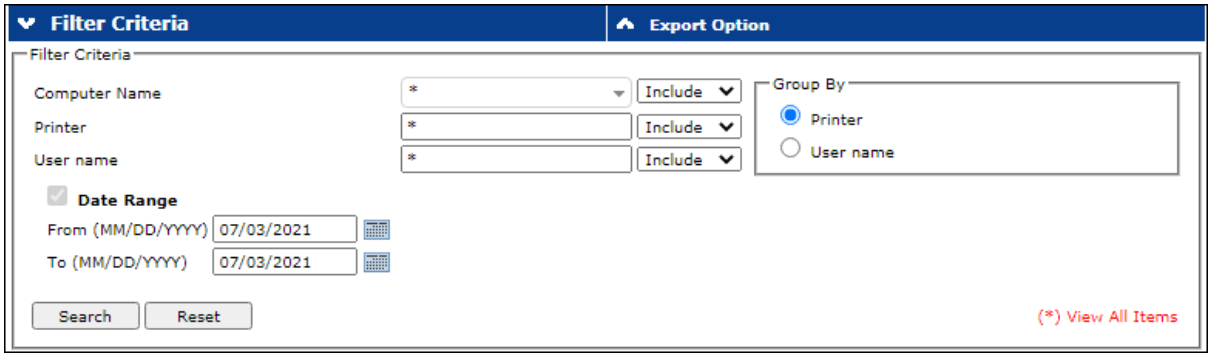
To export this generated log,

1. Click the **Export to** drop-down.
2. Select a preferred format.
3. Click **Export**.
   A success message appears.

4. Click the link to open/download the file.

Filtering Print Activity Log

To filter the print activity log, click **Filter Criteria**.
Filter criteria field expands.



Computer Name
Click the drop-down and select the preferred computer.

Printer
Enter the printer's name.

User Name
Enter the User's name.

Include/Exclude
Selecting Include/Exclude for a Machine or Printer lets you include or exclude it from the log.

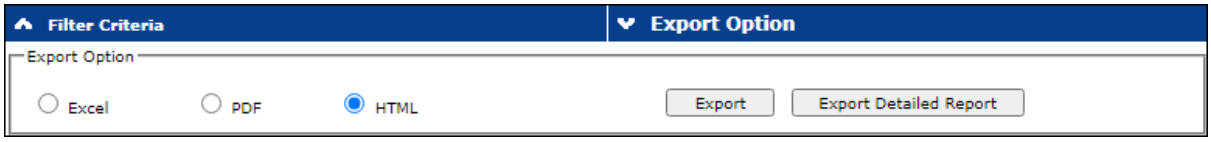
Date Range
To search the log between specific dates, select **Date Range** check box. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.
The Print activity log will be filtered and generated according to your preferences.

Group By
To view results by specific printer, select **Printer**, Date Range and then click **Search**.
To view results by specific user name, select **User name**, Date Range and then click **Search**.

Exporting Print Activity Report

To export the generated log, click **Export Option**.
Export Option field expands.



Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**.

A success message appears.

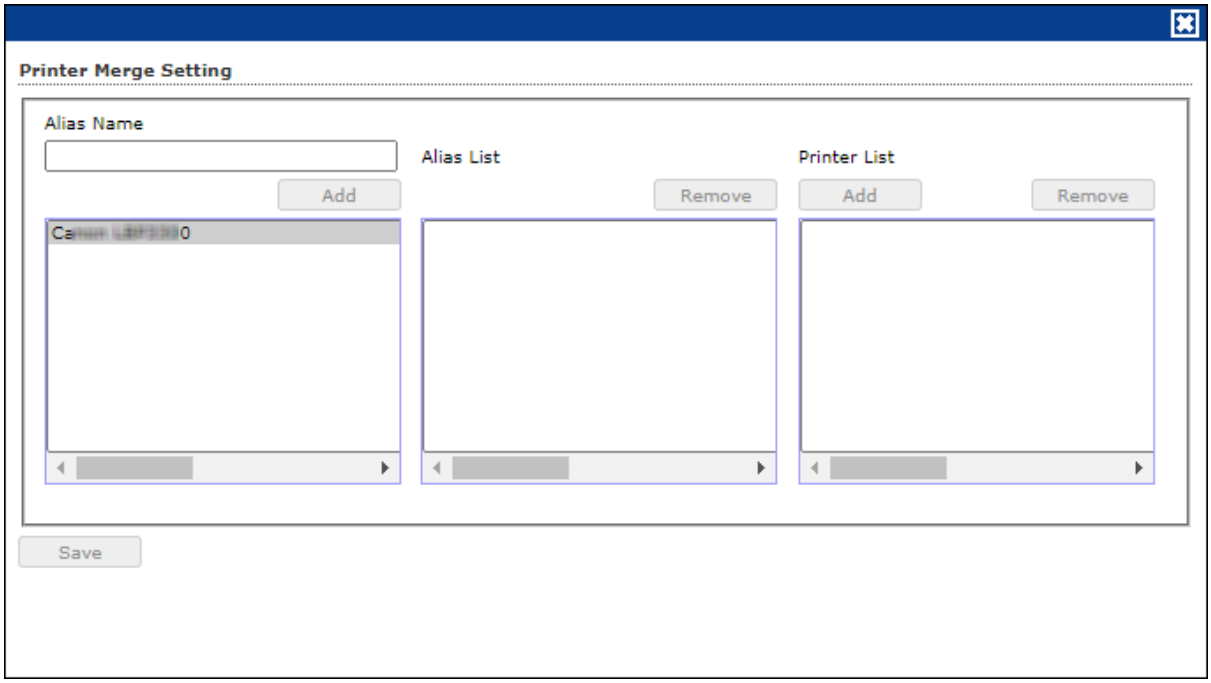
Click the link to open/download the file.

Print Activity Settings

Print Activity Settings lets you keep track of printers by adding them in a group and assigning it an alias name. The printers can be added or removed from this alias group.

To configure Print Activity Settings:

1. In the Print Activity screen, at the top right corner, click **Settings**.
   Printer Merge Setting window appears.



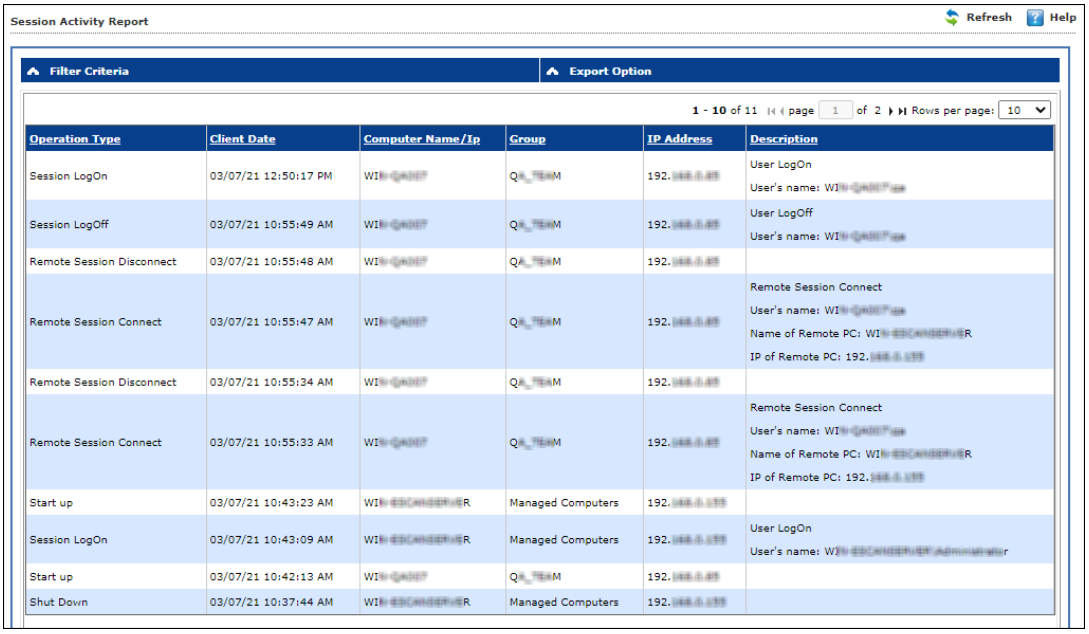
2. Enter name in Alias Name field.
3. Select printer(s) for the alias.
4. Click **Add**.
   The printer(s) will be added to the alias.
5. Click **Save**. The Print Activity Settings will be saved.

Session Activity Report

This submodule monitors and logs the session activity of the managed computers. It displays a report of the Operation type, Date, Computer name, Group, IP address and event description. With this report the administrator can trace the user Logon and Logoff activity along with remote sessions that took place on all managed computers.

Viewing Session Activity Log

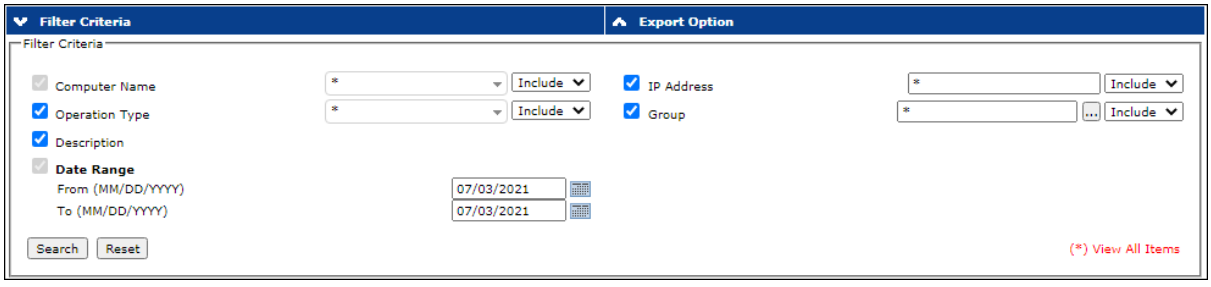
In the navigation panel, click **User Activity** > **Session Activity Report**.
The log displays list of session activities and type of operation performed. Options for Filtering or Exporting the log in desired formats are also present on the same interface.



Operation Type	Client Date	Computer Name/Ip	Group	IP Address	Description
Session LogOn	03/07/21 12:50:17 PM	WIN-QA07	QA_TEAM	192.168.0.85	User LogOn User's name: WIN-QA07\qa
Session LogOff	03/07/21 10:55:49 AM	WIN-QA07	QA_TEAM	192.168.0.85	User LogOff User's name: WIN-QA07\qa
Remote Session Disconnect	03/07/21 10:55:48 AM	WIN-QA07	QA_TEAM	192.168.0.85	
Remote Session Connect	03/07/21 10:55:47 AM	WIN-QA07	QA_TEAM	192.168.0.85	Remote Session Connect User's name: WIN-QA07\qa Name of Remote PC: WIN-EXCHANGESERVER IP of Remote PC: 192.168.0.155
Remote Session Disconnect	03/07/21 10:55:34 AM	WIN-QA07	QA_TEAM	192.168.0.85	
Remote Session Connect	03/07/21 10:55:33 AM	WIN-QA07	QA_TEAM	192.168.0.85	Remote Session Connect User's name: WIN-QA07\qa Name of Remote PC: WIN-EXCHANGESERVER IP of Remote PC: 192.168.0.155
Start up	03/07/21 10:43:23 AM	WIN-EXCHANGESERVER	Managed Computers	192.168.0.155	
Session LogOn	03/07/21 10:43:09 AM	WIN-EXCHANGESERVER	Managed Computers	192.168.0.155	User LogOn User's name: WIN-EXCHANGESERVER\Administrator
Start up	03/07/21 10:42:13 AM	WIN-QA07	QA_TEAM	192.168.0.85	
Shut Down	03/07/21 10:37:44 AM	WIN-EXCHANGESERVER	Managed Computers	192.168.0.155	

Filtering Session Activity Log

To filter session activities, click **Filter Criteria** field.
Filter Criteria field expands.



Filter Criteria lets you filter and generate the log according to your preferences. The check box selected will be added as a column in the report.

Computer Name
Click the drop-down and select the preferred computers.

Operation Type
Click the drop-down and select the preferred activities.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the log.

IP Address
Enter the IP address in this field.

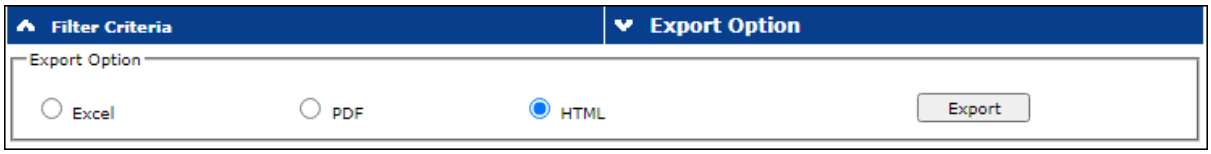
Group
Enter the group's name or click ... and select a group.

Date Range
To search the log between specific dates, select **Date Range** check box. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.

Exporting Session Activity Report

To export the generated log, click **Export Option**.
Export Option field expands.



Select the preferred option and then click **Export**.
A success message appears.

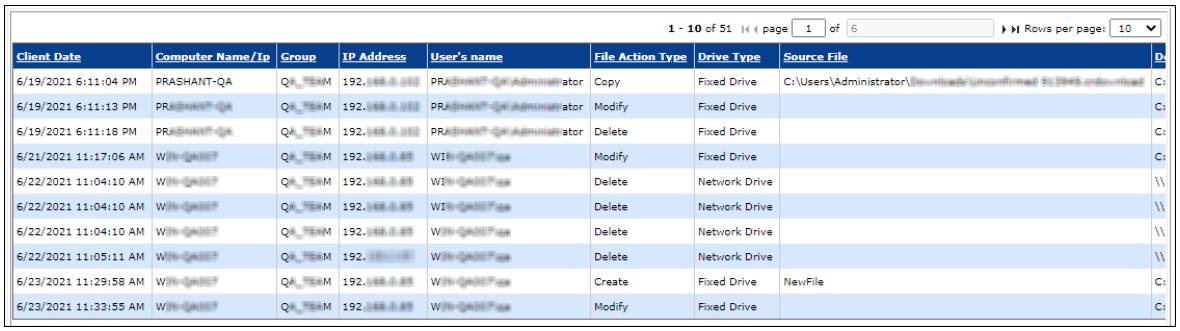
Click the link to open/download the file.

File Activity Report

The File Activity module displays a report of the files created, copied, modified, and deleted on managed computers. Additionally in case of a misuse of any official files can be tracked down to the user through the details captured in the report. Select and filter the report based on any of the details captured.

Viewing File Activity Log

In the navigation panel, click **User Activity** > **File Activity Report**.
The log displays list of files and the type of operation performed on them. Options for Filtering or Exporting the log in desired formats are also present on the same interface.

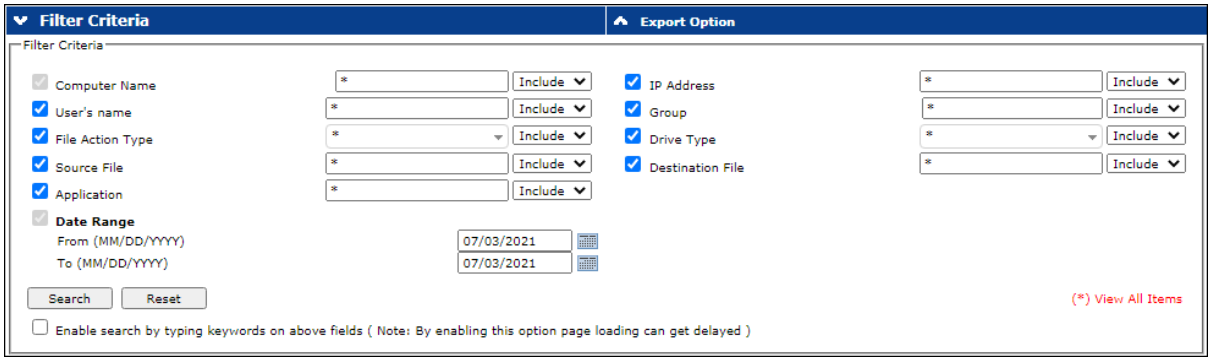


1 - 10 of 51 page 1 of 6 Rows per page: 10

Client Date	Computer Name/Ip	Group	IP Address	User's name	File Action Type	Drive Type	Source File	D
6/19/2021 6:11:04 PM	PRASHANT-QA	QA_TEAM	192.	PR ator	Copy	Fixed Drive	C:\Users\Administrator\	C:
6/19/2021 6:11:13 PM	PR	QA_TEAM	192.	PR ator	Modify	Fixed Drive		C:
6/19/2021 6:11:18 PM	PR	QA_TEAM	192.	PR ator	Delete	Fixed Drive		C:
6/21/2021 11:17:06 AM	W	QA_TEAM	192.	W	Modify	Fixed Drive		C:
6/22/2021 11:04:10 AM	W	QA_TEAM	192.	W	Delete	Network Drive		\\
6/22/2021 11:04:10 AM	W	QA_TEAM	192.	W	Delete	Network Drive		\\
6/22/2021 11:04:10 AM	W	QA_TEAM	192.	W	Delete	Network Drive		\\
6/22/2021 11:05:11 AM	W	QA_TEAM	192.	W	Delete	Network Drive		\\
6/23/2021 11:29:58 AM	W	QA_TEAM	192.	W	Create	Fixed Drive	NewFile	C:
6/23/2021 11:33:55 AM	W	QA_TEAM	192.	W	Modify	Fixed Drive		C:

Filtering File Activity Log

To filter file activities, click **Filter Criteria** field. Filter Criteria field expands.



Filter Criteria lets you filter and generate the log according to your preferences. The check box selected will be added as a column in the report.

Computer Name
Click the drop-down and select the preferred computers.

Username
Enter the username of the computer.

File Action type
Click the drop-down and select a preferred file action.
Source File
Enter the source file's name.

Application
Enter an application's name.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the log.

IP Address
Enter an IP address.

Group
Enter the group's name or click  and select a group.

Drive Type
Click the drop-down and select the drive type.

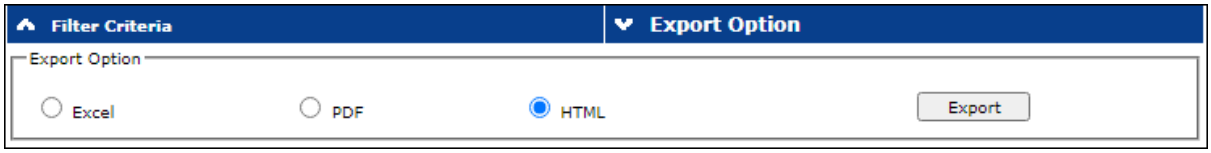
Destination File
Enter the file path.

Date Range
To search the log between specific dates, select **Date Range** check box. Afterwards, click the calendar icon and select **From** and **To** dates.

After filling all fields, click **Search**.

Exporting File activity Report

To export the generated report, click **Export Option**.
Export Option field expands.



Select the preferred option and then click **Export**.
A success message appears.

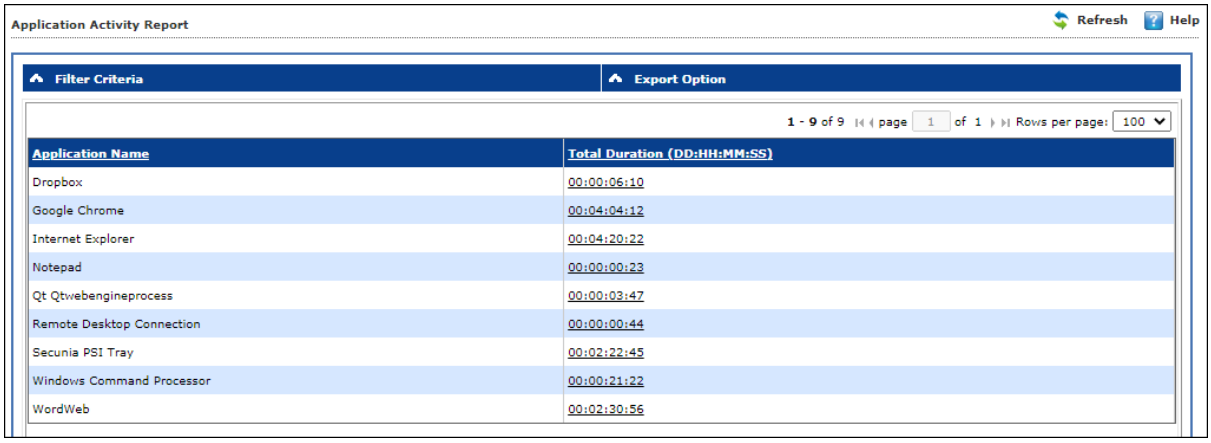
Click the link to open/download the file.

Application Access Report

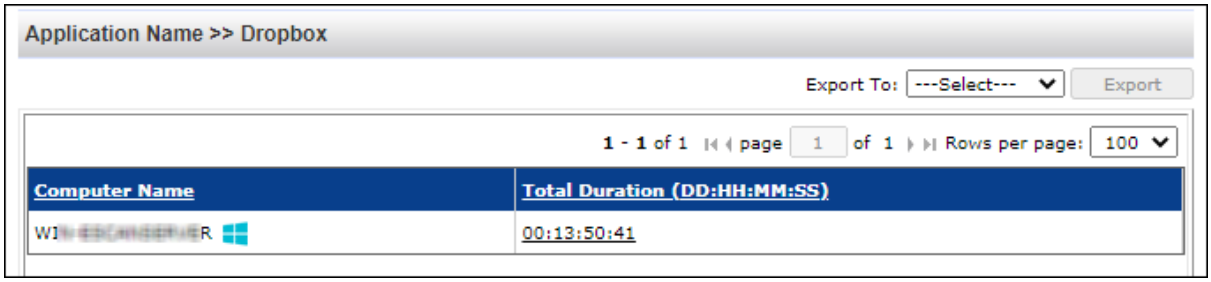
The Application Access Report module gives the detailed view of all the applications accessed by the computers in the Managed Computers.

Viewing Application Access Report

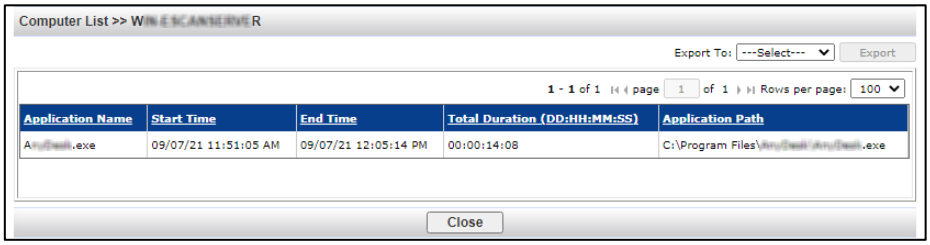
In the navigation panel, click **User Activity** > **Application Access Report**.
The log displays list of files and the type of operation performed on them. Options for Filtering or Exporting the log in desired formats are also present on the same interface.



By clicking on the duration present under **Total Duration (DD:HH:MM:SS)** column, you will get the details of the computer name accessed the app and duration.



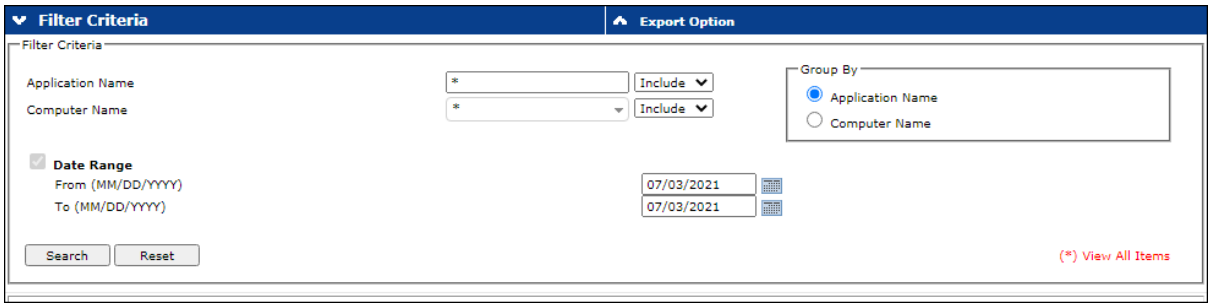
Again, if you click on the duration, you will get detailed view of the app accessed by the computer along with the date, time, and application path.



You can export this report in various format such as PDF, CSV, and HTML.

Filtering Application Access Report

To filter file activities, click **Filter Criteria** field. Filter Criteria field expands.



Filter Criteria lets you filter and generate the log according to your preferences. The check box selected will be added as a column in the report.

Application Name
Entering the Application name displays suggestions. Select the appropriate application.

Computer Name
Click the drop-down and select the preferred computer(s).

Group By
The results can be grouped by Application name or Computer name.

Date Range
To search the log between specific dates, select **Date Range** check box. Afterwards, click the calendar icon and select **From** and **To** dates.

After entering data in all fields, click **Search**. The Application Access Report will be filtered according to your preferences.

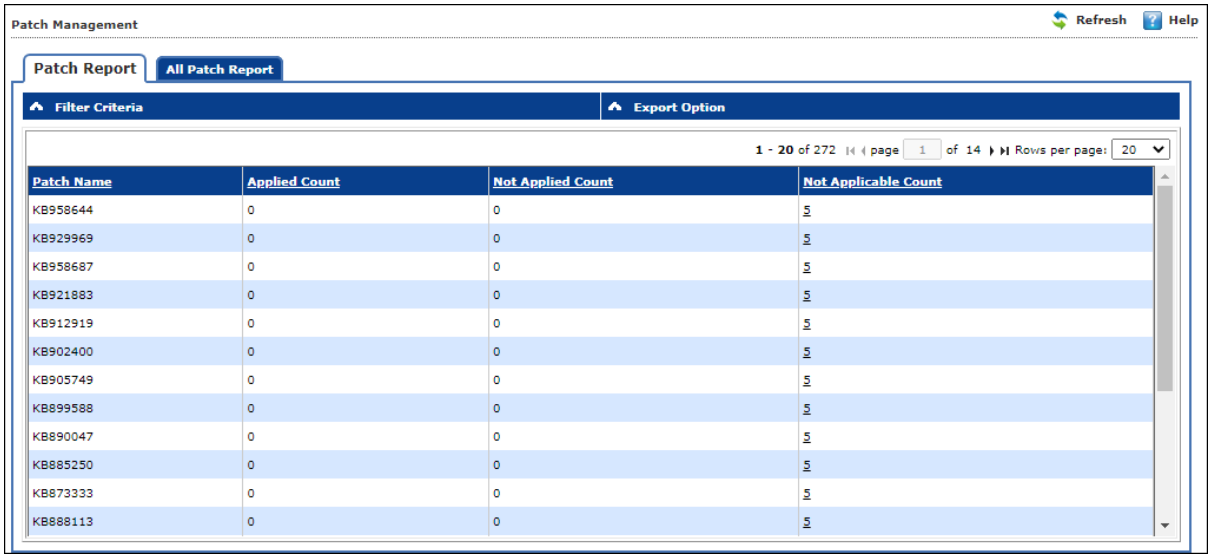
Exporting Application Access Report

To export the generated report, click **Export Option**. Export Option field expands.
Select the preferred option and then click **Export**.
A success message appears.

Click the link to open/download the file.

Patch Report

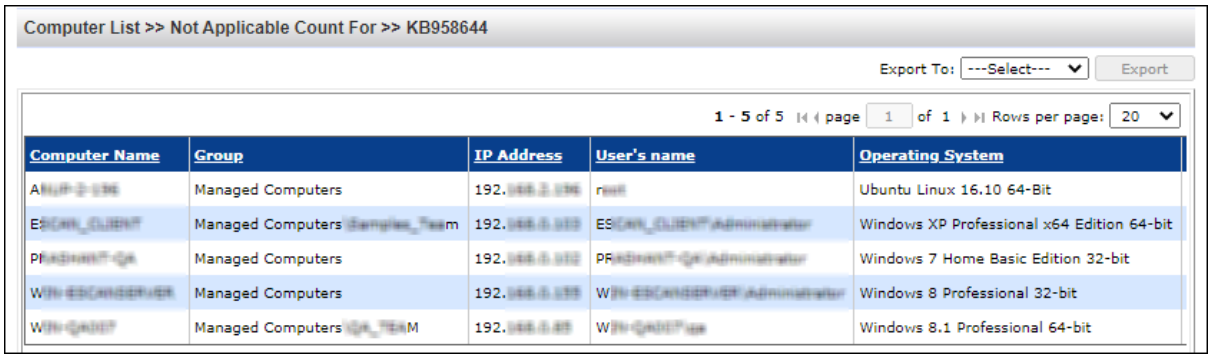
The Patch Report module displays the number of windows security patches installed and not installed on managed computers. This will help an administrator identify the number of vulnerable systems in the network and install the critical patches quickly.



Patch Name	Applied Count	Not Applied Count	Not Applicable Count
KB958644	0	0	5
KB929969	0	0	5
KB958687	0	0	5
KB921883	0	0	5
KB912919	0	0	5
KB902400	0	0	5
KB905749	0	0	5
KB899588	0	0	5
KB890047	0	0	5
KB885250	0	0	5
KB873333	0	0	5
KB888113	0	0	5

Patch report

The Patch report tab displays the Patch Name, Applied Count, Not Applied Count and Not Applicable Count. Clicking the numerical displays the patch name, details about the computer, the group it belongs to, IP address and User's name.



Computer Name	Group	IP Address	User's name	Operating System
A	Managed Computers	192.	r	Ubuntu Linux 16.10 64-Bit
E	Managed Computers	192.	ES	Windows XP Professional x64 Edition 64-bit
P	Managed Computers	192.	PR	Windows 7 Home Basic Edition 32-bit
W	Managed Computers	192.	W	Windows 8 Professional 32-bit
W	Managed Computers	192.	W	Windows 8.1 Professional 64-bit

Filtering Patch Report

To filter the Patch Report as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.

Enter the Patch Name and Computer Name to be included in the filtered report.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Patch Report will be filtered according to your preferences.

Exporting Patch Report

To export the Patch Report, click **Export Option**. Export Option field expands.

Select the preferred option and then click **Export**.
OR
To export a detailed report, select the preferred option and then click **Export Detailed Report**.
A success message appears.

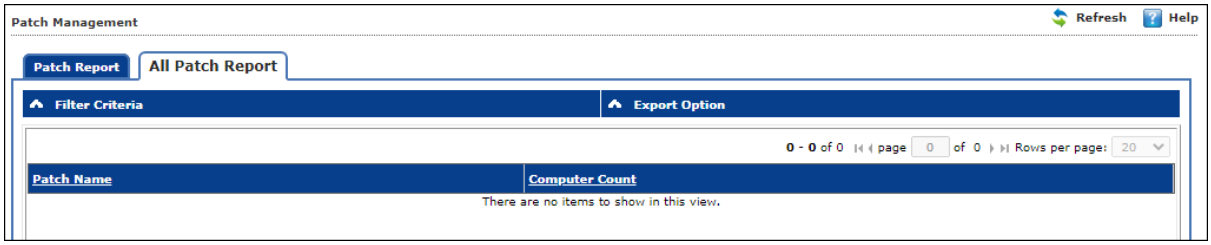
Click the link to open/download the file.

Other than security patch – for all patch Microsoft patch based on events
File AV > **Advanced Settings**

All Patch Report

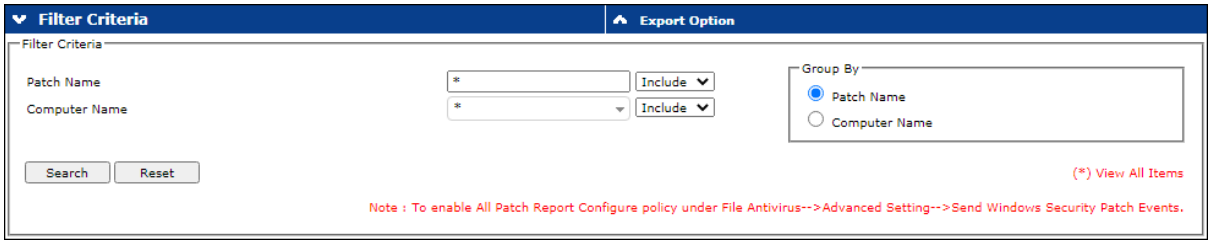
The All Patch Report tab displays all Microsoft patches based on following specific events.

- **1-KB patches**
- **2-Security Update**
- **4-Hotfix**
- **8-Update**
- **16-Service Pack**
- **31-All**



Filtering All Patch Report

To filter the All Patch Report as per your requirements, click **Filter Criteria** field.
Filter Criteria field expands.



Enter the **Patch Name** and **Computer Name** to be included in the filtered report.

NOTE	To enable All Patch Report Configure policy by going to **File Antivirus**--> **Advanced Setting**-->**Send Windows Security Patch Events**.

Include/Exclude
Selecting Include/Exclude for a parameter lets you include or exclude it from the report.

After making the necessary selections, click **Search.**
The Patch Report will be filtered according to your preferences.

Exporting All Patch Report

To export the All Patch Report, click **Export Option**. Export Option field expands.

Select the preferred option and then click **Export**.

OR

To export a detailed report, select the preferred option and then click **Export Detailed Report**.

A success message appears.

Click the link to open/download the file.

Notifications

This module lets you configure notifications for different actions/incidents that occur on the server. The Notifications module consists following submodules:

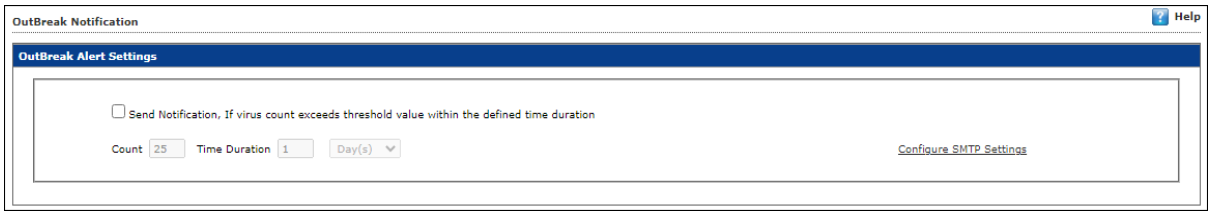
- **Outbreak Alert**
- **Event Alert**
- **Unlicensed Move Alert**
- **New Computer Alert**
- **Configure SIEM**
- **SMTP Settings**

Outbreak Alert

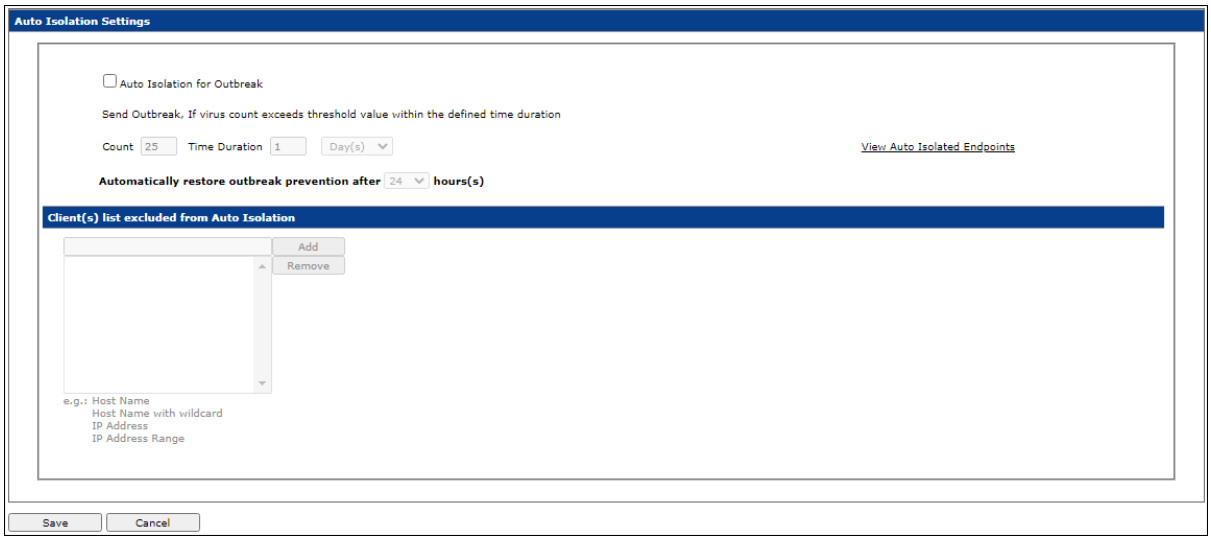
If the virus count exceeds the limits set by you, an outbreak email notification will be sent to the recipient.

To set an outbreak alert, follow the steps given below:

1. In the navigation panel, click **Notifications** > **Outbreak Alert**.
   Outbreak Notification screen appears.



2. Select the check box **Send notification**.
3. Enter the preferred values in Count and Time Limit field.

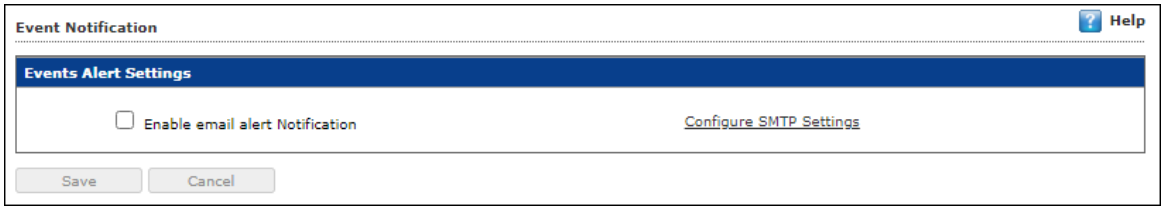


4. In **Auto Isolation Settings** section, select check box **Auto Isolation for Outbreak**.
5. Enter the preferred values in Count and Time Limit field.
6. Select the value in **Automatically restore outbreak prevention after hours(s)** field.
7. You can also add/remove clients list to exclude it from auto isolation in the below table. To do the same refer the following:
    - Enter the host name, IP Address, or IP address range and click **Add**.
    - To delete a particular client, select the client and click **Remove**.
8. After configuring accordingly, click **Save.** Outbreak Alert Settings will be saved.

NOTE	In order to receive notification emails, it is necessary to configure SMTP settings. Learn more about SMTP Settings by clicking **here**. To view the Auto-Isolated Endpoints, click **View Auto Isolated Endpoints** hyperlink. The list of auto-isolated endpoints will be displayed.

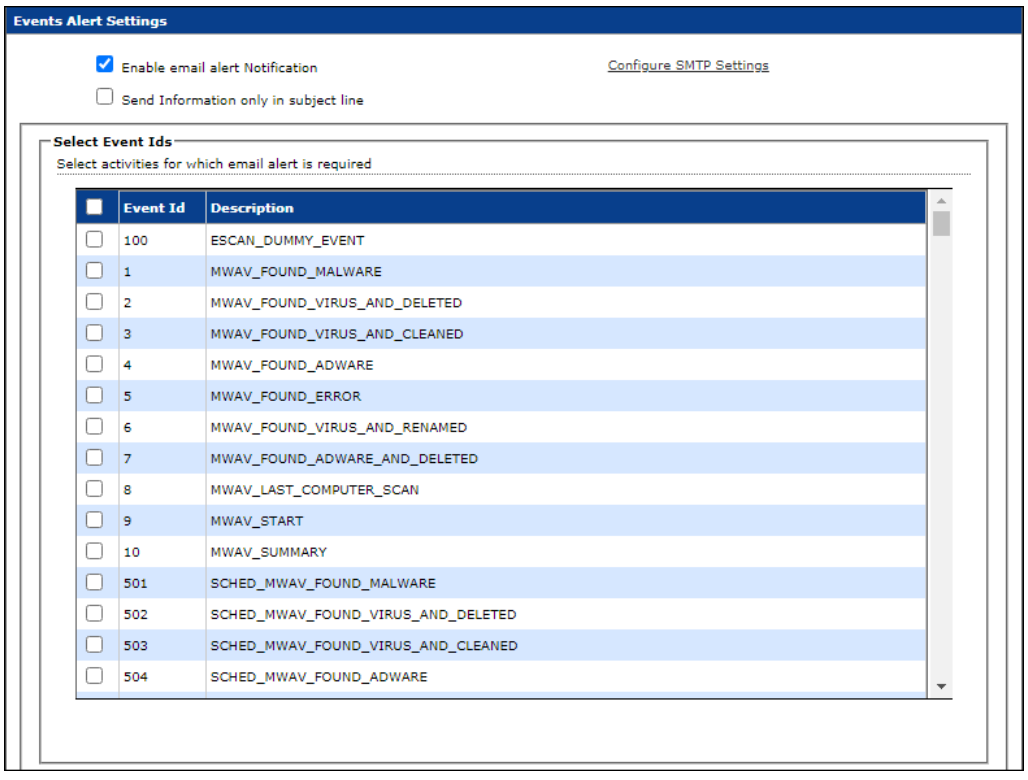
Event Alert

This submodule lets you enable email notifications about any event that occurs on the client computers connected to the server.

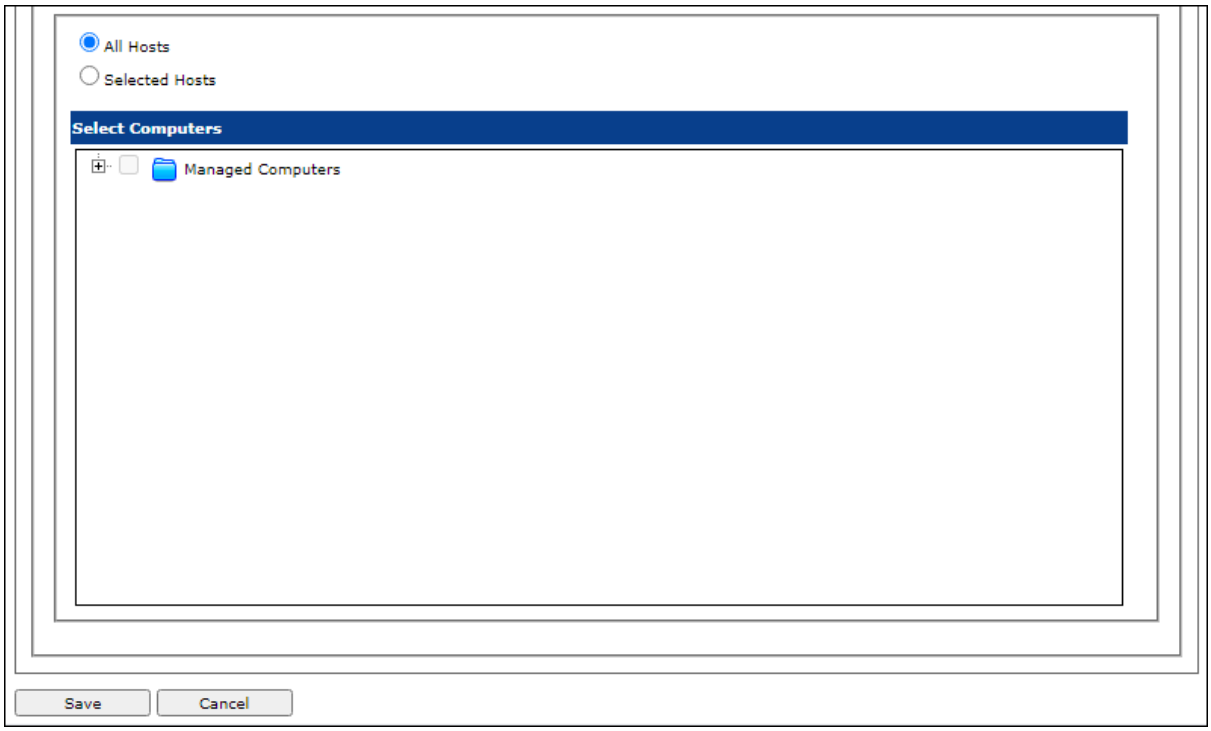


To enable the event alert,

1. In the navigation panel, click **Notifications** > **Event Alert**.
2. Select the check box Enable email alert Notification.
3. Select the events from the list for which you prefer an alert.



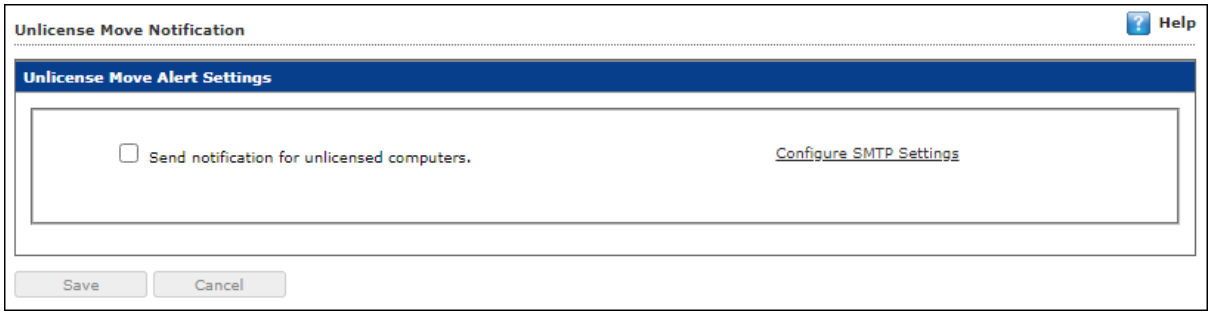
4. Select the required hosts or group.



5. Click **Save.**
   The Event Alert Settings will be saved.

Unlicensed Move Alert

This submodule lets you enable notification alert when a computer automatically moves to Unlicensed Computers category based on the setting done (under events and computers) for the computer which is not connected to the server for a long time.

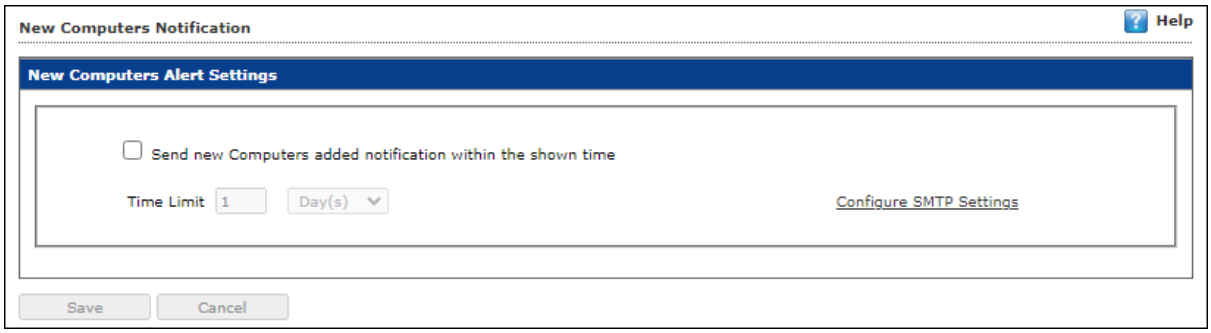


To enable the unlicensed move alert,

1. In the navigation panel, click **Notifications** > **Unlicensed Move Alert**.
2. Select the check box **Send notification for unlicensed computers**.
3. Click **Save**.
   The Unlicensed Move Alert Settings will be saved.

New Computer Alert

This submodule lets eScan send you a notification alert when a new computer is connected to the server within the IP range mentioned under the Managed Computers.

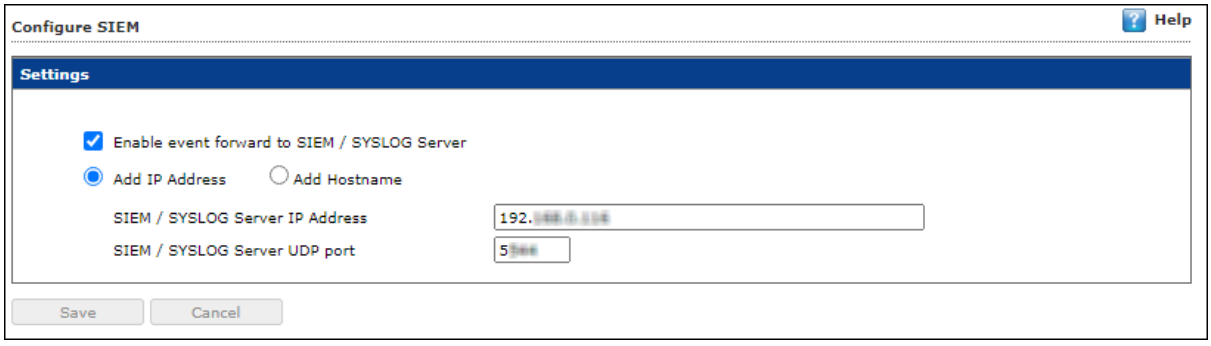


To enable the new computer alert, follow the steps given below:

1. In the navigation panel, click **Notifications > New Computer Alert**.
2. Select the check box **Send new Computers added notification within the shown time**.
3. Enter the preferred values in Time limit field.
4. Click **Save**.
   The New Computer Alert Settings will be saved.

Configure SIEM

SIEM technology provides real-time management of security events generated for hardware changes and applications installed/uninstalled/upgraded where eScan is installed. eScan is equipped with variety of features that facilitate real-time monitoring, correlating captured events, notifications and console views and provides long-term storage, analysis and reporting of data.



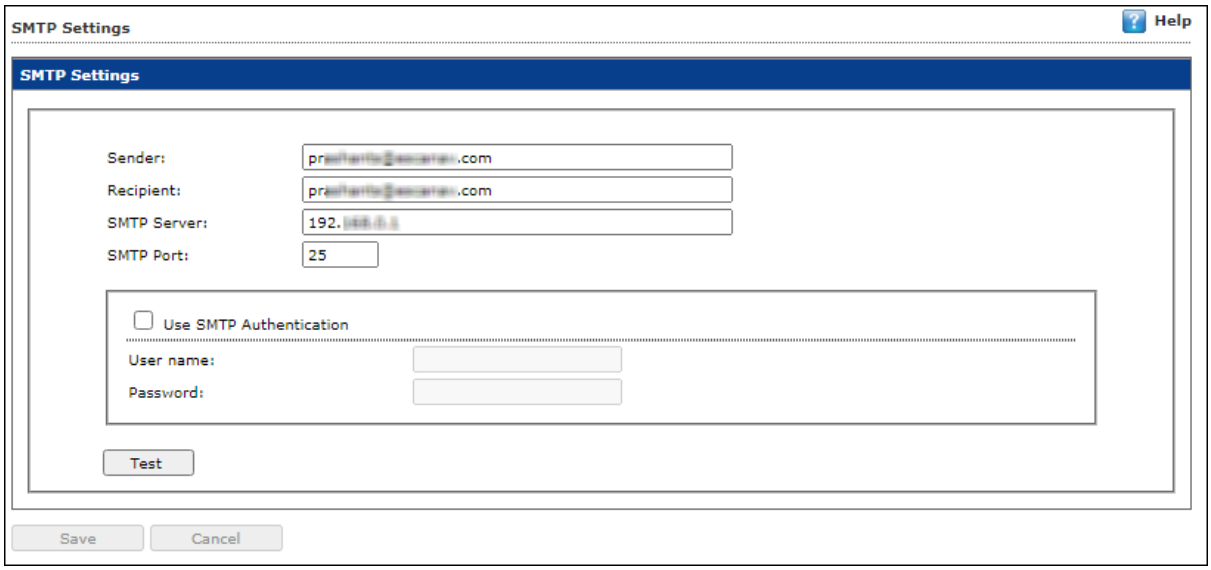
To configure SIEM, follow the steps given below:

1. In the navigation panel, click **Notification** > **Configure SIEM**.
2. Select the **Enable event forward to SIEM/SYSLOG Server** check box.

3. After selecting the check box, it will enable the rest of the options that can be configured. You can enter the details of the SIEM/SYSLOG Server.
4. Click **Save**.
   The SIEM settings will be saved.

SMTP Settings

This submodule lets you configure the SMTP settings for all the email notifications.



To configure the SMTP settings, follow the steps given below:

1. In the navigation panel, click **Notifications** > **SMTP Settings**.
2. Enter all the details.
3. Click **Save**.
   The SMTP Settings will be saved.

To test the newly saved settings, click **Test**.

Settings

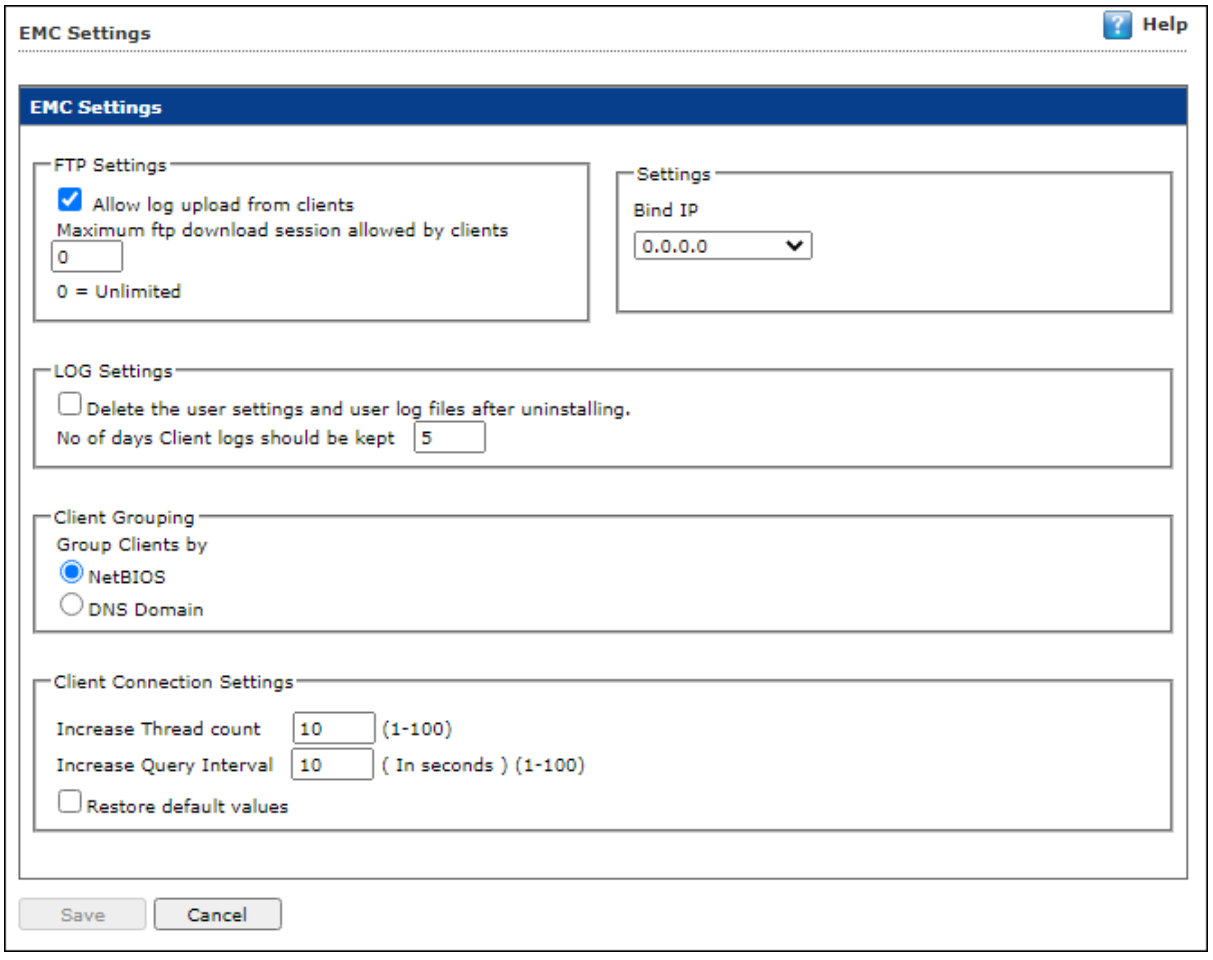
The Settings module lets you configure general settings. It contains following submodules.

- **EMC Settings**: This submodule lets you define settings for FTP sessions, Log Settings, Client Grouping and Client connection settings.
- **Web Console Settings**: This submodule lets you define settings for web console timeout, Dashboard Settings, Login Page settings, SQL Server Connection settings, SQL Database compression settings.
- **Update Settings**: This submodule lets you define settings for General Configuration, Update Notifications, and Scheduling.
- **Auto-Grouping**: This submodule lets you define settings for Grouping of computers after installation of eScan client is carried out.
- **Two-Factor Authentication**: This submodule lets you to add extra layer of protection to your endpoints.
- **Roaming Client**: This submodule allows the remote client to download all the updates via Cloud while Server uploads all the required client updates to Cloud.

EMC Settings

The **EMC** (eScan Management Console) **Settings** lets you configure the eScan Management Console. You can configure the FTP settings, Bind to IP Settings, Log Settings, Client Grouping and Client Connection Settings.

You can bind announcement of FTP server to particular IP by selecting the IP address in the list. However, you can choose to leave it as 0.0.0.0, which mean it will announce on all available interface/IP.



FTP Settings

This setting lets you approve the log upload from client computers. It also lets you set the maximum FTP download sessions allowed for client computers. (Note: 0 means unlimited)

Bind IP Settings

This setting lets you bind an IP address. Click the drop-down and select the preferred IP address for binding. The default IP address is 0.0.0.0.

Log Settings

This setting provides you with the option to delete the User settings and Log files after uninstallation of eScan from the computer. To enable the above setting, select the check box. After selecting the check box, you can store client logs for the preferred number of days.

Client Grouping

This setting lets you manually manage domains and computers grouped under them after performing fresh installations.

Select **NetBIOS**, if you want to group clients only by hostname.

Select **DNS Domain**, if you want to group clients by hostname containing the domain name.

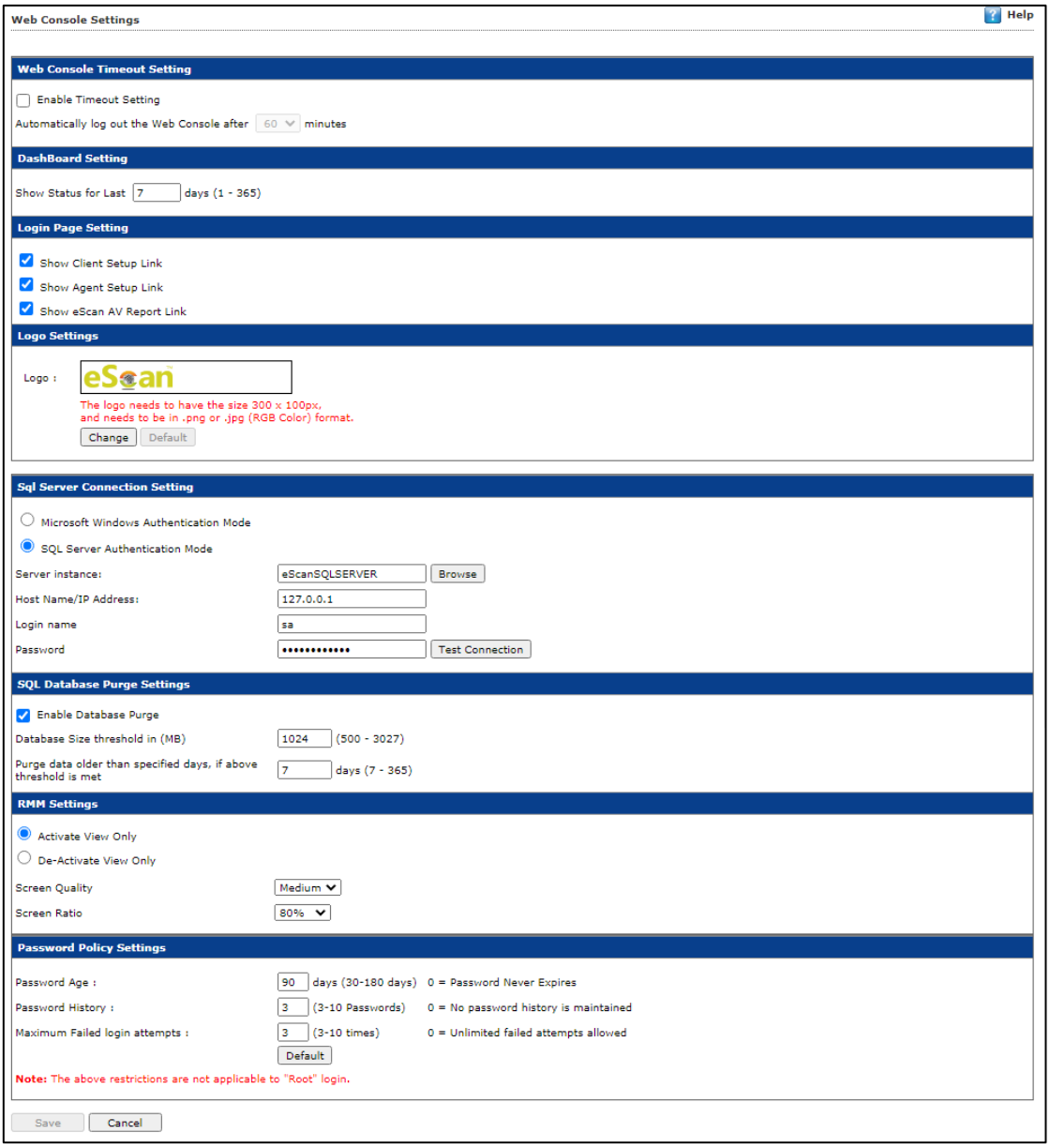
Client Connection Settings

This setting lets you modify **Thread Count** and **Query Interval** (In Seconds). To reset the values, select **Restore default values** check box.

After performing the necessary changes, click **Save**. The EMC Settings will be updated.

Web Console Settings

Web Console Settings submodule lets you configure web console Timeout, Dashboard, Login Page, SQL Server Connection, SQL Database compression, and Password Policy Settings.



Web Console Timeout Settings

To enable web console Timeout, select **Enable Timeout Setting** option.

After selecting the check box, click the drop-down and select the preferred duration.

Dashboard Setting
This setting lets you set number of days for which you wish to View the Status, Statistics and Protection Status Charts in the Dashboard. Enter the preferred number of days.

Login Page Setting
This setting lets you show or hide the download links shared for eScan Client setup, Agent setup and AV Report. To show the download links on login page, select the check boxes of respective links.

Logo Settings
This setting allows you to add the organization logo in PNG or JPEG format. So the console and reports will have the uploaded logo for customization.

To have the default eScan logo, click **Default**.
To have customized logo, click **Change**.

SQL Server Connection settings

This setting lets you select an authentication mode between Microsoft Windows Authentication Mode to SQL Server Authentication Mode. Select the **SQL Server Authentication Mode** and define **Server instance** and **Host Name** along with the credentials for connecting to the database.

Server Instance
It displays the current server instance in use. To select another server instance, click **Browse**. Select an instance from the list and click **OK**.

Hostname/IP Address
It displays the Hostname or IP Address of the server instance computer.

Enter the credentials in **Username** and **Password** fields.
To check whether correct credentials are entered, click **Test Connection**.

SQL Database Purge Settings

This setting lets you define the maximum SQL database size in MB and purge data older than the specified days. To enable SQL Database Purge Settings, select **Enable Database Purge** check box.
Enter the preferred value in **Database Size threshold in (MB)** field.
Enter the preferred number of days in **Purge data older than specified days, if above threshold** is met field.

RMM Settings

This setting lets you configure default RMM setting for connecting to client via RMM service:

Activate View Only

By default, after taking a remote connection, you can only view the endpoint screen and are unable to perform any activity.

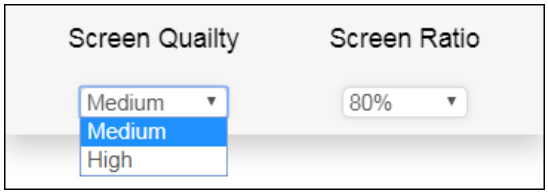
De-Activate View Only

To perform activity on an endpoint after taking remote connection, click **De-Activate View Only**.

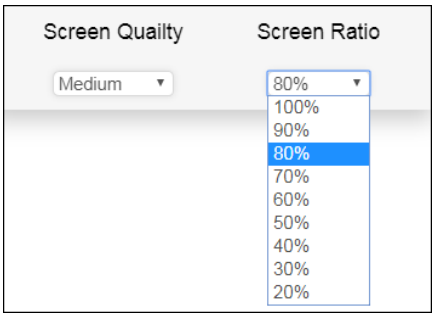
Screen Quality Settings

This option lets you configure the screen as per your requirements. It consists following suboptions:

- **Screen Quality** can be set to **Medium** or **High**.



- **Screen Ratio** can be set to anywhere from **20%** to **100%**.



NOTE	To build a safe RMM connection between a Client to Server, Client to Update Agent, and Update Agent to Server, ensure that ports 2219, 2220 and 8098 are open.

Password Policy Settings

This setting allows the admin to configure the password settings for other users.

- **Password Age**: Enter the preferred value (between 30-180); this will prompt user to reset the password after specified number of days. Here, 0 indicates that password never expires.
- **Password History**: Enter the preferred value (between 3-10); this maintains the password history for specified count. Here, 0 indicates, no password history is maintained.
- **Maximum Failed login attempts**: Enter the preferred value (between 3-10); this will restrict the user from logging after specified attempts. Here, 0 indicates unlimited login attempts.

NOTE	This setting will not be applicable for the root login

After making the necessary changes, click **Save.** The web console Settings will be updated.

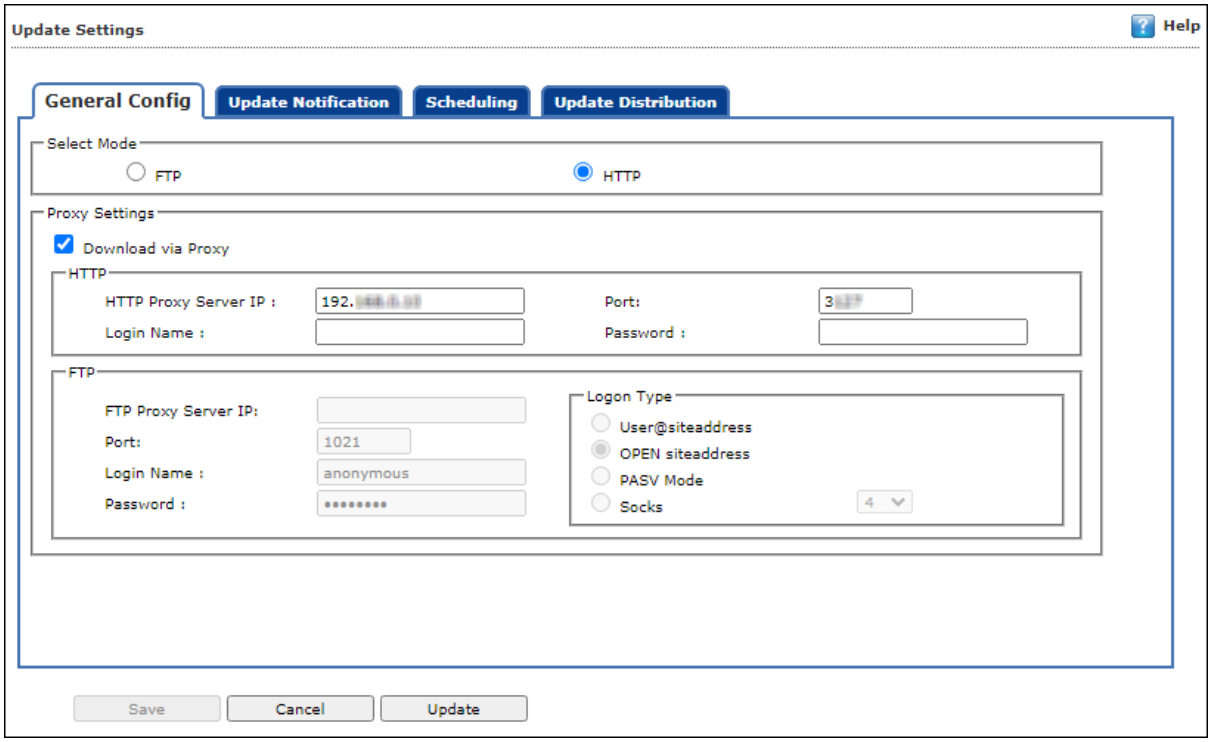
Update Settings

The Update Settings submodule keeps your virus definitions up-to-date and protects your computer from emerging species of viruses and other malicious programs. This submodule lets you configure update settings, update notifications and schedule updates according to your need.

You can configure eScan to download updates automatically either from eScan update servers or from the local network by using FTP or HTTP. You can configure following settings.

General Config

The **General Config** tab lets you configure update settings. The settings let you select the mode of update and configure proxy settings.



Select Mode

Select the mode for downloading updates. Following options are available:

- FTP
- HTTP

Proxy Settings

Proxy Settings lets you configure proxy for downloading updates.

To enable Proxy Settings, select **Download via Proxy** check box. You will be able to configure proxy settings depending on the mode of selection.

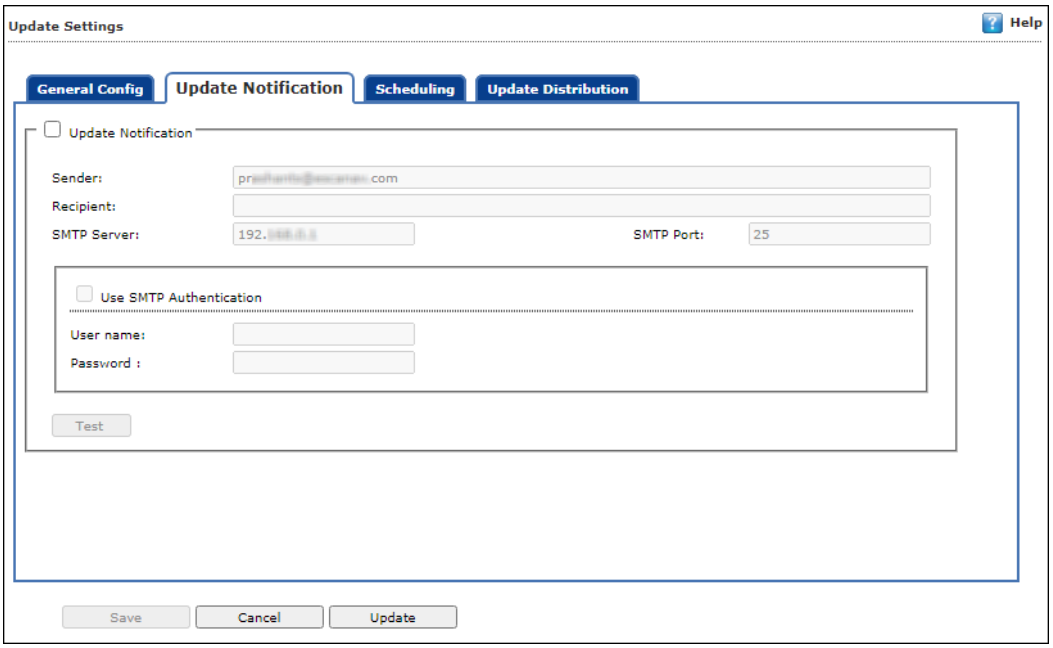
If you are using HTTP proxy servers, enter the HTTP proxy server IP address, port number and HTTP proxy server's authentication credentials.

If you are using FTP proxy servers, along with HTTP settings mentioned above you will have to enter FTP proxy server IP address, Port number, FTP proxy server's authentication credentials and Logon enter.

After filling the necessary data, click **Save > Update**. The General Config tab will be saved and updated.

Update Notification

The **Update Notification** tab lets you configure email address and SMTP settings for email notifications about database update.



Update Notification
To receive email notifications from eScan about virus signature database update, select this option.

Sender
Enter an email ID for sender.

Recipient
Enter the notification recipient's email ID.

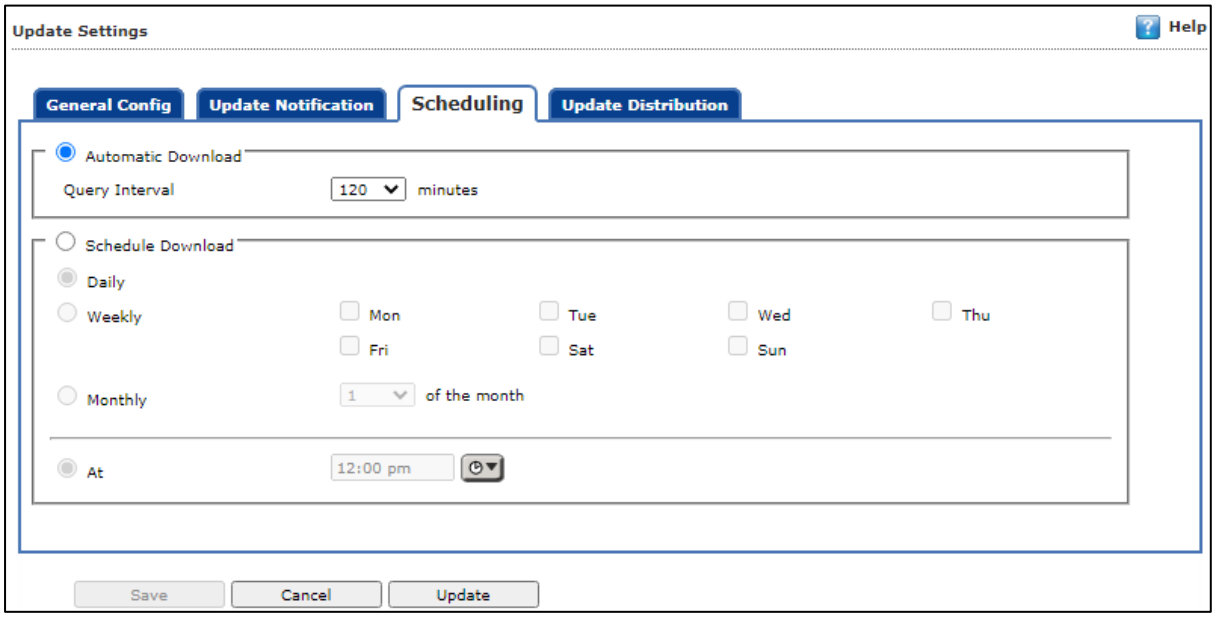
SMTP Server and Port
Enter the SMTP server's IP address and Port number in the respective fields.

Use SMTP Authentication
If the SMTP server requires authentication, select this check box and enter the login credentials in the **Username** and **Password** fields.

After filling the necessary data, click **Save > Update**. The Update Notification will be saved and updated.

Scheduling

The Scheduling tab lets you schedule updates with Automatic or Schedule Download mode.



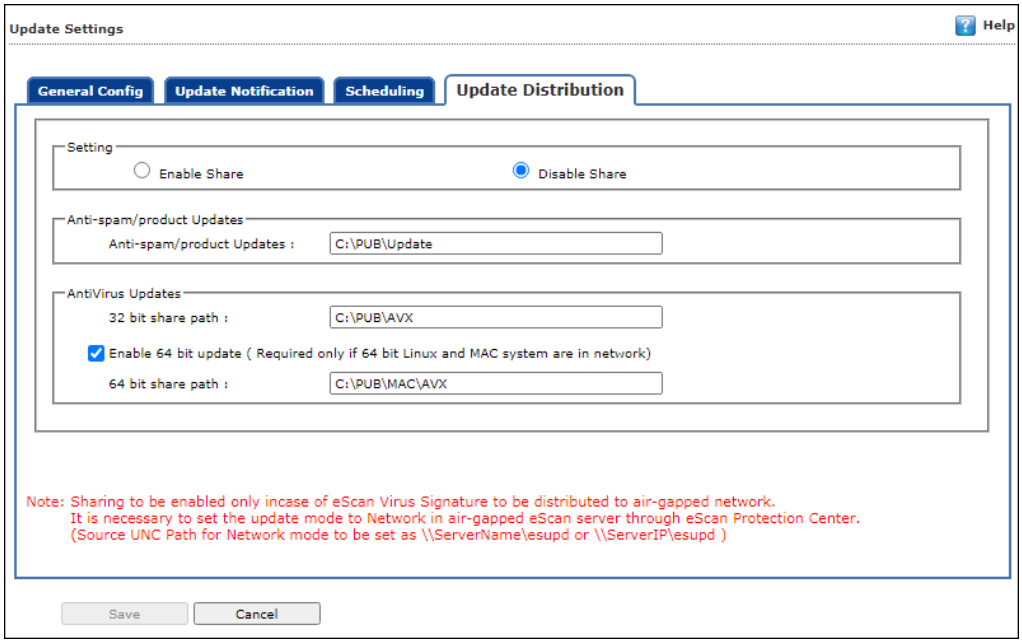
Automatic Download
The eScan Scheduler sends a query to the update server at set intervals and downloads the latest updates if available. To set an interval, click the **Query Interval** drop-down and select a preferred duration.

Schedule Download
The eScan Scheduler lets you set a schedule the download for daily, weekly, or monthly basis at a specified time. The scheduled query will be sent to the update server as per your preferences.

After filling the necessary data, click **Save** > **Update**. The Scheduling tab will be saved and updated.

Update Distribution

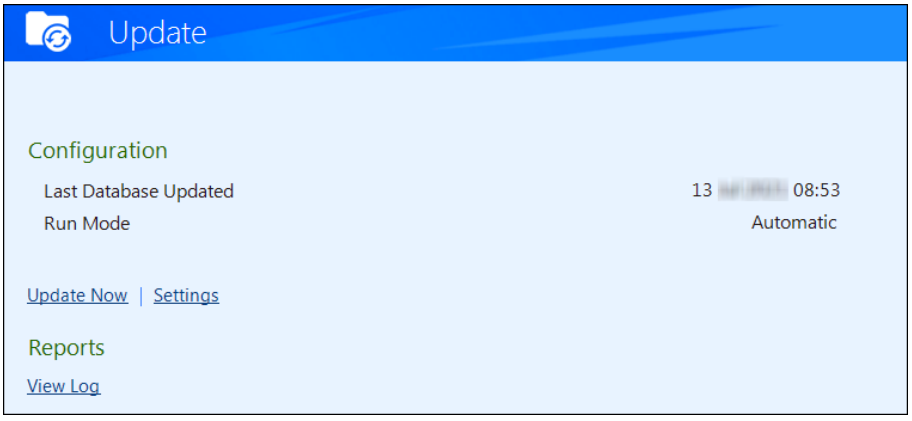
The Update Distribution tab allows the admin to enable and disable the sharing of eScan Virus signature to be distributed to air-gapped/isolated network.



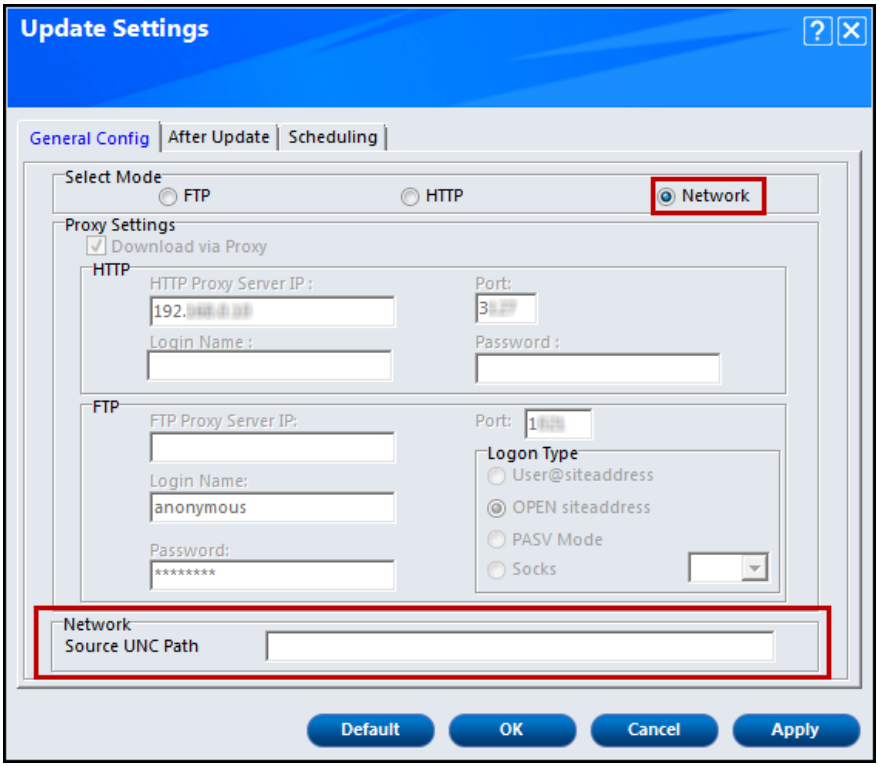
Select **Enable Share** in **Setting** section, this will allow the distribution of eScan Virus Signatures to the isolated/air-gapped network. After enabling this, it is mandatory to set the update mode to the network in network that is isolated/air-gapped through eScan Protection Center.

To update it, follow the below steps:

1. Open the eScan Protection Center in air-gapped network; click **Update** option present in the Quick Link section.



2. Click **Settings**. Update Settings window appears.

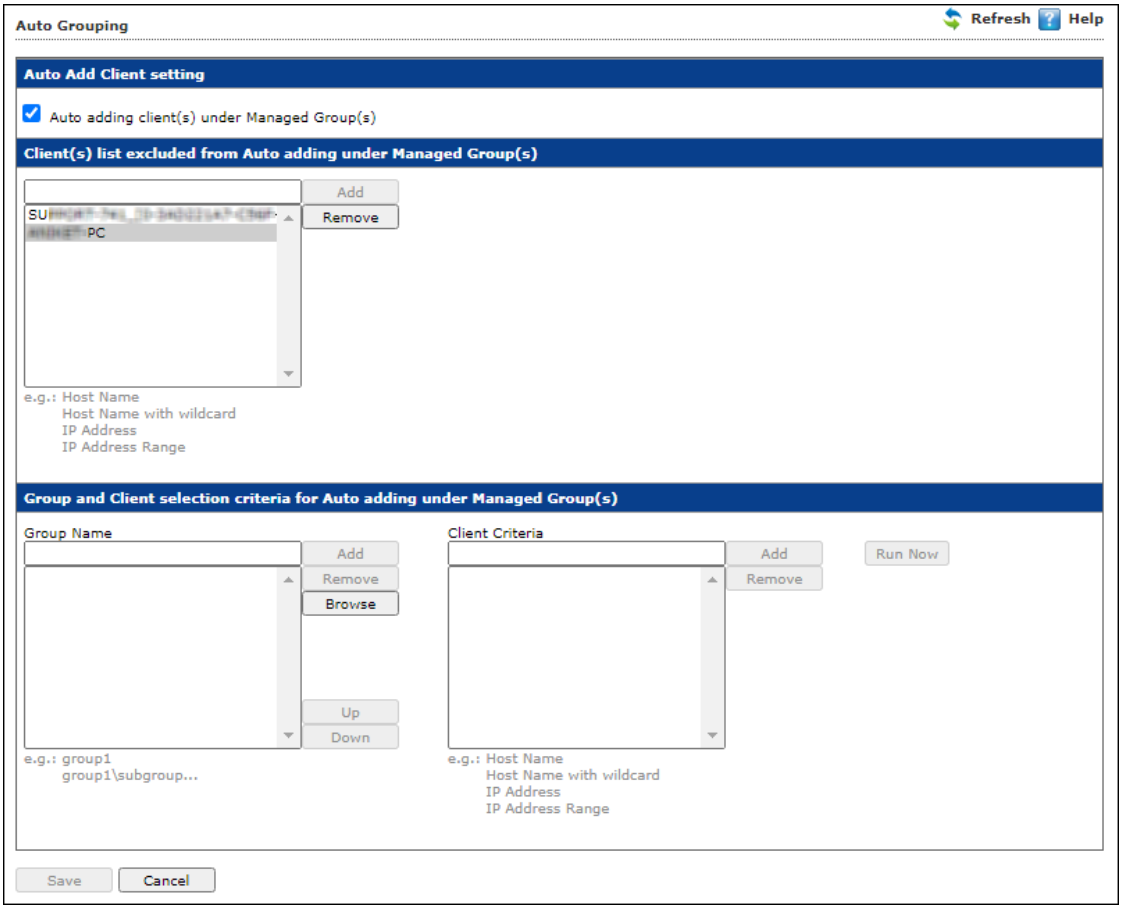


3. Select **Network** option and set the **Source UNC Path** as **\\ServerName\esupd** or **\\ServerIP\esupd**.
   E.g.: **\\192.0.2.0\esupd**
   After setting UNC path for the air-gapped network, the update will be available automatically to the Isolated/Air-gapped network.

Auto-Grouping

The Auto grouping submodule consists following subsections:

- **Auto Add Client setting**
- **Client(s) list excluded from Auto adding under Managed Group(s)**
- **Group and Client selection criteria for Auto adding under Managed Group(s)**



Auto Add Client setting

Selecting the check box **Auto adding client(s) under Managed Group(s)** enables automatic adding computers under Managed group(s) after manual installation of eScan client.

Client(s) list excluded from Auto adding under Managed Group(s)

Adding a client in this list ensures that it does not auto add itself again after you remove it from the Managed computer(s).

Group and Client selection criteria for Auto adding under Managed Group(s)
This section lets you define/create groups with client criteria for auto adding under managed group(s). You can add a list of clients under a particular group name here and then add it under the exclusion list if required.

Excluding clients from auto adding under Managed Group(s)

To exclude clients from auto adding under managed group(s), follow the steps given below:

1. Enter either the host name, host name with wildcard, IP address or IP address range.
2. Click **Add**. The computer will be displayed in the list below.

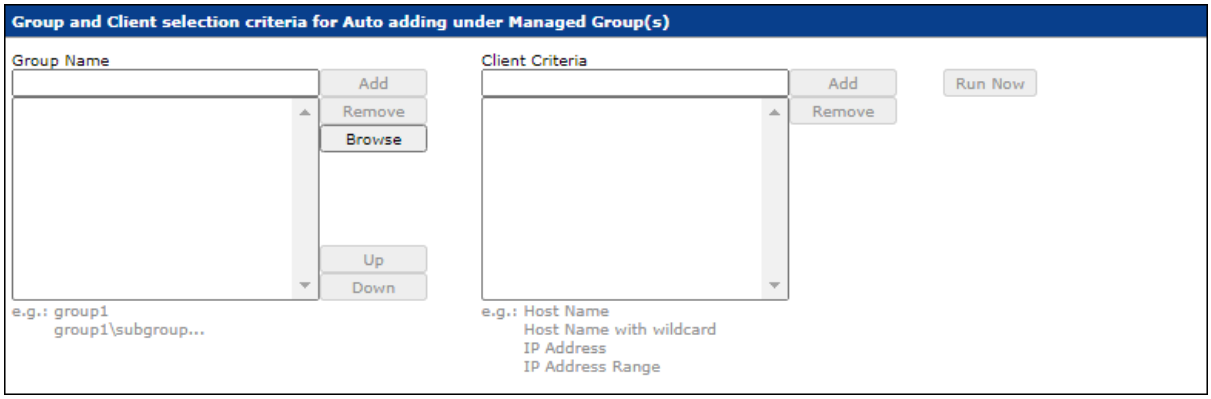
Removing clients from the excluded list

1. Select the computer you want to remove.
2. Click **Remove**. The computer will be removed from the list.

Group and Client selection criteria for Auto adding under Managed Group(s)
This feature can be used to automate the process of adding computers/clients under a particular group. This process is manually done under unmanaged computers.

Defining a group and client selection criteria for auto adding under managed computer(s)

To define group and client selection criteria for auto adding under managed groups(s), follow the steps given below:



1. Under the Group Name, enter the group's name and click **Add.**
   OR
   Click **Browse** and select the group from the existing list.

NOTE	To browse through the list of groups, click **Up** or **Down**.

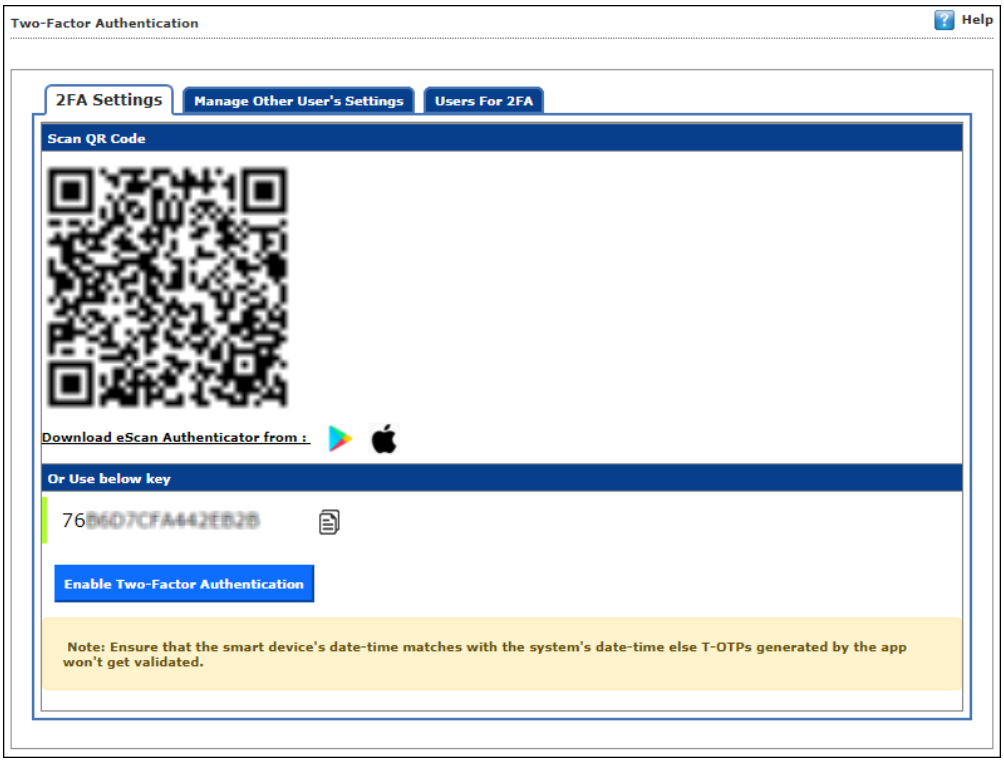
2. Select the group for which you want to define the criteria.
3. Under the Client Criteria, enter either Hostname, Hostname with wildcard, IP address or IP address range and click **Add.** The clients displayed in the list will be added under the selected group.
4. Click **Save**. The client will be saved under that group.
5. To apply the settings for the newly added client, click **Run Now**.

Two-Factor Authentication (2FA)

The system login password is Single-Factor Authentication which is considered unsecure as it may put your organization's data at high risk of compromise. The Two-Factor Authentication, also more commonly known as 2FA, adds an extra layer of protection to your eScan web console login.

The 2FA feature mandates you to enter a Time-based One-Time Password (TOTP) after entering eScan credentials. So, even if somebody knows your eScan credentials, the 2FA feature secures data against unauthorized logins. Only administrator can enable/disable the 2FA feature. It can also be enabled for added users as well.

To use 2FA login feature, you need to install the Authenticator app for Android devices from Play Store or for iOS devices from App Store on your smart device. The Authenticator app needs camera access for scanning a QR code, so ensure you get an appropriate approval to use device camera in your organization. If a COD or BYOD policy restricts you from using device camera in your organization, enter the Account Key in the Authenticator app.



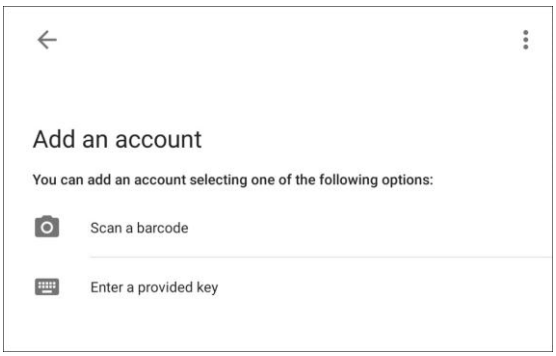
NOTE	Ensure that the smart device's date and time matches with the system's date and time or else TOTPs generated by app won't get validated.

IMPORTANT	We recommend that you save/store the **Account Key** in offline storage or a paperback copy, in case you lose the account access.

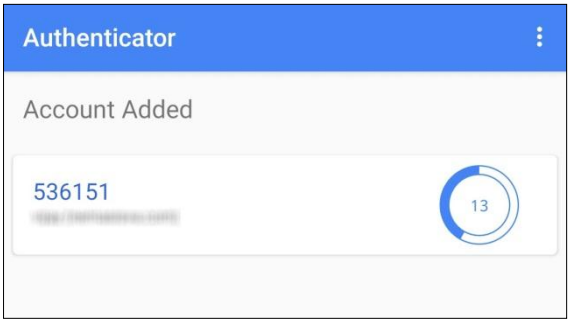
Enabling 2FA login

To enable 2FA login,

1. Go to **Settings** > **Two-Factor Authentication**.
2. Open the Authenticator app.
   After basic configuration following screen appears on smart device.

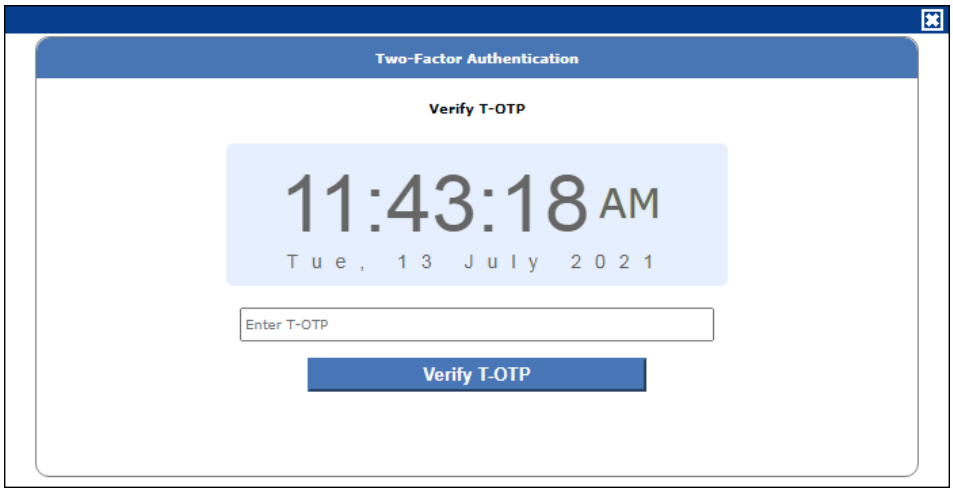


3. Select a preferred option. If you tapped **Scan a barcode**, scan the onscreen QR code via your smart device. If you tapped **Enter a provided key**, enter the Account Key and then tap **ADD**.
   After scanning the Account QR code or entering Account Key the eScan server account gets added to the Authenticator app. The app then starts displaying a Time-based One-Time Password (TOTP) that is valid for 30 seconds.

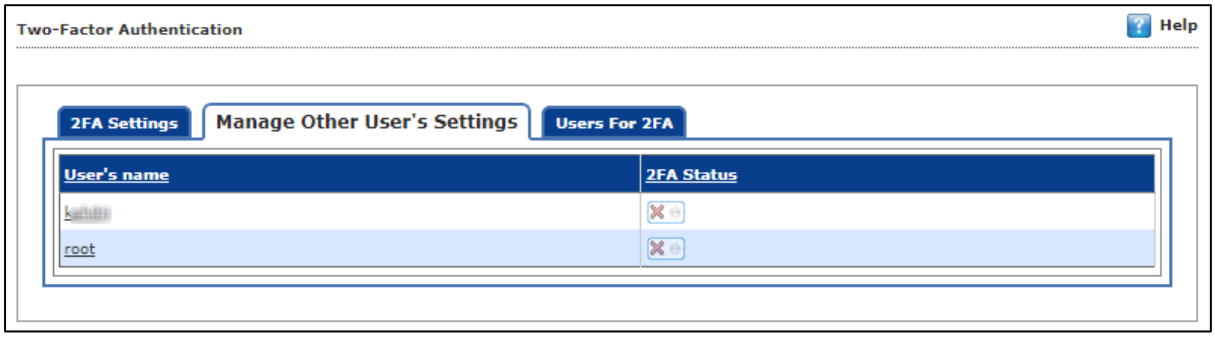


4. Click **Enable Two-Factor Authentication**.

Verify TOTP window appears.



5. Enter the TOTP displayed on smart device and then click **Verify TOTP**.
   The 2FA login feature gets enabled.
6. To apply the login feature for specific users, click **Manage Other User Settings** tab. The tab displays list of added users and whether 2FA status is enabled or disabled.
   - 2FA Disabled
   - 2FA Enabled



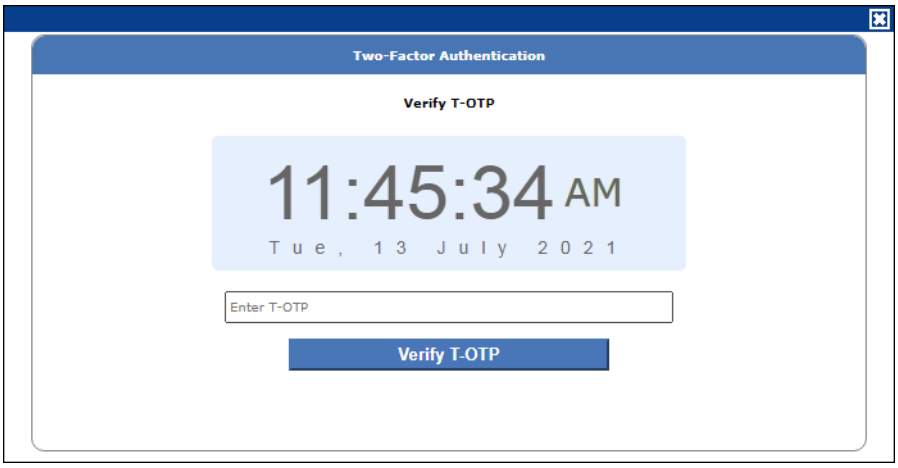
7. To enable 2FA login for an added user, click the button to check icon.
   The 2FA login for added users gets enabled. After enabling the 2FA login for users, whenever they log in to eScan web console Verify TOTP window appears.

Disabling 2FA login

To disable 2FA login,

1. Go to **Settings** > **Two Factor Authentication**.
2. Click **Disable Two-Factor Authentication**.

Verify TOTP window appears.

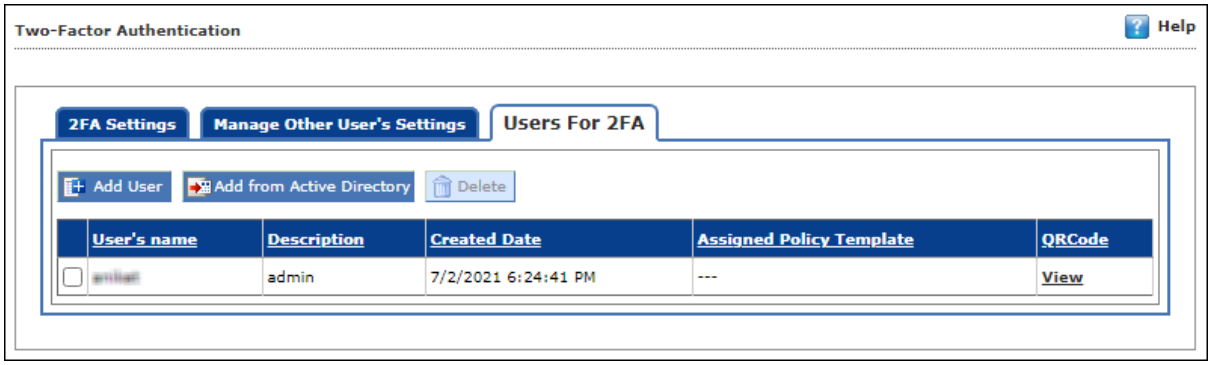


3. Enter the TOTP and then click **Verify TOTP**.
   The 2FA feature gets disabled.

NOTE	After disabling the 2FA feature and enabling it again, the 2FA login status will be reinstated for added users.

Users For 2FA

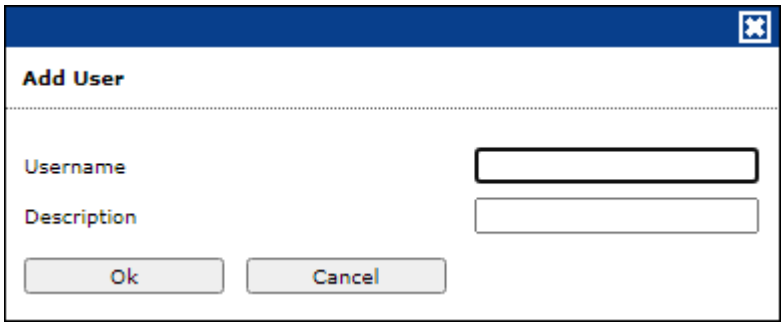
This tab helps to add the users and apply 2FA to the endpoints via policy template. The users can be added directly or from Active directory.



Method 1: Adding user

To add users for the same, follow the below steps:

1. Go to **Settings** > **Two-Factor Authentication** > **Users For 2FA**.
2. Click **Add User**.
   Add User window appears.

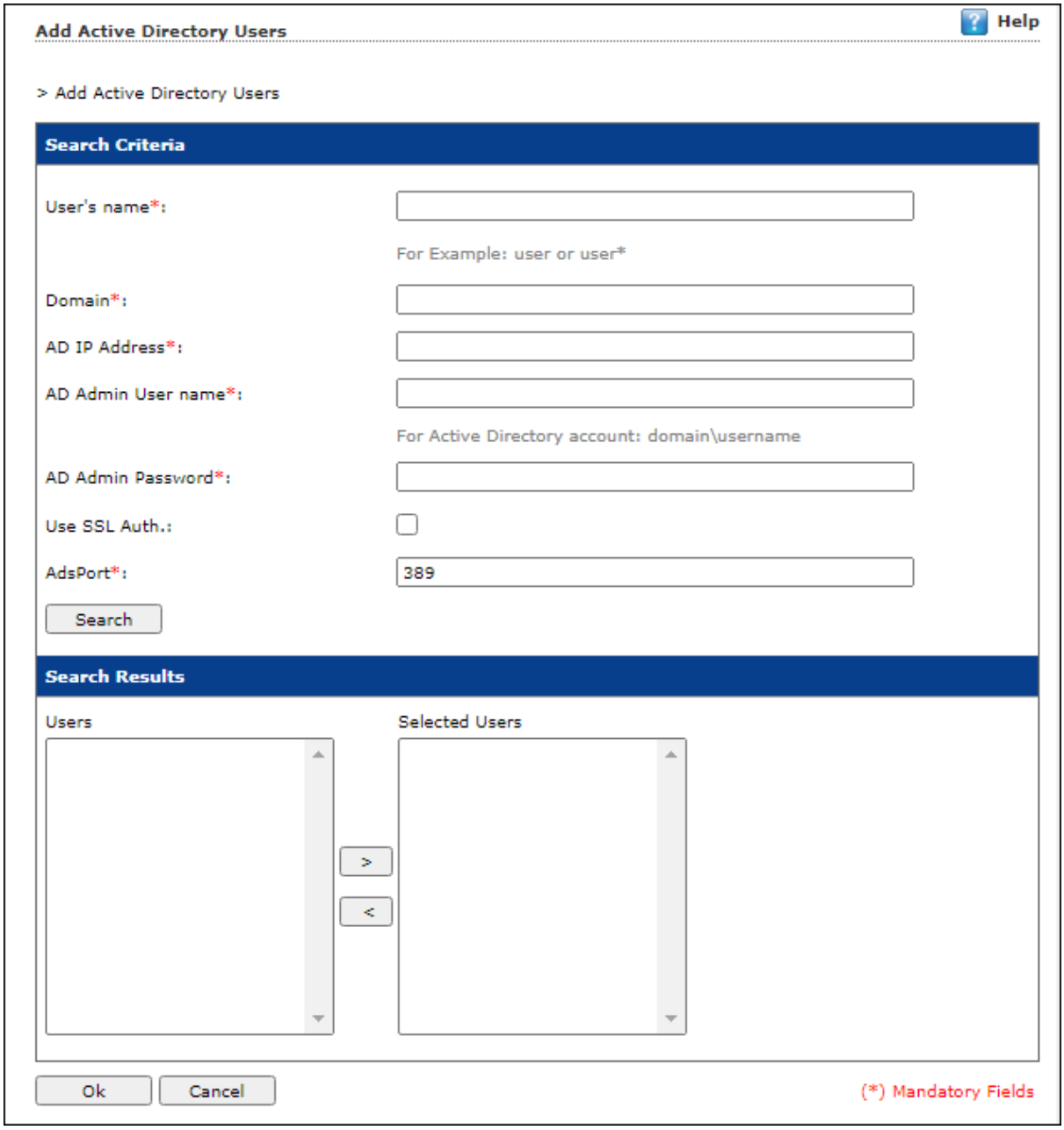


3. Enter the **Username** and **Description**.
4. Click **OK**.

Method 2: Adding User from Active Directory

To add users from Active Directory, follow the below steps:

1. Go to **Settings** > **Two-Factor Authentication** > **Users For 2FA**.
2. Click **Add from Active Directory**.
   Add Active Directory Users window appears.



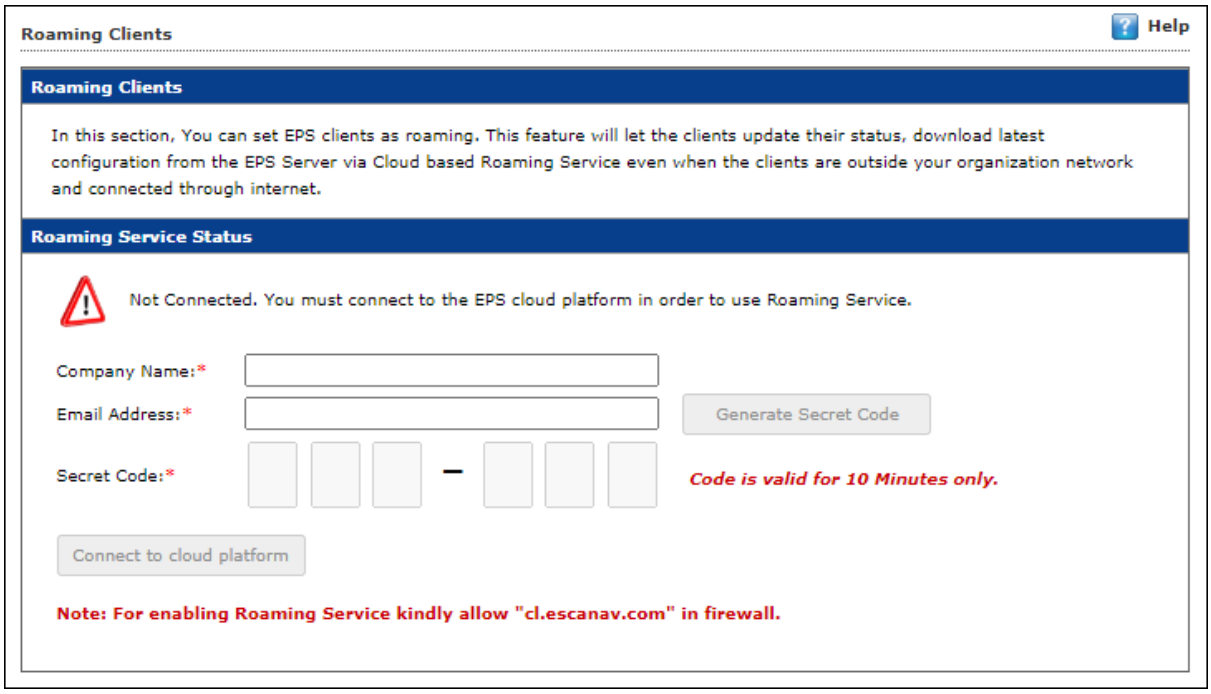
3. Enter the required information.
4. Click **Ok**.
   The Active Directory Users will be added.

Roaming Clients

Roaming Clients submodule provides protection for the remote endpoints when not connected to the organization network, adding another layer of security. According to the needs of the business, admins might want to continue the protection of roaming client on the organization network. Using this feature admin can provide protection for such clients connected to both organization network and also to internet via cloud.

This feature is quite helpful for the remote clients. Apart from it, it does not require any additional machine set up apart from the (on-premise) EPS Server in the network. All the communication is handled by the EPS Server via Cloud to the client having stable internet connection.

Here, the remote clients will update their status, download the latest configuration from the EPS Server via Cloud.

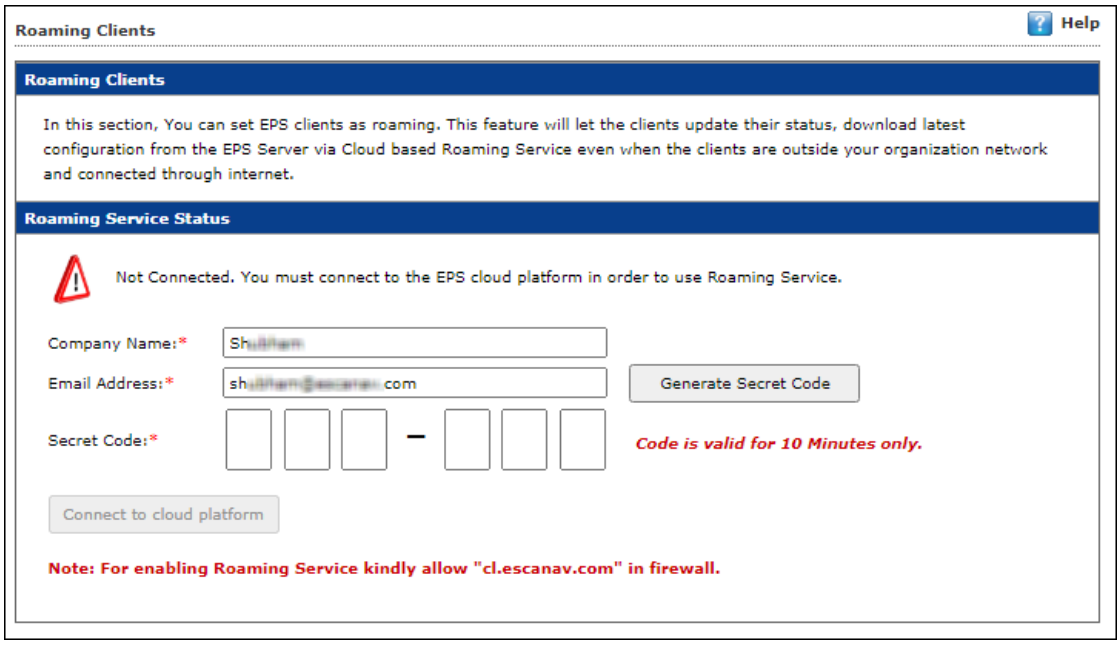


This service allows admin to apply policies to the client from EPS Server. All events from the clients such as Application Control Scan, Vulnerability Scan, Virus Scan, etc. are collected and managed on EPS server via Cloud Platform.

Adding Roaming Client

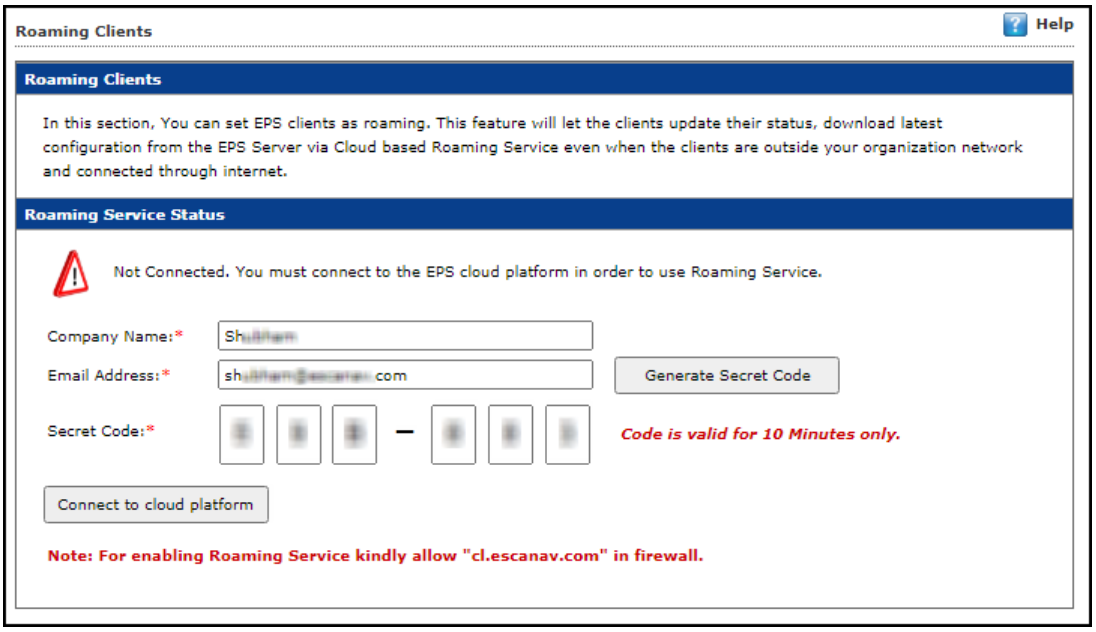
To add roaming client, it is mandatory to connect to the Cloud Platform. Follow the below steps, to do the same:

1. Go to **Settings** > **Roaming Clients**.
2. Enter the company name and email address.
3. Click **Generate Secret Code**.

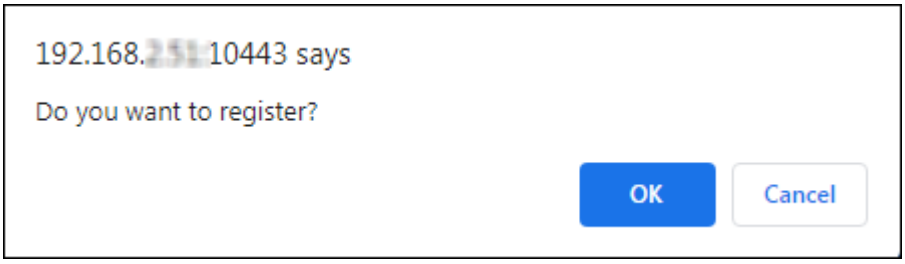


A secret security code will be generated and sent to given email address.

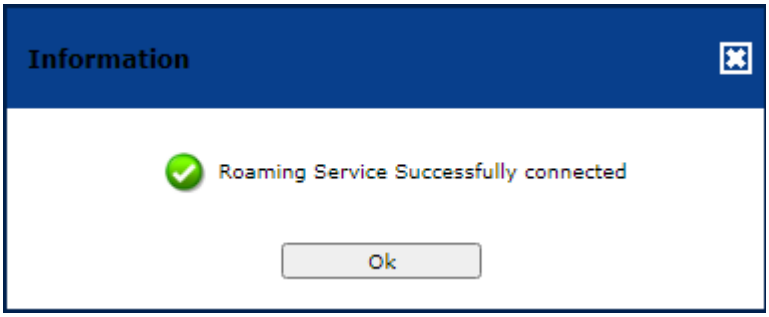
4. Enter the secret code received via email, click **Connect to cloud platform**.



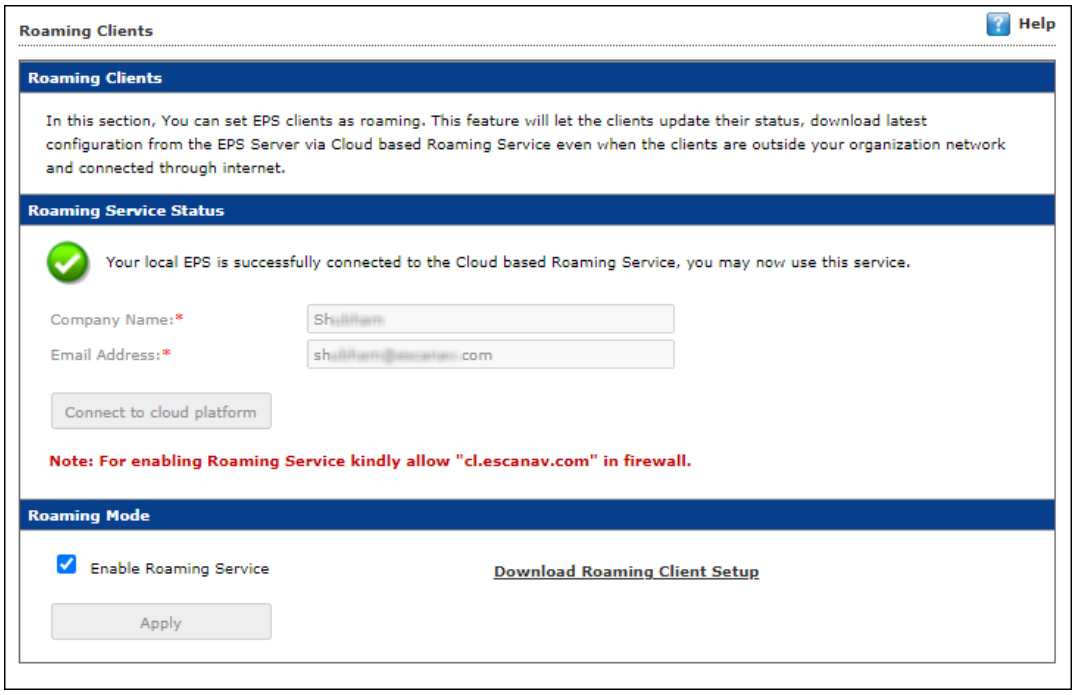
5. A confirmation window appears. Click **OK**, this will authenticate and allows to connect to Cloud Platform.



An information window appears.



6. After connecting to the cloud platform successfully, you can manually enable and disable the roaming service.



7. Click **Download Roaming Client Setup** to download the setup file. Install the set up file in the client system to make it as roaming client and it should be connected to the internet.

NOTE	eScan Server should be able to communicate to eScan Cloud Server. To allow communication, make sure the following URL and port is allowed under Gateway Security device. **URL**: cl.escanav.com **Port**: 10443, 2221 The client system should be connected to the internet.

Installing Roaming Clients

To install Roaming Clients setup, follow the below steps:

1. Go to **Settings** > **Roaming Clients** > **Download Roaming Client Setup**.
2. Transfer the file to the client system.
3. Double-click and install the setup file.
   It will connect to eScan Cloud Server and automatically gets added and managed by eScan EPS Server.

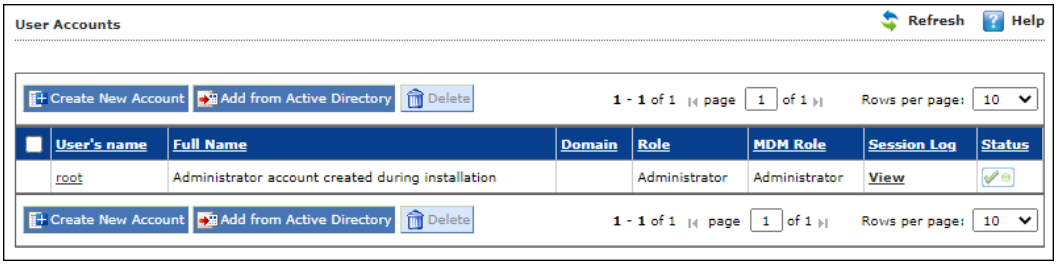
Administration

The Administration module lets you create User Accounts and allocate them Admin rights for using eScan Management Console. In a large organization, installing eScan client on all computers may consume lot of time and efforts. With this option, you can allocate rights to the other employees and allow them to install eScan Client, implement Policies and Tasks.
The Administration module consists following submodules:

- **User Accounts**
- **User Roles**
- **Export & Import**
- **Customize Setup**
- **Audit Trail**

User Accounts

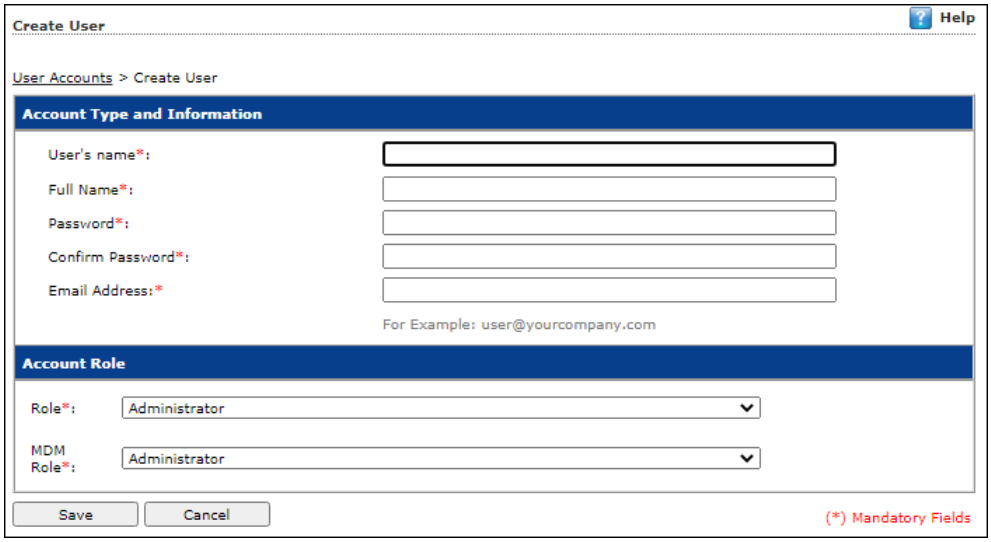
For a large organization, installing eScan Client and monitoring activities may become a difficult task. With User Accounts submodule, you can create new user accounts and assign Administrator role to added users and reduce the workload. This submodule displays a list of users and their details like Domain, Role, Session Log and Status.



Create New Account

To create a User Account,

1. In the User Accounts screen, click **Create New Account**.
   Create User form appears.

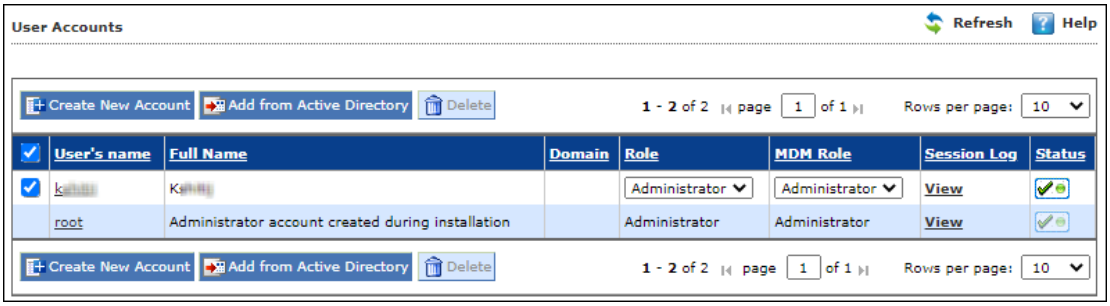


2. After filling all the details, click **Save**.
   The user will be added to the User Accounts list.

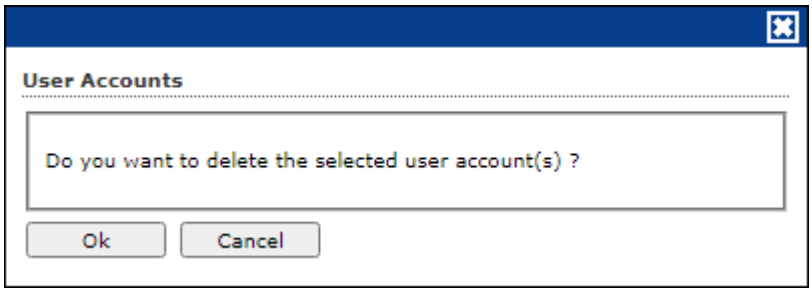
Delete a User Account

To delete a user account

1. In the User Accounts screen, select the user you want to delete.



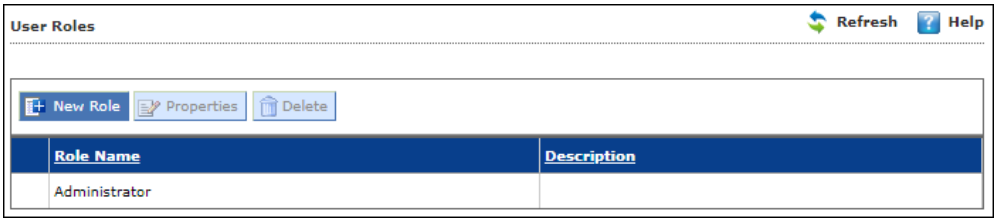
2. Click **Delete**.
   A confirmation prompt appears.



3. Click **OK**.
   The User Account will be deleted.

User Roles

The User Roles submodule lets you create a role and assign it to the **User Accounts** with variable permissions and rights as defined in the role being assigned to them. It can be an Administrator role with set of permissions and rights Group Admin Role or a Read only Role.

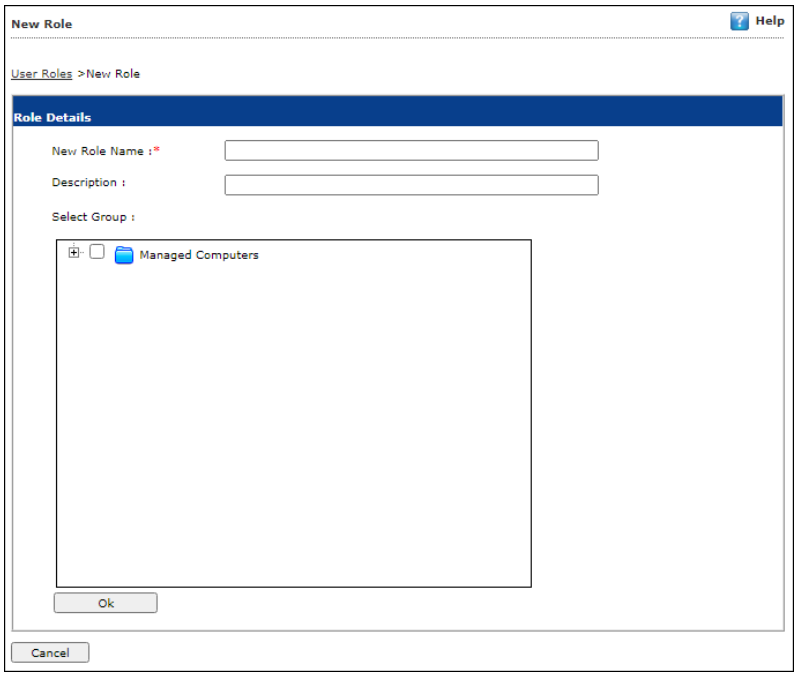


You can re-define the Properties of the created role for configuring access to various section of eScan Management Console and the networked Computers. It also lets you delete any existing role after the task is completed by them. It allows the administrator to give permission to sub administrators to access defined modules of eScan and perform installation/uninstallation of eScan Client on network computers or define Policies and tasks for the computers allocated to them.

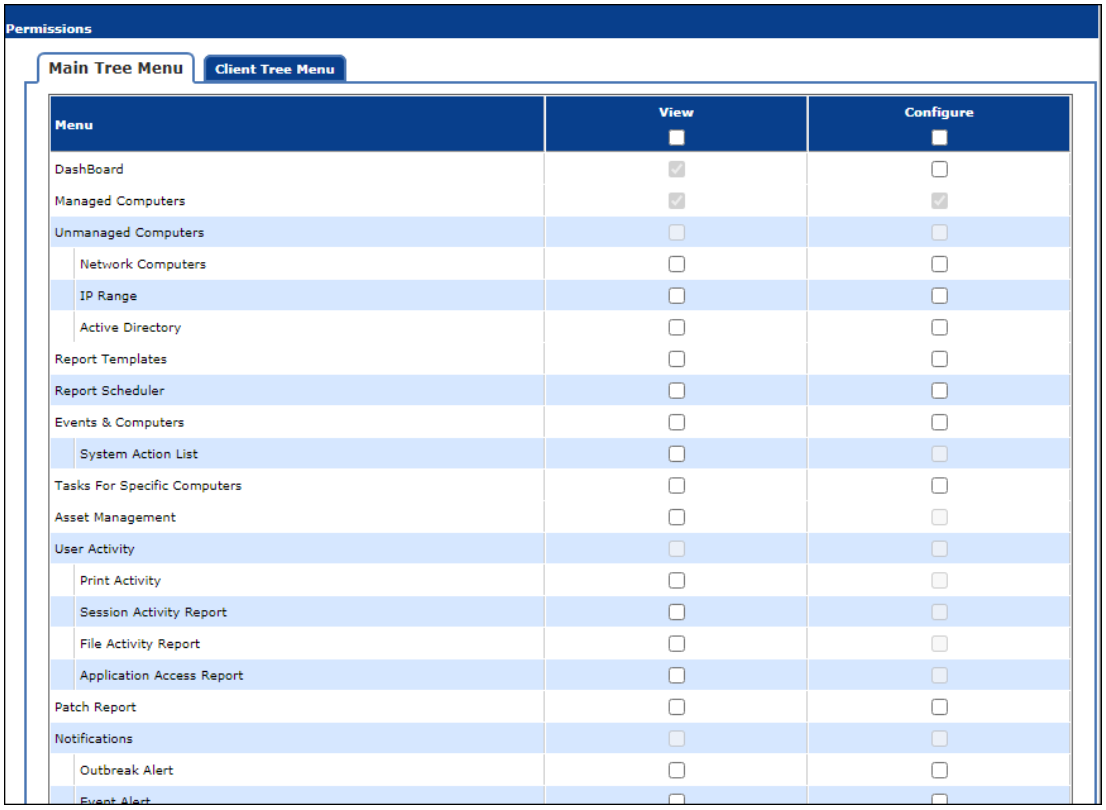
New Role

To add a user role,

1. In the User Roles screen, click **New Role**.
   New Role form appears.



2. Enter name and description for the role.
3. Click **Managed Computers** and select the specific group to assign the role.
   The added role will be able to manage and monitor only the selected group's activities.
4. Click **OK.**
   Permissions section appears displaying Main Tree Menu and Client Tree Menu tabs. The Main Tree Menu consists of Navigation Panel Access permissions while the Client Tree Menu consists of selected groups on which permissions the user is allowed to take further.

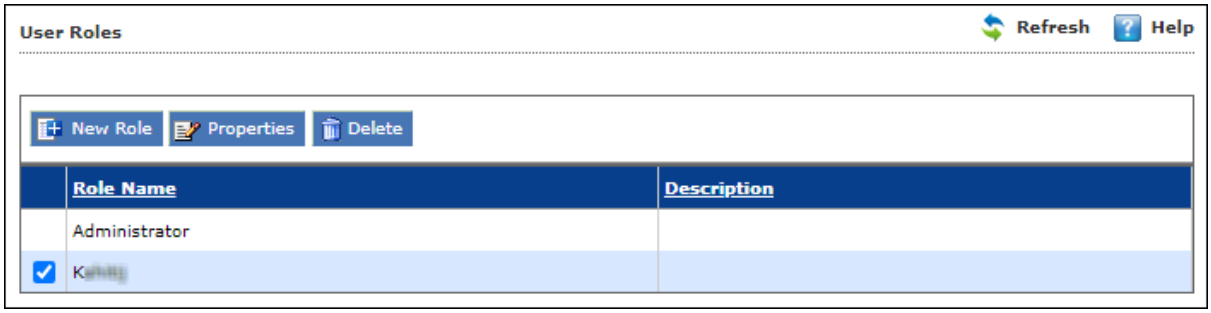


5. Select the check boxes that will allow the role to view/configure the module.
6. After selecting the necessary check boxes, click **Save**.
   The role will be added to the User Roles list.

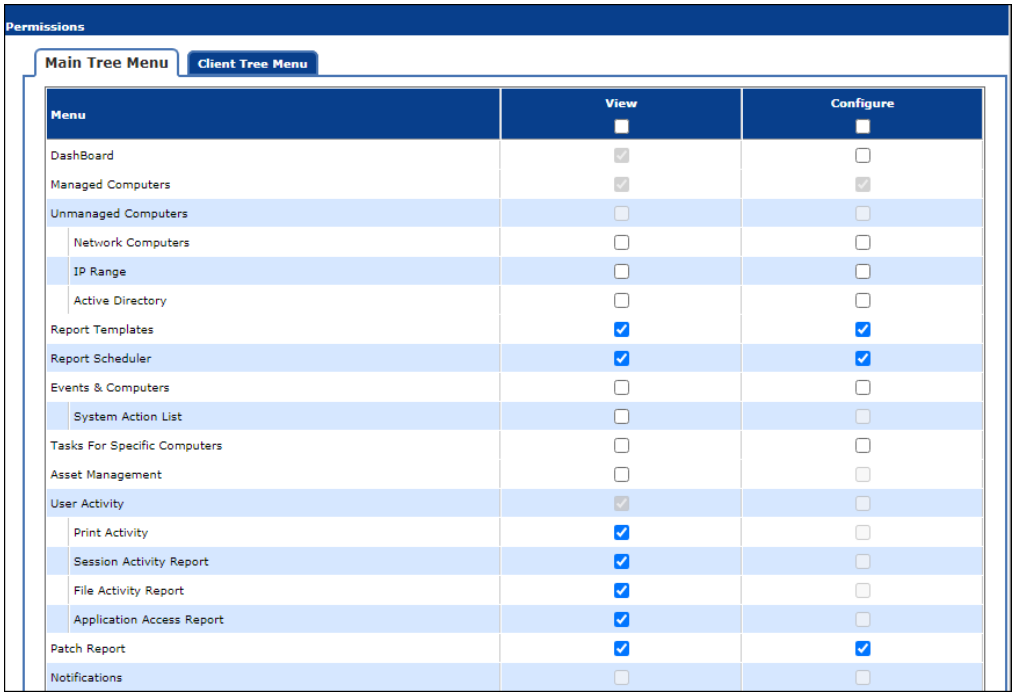
View Role Properties

To view the properties of a role

1. In the User Roles screen, select a role.
2. This enables **Properties** and **Delete** buttons.

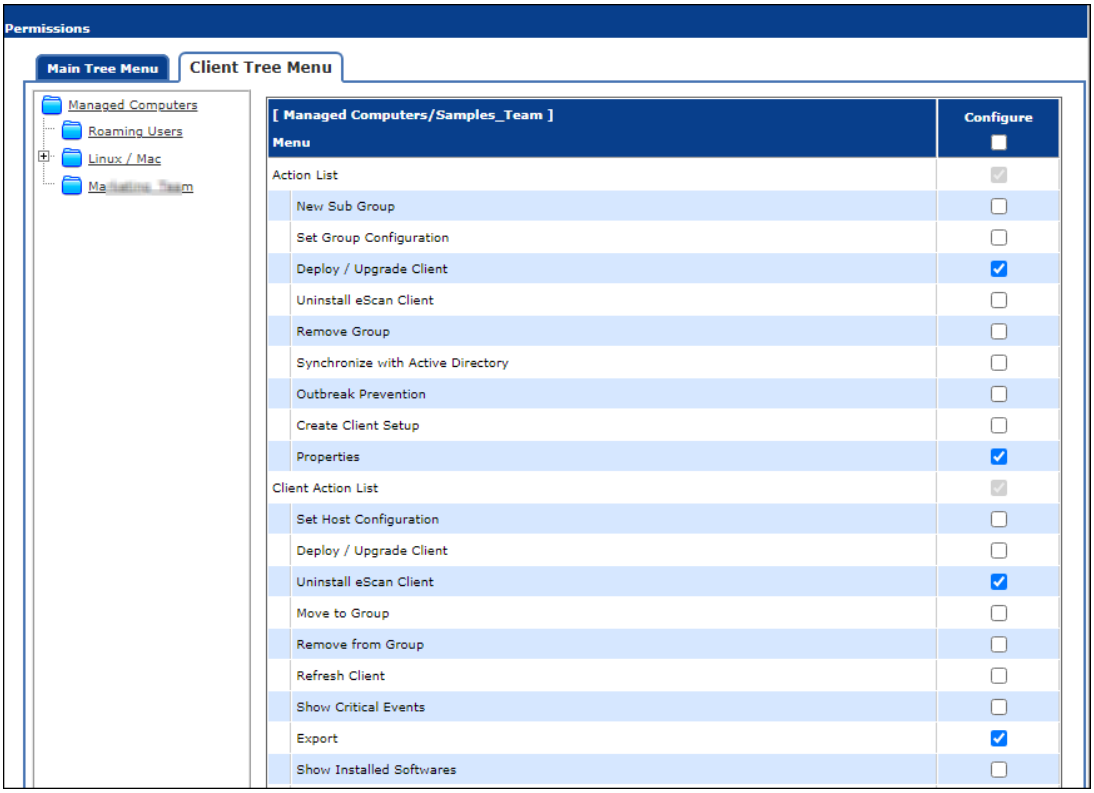


3. Click **Properties**.
   Properties screen appears. It lets you modify role description, permissions for accessing and configuring modules and assign the role to other groups by clicking **Select Group Tree**.



4. To modify client configuration permissions, click **Client Tree Menu**.
   Client Tree Menu

Define the Actions that the created role can configure for the allocated group. The menu has Action List, Client Action List, Select Policy Template, Policy Criteria, and Group Tasks.

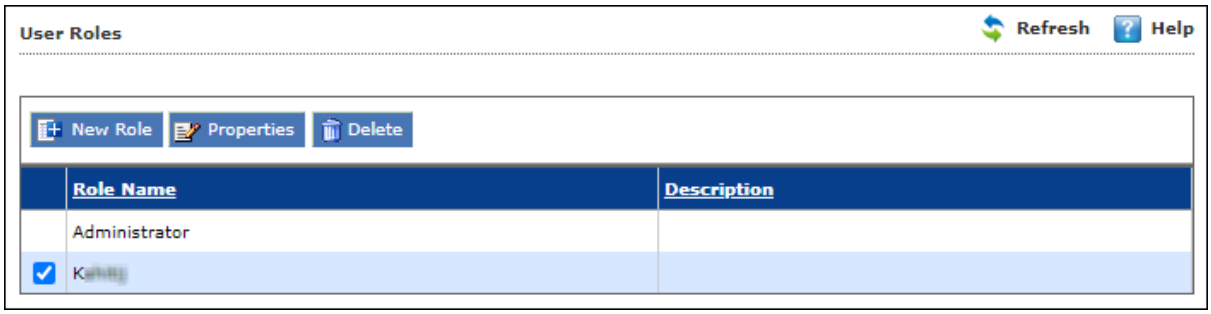


5. To let the role configure these actions, under the Configure column select the check boxes of corresponding actions.
6. Click **Save**.
   The Role Properties will be updated accordingly.

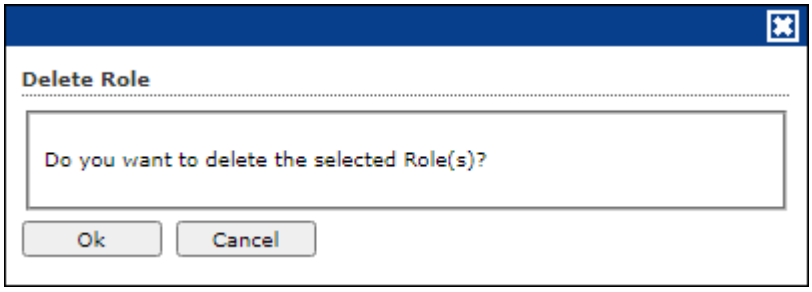
Delete a User Role

To delete a user role

1. In the User Roles screen, select the user role you want to delete**.**



2. Click **Delete**.
   A delete confirmation prompt appears.



3. Click **OK**.
   The User Role will be deleted.

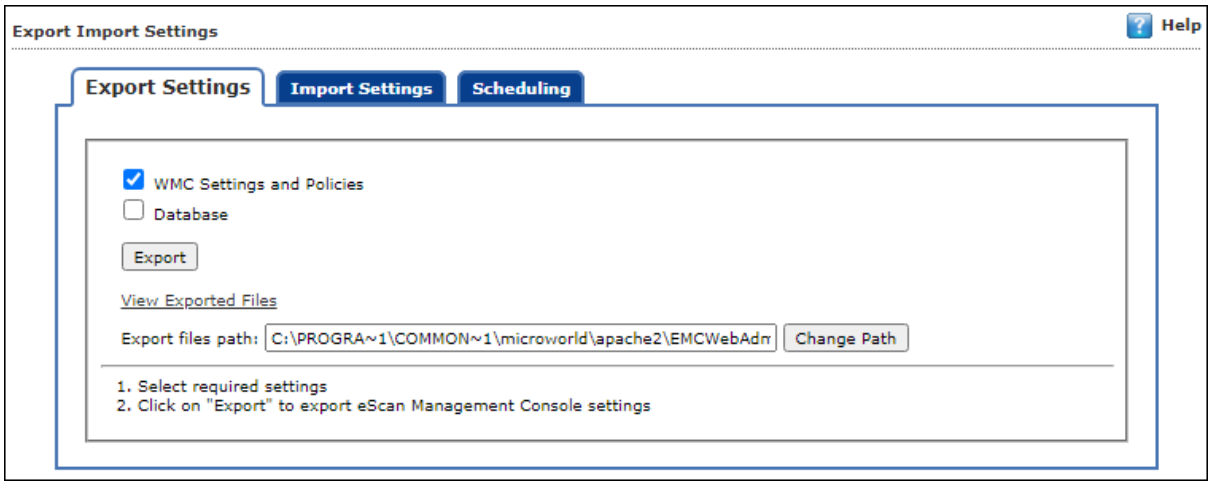
Export & Import

The Export & Import submodule lets you to take a backup of your eScan server settings, in case you want to replace the existing eScan server. You can export the Settings, Policies and the Database from existing server to a local drive and import it to the new server.

Export Settings

This tab lets you export the eScan Server Settings, Policies, and Database. To export the eScan Server settings, follow the steps given below:

1. In the Export Import Settings screen, click **Export Settings** tab.

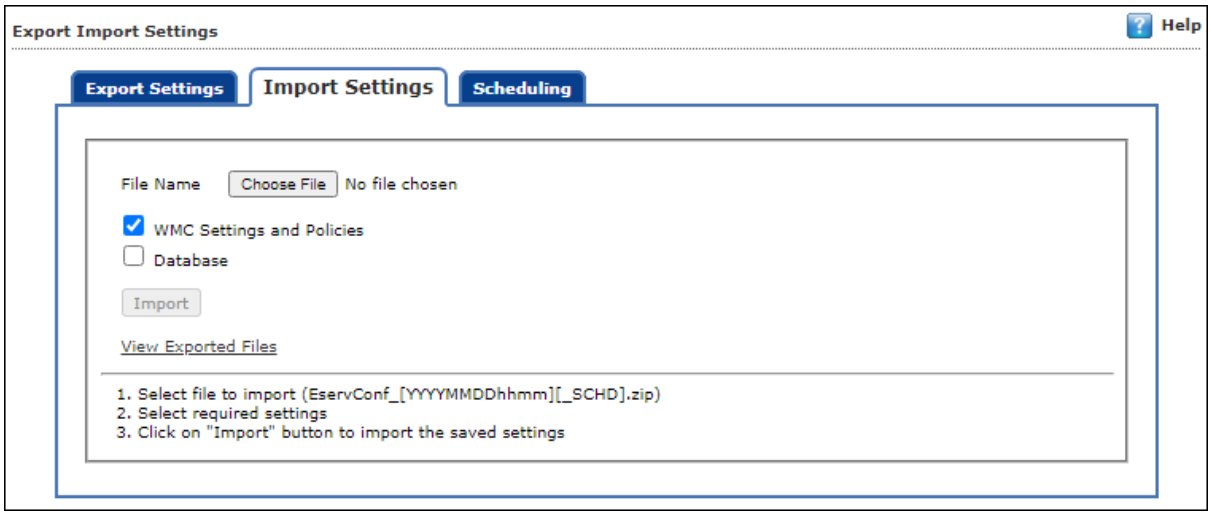


2. To backup **WMC Settings and Policies** and **Database**, select both the check boxes.
   The backup file will be exported to the path shown in **Export files path** field. To change the file path, click **Change Path**. Enter the file path and click **Add**.
3. Click **Export**.
   The backup file will be exported to the destination path. A success message appears at the top displaying date, time, and a download link for the exported file.

Import Settings

This tab lets you import the eScan Server Settings, Policies, and Database. To import the eScan Server settings, follow the steps given below:

1. In the Export Import Settings screen, click **Import Settings** tab.

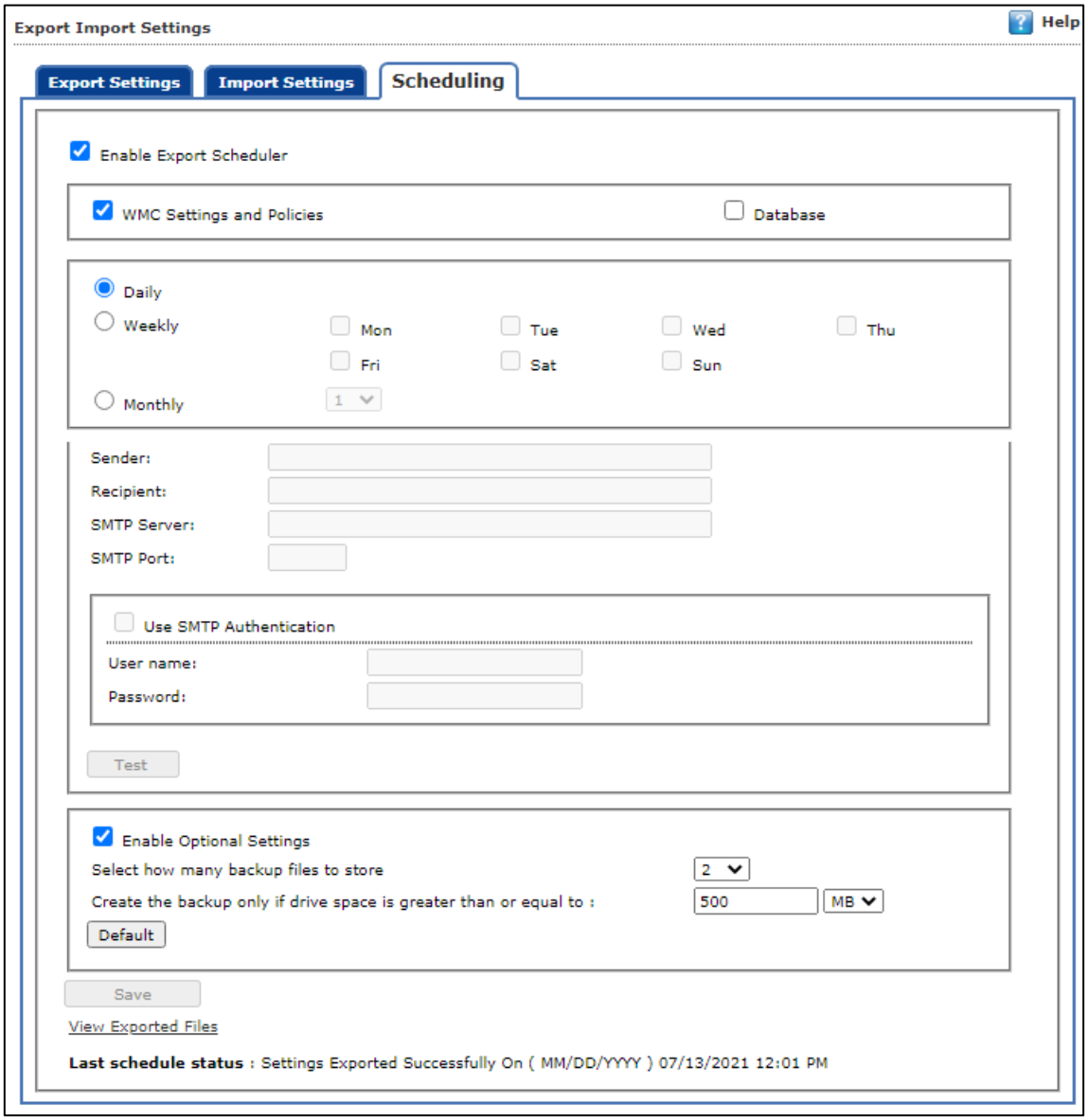


2. Click **Choose File**.
   The Import Settings tab lets you import only Settings and Policies or Database.
3. To import **WMC Settings and Policies** and **Database**, select both the check boxes.
4. Click **Import**.
   The backup file will be imported. A success message is displayed after complete import.

NOTE	After successfully taking a backup, eScan asks you to restart the server.

Scheduling

This tab lets you schedule auto-backing up of Settings, Policies, and Database.



To create a Schedule for export, follow the steps given below:

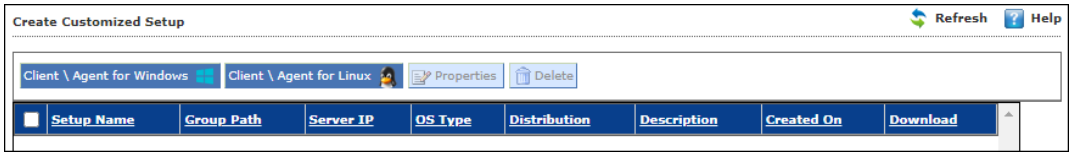
1. Select **Enable Export Scheduler** check box.
2. Select the check boxes whether to back up both Settings and Policies and Database.
3. Schedule the backup for a **Daily**, **Weekly** (Select a day) or **Monthly** (Select a date) basis.
4. For the **At** field, click the drop-down and select a time for backing up data.

If you want to receive email notifications about the procedure, select Enable Notifications Settings check box and fill in the necessary details. If the SMTP server requires authentication, select the Use SMTP Authentication check box and enter the credentials. To check if the SMTP settings are correct, click **Test**. A test email will be sent to recipient email ID.
To configure additional settings for backup file, select the Enable Optional Settings, and make the necessary changes. To restore the changes made, click **Default**.

5. After performing all the necessary steps, click **Save**.
   The export schedule will be saved.

Customize Setup

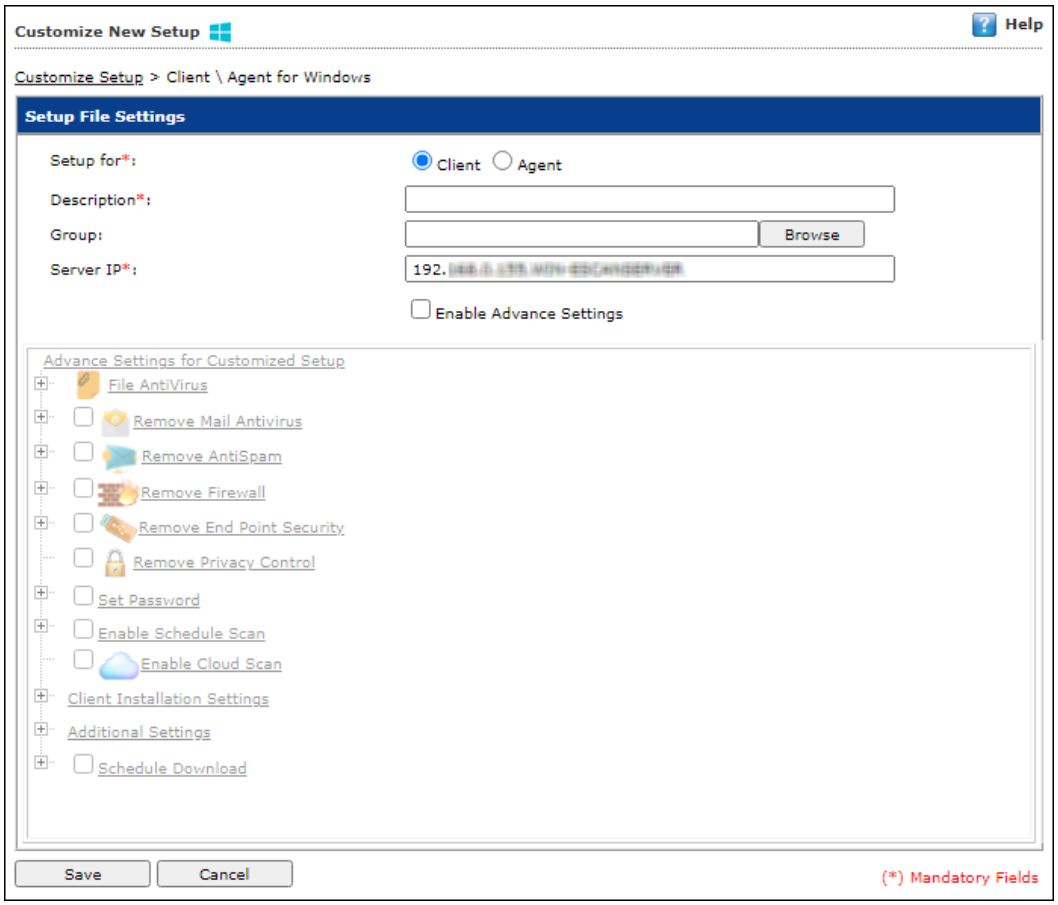
This submodule lets you create a customized setup for a Client or an Agent with fewer modules and deploy it to various locations. This can be very useful, if there are locations to which a server is unable to push the setup or locations that are unable to connect to the server directly. The custom setup can be downloaded as a file and sent to different locations.



Creating a customized setup for Windows

To create a customized setup for Windows, follow the steps given below:

1. In Create Customized Setup screen, click **Client/Agent for Windows**. Customize New Setup screen appears.



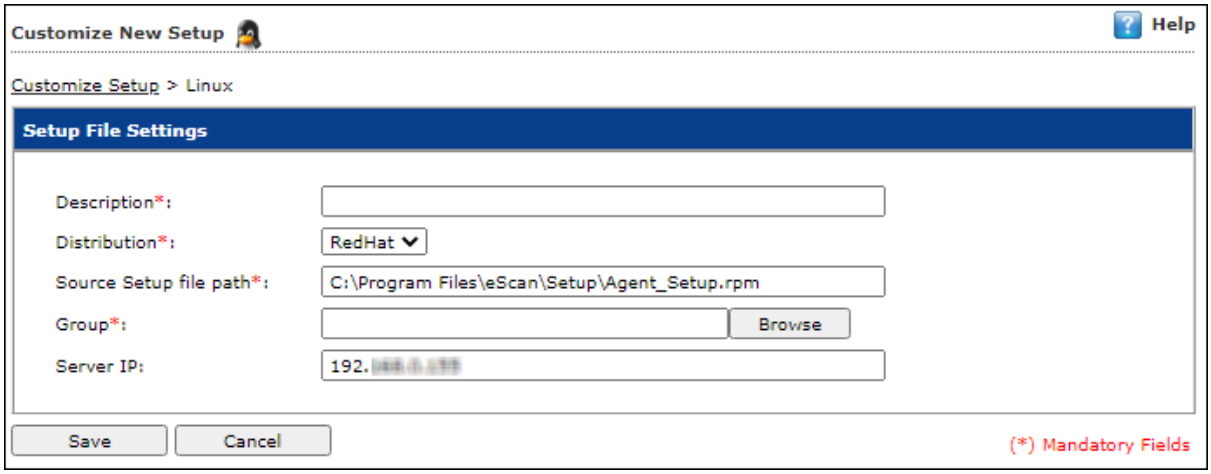
2. Select whether the setup file is being created for **Client** or **Agent**.

3. Enter description for the setup file.
4. Click **Browse** and select a group for which this setup is being created.
5. Enter eScan Server IP address.
6. If you want to provide advanced settings with the setup, select the **Enable Advance Settings** check box. Doing so enables the bottom field. Select the setting check boxes you want to provide.
7. Click **Save**.
   The customized setup for Windows will be created.

Creating a customized setup for Linux

To create a customized setup for Linux, follow the steps given below:

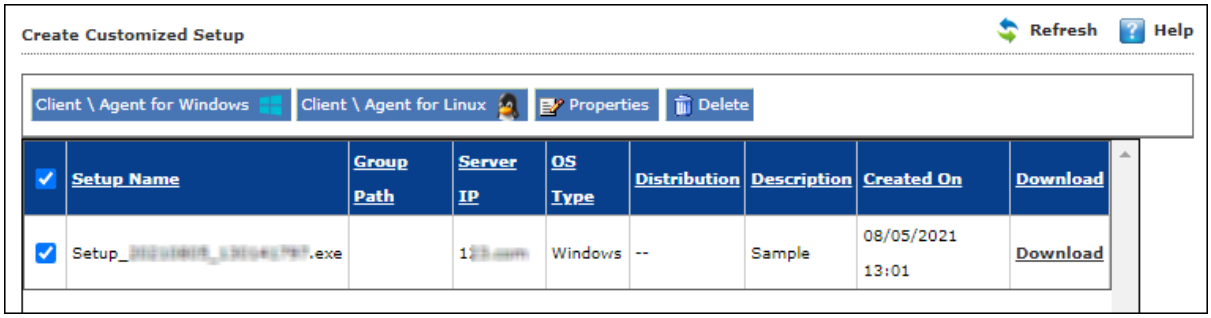
1. In Create Customized Setup screen, click **Client\Agent for Linux**.
   Customize New Setup screen appears.



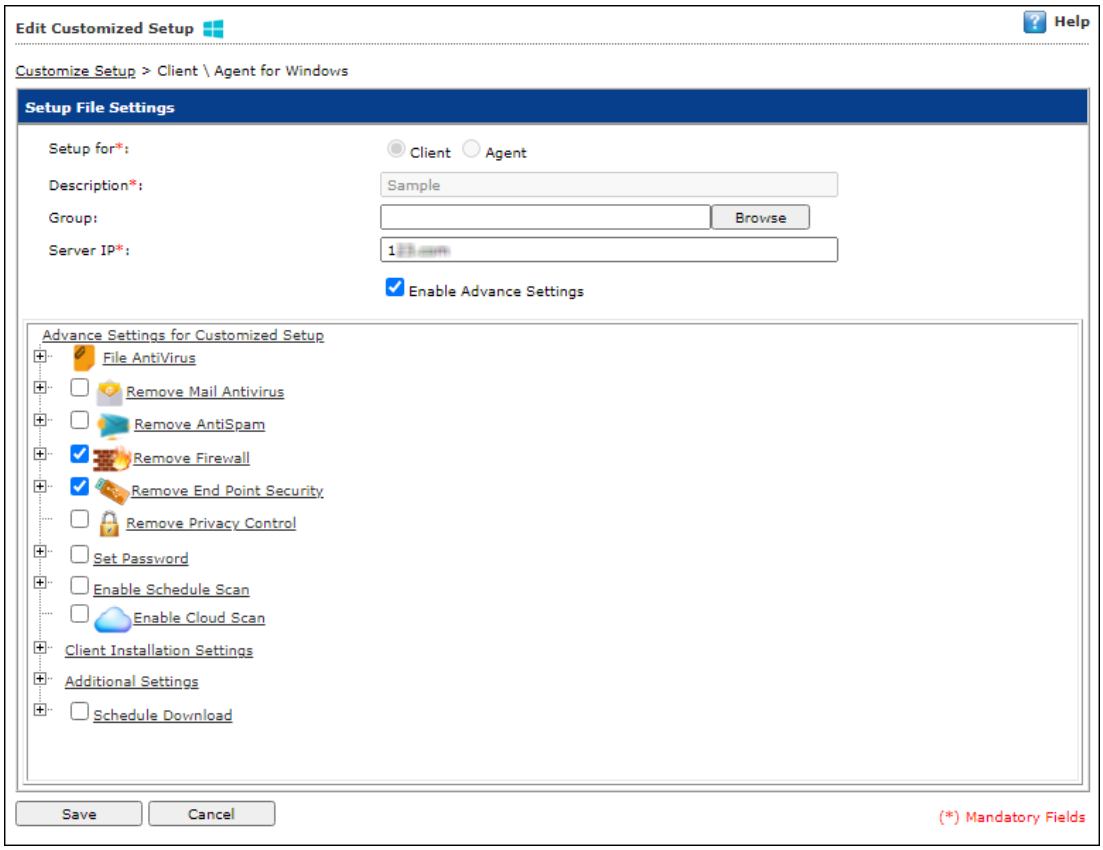
2. Enter a description for the setup.
3. Click the drop-down select whether the setup is being created for Red Hat or Debian.
4. Source Setup file path field displays the setup file's location. If you want to change path, enter the new path in this field.
5. Click **Browse** and select a group for which this setup is being created.
6. Enter eScan Server IP address.
7. Click **Save**.
   The customized setup for Linux will be created.

Editing Setup Properties (only Windows)

The properties can be edited for only customized Windows setup. To edit the customized Windows setup's properties, follow the steps given below:



1. In the Create Customized Setup screen, select the Windows setup you want to edit.
2. Click **Properties**.
   Edit Customized Setup screen appears.

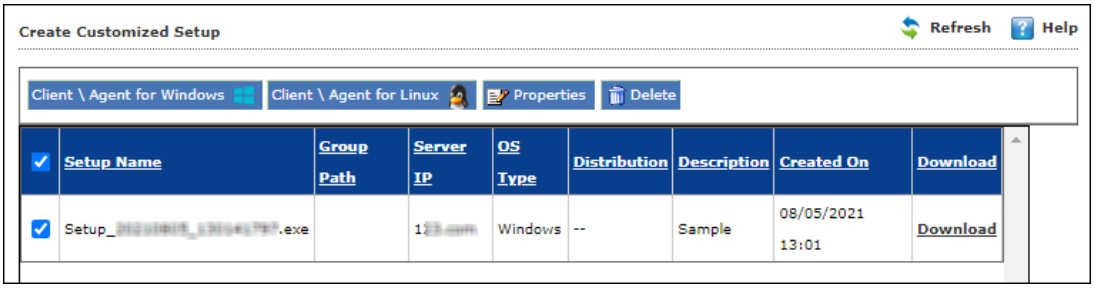


3. Make the necessary changes and then click **Save**. The setup will be updated.

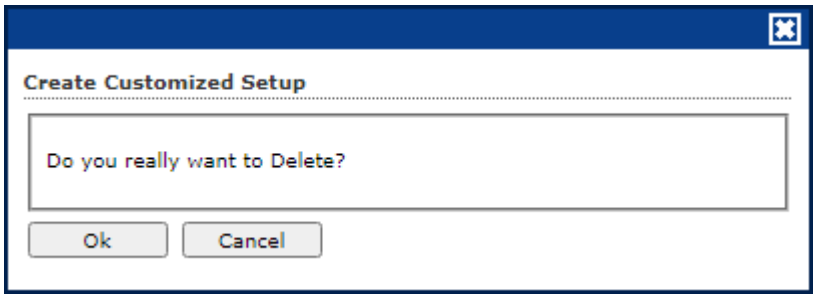
Deleting a Setup

To delete a setup, follow the steps given below:

1. In the Create Customized Setup screen, select the setup you want to delete.



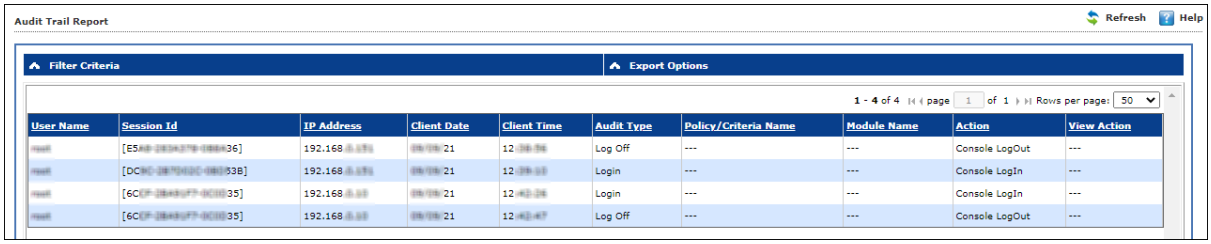
2. Click **Delete**.
   A confirmation window appears.



3. Click **Ok**.
   The setup will be deleted.

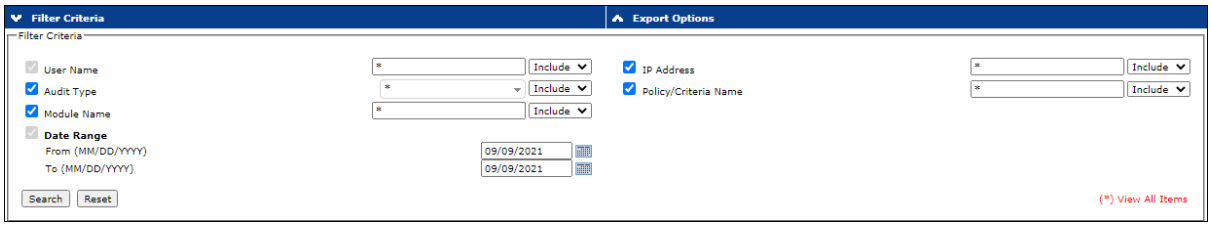
Audit Trail

The Audit Trail submodule let you record the security relevant data, operation, event, Action, policy updates. Audit logs are used to track the date, time and activity of each user, including the policy/criteria that have been changed. A record of the changes that have been made to a database. You can get audit trail of user activity across all these systems.



Filter all Audit Trail report

To filter the Audit Trail Report as per your requirements, click **Filter Criteria** field. Filter Criteria field expands.



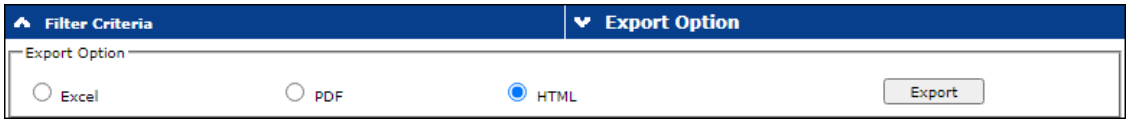
Select the parameters you want to be included in the filtered report.

Include/Exclude

Selecting Include/Exclude for a parameter lets you include or exclude it from the report. After making the necessary selections, click **Search.**
The Hardware Report will be filtered according to your preferences.

Exporting Hardware Report

To export the Hardware Report, click **Export Option**. Export Option field expands.

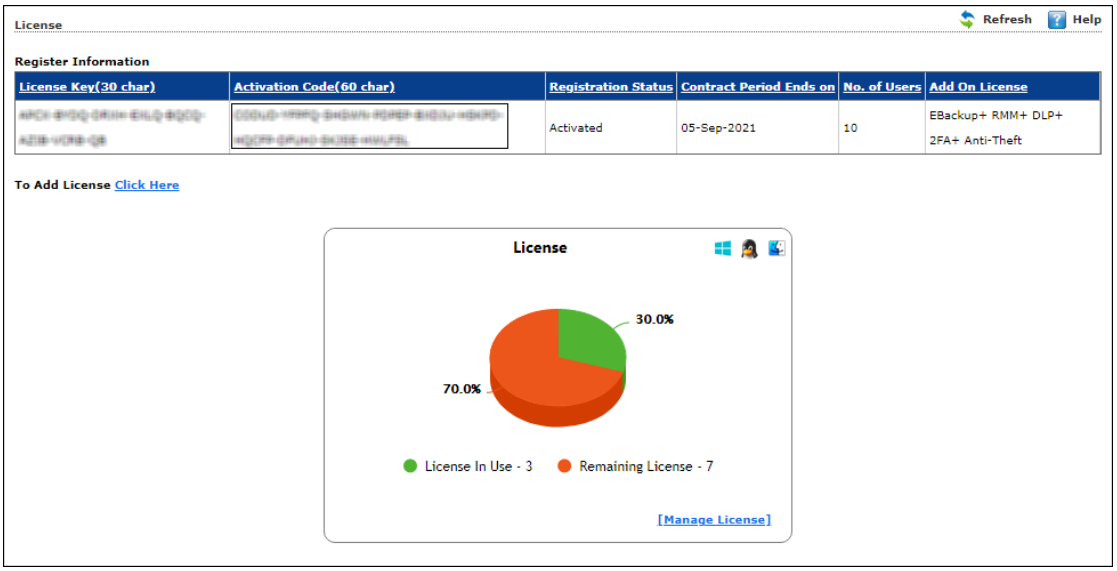


Select the preferred option and then click **Export**. A success message appears.

Click the link to open/download the file.

License

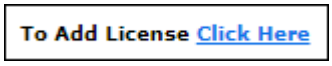
The License module lets you manage user licenses. You can add, activate, and view the total number of licenses available for deployment, previously deployed, and licenses remaining with their corresponding values. The module also lets you move the licensed computers to non-licensed computers and vice versa. Here you can also view the number of add-on license along with the name of it. For example, as you can see here there are 15 add-on licenses for eBackup feature. The add-on license is available for eBackup, 2FA, and DLP features.



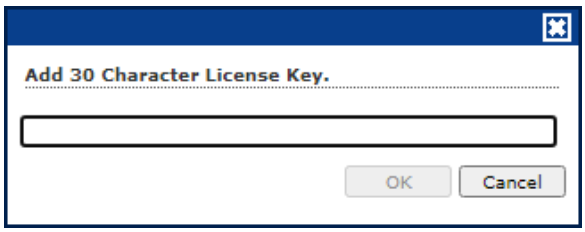
Adding and Activating a License

To add and activate a license

1. In the License screen, click the **Click Here** link.



Add License Key dialog box appears.

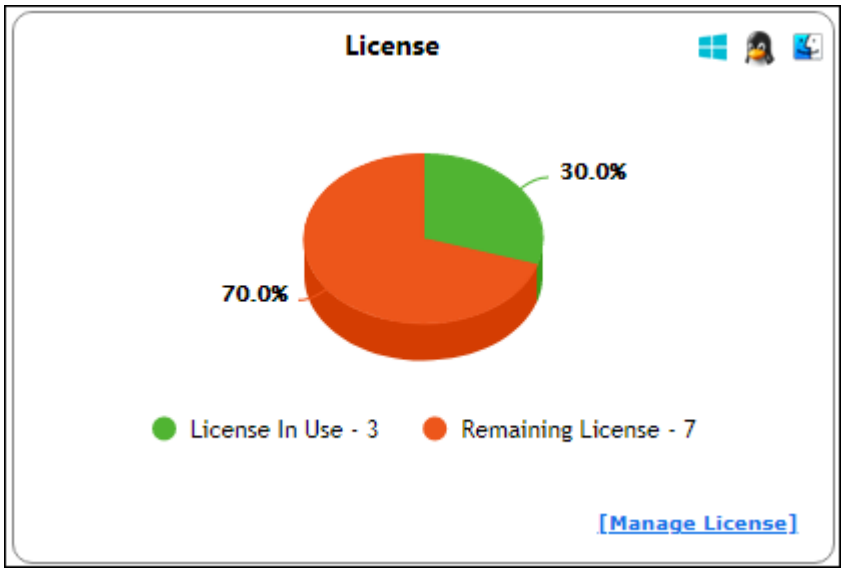


2. Enter the license key and then click **OK**.
The license key will be added and displayed in the **Register Information** table.

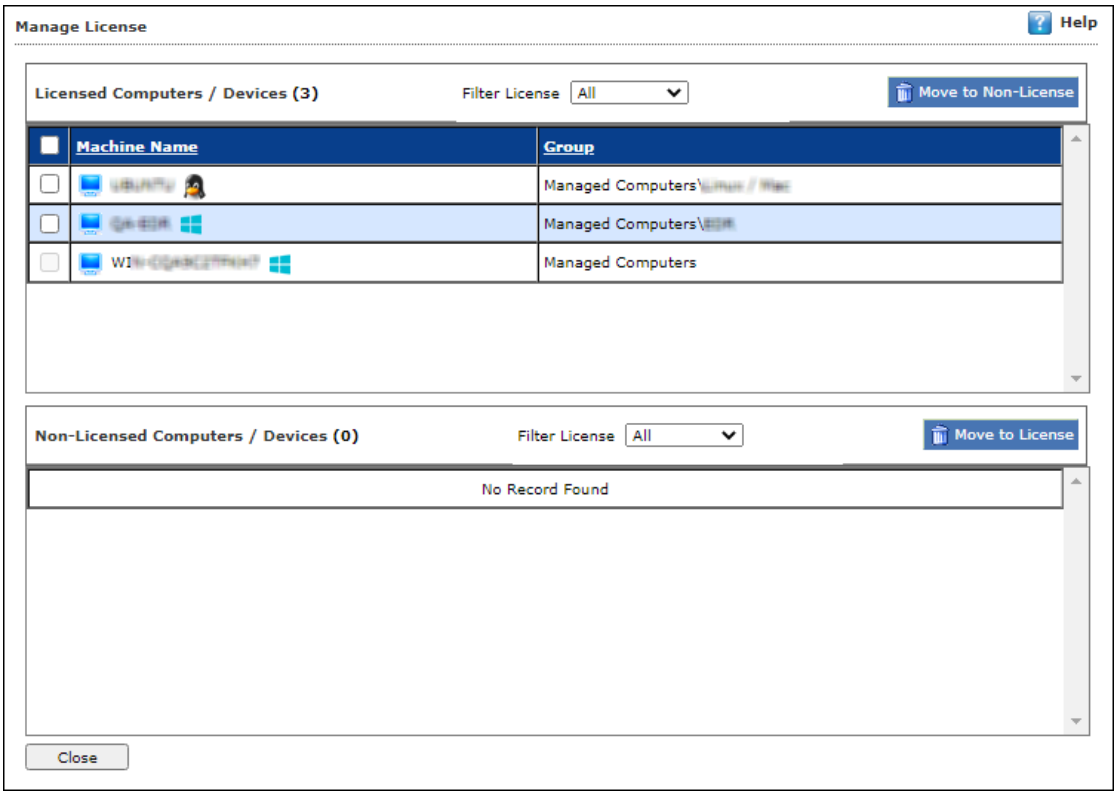
Moving Licensed Computers to Non-Licensed Computers

To move licensed computers to non-licensed computers,

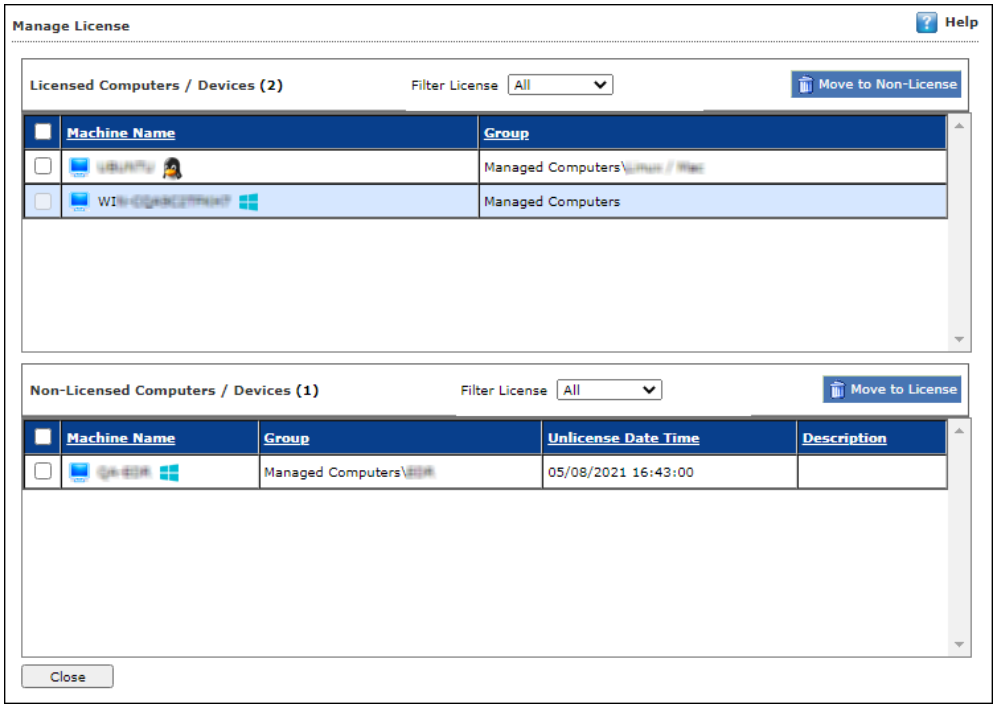
1. In the License statistics box, click **Manage License**.



Manage License window appears.



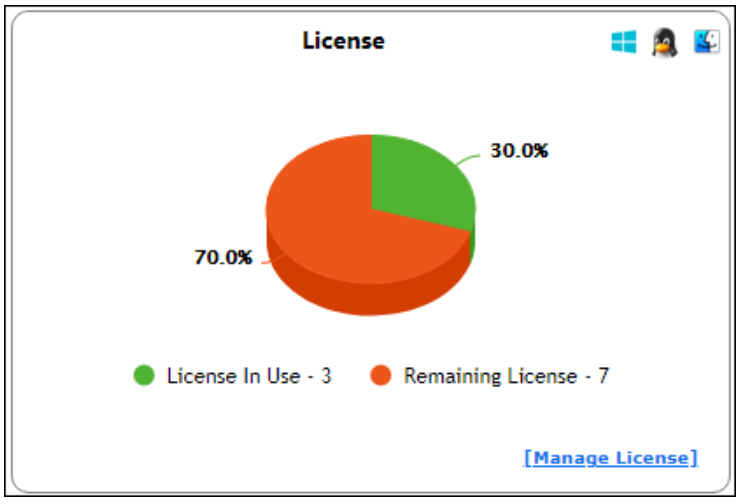
2. Under the Licensed Computers section, select the computer(s) that you want to move to Non-Licensed Computers section.
3. Click **Move to Non-License**.
4. The selected computer(s) will be moved to Non-Licensed computers section.



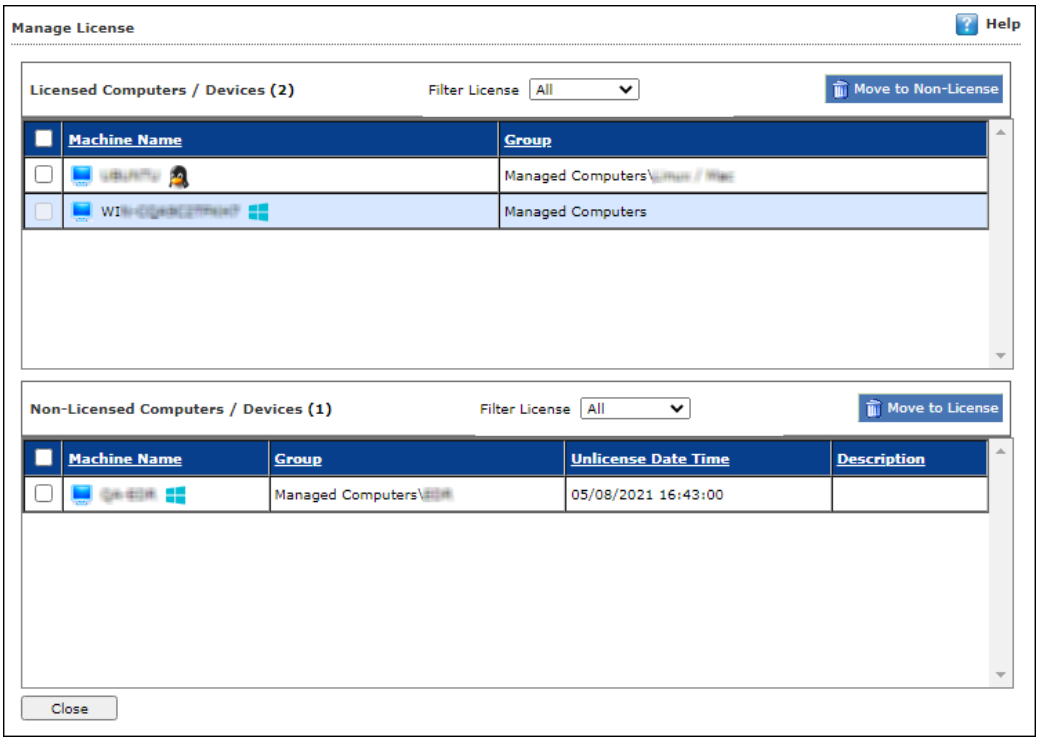
Moving Non-Licensed Computers to Licensed Computers

To move licensed computers to non-licensed computers, follow the steps given below:

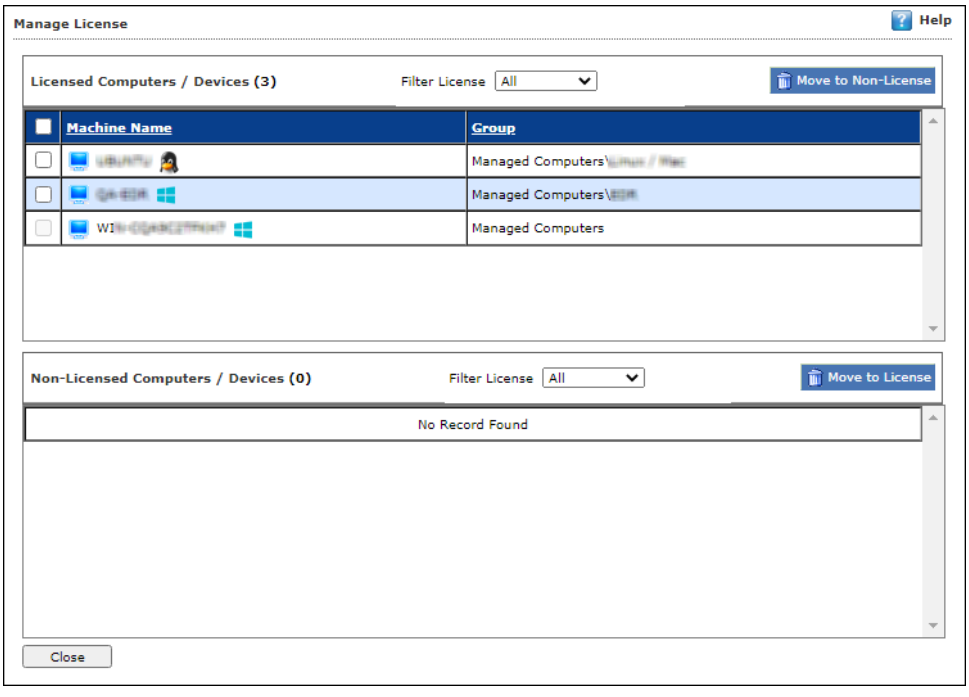
1. In the License statistics box, click **Manage License**.



Manage License window appears.



2. Under the Non-Licensed Computers section, select the computer(s) that you want to move to Licensed Computers section.
3. Click **Move to License**.
4. The selected computer(s) will be moved to Licensed Computers section.



eScan Mobility Management

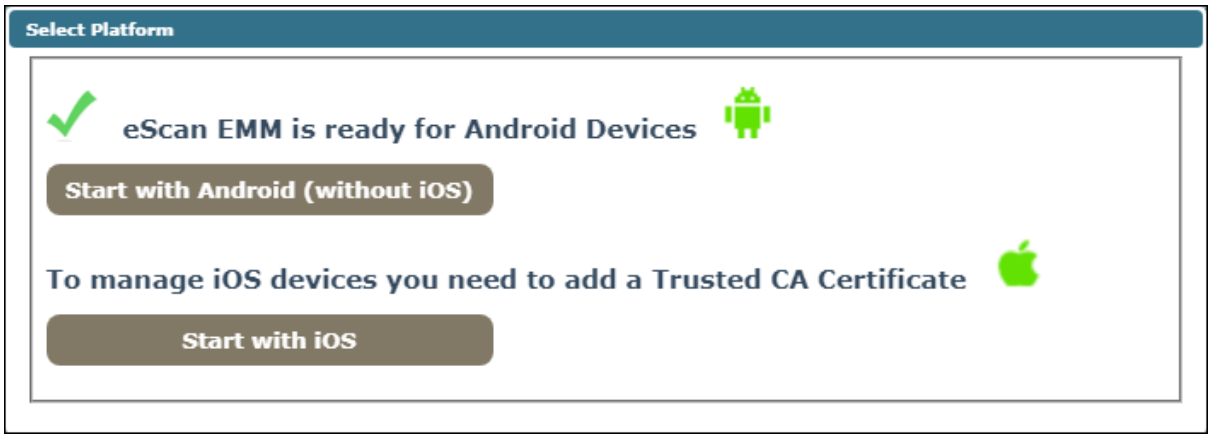
eScan Mobility Management (EMM) introduces a comprehensive mobile security solution that helps organizations maintain compliance while reducing IT intervention and effort. It provides a centralized system for device management and data security for complex and diverse mobile device. It allows you to enforce security policies for mobile devices from the same management platform.

Using granular, policy-based controls and deploying sophisticated threat protection, it allows to proactively enabling mobile productivity without compromising security. Following are the benefits of MDM:

- Deploy, protect, and manage Company-Owned Devices (COD) and Bring Your Own Devices (BYOD).
- Implement a various device control without having to physically handle the user's device.
- Secure data and resources, enhance user productivity, reduce costs, and maintain communications.
- Remotely locate, lock and wipe data on lost or stolen devices.
- Manage device app via App Store and monitor network data usage, call, SMS, etc.
- Keep an eye on the device by applying fencing parameters such as time, location, and Wi-Fi.
- Generates in-depth reports of mobile devices as per the requirement.

Getting Started

Click **eScan Mobility Management** in the Navigation Panel. Select Platform prompt appears.



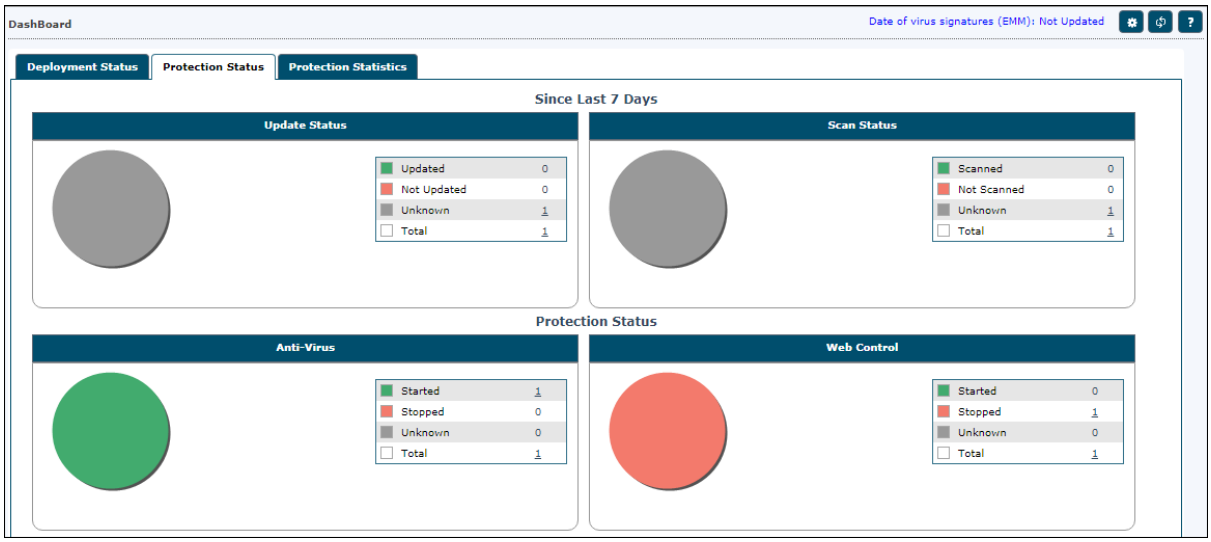
Clicking **Start with iOS** takes you to the **Settings** module > **Certificate Management** tab. To learn more about it, **click here**.

Clicking **Start with Android (without iOS)** displays the **eScan Mobility Management Console**.

If you clicked **Start with Android (without iOS)**, go to **Settings** module > **Email Notification Settings** tab. These settings should be configured at start as they help administrator receive notifications. Learn more about **Email Notification Settings** by clicking **here**.

Dashboard

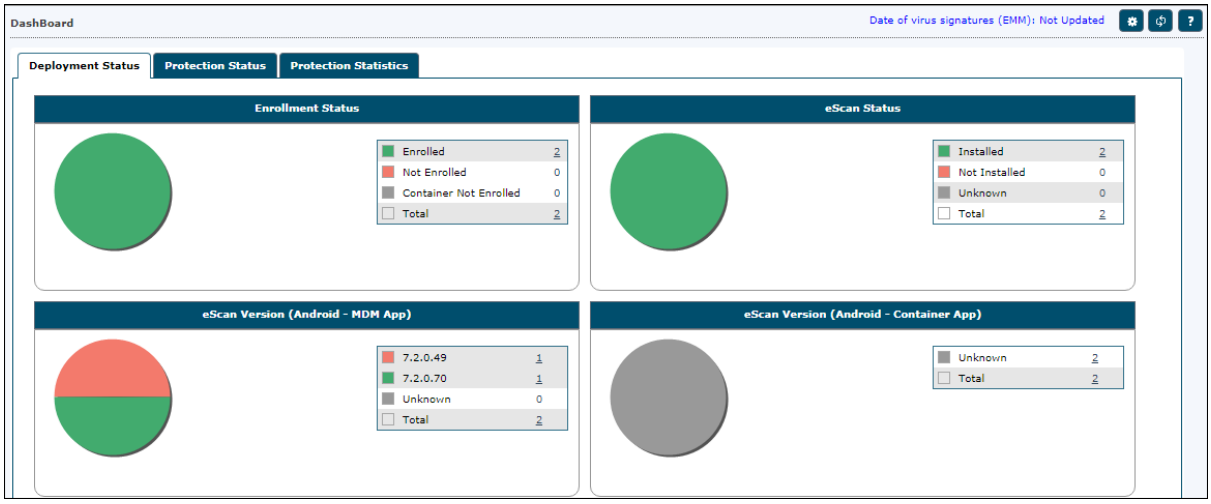
The Dashboard displays eScan MDM application's real-time Deployment Status, Protection Status and Protection Statistics for managed devices.



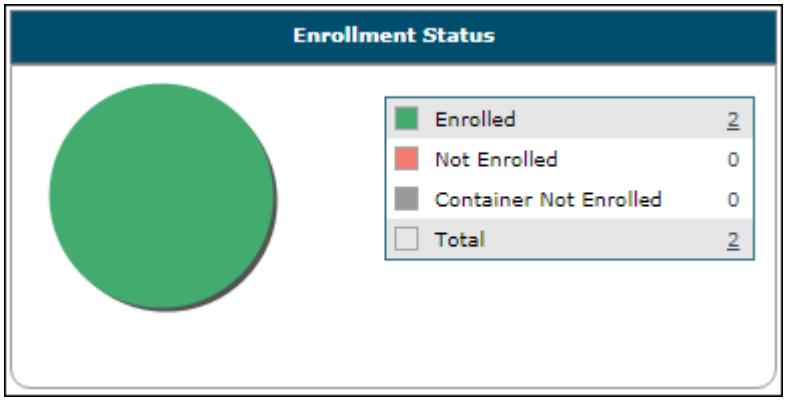
Deployment Status

This tab displays detailed pie chart view and statistics of the following –

- Enrollment Status
- eScan Status
- eScan Version (Android - MDM App)
- eScan Version (Android - Container App)
- eScan Version (iOS - MDM App)
- Android Version
- iOS Version
- Device Sync Status (Successful)
- Device Compliance
- Kiosk Status

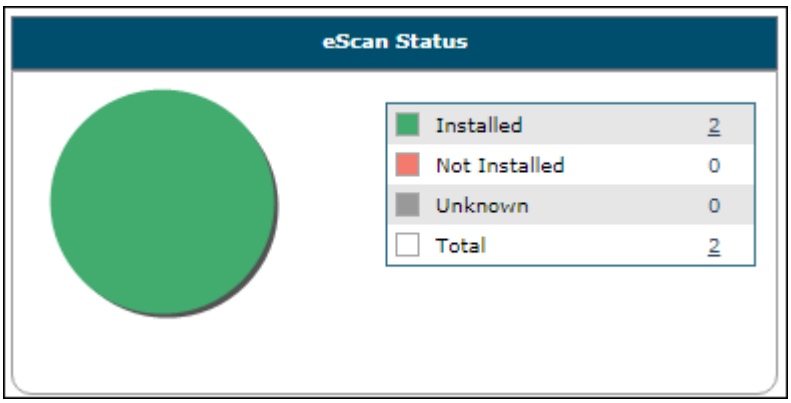


Enrollment Status



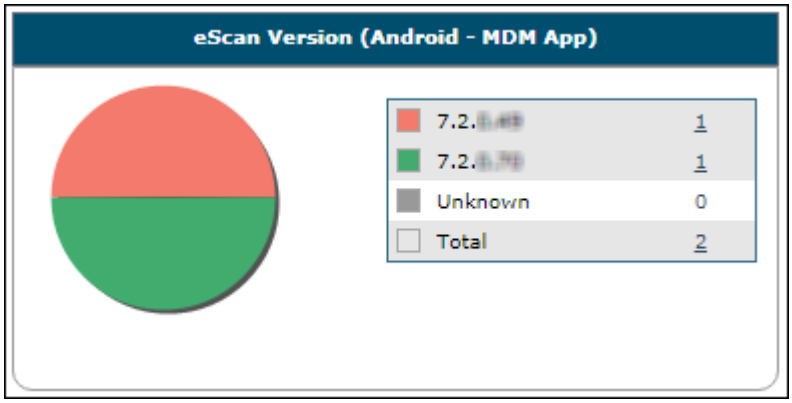
Enrolled – It displays the number of devices that are enrolled.
Not Enrolled - It displays the number of devices that are not enrolled.
Container Not Enrolled – It displays the number of devices on which Container application is not enrolled.
Total – It displays the total number of devices.

eScan Status



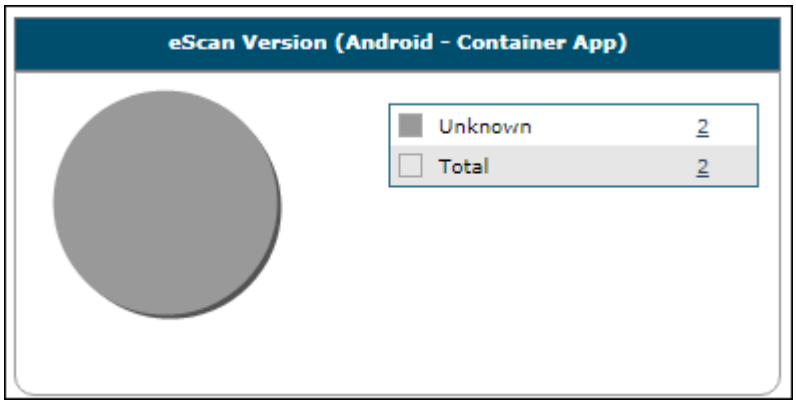
Installed – It displays the number of devices on which eScan MDM application is installed.
Not Installed – It displays the number of devices on which eScan MDM application is not installed.
Unknown – It displays the number of devices on which the eScan MDM application installation status is unknown.
Total – It displays the total number of devices.

eScan Version (Android - MDM App)



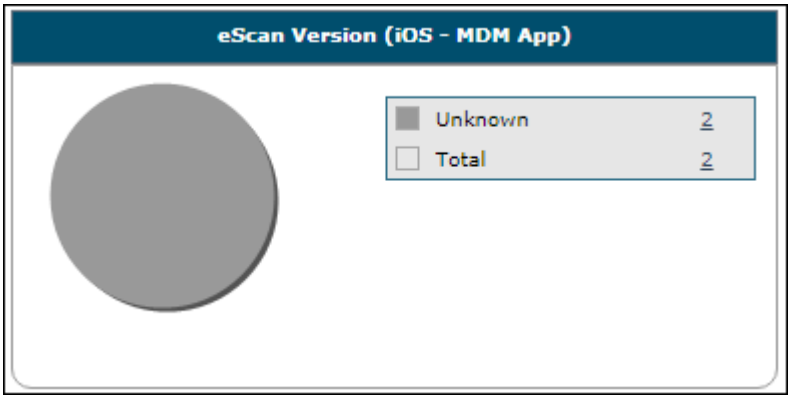
Version Numbers – It displays the Android MDM application's version number installed on devices.
Unknown – It displays the number of devices on which the Android MDM application's version number is unknown.
Total – It displays the total number of devices.

eScan Version (Android - Container App)



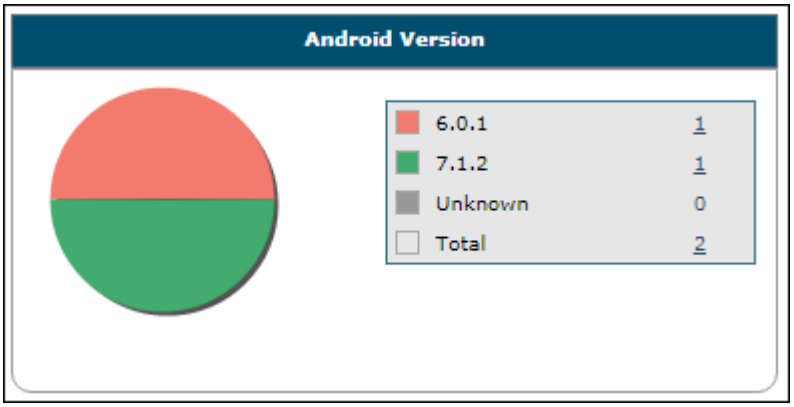
Version Numbers – It displays the eScan Container application's version number installed on devices.
Unknown – It displays the number of devices on which the eScan Container application's version number is unknown.
Total – It displays the total number of devices.

eScan Version (iOS - MDM App)



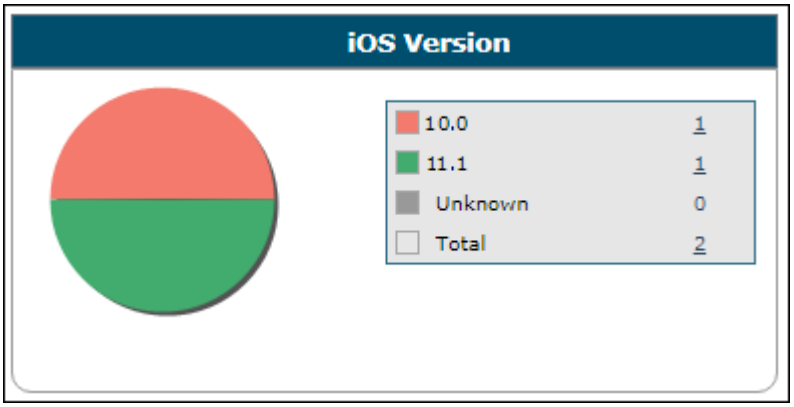
Version Numbers – It displays the iOS MDM application's version number installed on devices.
Unknown – It displays the number of devices on which the iOS MDM application's version number is unknown.
Total – It displays the total number of devices.

Android Version



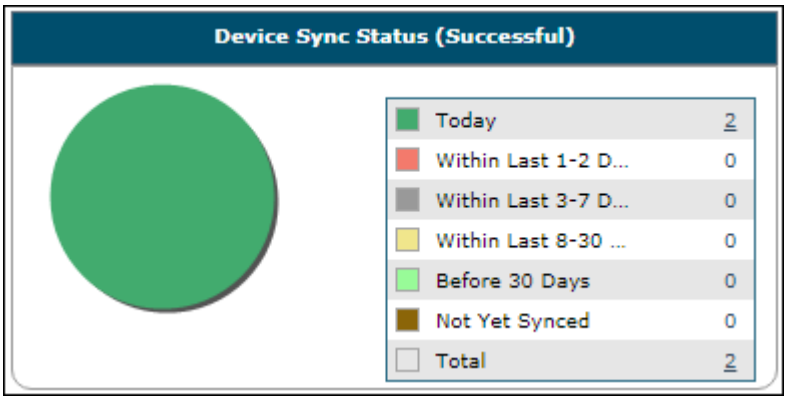
Version Numbers – It displays the Android OS version numbers and the number of devices which are running it.
Unknown – It displays the number of devices on which the Android OS version is unknown.
Total – It displays the total number of devices.

iOS Version



Version Numbers – It displays the iOS version numbers and the number of devices which are running it.
Unknown – It displays the number of devices on which the iOS version is unknown.
Total – It displays the total number of devices.

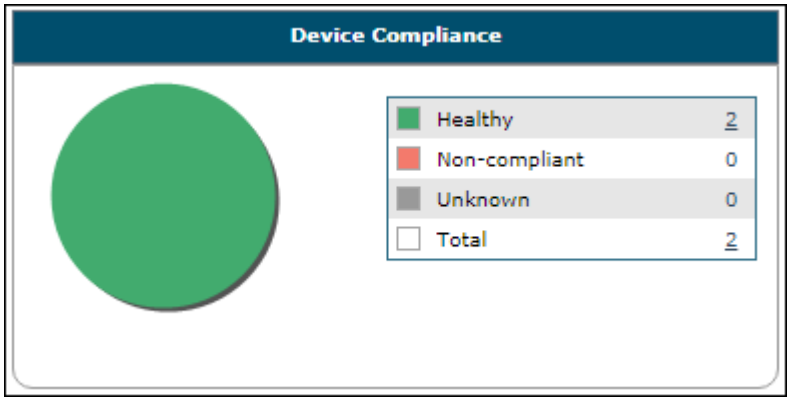
Device Sync Status (Successful)



It displays the last sync status of the managed device with the server. You can view the statistics of the devices that are synced with the eScan server for Today, Within Last 1-2 Days, Within Last 3-7 Days, Within Last 8-30 Days, Before 30 Days.

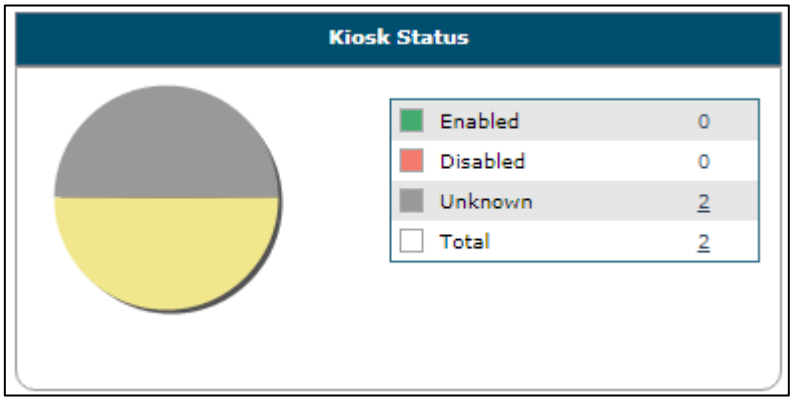
Not Yet Synced – It displays the number of devices that are not yet synced with the eScan server.
Total – It displays the total number of devices.

Device Compliance



Healthy – It displays the number of devices that meet the compliances.
Non-compliant – It displays the number of devices that do not meet the compliances.
Unknown – It displays the number of devices whose compliance status is unknown.
Total – It displays the total number of devices.

Kiosk Status

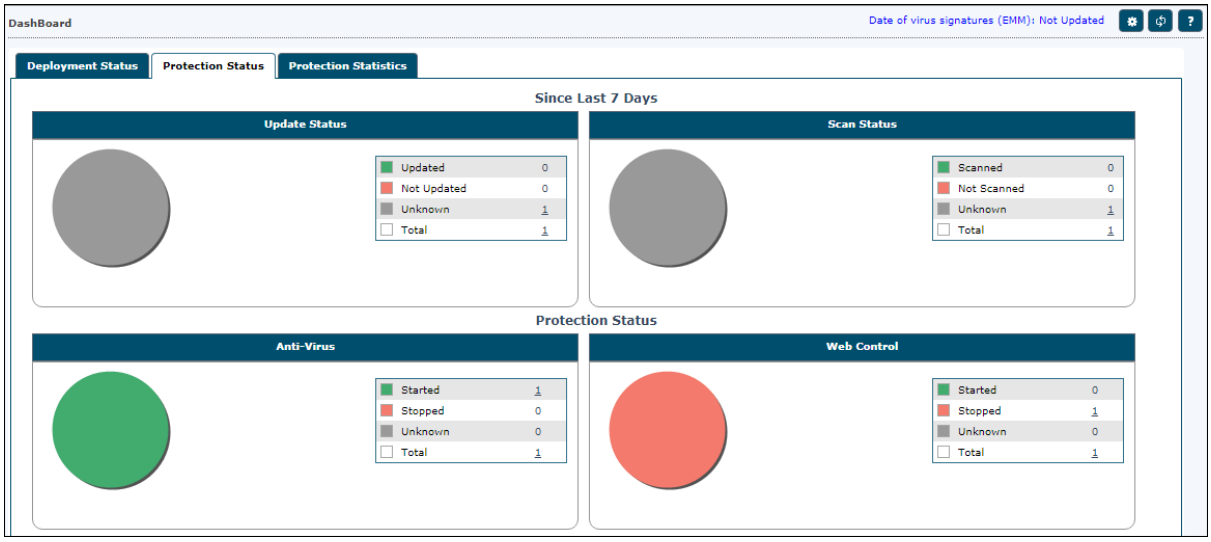


Enabled – It displays the number of devices on which the Kiosk mode is enabled.
Disabled – It displays the number of devices on which the Kiosk mode is disabled.
Unknown – It displays the number of devices on which the Kiosk mode status is unknown.
Total – It displays the number of devices.

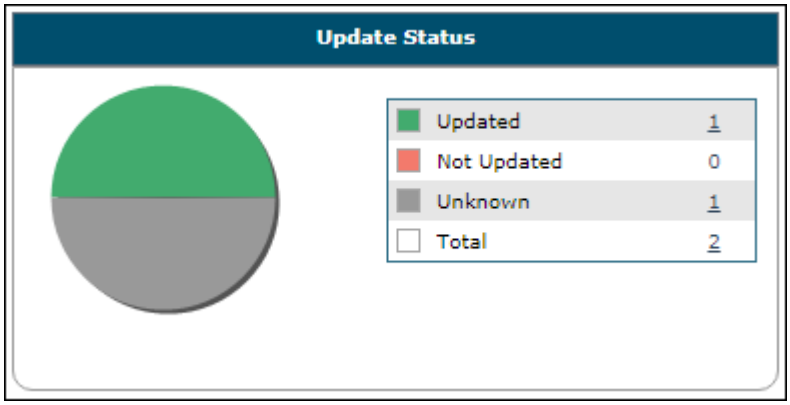
Protection Status

This tab displays detailed pie chart view and statistics of the following –

- Update Status
- Scan Status
- Anti-Virus
- Web Control
- Application Control
- Call & SMS Filter
- Firewall Status

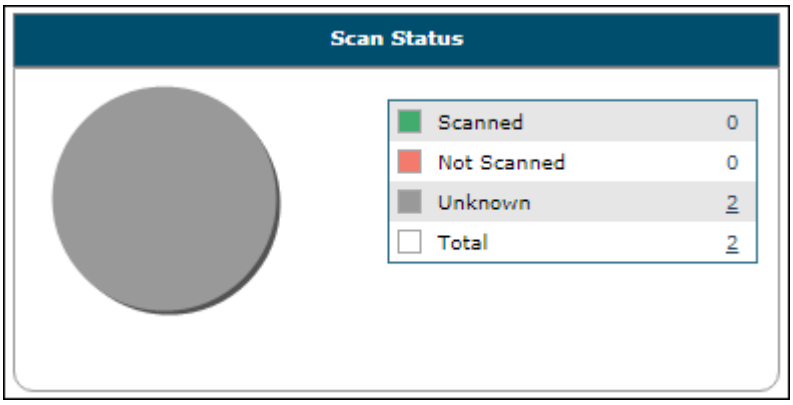


Update Status



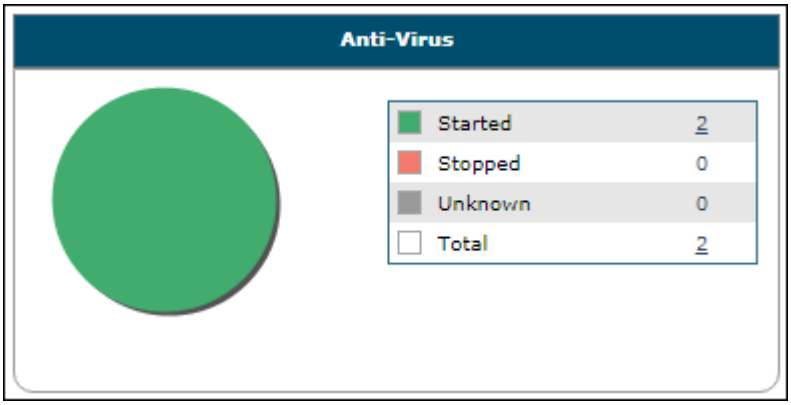
Updated – It displays the number of devices on which the Anti-Virus signatures are updated.
Not Updated – It displays the number of devices on which the Anti-Virus signatures are not updated.
Unknown – It displays the number of devices on which the Anti-Virus signatures update status is unknown.
Total – It displays the number of devices.

Scan Status



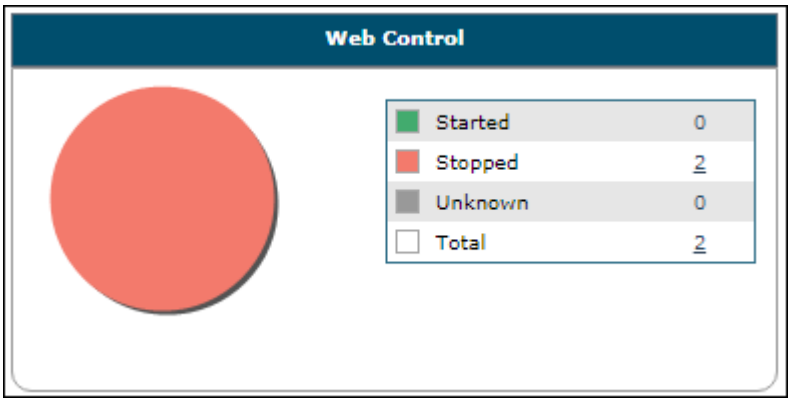
Scanned – It displays the number of devices which are scanned.
Not Scanned – It displays the number of devices which are not scanned.
Unknown – It displays the number of devices on which the scan status is unknown.
Total – It displays the total number of devices.

Anti-Virus



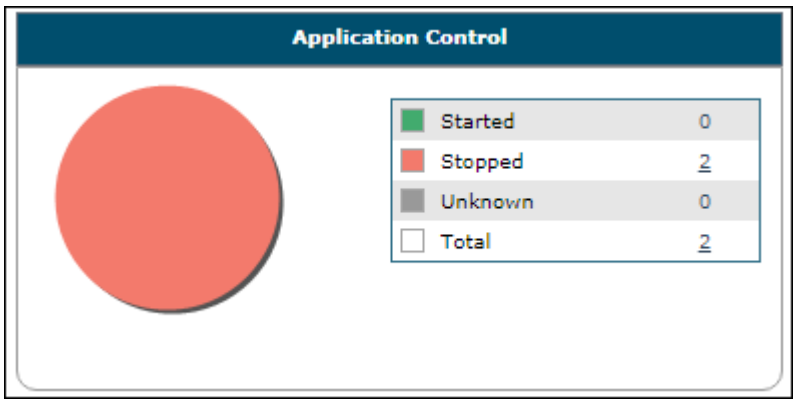
Started – It displays the number of devices on which the Anti-Virus module is started.
Stopped – It displays the number of devices on which the Anti-Virus module is stopped.
Unknown – It displays the number of devices on which the Anti-Virus module status is unknown.
Total – It displays the total number of devices.

Web Control



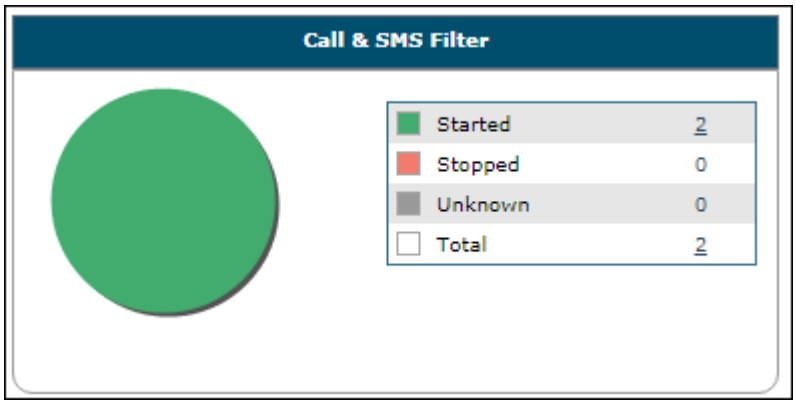
Started – It displays the number of devices on which the Web Control module is started.
Stopped – It displays the number of devices on which the Web Control module is stopped.
Unknown – It displays the number of devices on which the Web Control module status is unknown.
Total – It displays the total number of devices.

Application Control



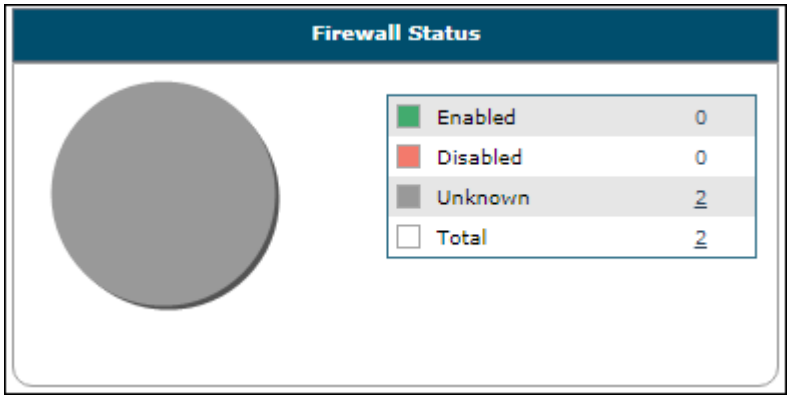
Started – It displays the number of devices on which the Application Control module is started.
Stopped – It displays the number of devices on which the Application Control module is stopped.
Unknown – It displays the number of devices on which the Application Control module status is unknown.
Total – It displays the total number of devices.

Call and SMS Filter



Started – It displays the number of devices on which the Call and SMS filter is started.
Stopped – It displays the number of devices on which the Call and SMS filter is stopped.
Unknown – It displays the number of devices on which the Call and SMS filter status is unknown.
Total – It displays the total number of devices.

Firewall Status

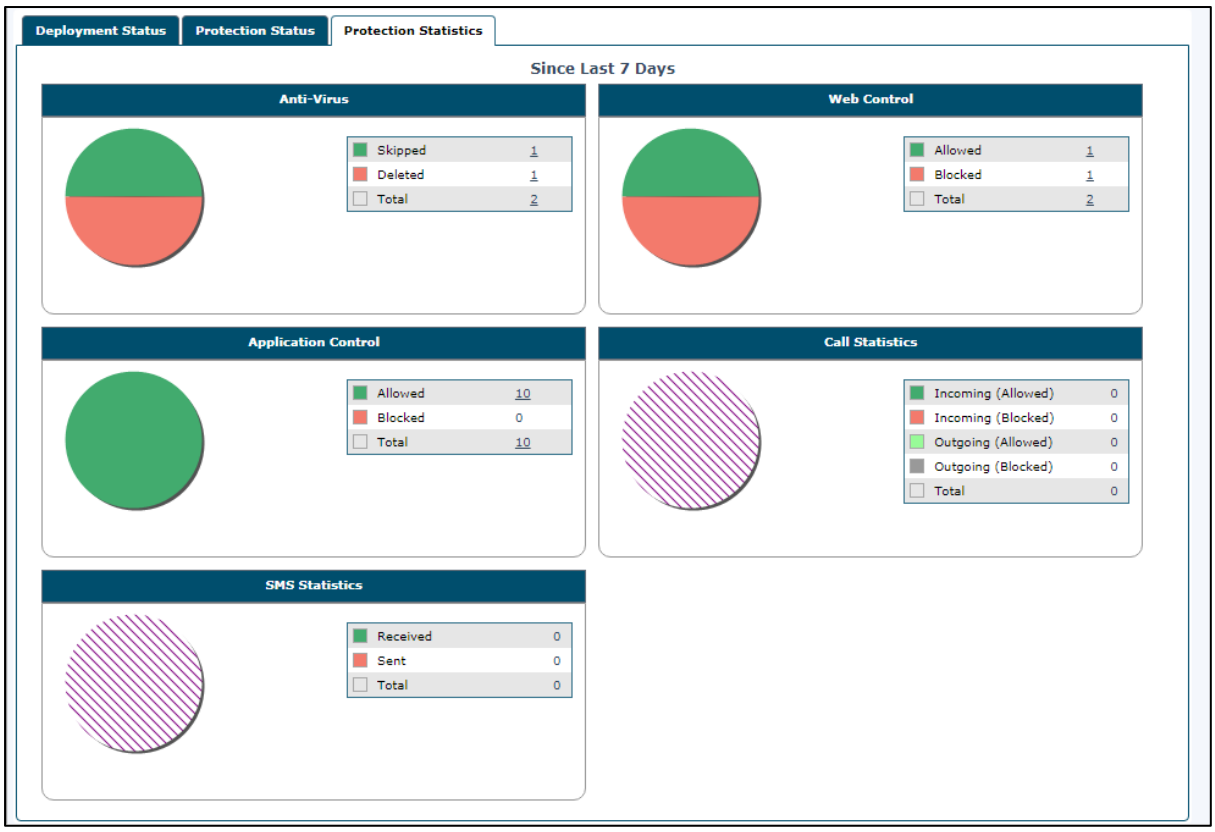


Enabled – It displays the number of devices on which the firewall is enabled.
Disabled – It displays the number of devices on which the firewall is disabled.
Unknown – It displays the number of devices on which the firewall status is unknown.
Total – It displays the number of devices.

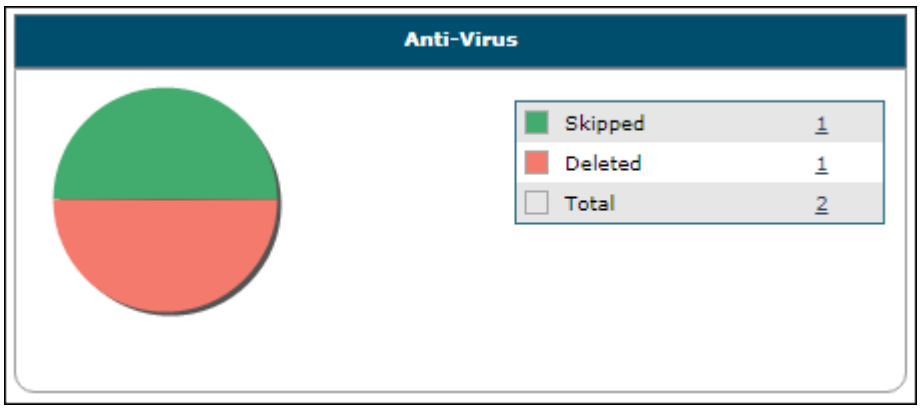
Protection Statistics

This tab displays pie chart view of detailed eScan module activity on devices. You can view details of each device by clicking the numerical.

- Anti-Virus
- Web Control
- Application Control
- Call Statistics
- SMS Statistics

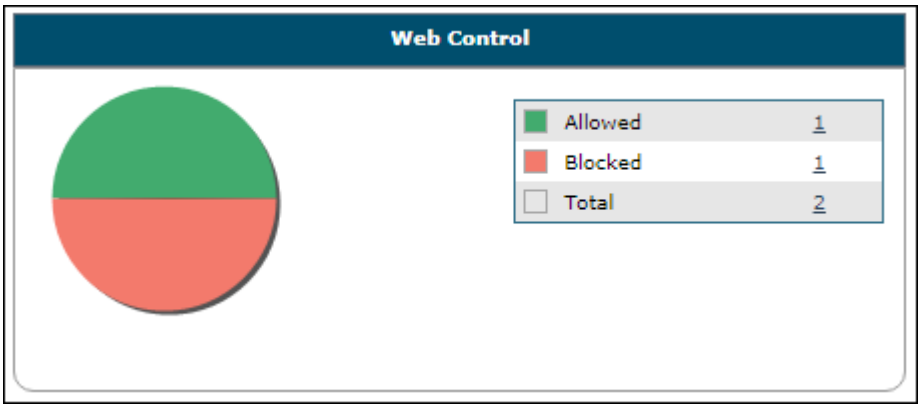


Anti-Virus



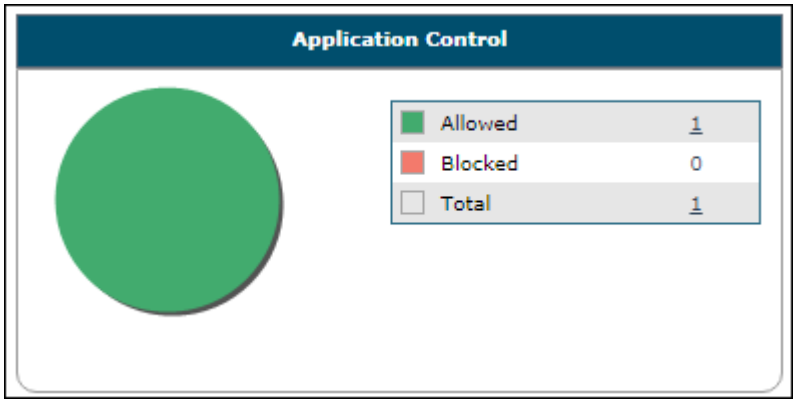
Skipped – It displays the number of files skipped during a scan on a device.
Deleted – It displays the number of files deleted during a scan on a device.
Total – It displays the total number of files.

Web Control



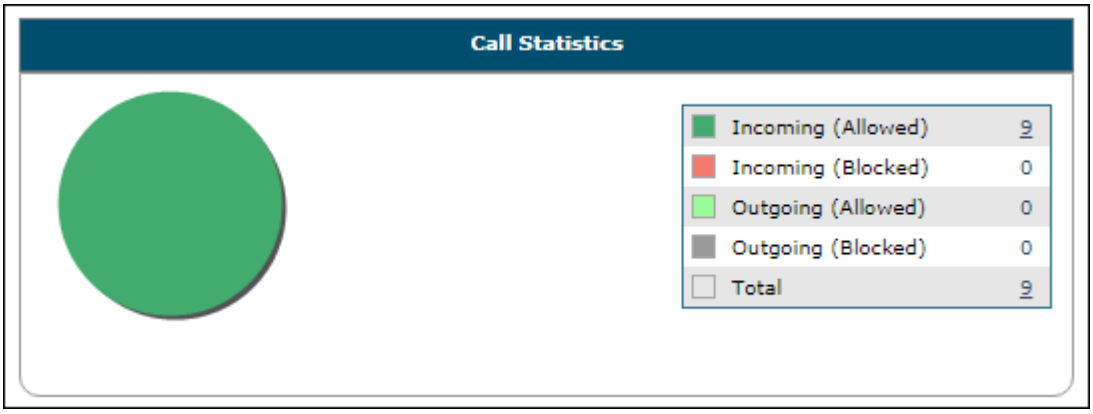
Allowed – It displays the number of websites allowed on a device.
Blocked – It displays the number of websites blocked on a device.
Total – It displays the total number of websites.

Application Control



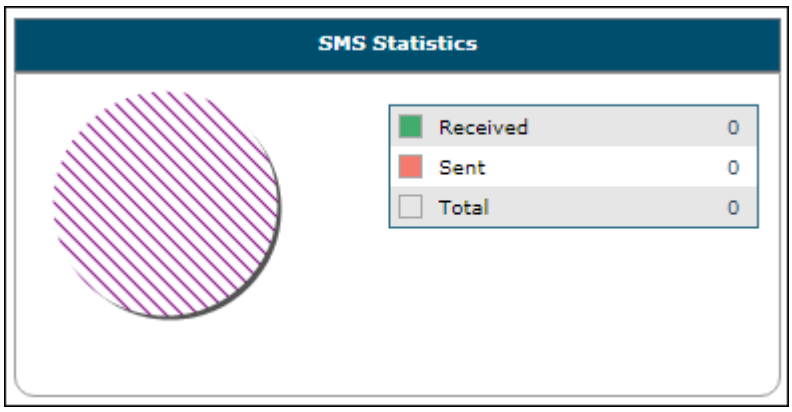
Allowed – It displays the number of applications allowed on a device.
Blocked – It displays the number of applications blocked on a device.
Total – It displays the total number of applications.

Call Statistics



Incoming (Allowed) – It displays the number of incoming calls allowed on a device.
Incoming (Blocked) – It displays the number of incoming calls blocked on a device.
Outgoing (Allowed) – It displays the number of outgoing calls allowed from a device.
Outgoing (Blocked) – It displays the number of outgoing calls blocked from a device.
Total – It displays the total number of calls.

SMS Statistics

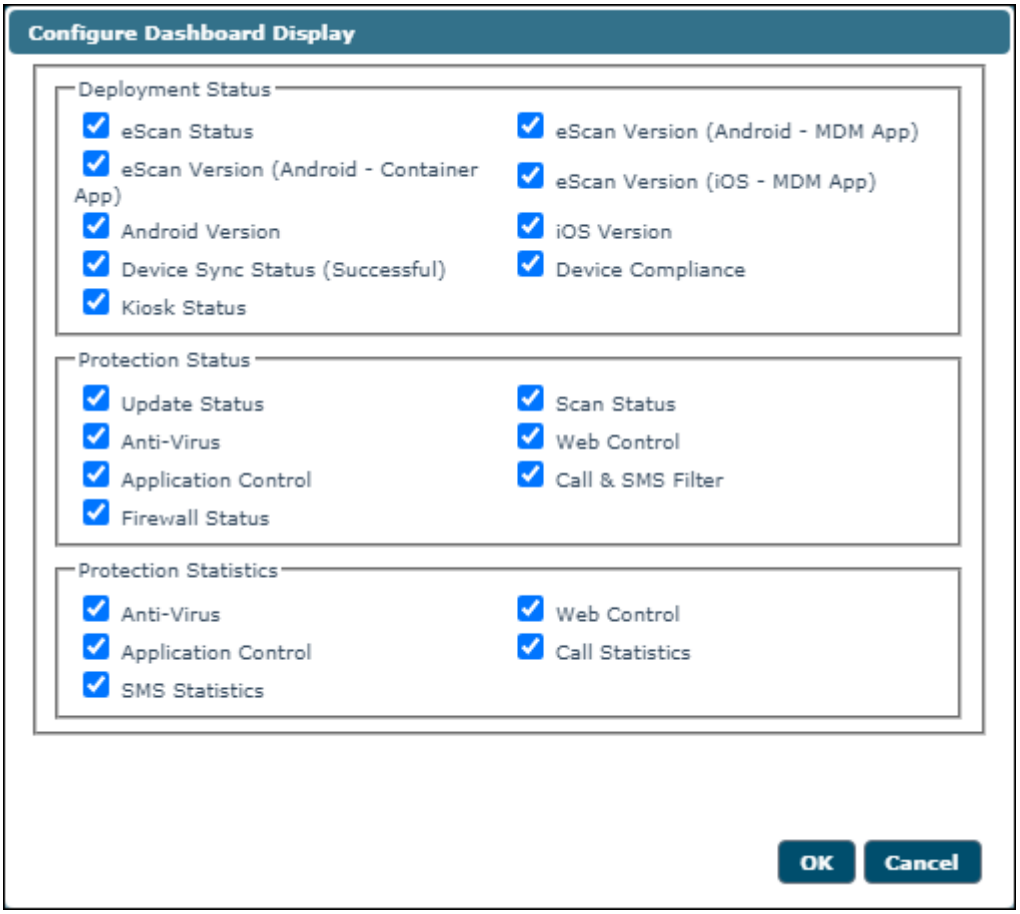


Received – It displays the number of messages received on a device.
Sent - It displays the number of messages sent from a device.
Total – It displays the total number of messages.

Settings

The Settings let you configure the modules to be displayed see in all tabs.

1. Click settings icon .
   Configure Dashboard Display window appears.

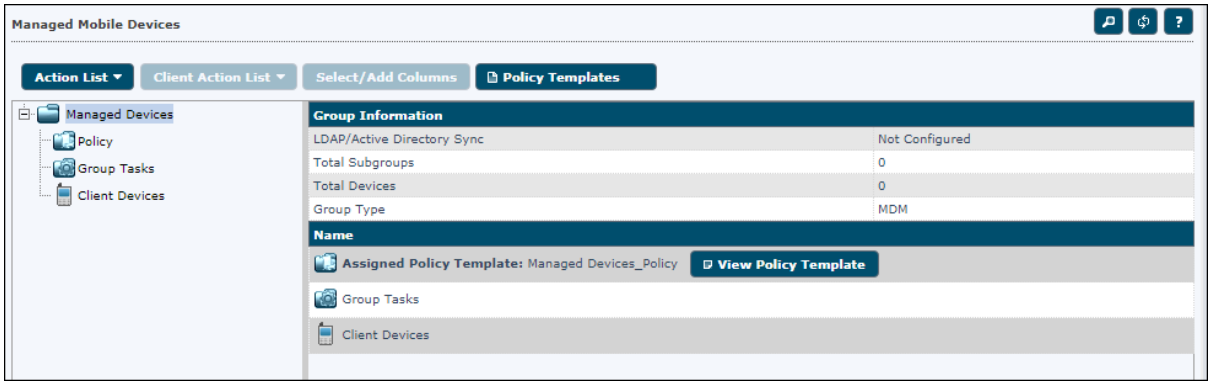


2. Select the module(s) to be displayed in the tabs and then click **OK**.

Managed Mobile Devices

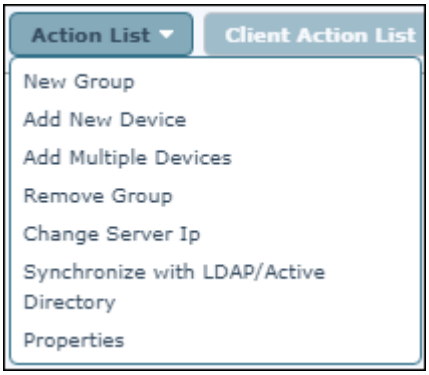
The Managed Mobile Devices module lets you take action related to a group and specific device(s). There are following buttons in this module:

- Action List
- Client Action List
- Select/Add Columns
- Policy Templates



Action List

This drop-down lets you take an action for a group.



Options	Description
New Group	This option lets you create a new group for categorizing/adding devices.
Add New Device	This option lets you add new devices to the selected groups.

Add Multiple Devices	This option lets you import (*.txt, *.csv) file with device and user details in the following format for adding multiple devices at once. Mobile no.1,Username1,Email ID1 for example: 9012345678,ABCD,abcd@xyz.com **Note**: Do not put space before or after comma in the above format.
Remove Group	This option lets you remove a group from the Managed Devices.
Change Server IP	This option lets you change the server IP address on the managed device. The new server IP can be allotted to a particular group or list of devices.
Synchronize with LDAP/Active Directory	This option lets you synchronize the managed devices with the source active Directory Organization unit, the minimum sync interval is five minutes and you can also exclude ADS source paths that are not required.
Properties	This option lets you view properties of the group such as Name, Parent Group, Group Type.

Group Type

MDM

In case the containerization benefits are not required, select the group type as MDM. The policies are applied to the Personal profile of the devices in the MDM group type. Web-blocking, Application Control etc. policies can be applied to the devices without creating a work profile (Container).

COD

In case the device belongs to a company and is given to an employee for company work/task purposes, select the group type as COD (Company Owned Device). In this group type, the User installed apps in the Personal profile will always be blocked as company is the device owner. Containerization and its benefits are available for COD group type.

BYOD

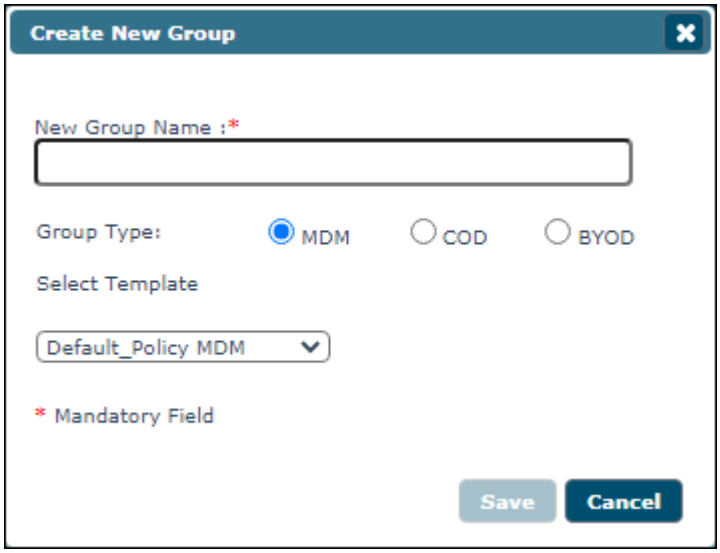
In case the users are allowed to bring their own devices to company for work/task purposes, select the group type as BYOD (Bring Your Own Device). In this group type,

user installed apps in the Personal profile will be restricted within the set Geo/Wi-Fi location. This restrictions will be removed once the device out of the Geo/Wi-Fi location.

For differentiation between applications required to be installed, enrollment procedures and policies for the respective group type, **click here**.

Creating a New Group

1. Select a group to which the group is to be added.
2. Click **Action List** > **New Group**.
   Create New Group window appears.

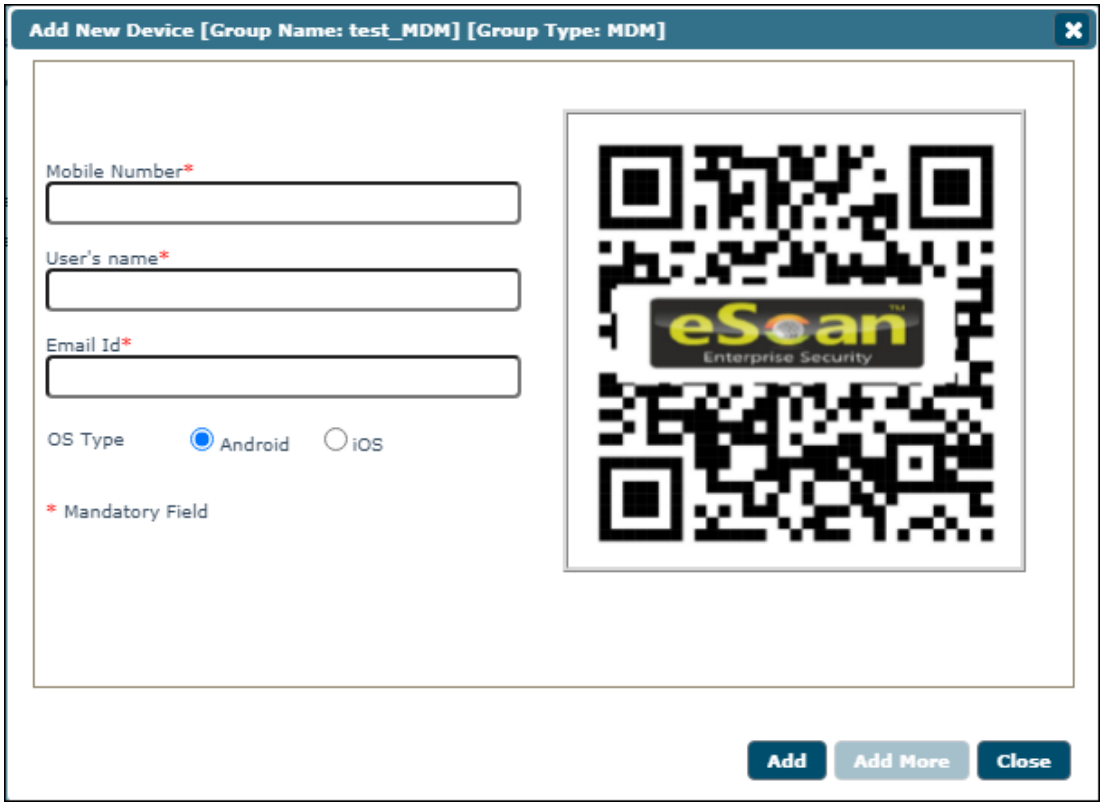


3. Enter a name.
4. Select a preferred group type.
5. Click **Save**. A new group will be created.

Adding a New Device

After a group is created, you will be required to add devices to the respective groups for managing and securing them efficiently. To add a device, follow the steps given below:

1. Select a group.
2. Click **Action List** > **Add New Device**.
   Add New Device window appears.



3. Enter the mandatory details.
4. Select the appropriate OS type.
5. Click **Add**.

An enrollment email with a link to download and install eScan Device Management (client) will be sent to the specified email address.

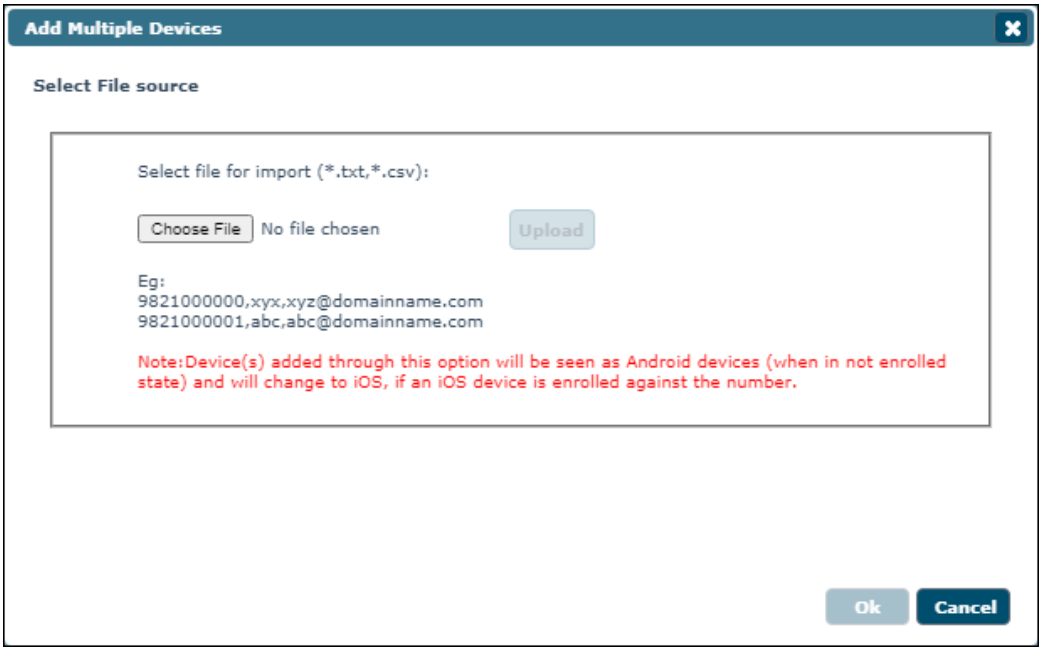
NOTE	The mobile number required here is only for indicative purposes and it need not be an actual mobile number.

Adding Multiple Devices

By using Add Multiple Devices option, you can add multiple devices to a group by importing details from a .csv or .txt file in the following format – Mobile no.1, Username1, Email-id1

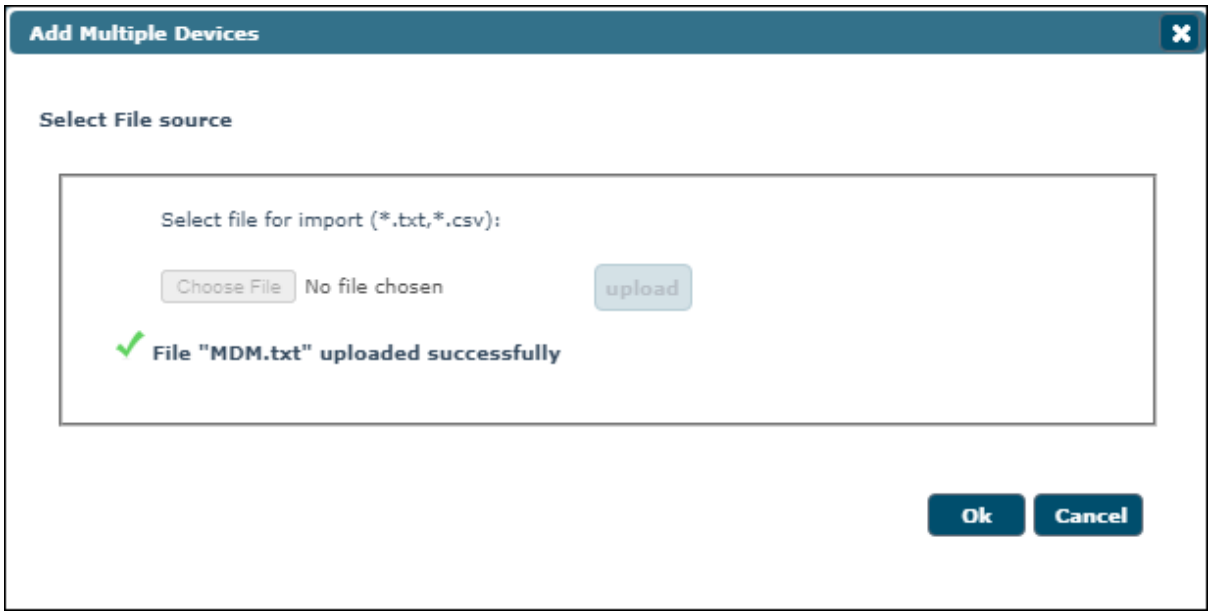
To add multiple devices, follow the steps given below:

1. Select a group.
2. Click **Action list** > **Add Multiple Devices**.
   Add Multiple Devices window appears.



3. Click **Browse** and select the **.txt** and **.csv** file consisting required details.

4. Click **OK**. Add Multiple Devices window appears.



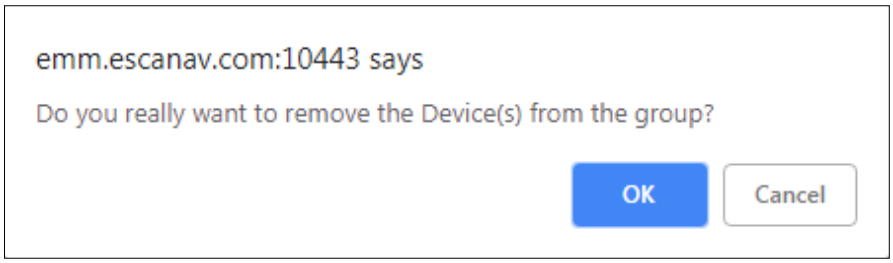
5. All devices from the **.txt** and **.csv** file will be added to the group. After the successful addition, the following window will be displayed.

NOTE	Ensure there is no space before or after comma in the above format. Use a line break to separate each device's information. Device(s) added through this option will be seen as Android devices (when in not enrolled state) and will change to iOS, if an iOS device is enrolled against the number.

Removing a group

To remove a group, follow the steps given below:
Group Removal is allowed only for empty groups. (Group(s) that contains no devices)

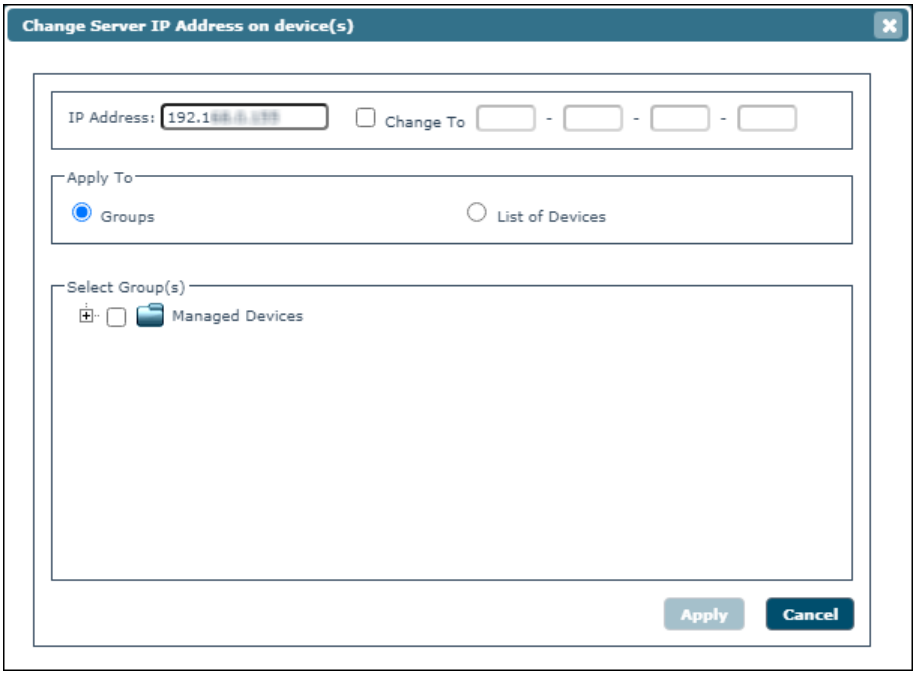
1. Select a group.
2. Click **Action List** > **Remove Group**.
   A confirmation prompt appears.



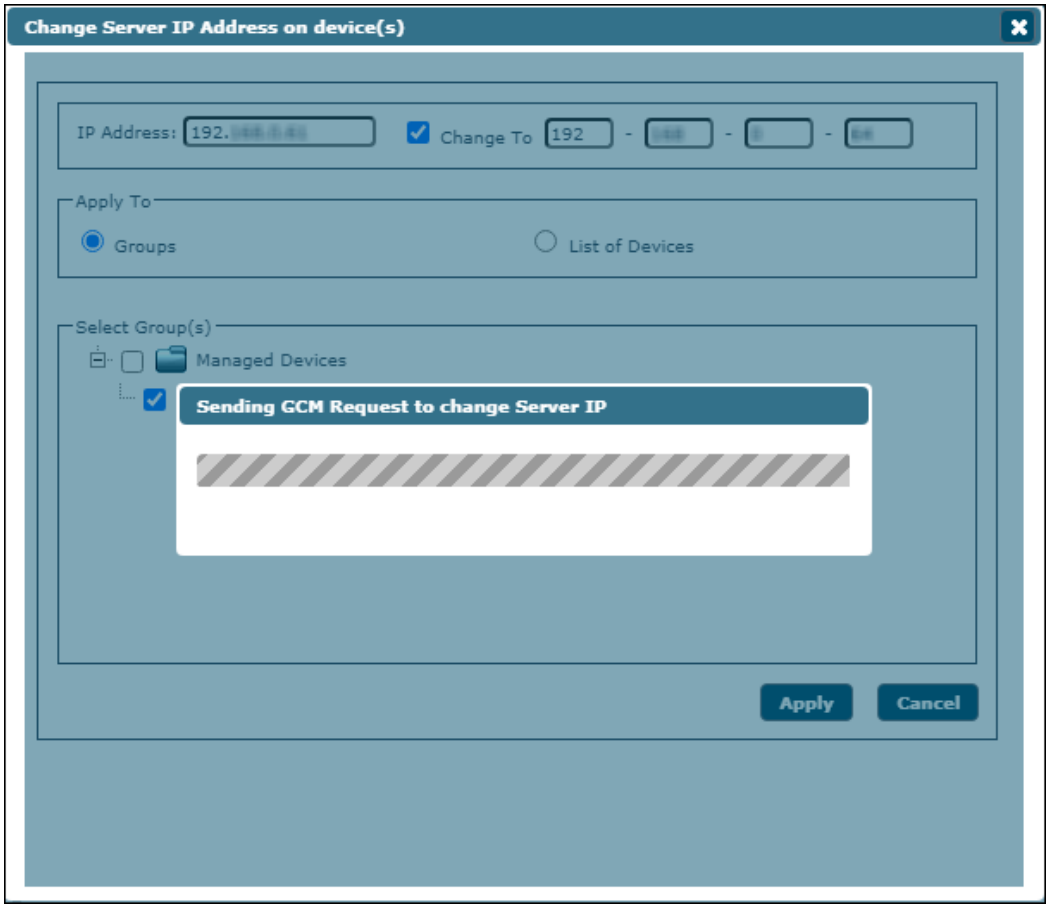
3. Click **OK**.
   The group will be removed.

Changing Server IP address

1. Select a group.
2. Click **Action List** > **Change Server IP**.
   Change Server IP Address window appears. The IP Address field displays the current IP address of a group.



3. Select the **Change To** check box and enter the new server IP address.
4. In the **Apply To** section, select whether IP address change is for **Groups** or **List of Devices**.
5. Select the group or devices in below section. After you are done making changes, click **Apply**.

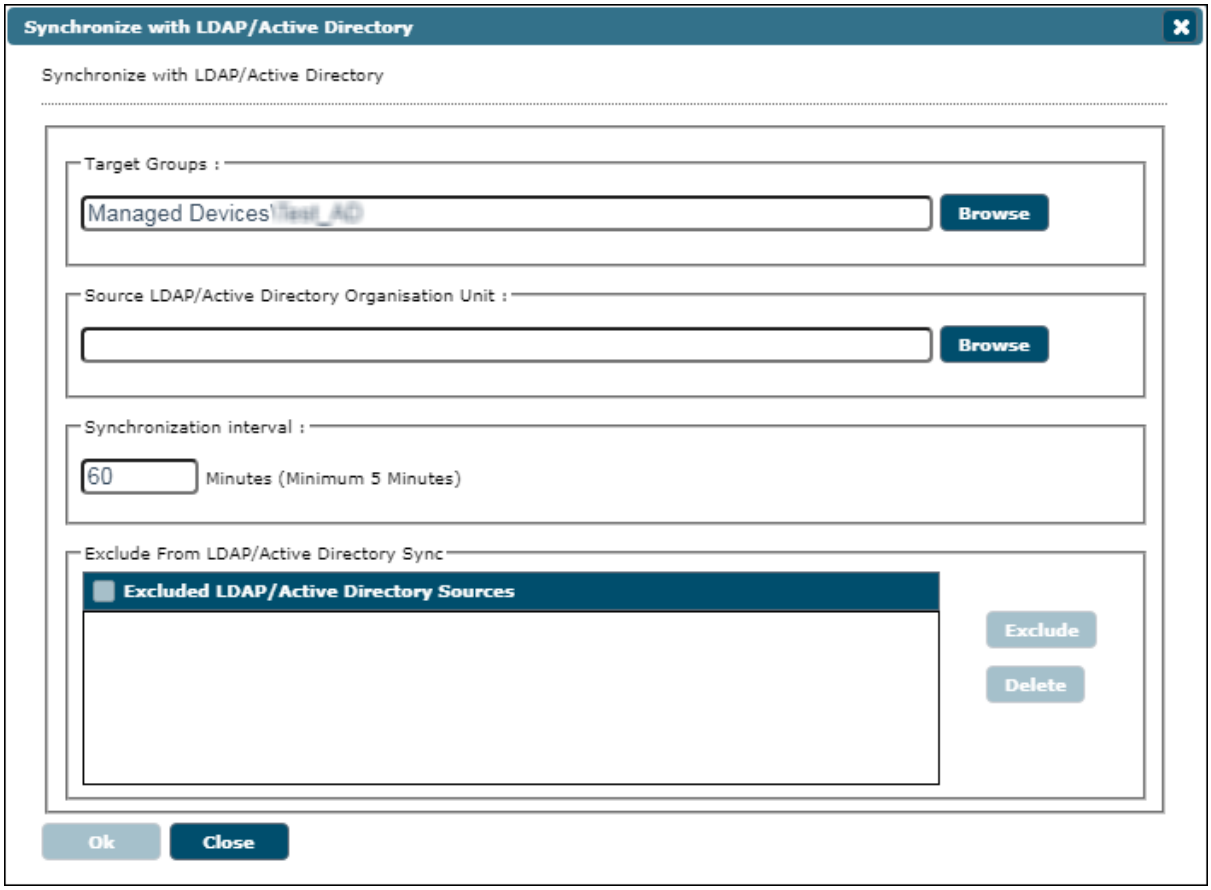


6. The group's or device's IP address will be changed.

Synchronizing with Active Directory

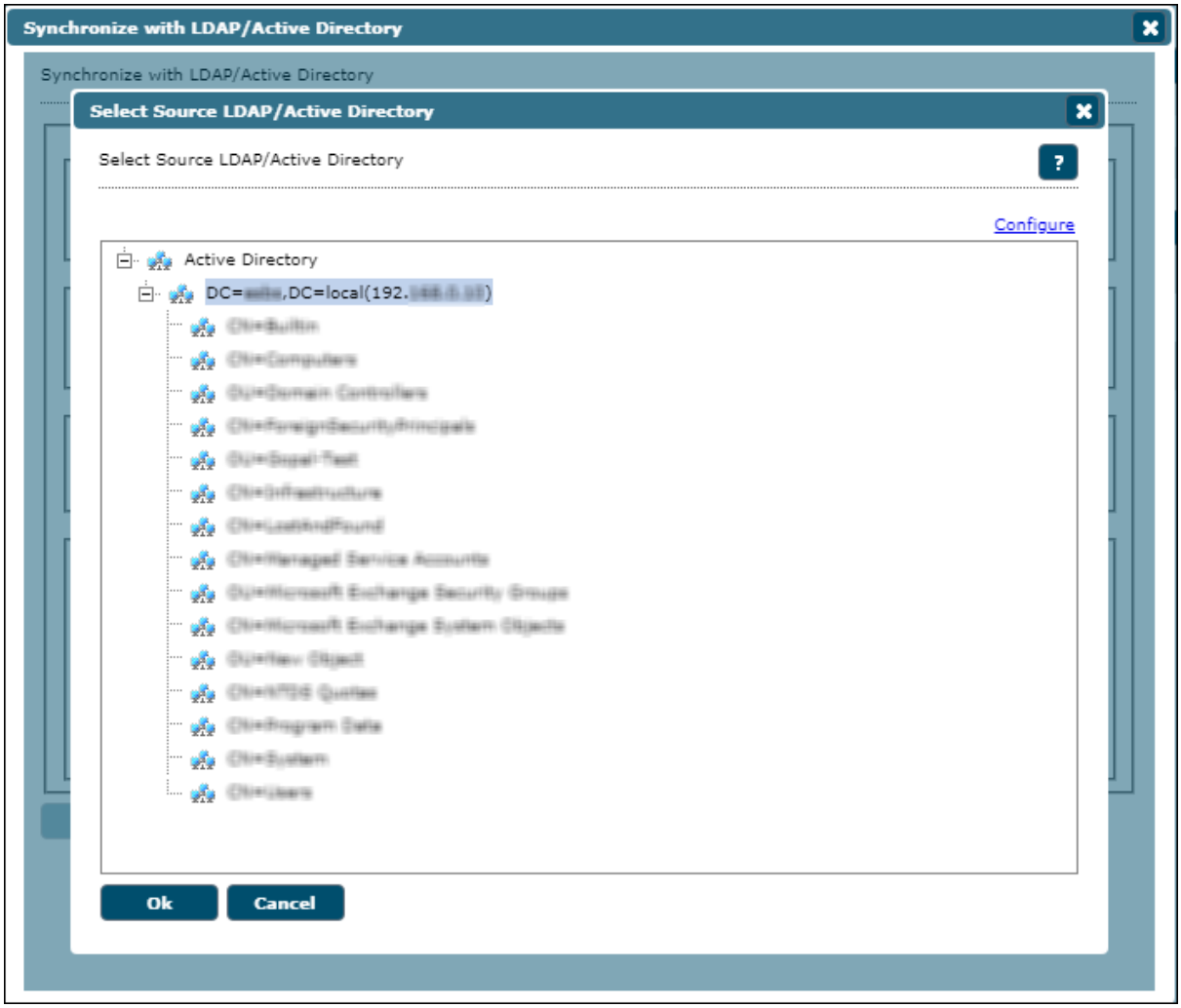
To synchronize a group with Active Directory, follow the steps given below:

1. Select a group and then click **Action List** > **Synchronize with LDAP/Active Directory**.
   Synchronize with LDAP/Active Directory window appears.

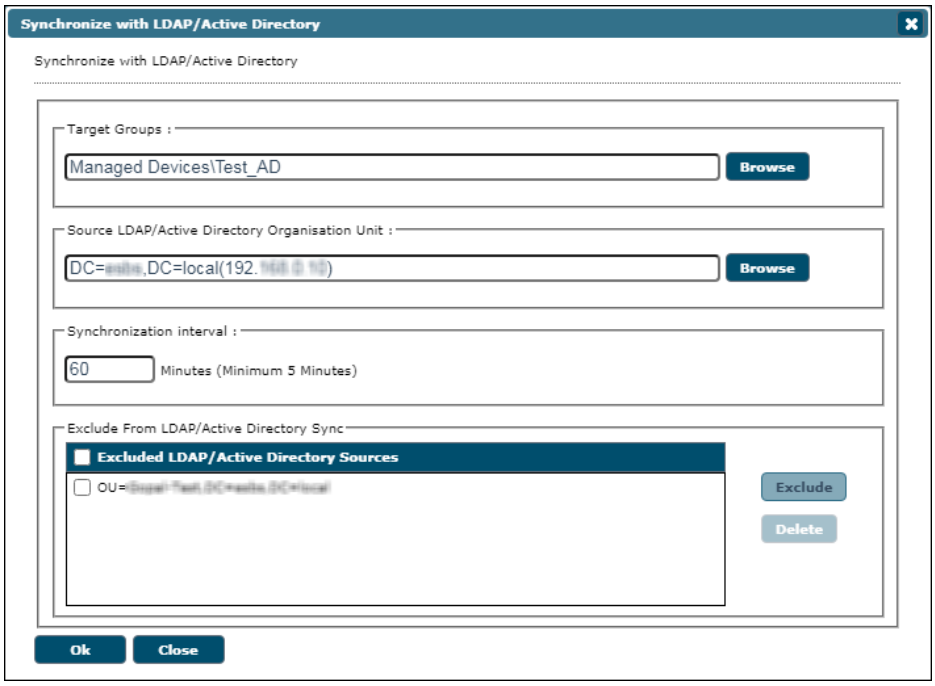


2. If you want to change the target group for synchronization, click **Browse** and select a group or subgroup. (Skip this step if you don't want to change the group).

3. Select the Source LDAP/Active Directory Organization Unit by clicking **Browse**. It takes you to **LDAP/Active Directory**; selection will depend upon which OU you want to synchronize. After selecting OU, click **OK**.



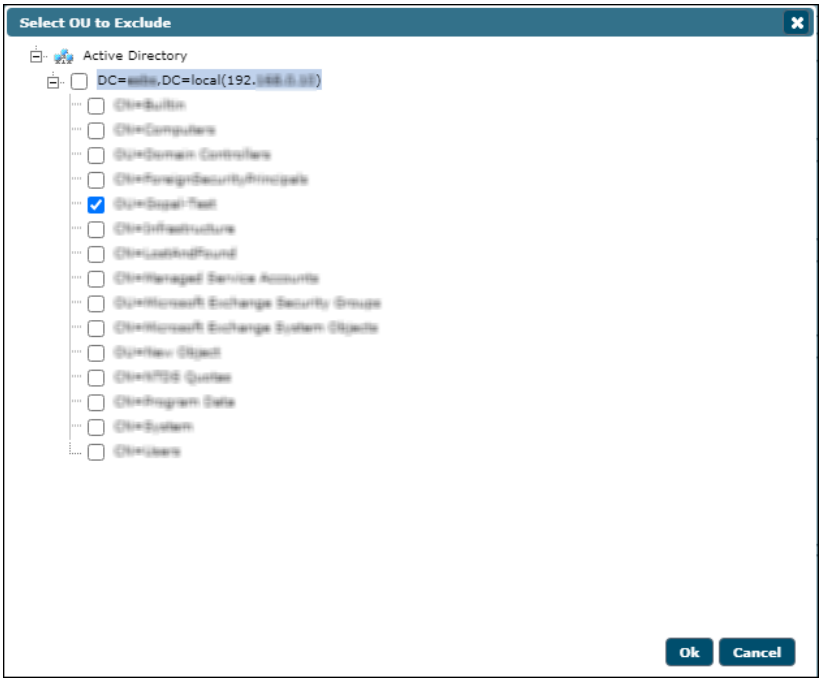
4. Set the Synchronization Interval as per your requirement.



5. Click **OK**.

To exclude group(s) from AD sync

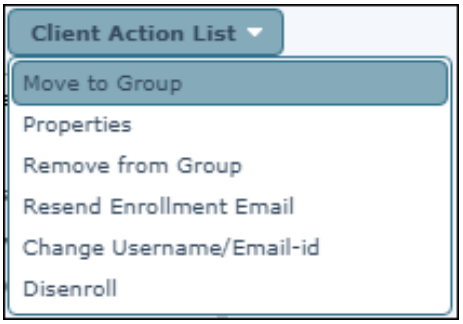
1. Check **Excluded LDAP/Active Directory Sources**. Click **Exclude**. Select OU to Exclude pop-up appears.



2. Select the group you want to exclude and then click **OK**.

Client Action List

This drop-down lets you take action for the devices added in the console.



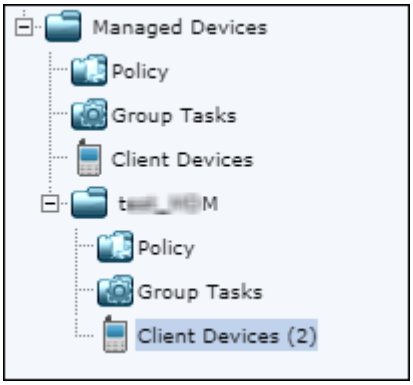
Select a device or devices and take the action of your preference.

Moving Devices from one group to the other group

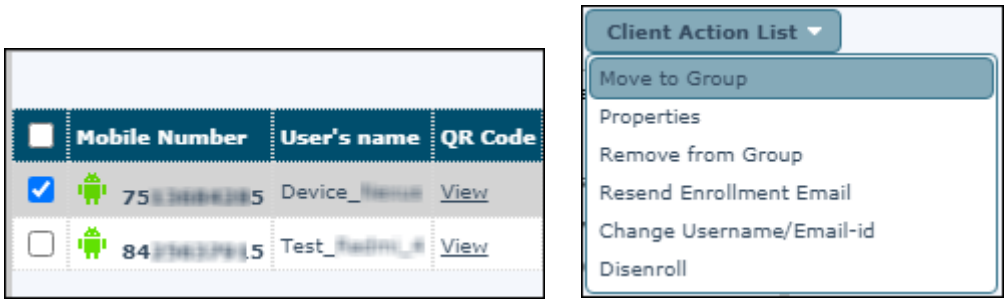
After adding devices in a group, you can move a device or devices from one group to other as per your requirement.

To move device(s) from one group to other, follow the steps given below:

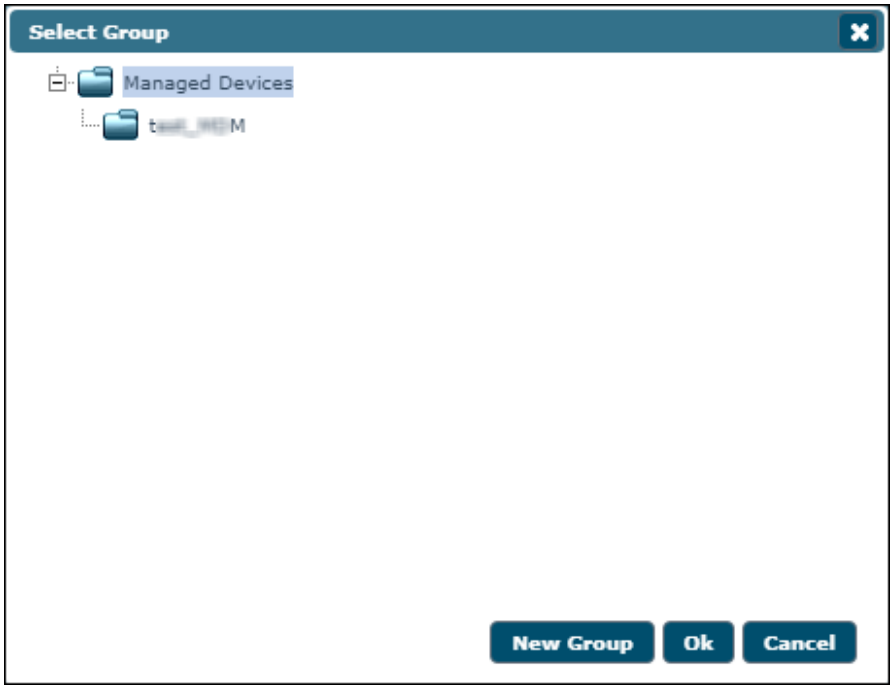
1. Select the group in which the device(s) is already added and then click **Client Devices**.



2. Select the device you want to move to another group and then click **Client Action List** > **Move to Group**.



3. Select Group window appears.



4. Select the group to which you wish to move the device(s) and then click **OK**.

NOTE	You can create a New Group by clicking **New Group** and move the device(s) to that group.

Checking a Device's Properties

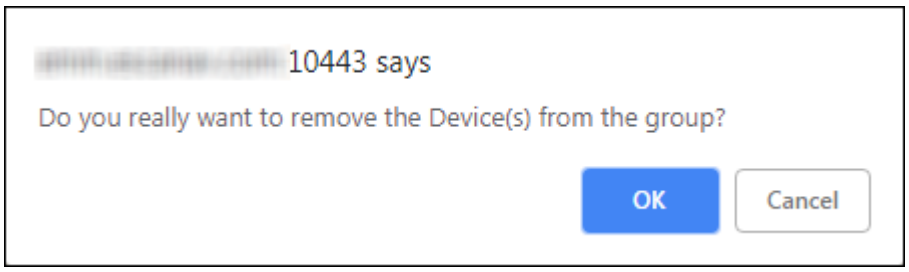
The Properties option lets you check a device's general properties, anti-virus settings, protection status and miscellaneous properties.

1. Select a device.
2. Click **Client Action List** > **Properties**.
   The Properties window for the selected device appears.

Removing a device from group

The Remove from Group option lets you remove any device from a group.

1. Select a device.
2. Click **Client Action List** > **Remove from Group**.
   A confirmation prompt appears.



3. Click **OK**.
   The device will be removed from the group.

NOTE	If a device is removed, all details related to that device are also deleted from the database.

Resending Enrollment Email

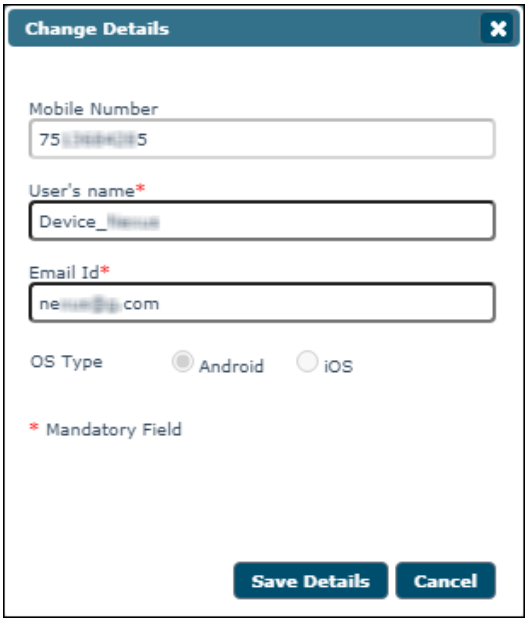
The Resend Enrollment Email option lets you resend the enrollment email to the user who didn't receive it at the time of adding the device.

1. Select the specific device.
2. Click **Client Action List** > **Resend Enrollment Email**.
   A new enrollment email will be sent to the user.

Changing a User's Name/Email ID

The Change User's name/Email ID option lets you change the name/email ID of a user.

1. Select the specific device.
2. Click **Client Action List** > **Change Username/Email ID**.
   Change Details window appears.

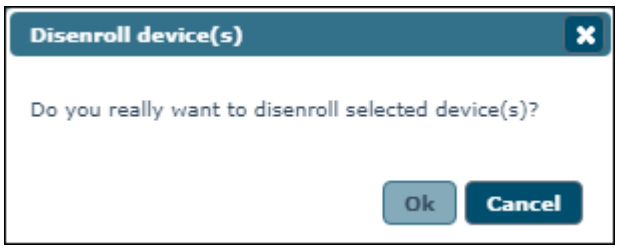


3. Make the required changes and then click **Save Details**.
   The User details will be updated.

Disenrolling a device

The Disenroll option lets you disenroll a device.

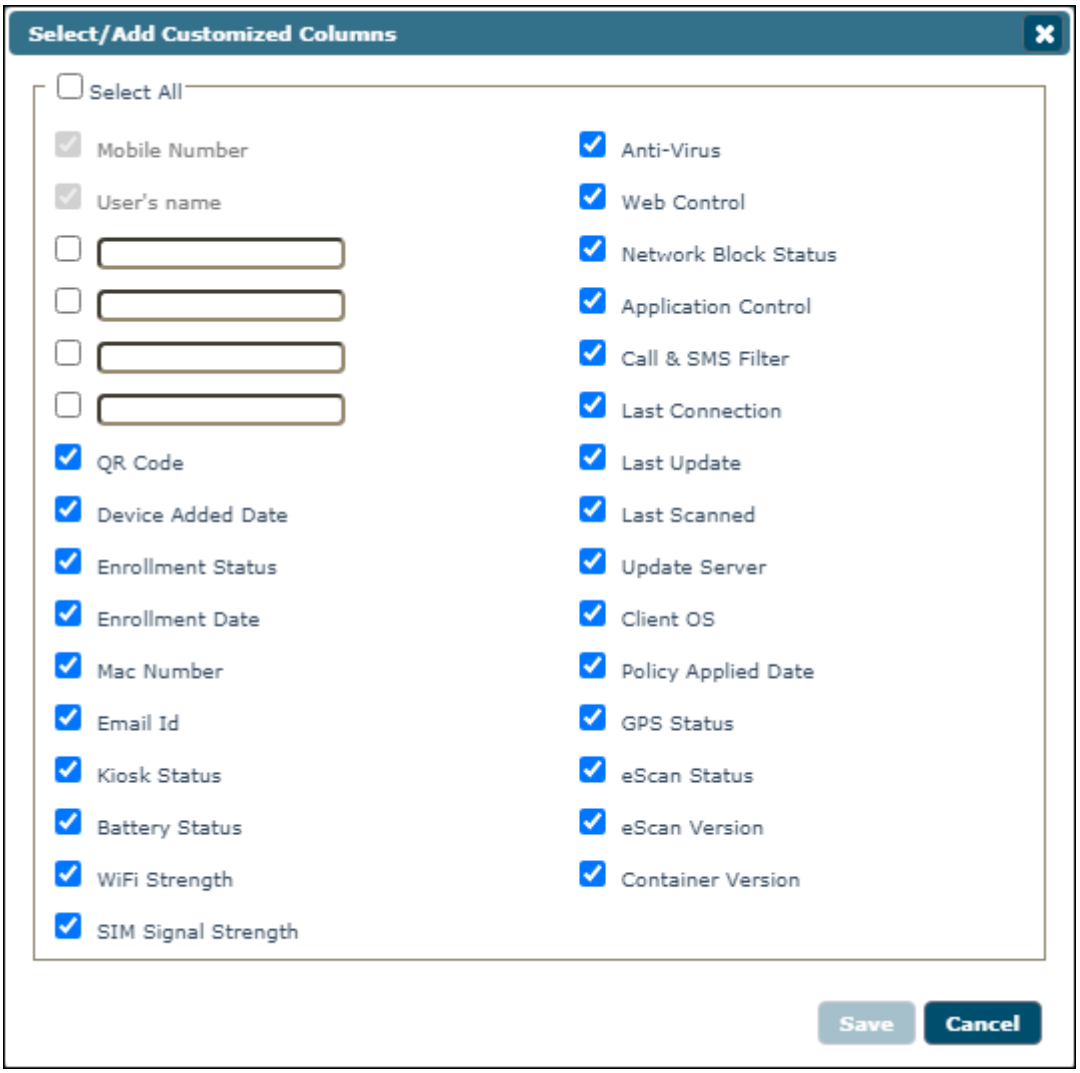
1. Select a device.
2. Click **Client Action List** > **Disenroll**.
   A confirmation prompt appears.



3. Click **OK**.
   The selected device will be disenrolled.

Select/Add Columns

You can customize the view regarding the details of devices, according to the requirement.

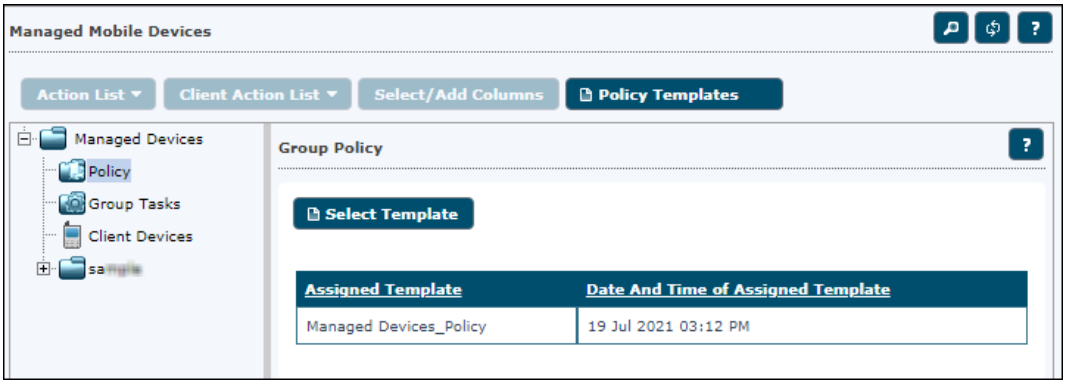


To configure this, select the device and click **Select/Add Columns** option. You can select and configure the required columns accordingly.

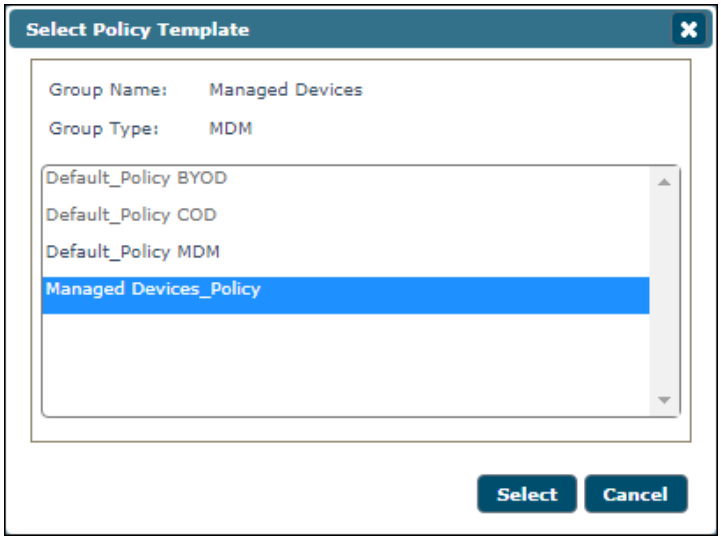
Policy Templates

Steps for Defining Policies for the Group

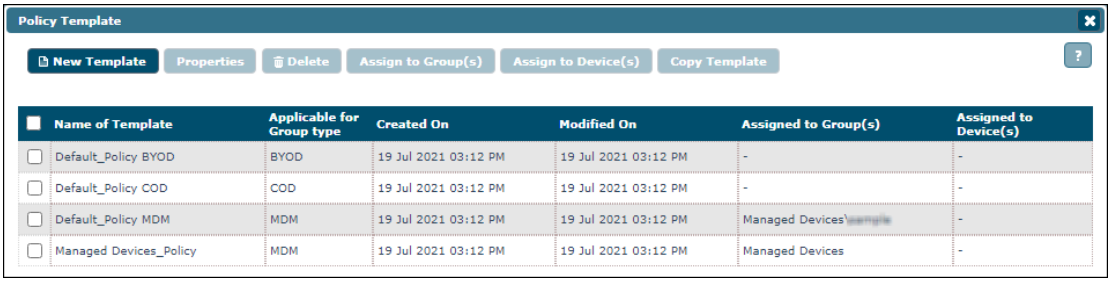
To define policies for a group, select a group and under the group, click Policy. Group Policy pane appears on the right side.



Clicking **Select Template** displays a list of available templates.



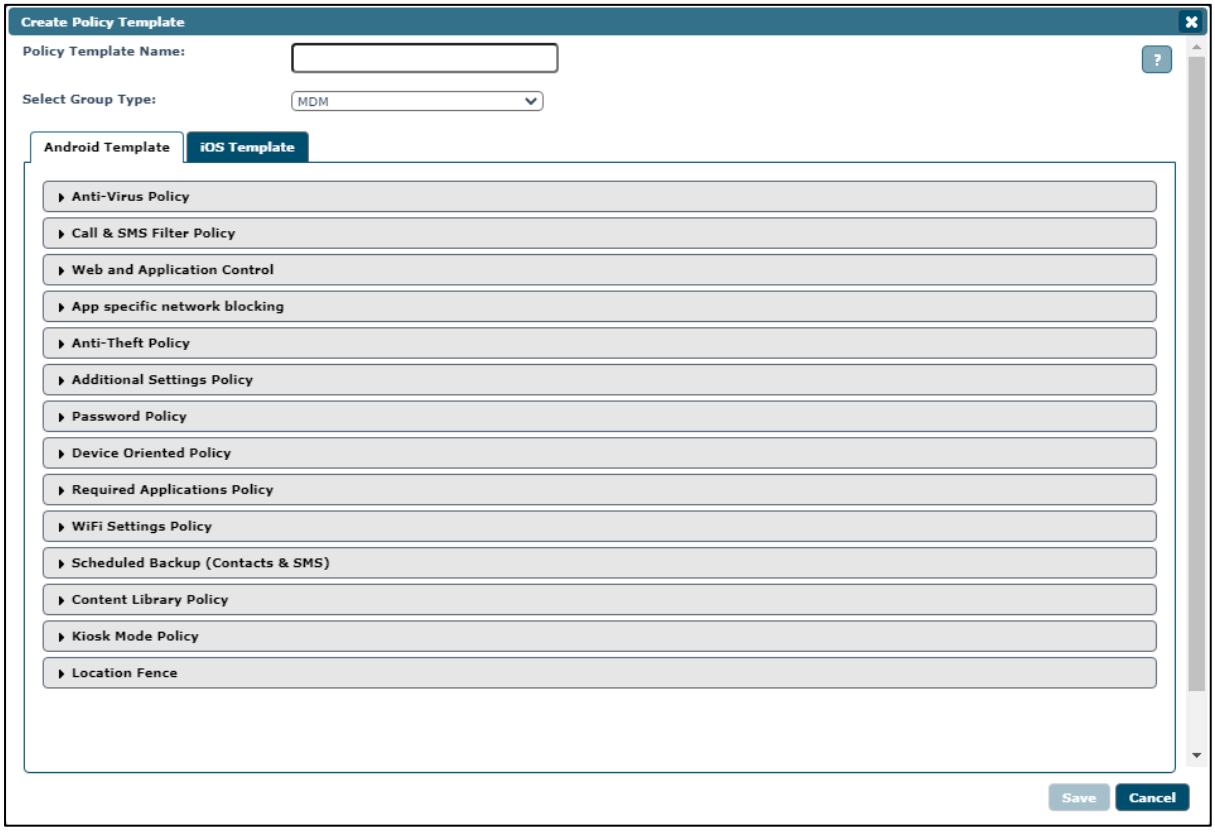
Clicking Policy Templates displays Policy Template screen and lets you create, copy, and assign template to specific group or devices.



Creating New Template

To create a new template, follow the steps given below:

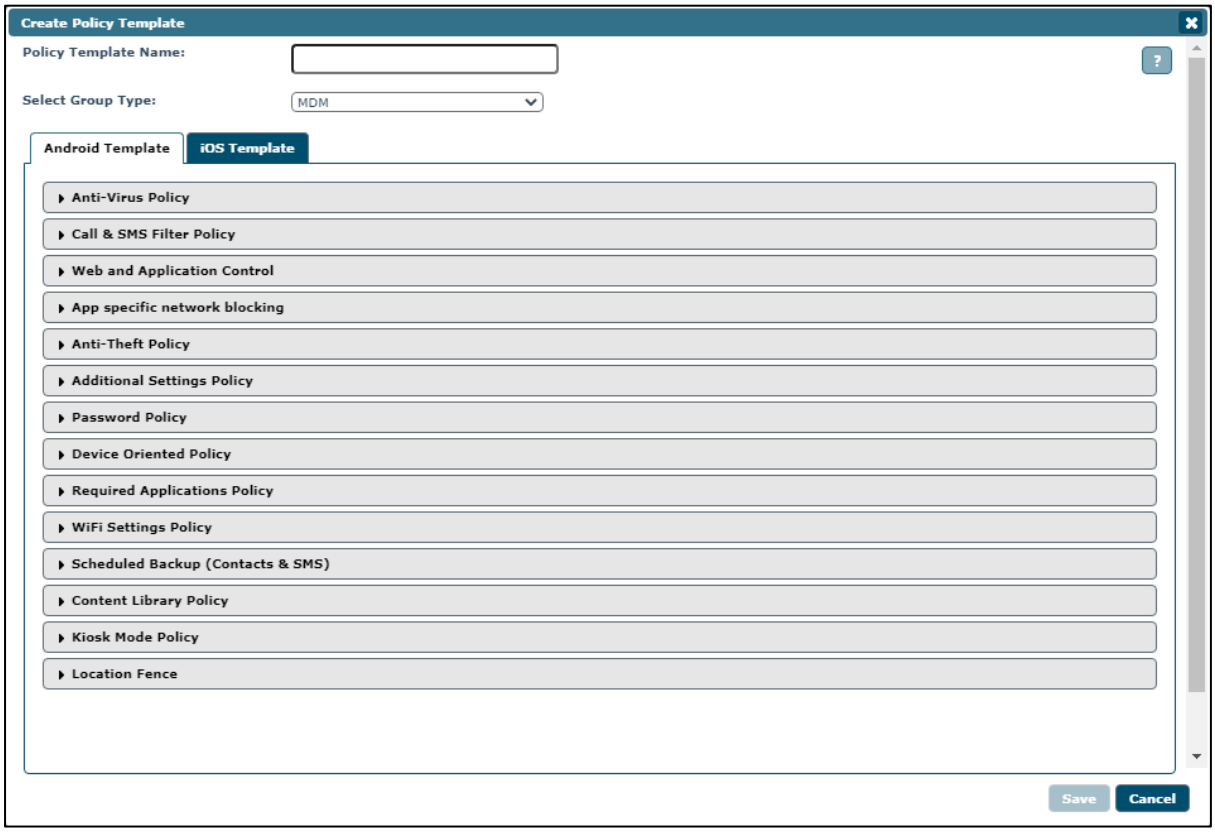
1. Click **New Template**.
   Create Policy Template window appears.



2. Enter a name for template.
3. Select appropriate group type.

The Create Policy Template lets you create template for both Android and iOS devices discussed below.

Android Template

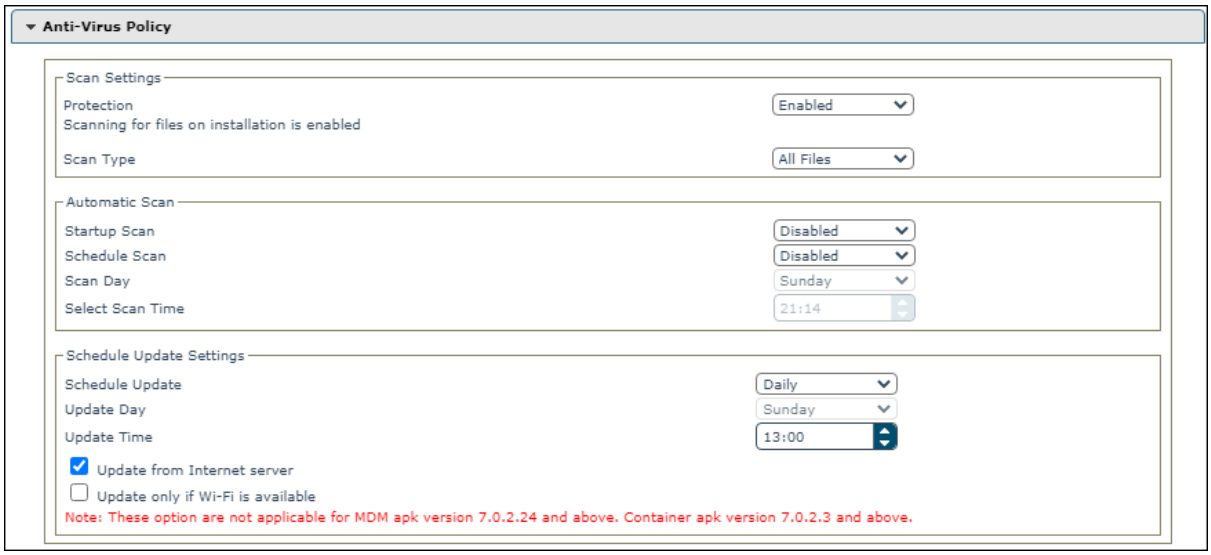


The Android Template consists following policies:

- Anti-Virus Policy
- Call & SMS Filter Policy
- Web and Application Control
- App specific network blocking
- Anti-Theft Policy
- Additional Settings Policy
- Password Policy
- Device Oriented Policy
- Required Applications Policy
- Wi-Fi Settings Policy
- Scheduled Backup (Contacts & SMS)
- Content Library Policy
- Kiosk Mode Policy
- Location Fence

Anti-Virus Policy

Anti-Virus Policy lets you scan the device, schedule a scan and update the virus signature database as per your requirement.

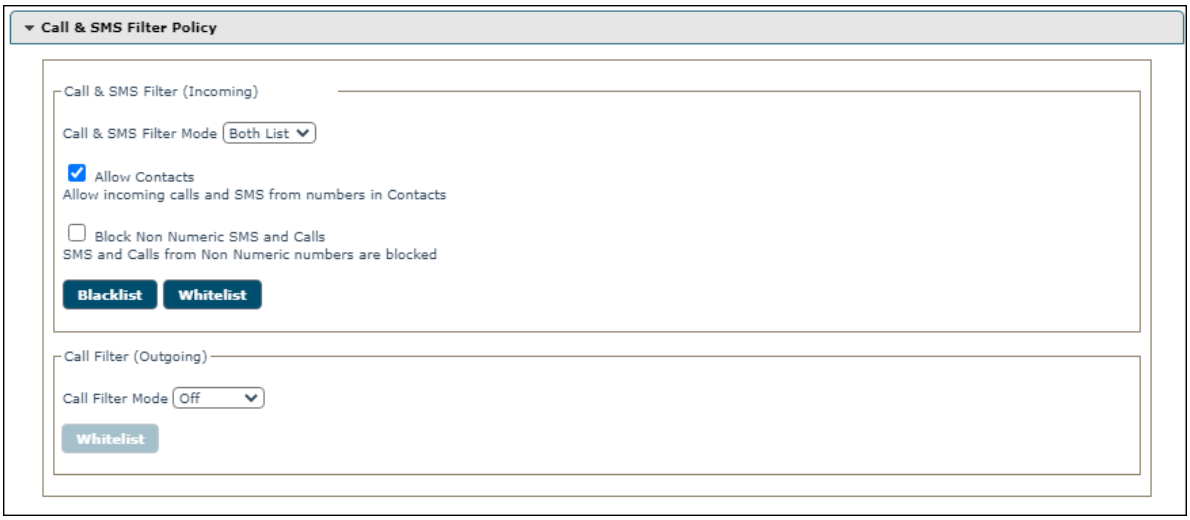


Options	Description
Scan Settings	Using the options present under the Anti-Virus Policy, the administrator can define settings for enabling or disabling virus protection on devices along with settings for file types to be scanned on managed devices.
Protection Scanning for files on installation is enabled	Select Enabled or Disabled to enable or disable protection on managed devices in the group.
Automatic Scan	Use options present under the Anti-Virus Policy to scan devices on startup or schedule the scan as per requirement.
Startup Scan	Select from drop-down to enable or disable scanning on device startup, as per your requirement.
Schedule Scan	Select a schedule to scan managed devices. You can conduct a weekly or daily scan as required or even disable the scan schedules.
Scan Day	Select a particular day of the week to scan the managed devices present in the group. This check box will be activated only if you select weekly scan.
Select Scan Time	Set time for scanning the managed devices in the group.

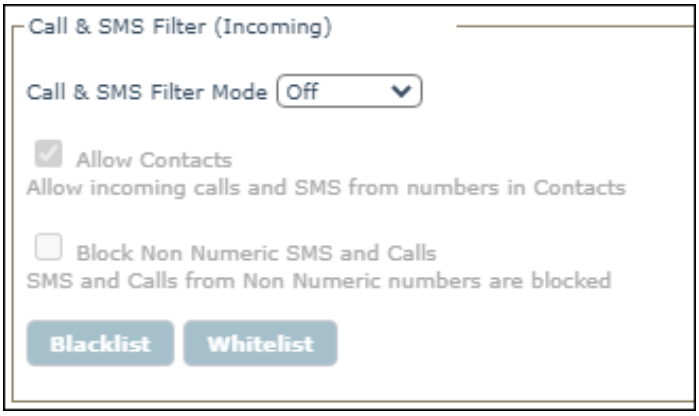
Schedule Update Settings	Define settings for updating eScan on managed devices.
Schedule Update	Define a schedule to update virus signature database on a daily or weekly basis or disable the update schedule.
Update Day	Select a particular day of the week to update the managed devices present in the group. This check box will be activated only if you select weekly update.
Update Time	Set time for the devices to take virus signature database update from the server. It will be helpful in saving network congestion where large numbers of devices are added in the MDM Server.
Update from Internet server	Select this check box to update the virus signature database from the Internet server.
Update only if Wi-Fi is available	Select this check box to update virus signature database only if the Wi-Fi connection is available.

Call & SMS Filter Policy

The Call & SMS Filter Policy lets you set filter for incoming calls, text messages and outgoing calls on managed devices.

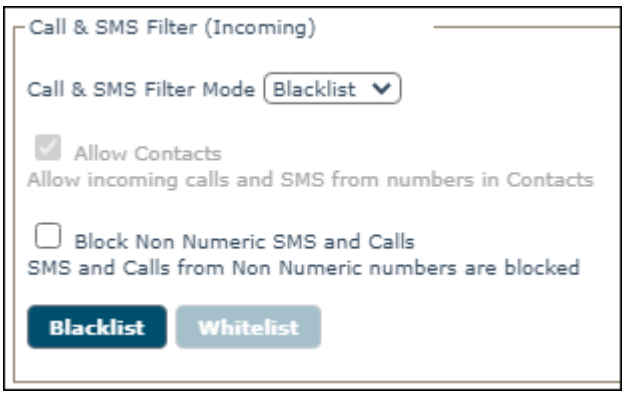


Call and SMS filter Mode set to Off



If the Call and SMS filter mode is set to Off, all calls and text messages will be allowed.

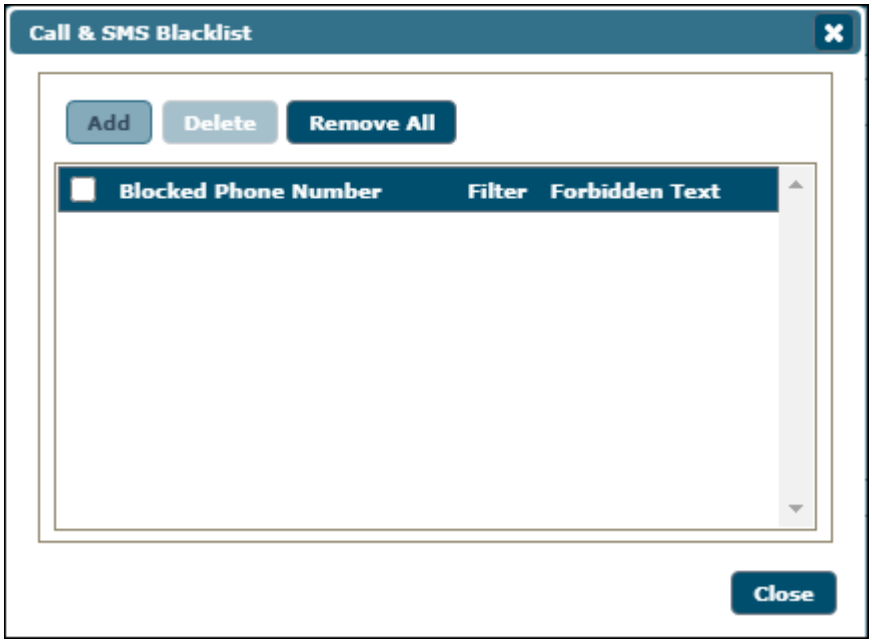
Call and SMS filter mode set to Blacklist



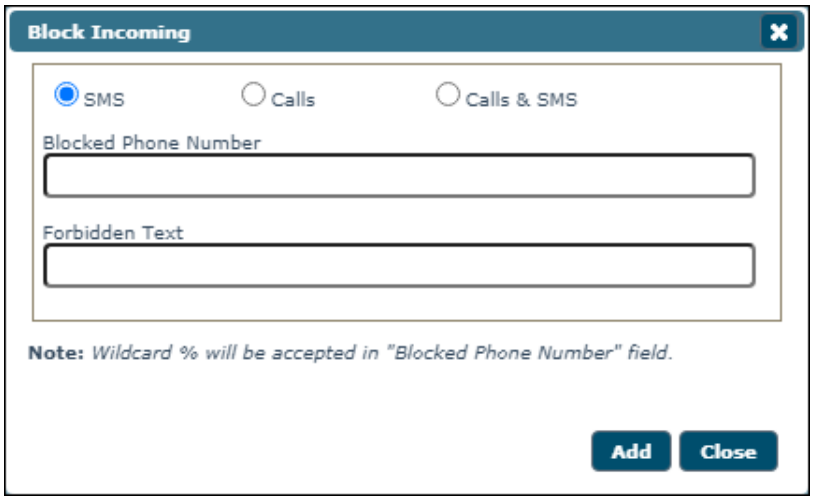
Select Block Non-Numeric SMS and Calls check box to block SMS and calls from non-numeric numbers.

To block incoming calls from known numbers and SMS consisting specific keywords, click **Blacklist**.

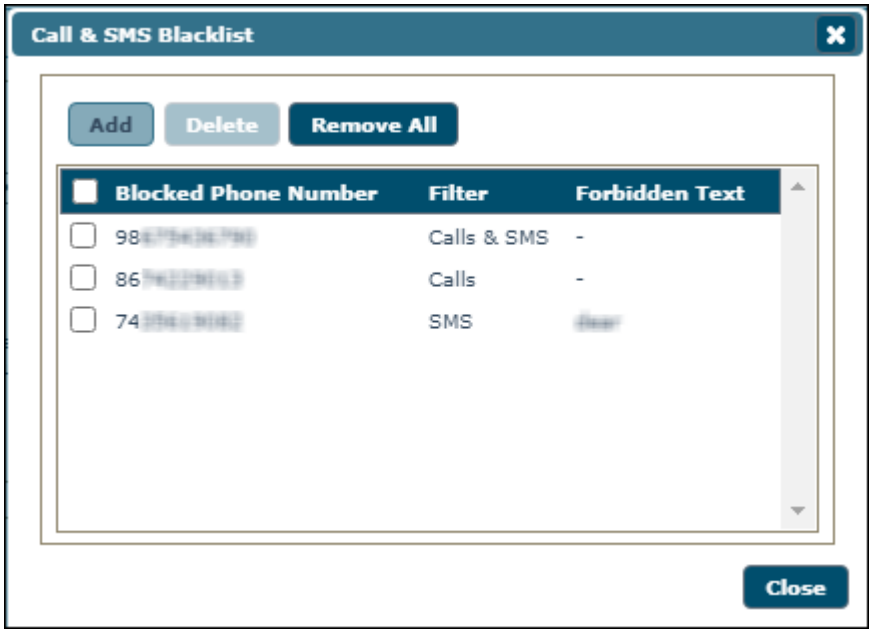
Call and SMS Blacklist window appears.



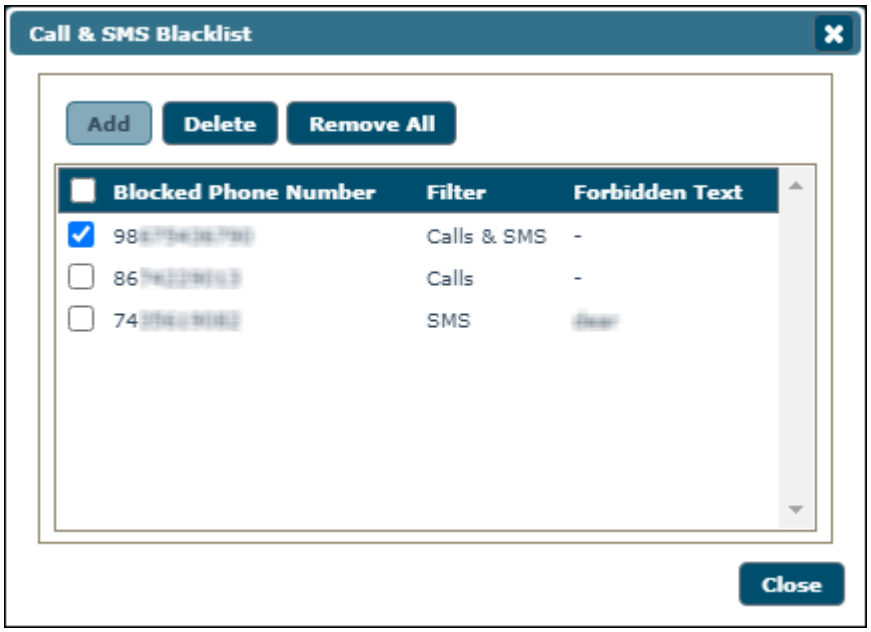
Click **Add**.
Block Incoming window appears.



Select whether to block **SMS**, **Calls** or both **Calls & SMS**. Enter the Blocked Phone Number and Forbidden Text in the fields and then click **Add**.



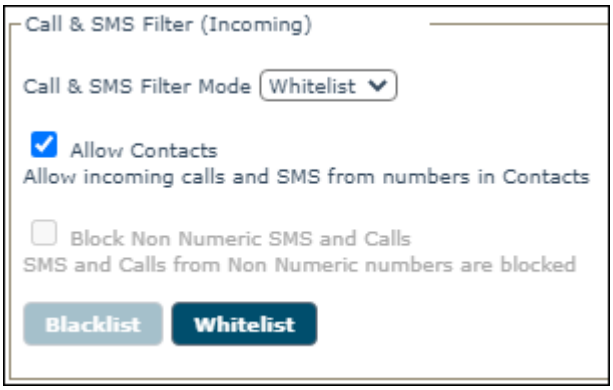
To delete a specific number from the Blacklist, select the number and click **Delete**.



The selected number will be deleted.

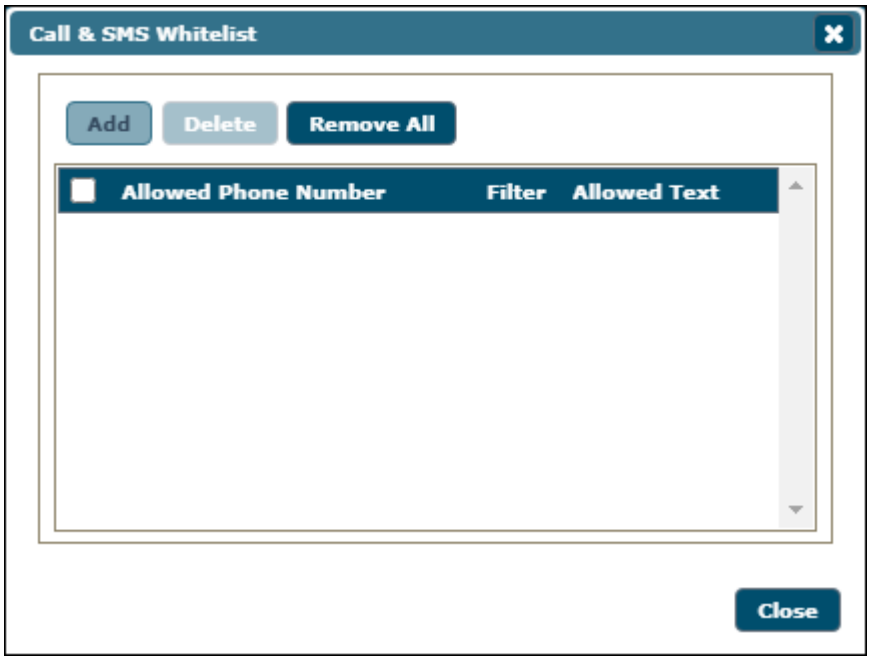
To remove all the added numbers in a single-click, click **Remove All**.

Call and SMS filter mode set to Whitelist



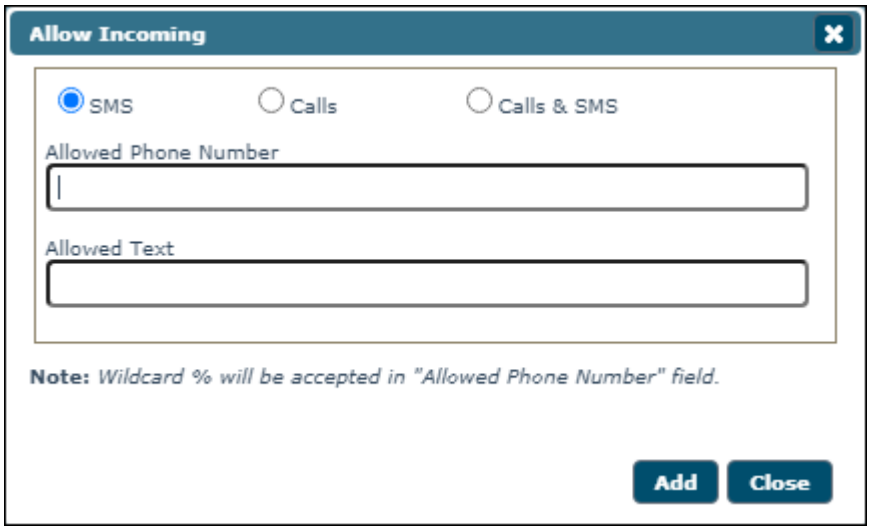
Check **Allow Contacts** check box and then click **Whitelist**.

Call and SMS Whitelist window appears.

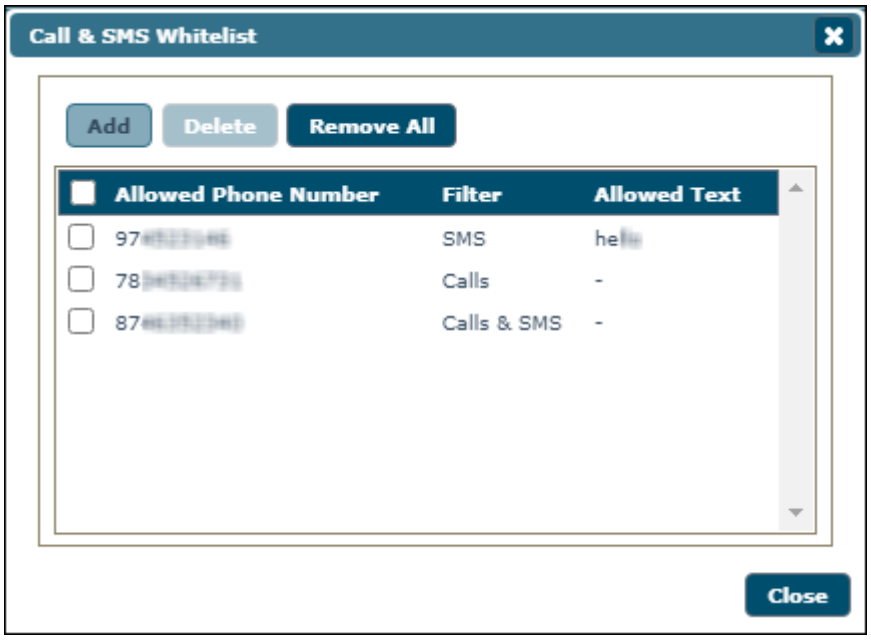


Click **Add**.

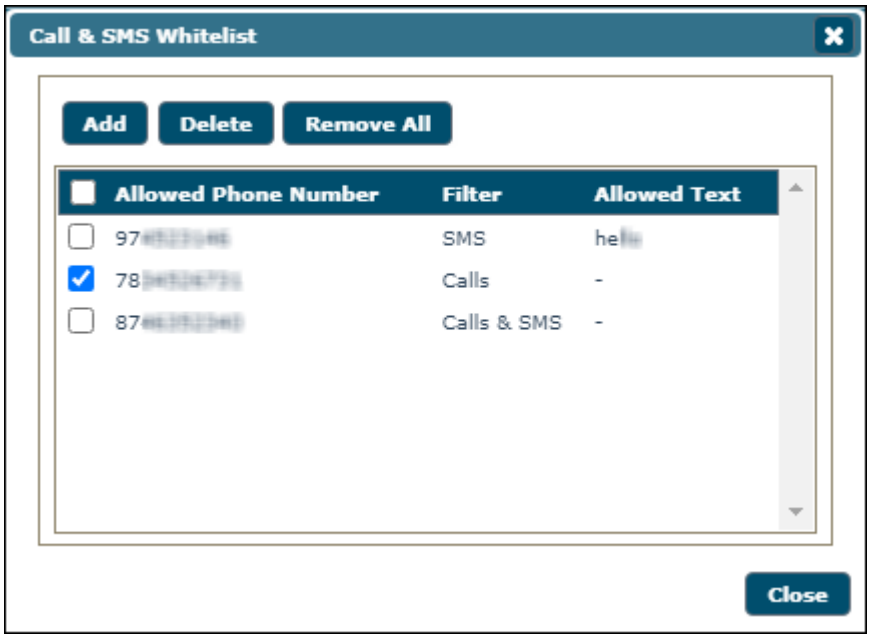
Allow Incoming window appears.



Select whether to allow **SMS**, **Calls** or both **Calls & SMS**. Enter the Allowed Phone Number and Forbidden Text in the fields and then click **Add**.

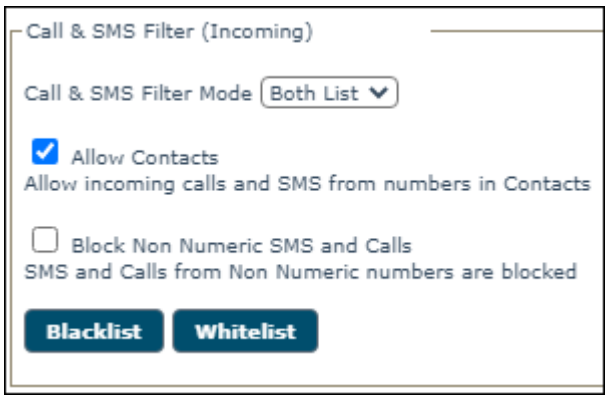


To delete a specific number from whitelist, select the number and click **Delete**.



The number will be deleted.
To remove all numbers in a single-click, click **Remove All**.

Call and SMS filter mode set to Both List



Check Allow Contacts and Block Non-Numeric SMS and Calls and you will be able to access both Blacklist's and Whitelist's features.

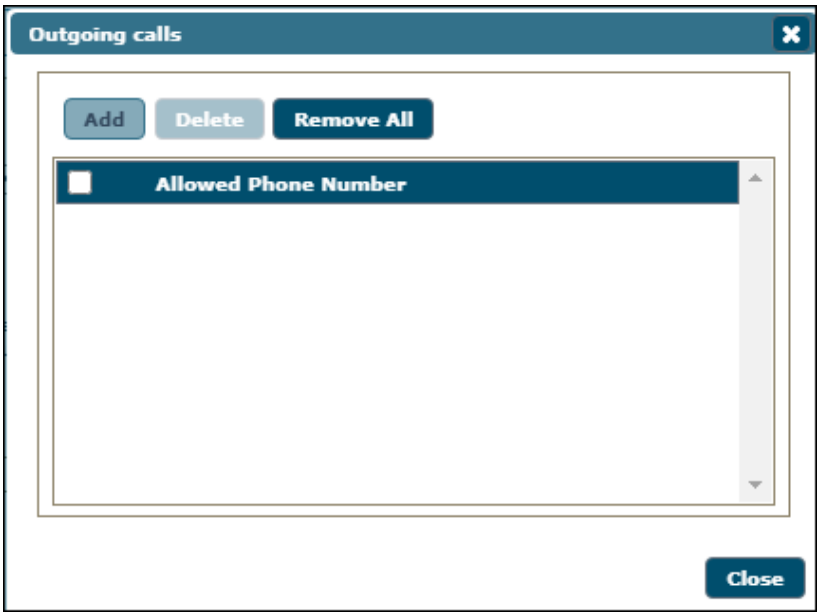
Call Filter (Outgoing) Mode set to Off

If Call Filter Mode is set to Off, all outgoing calls will be allowed.

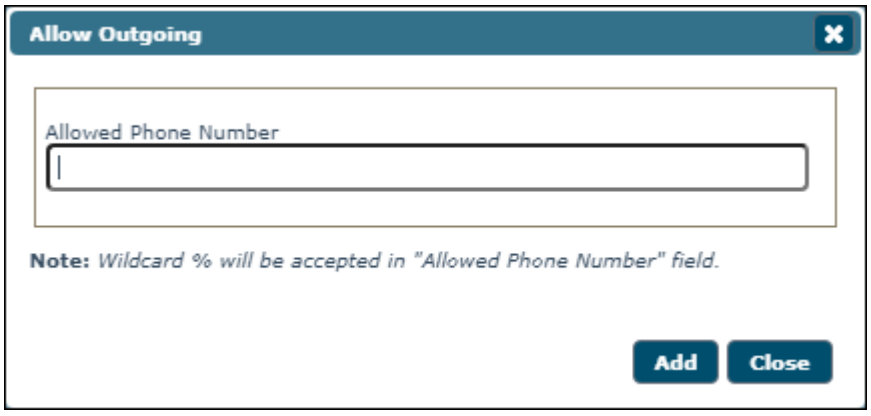
Call Filter (Outgoing) Mode set to Whitelist

If Call Filter Mode is set to Whitelist, a user can make outgoing calls only to whitelisted numbers.

Click **Whitelist**. Outgoing calls window appears.

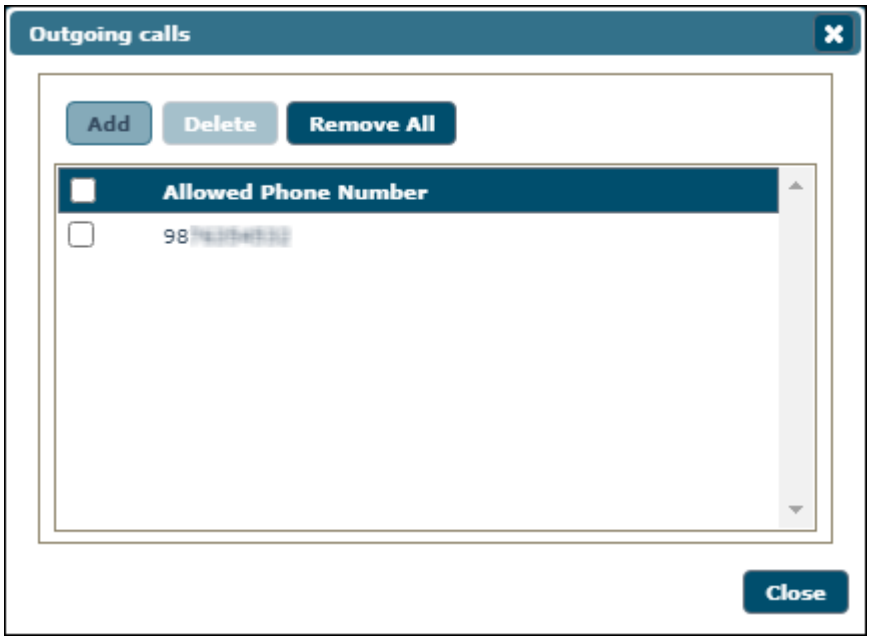


Click **Add**.
Allow outgoing window appears.

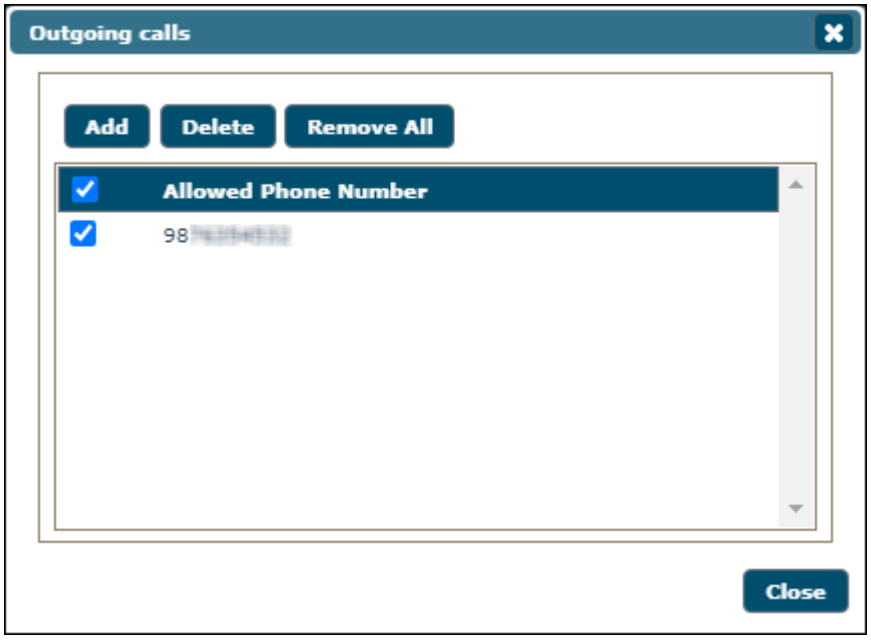


Enter the phone number and then click **Add**.

The number will be added to the Whitelist.



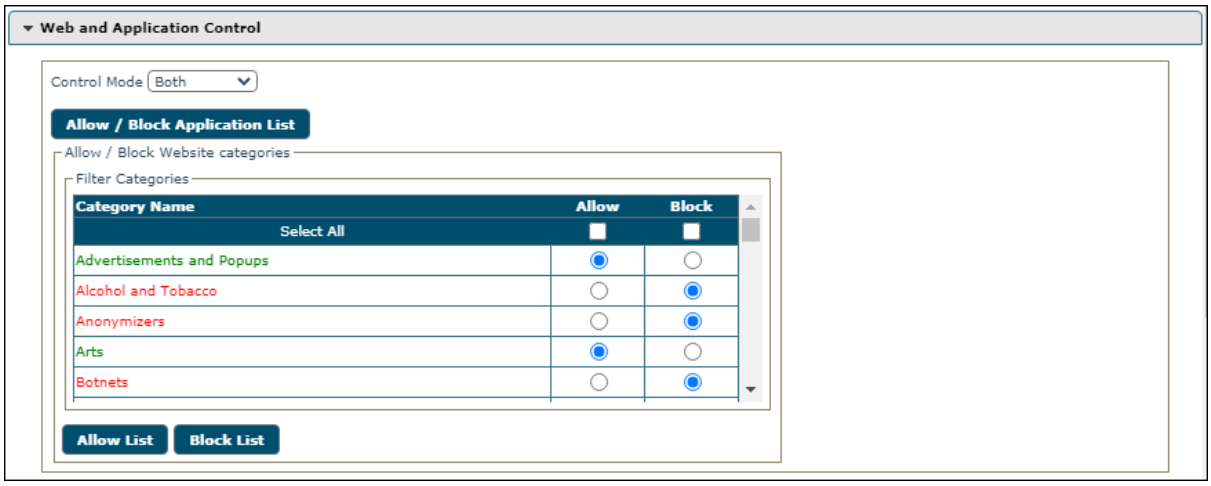
To delete a specific number, select a number and then click **Delete**.



The number will be deleted.

Web and Application Control

Web and Application Control policy lets you allow and block applications and websites on managed devices.

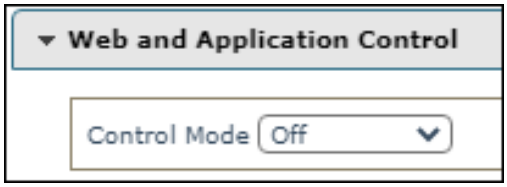


Control Mode

Allow or Block **Applications/Website** or **Both** or **Off** based on your requirement and Policies.

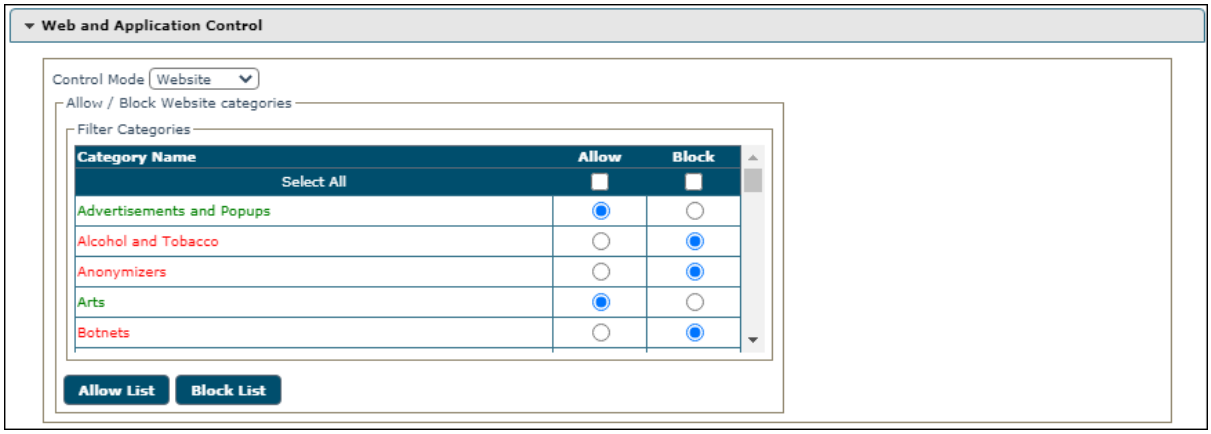
Control mode set to Off

If the Control Mode is set to **Off**, you cannot allow/block websites or applications.

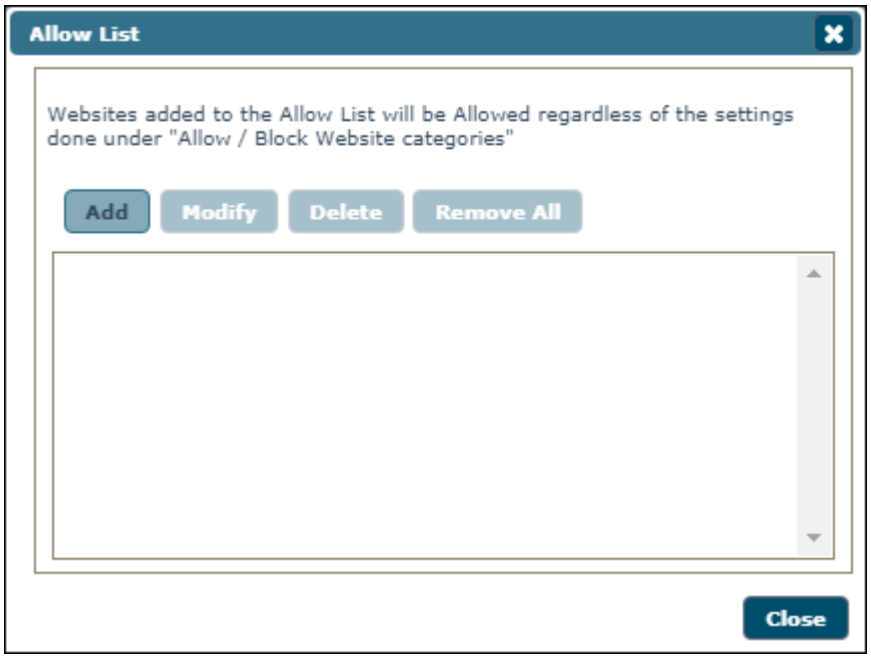


Control mode set to Website

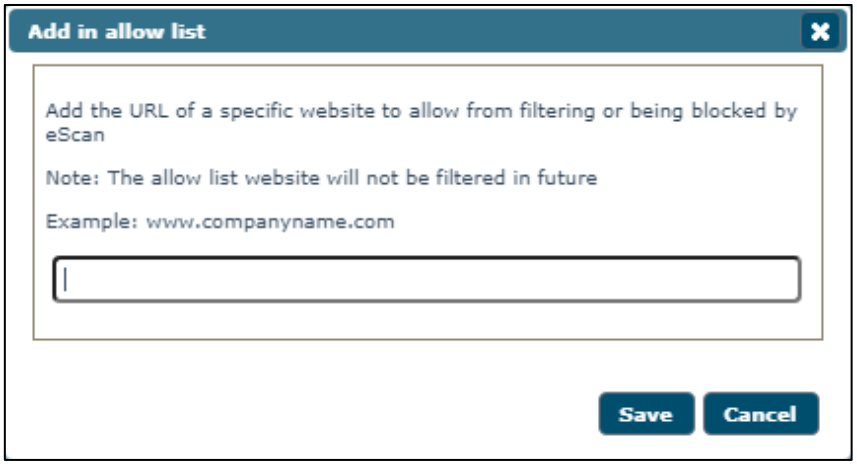
Setting the Control Mode to Website lets you allow and block website categories.



Allow List: Websites added to this list can be accessed in browser. You can modify, delete and also remove the list of websites.



Click **Add**.
Add in allow list window appears.



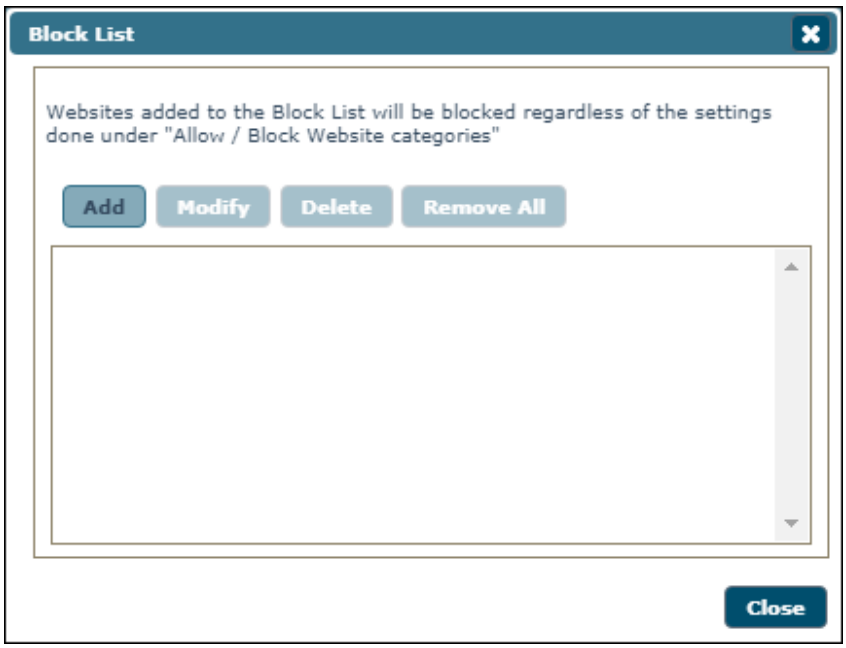
Enter the URL in the field and then click **Save**.

To edit the existing allowed website, select the particular website and click **Modify**.

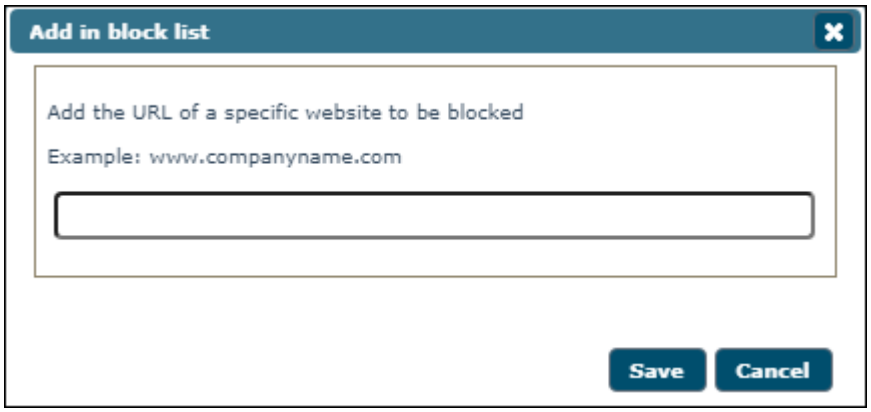
To delete a particular website, select the website and click **Delete**.

To remove all the website from the list in a single-click, click **Remove All**.

Block List: Websites added to this list will be blocked in browser. You can modify, delete and remove the list of websites from the Block List.



Click **Add**.
Add in block list window appears.



Enter the URL and then click **Save**.

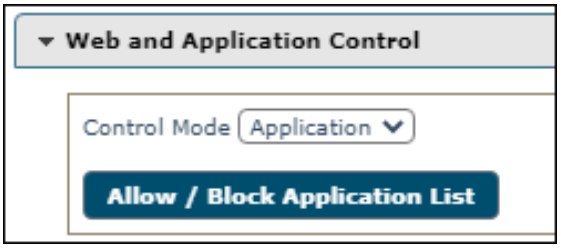
To edit the existing blocked website, select the particular website and click **Modify**.

To delete a particular website, select the website and click **Delete**.

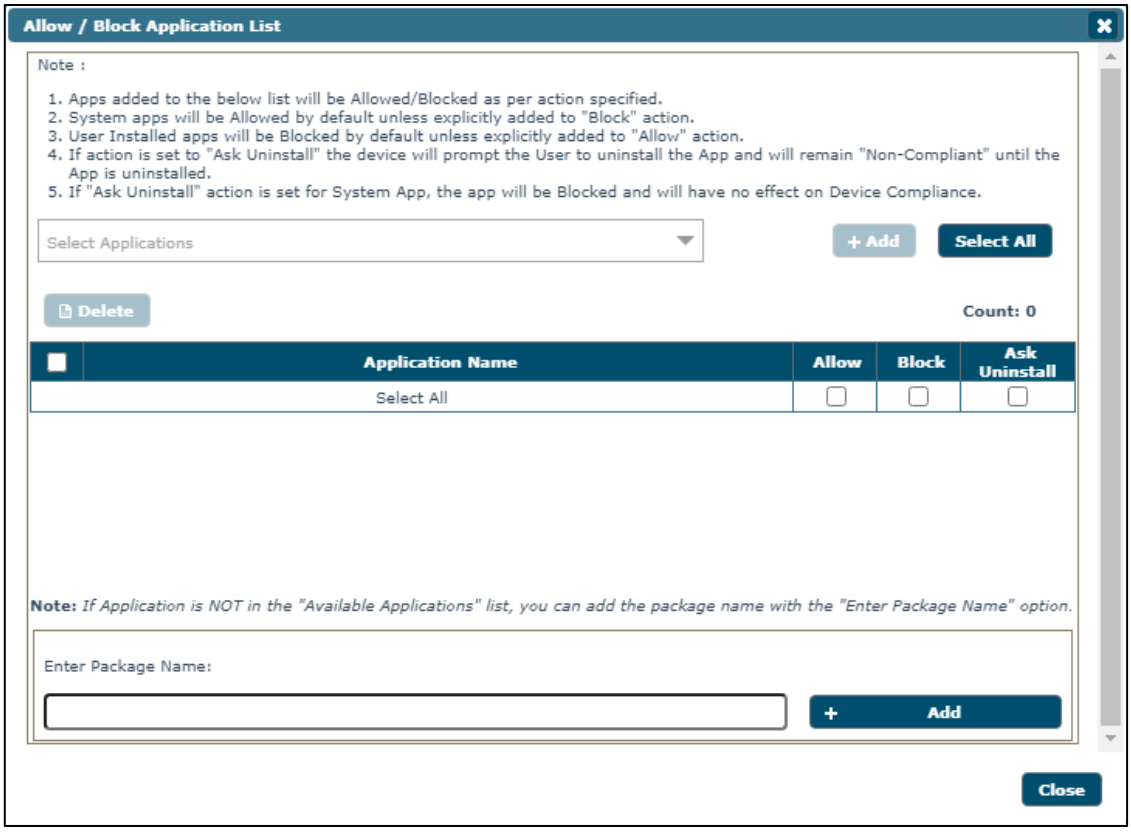
To remove all the website from the list in a single-click, click **Remove All**.

Control mode set to Application

Setting the Control Mode to **Application** lets you allow or block an application.



Click **Allow/Block Application List**.
Allow/Block Application List window appears.



Select the applications from the drop-down menu and click **Add**.
To delete a particular application, select the application and click **Delete**.

Application List

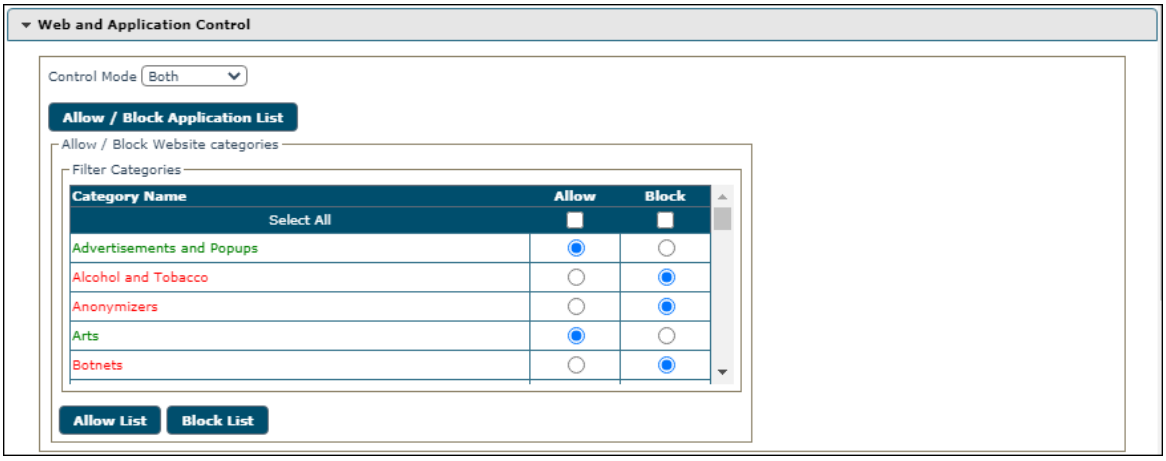
1. Applications added to this list will be allowed/blocked as per the specified action.
2. System applications will be allowed by default unless explicitly added to "**Block**" section.
3. User installed applications will be blocked by default unless explicitly added to "**Allow**" section.
4. If the action is set to "**Ask Uninstall**" the device will prompt the user to uninstall the application and will remain "**Non-Compliant**" until the application is uninstalled.
5. If "**Ask Uninstall**" action is set for the system applications, the applications will be blocked and will have no effect on the device compliance.

NOTE	If Application is NOT in the "**Available Applications**" list you can add the package name with the "**Enter Package Name**" option.

Enter the application's package name in the field and click **Add.** After adding the package name that is not available in Available Application List, select the action **Allow**, **Block**, or **Ask Uninstall** option.

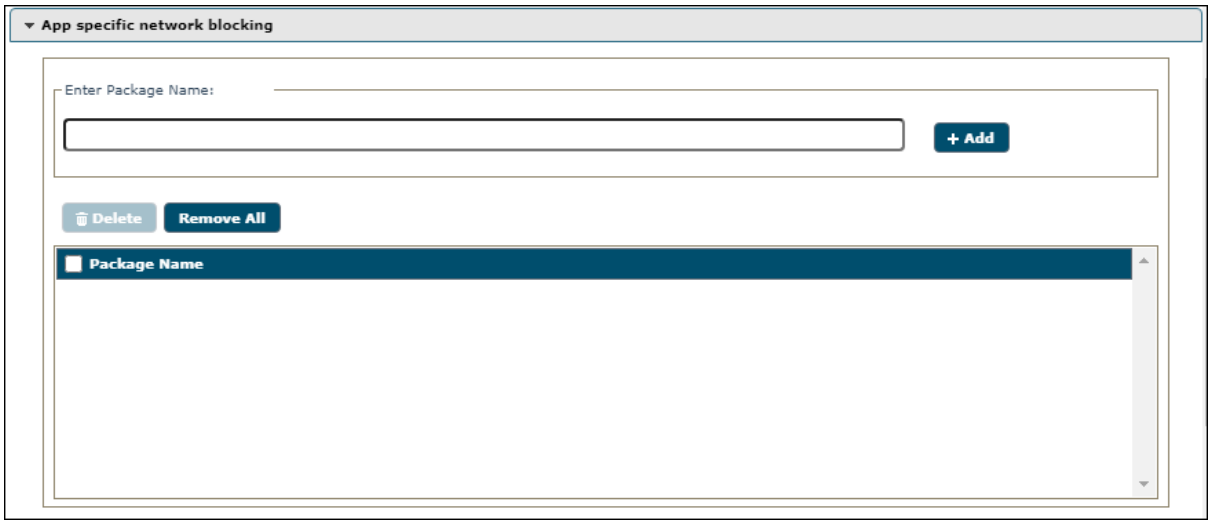
Control mode set to Both

Setting the Control Mode to Both lets you allow/block website categories and applications.



App Specific Network Blocking

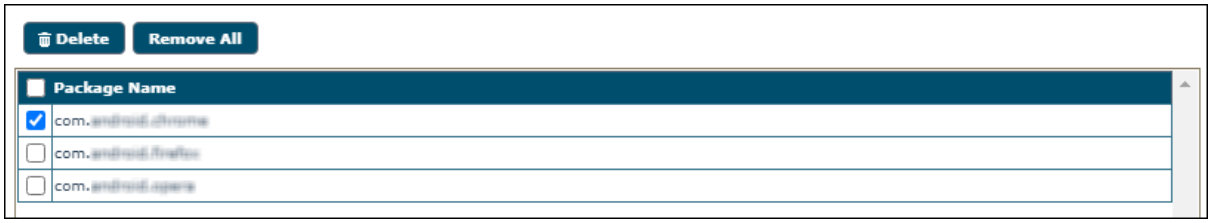
The App Specific Network Blocking Policy lets you block a particular application from accessing the Internet.



In the **Enter Package Name** field, type the application's package name and then click **Add**.
The package will be added and displayed in **Package Name** section below.
After a package is added, the respective application will be unable to access the Internet.

NOTE	VPN permission is needed for this functionality to work.

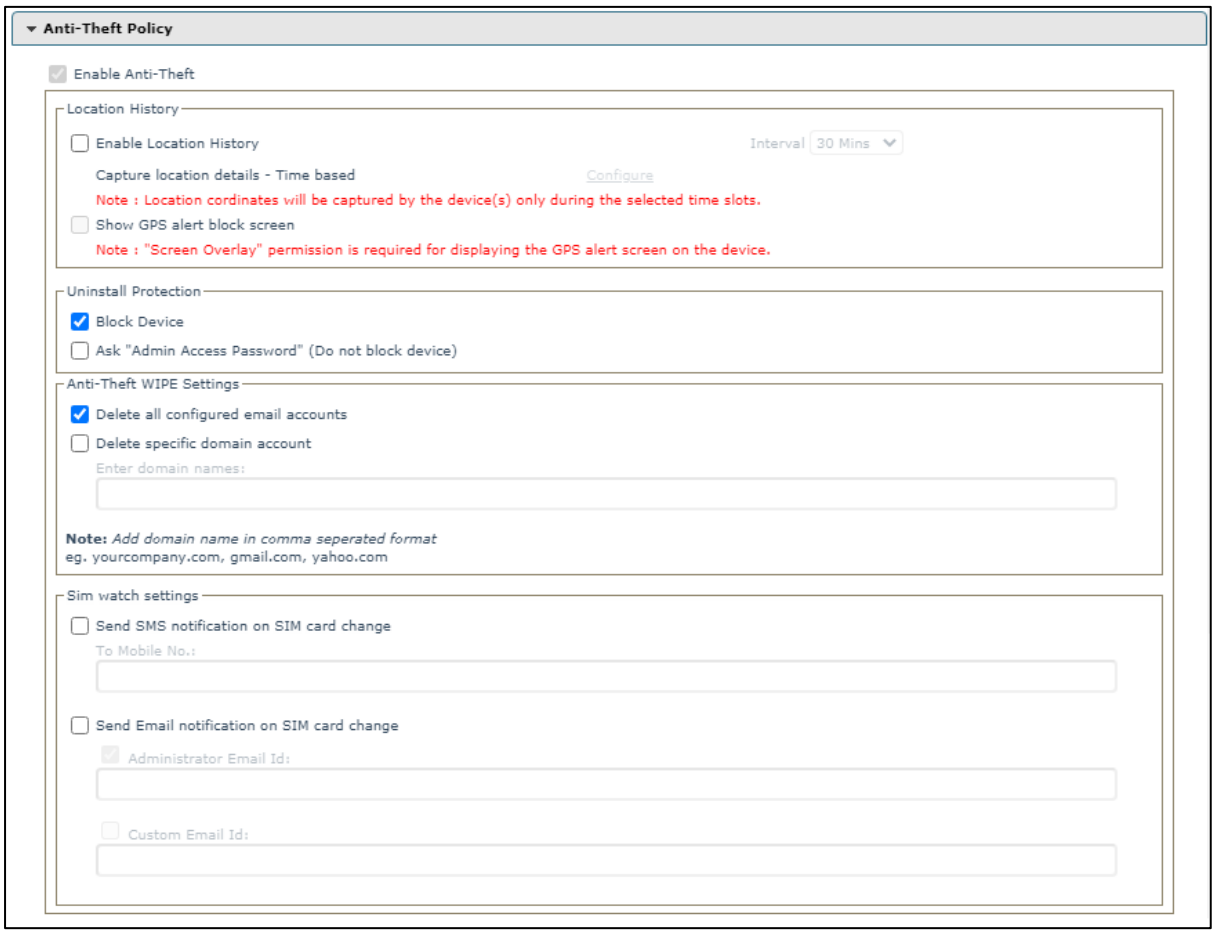
To delete a package from the list, select the specific package and then click **Delete**.



To remove all packages, click **Remove All**.

Anti-Theft Policy

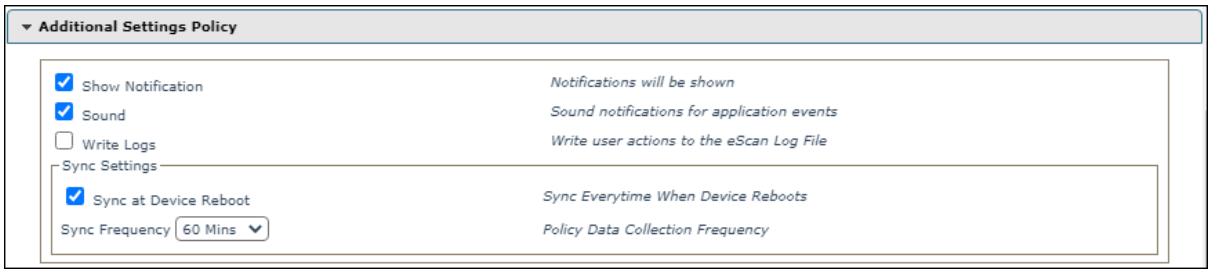
Anti-Theft Policy lets you keep track of a device's location history, block a device and send alert about SIM card change.



Options	Description
Enable Anti-Theft	By default, this check box is selected.
Enable Location History	Select this check box to track the location history. **NOTE**: Location coordinates will be captured by the device only during the selected time slots.
Interval in Mins	Track the location history at a defined interval. You can set the interval using Interval field.
Show GPS alert block screen	Select this checkbox to show the GPS alert and lock the screen. **NOTE**: Screen Overlay permission should be enabled on the device in order to work.
Block Device	Select this option if you want the device to be blocked if a user tries to uninstall the MDM application.

Ask "Admin Access Password" (Do not block device)	Select this option if you don't want the device to be blocked if a user tries to uninstall the MDM application. The application will ask the user to enter the Admin Access Password.
Delete all configured email accounts	Select this check box to delete all email accounts configured on the managed device.
Delete specific domain account	Select this check box to delete email accounts of specific domain. After selecting this check box, enter the domain name in Enter domain names field.
Send SMS notification on SIM card change	Select this check box to receive a text message informing about SIM card change. The text message will be sent to the number added by you. Add the desired number in **To Mobile No.** text box
Send Email notification on SIM card change	Select this check box to receive an email informing about SIM card change. The notification email will be sent to the administrator's email ID or the custom email ID that the administrator has specified.

Additional Settings Policy

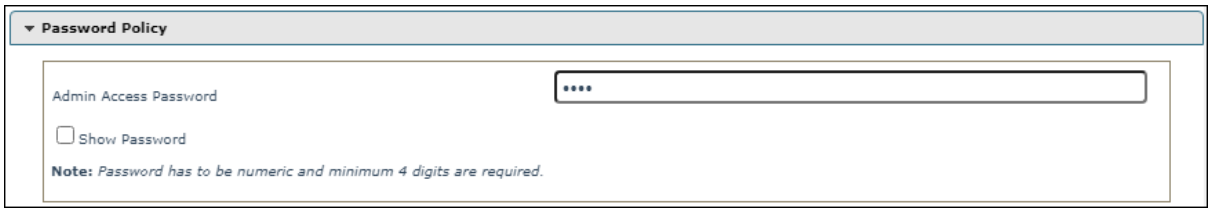


Use this option to enable or disable the above options on selected managed devices.

Options	Description
Show Notification	Selecting this check box will display all notifications on devices.
Sound	Selecting this check box will play notification sound for eScan MDM application events.
Write Logs	Selecting this check box will enable MDM application to write extensive logs to the eScan log file.
Sync at Device Reboot	Selecting this check box will sync the device with the eScan server after it reboots.
Sync Frequency	You can set the Sync Frequency in minutes and let the device sync with the eScan server.

Password Policy

Password Policy lets you define Administrator Access Password that allows an authorized user to configure settings of eScan Module on respective Managed devices.

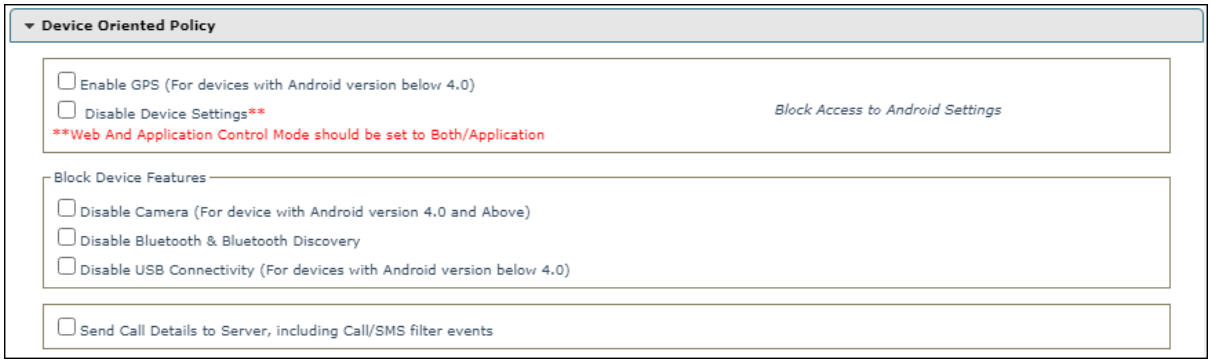


Enter the password in **Admin Access Password** field.

NOTE	The password should be numeric and minimum of four digits are required.

Device Oriented Policy

Device Oriented Policy lets you enable GPS and disable Camera, Bluetooth, and USB Connectivity on a device.

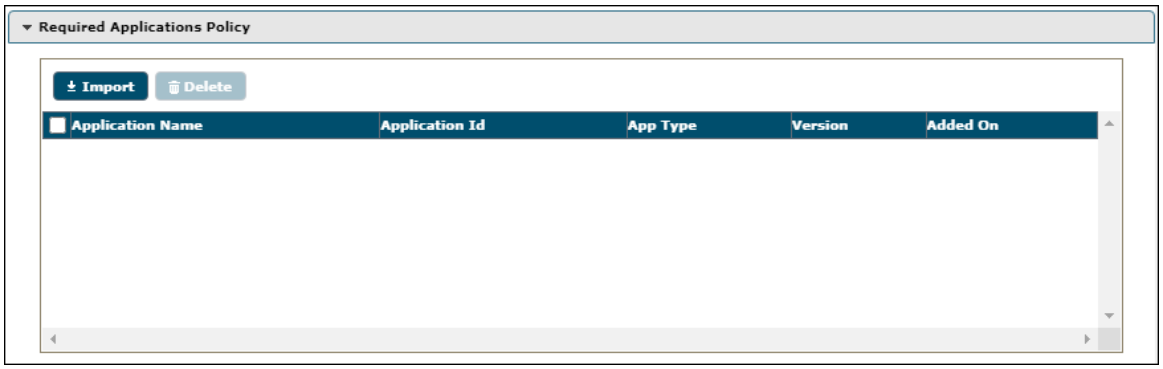


Options	Description
Enable GPS (For devices with Android version below 4.0)	Select this check box to enable GPS.
Disable Device Settings	Select this checkbox to block the access to Android Settings. **NOTE**: This option to work, **Web And Application Control Mode** should be set to **Both/Application**.
Disable Camera (For device with Android version 4.0 and Above)	Select this check box to disable the camera.

Disable Bluetooth & Bluetooth Discovery	Select this check box to disable the Bluetooth and Bluetooth discoveries.
Disable USB Connectivity (For devices with Android version below 4.0)	Select this check box to disable USB Connectivity.
Send Call Details to server, including Call/SMS filter events	Select this check box if you want device(s) to send their Call/SMS details to the server.

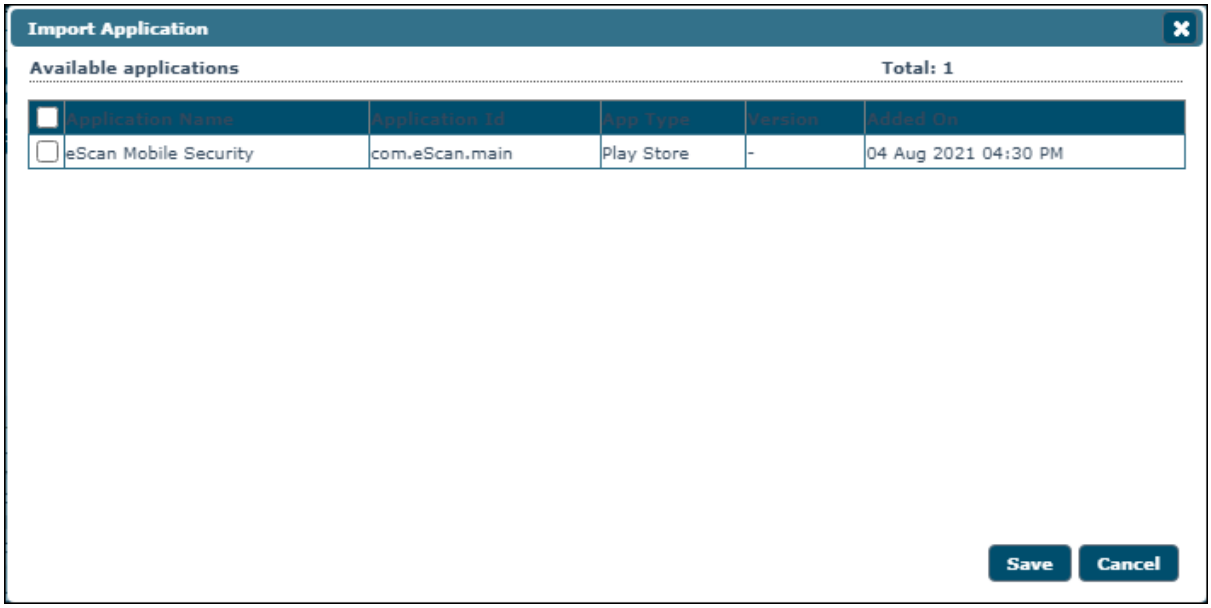
Required Applications Policy

The Required Applications Policy lets you import applications from the App Store module for installation on devices in the group through policy deployment.



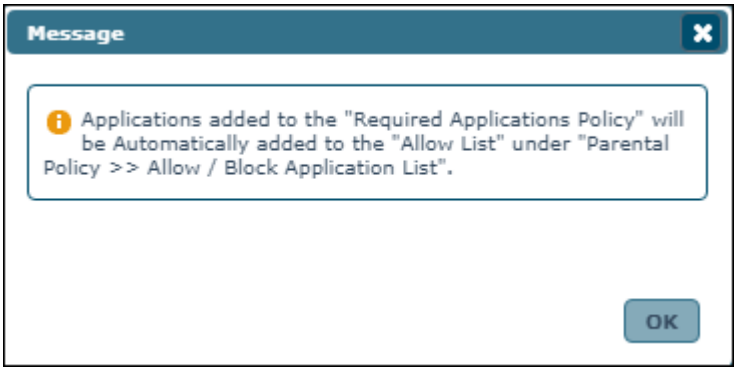
Importing an application

1. Click **Import**.
   Import Application window appears.



2. Select the application(s).
3. Click **Save**.
   The selected application will be imported.

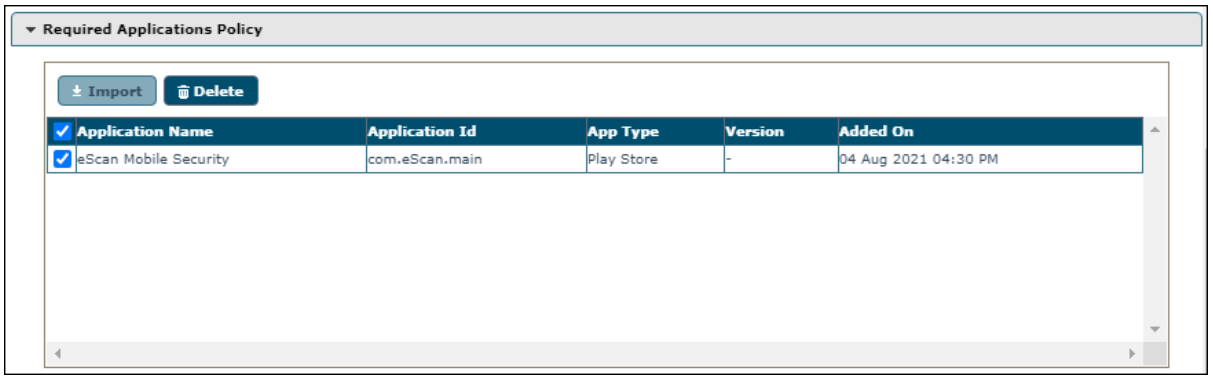
A pop-up message appears displaying Applications added to the "Required Applications Policy" will be automatically added to the "Allow List" under "Parental Policy >> Allow/Block Application List".



NOTE	If the device is not connected to Internet, the policy changes will be applied on the next sync with the server. By default, the device(s) sync with the server every 60 minutes. If an application is deployed via the Required Application Policy, the device(s) in the group receive a notification to install the application. The user will be provided with the option to start the installation process and install the application. If the device user cancels the installation, it will alert the user about application installation on the next sync with the server. If the deployed application with the same version number already exists on device, the device user won't receive notification.

Deleting an application from “Required Applications Policy”

To delete an application, select the application and then click **Delete**.



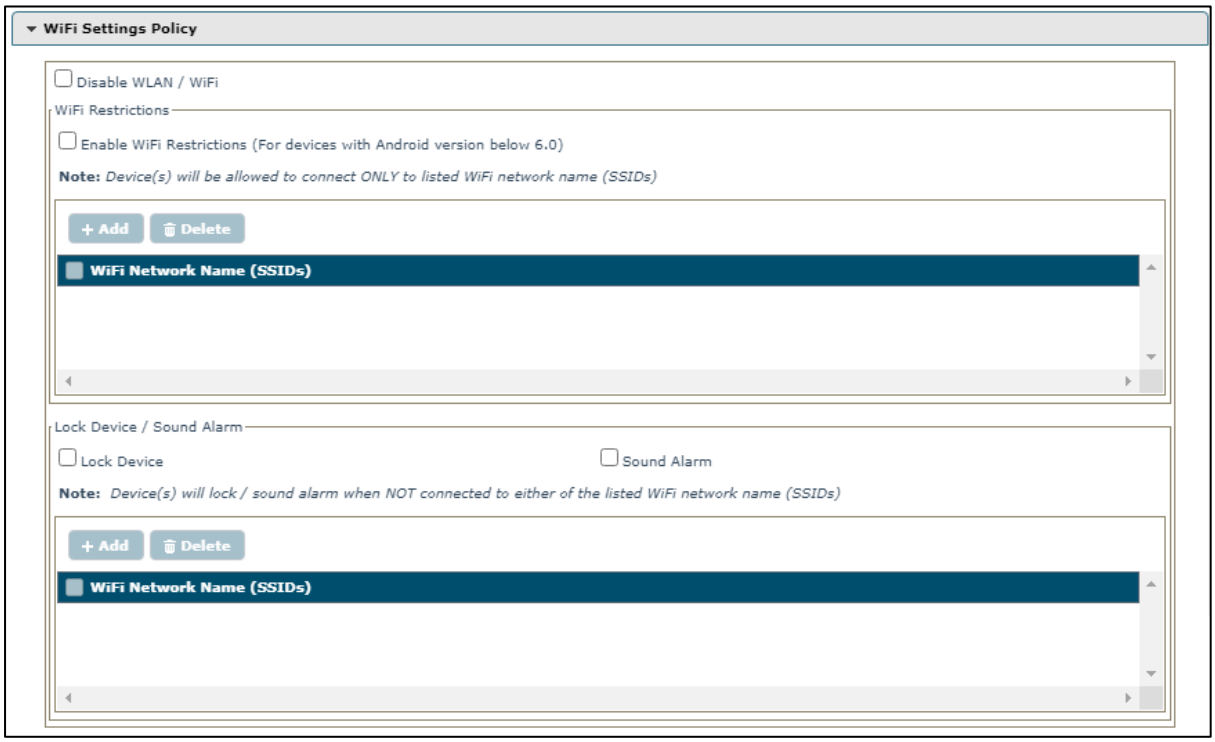
The selected application will be deleted.

Wi-Fi Settings Policy

The Wi-Fi Settings policy lets you define the settings for your Wi-Fi connections. You can disable WLAN/Wi-Fi or restrict the usage of Wi-Fi by allowing the device to connect only to the listed Wi-Fi networks. The device can be automatically locked or raise a sound alarm if it is not connected to any of the listed Wi-Fi connections.

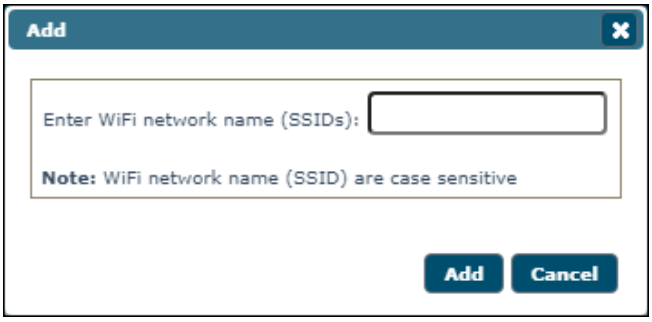
Enable Wi-Fi Restrictions (For devices with Android version below 6.0)

Select this check box to allow device to connect ONLY to the listed WiFi network name (SSIDs). This option is available only for devices with Android version below 6.0.



Adding a Wi-Fi SSID

1. Select the check box **Enable Wi-Fi Restrictions** and then click **Add**.
   Add window appears.

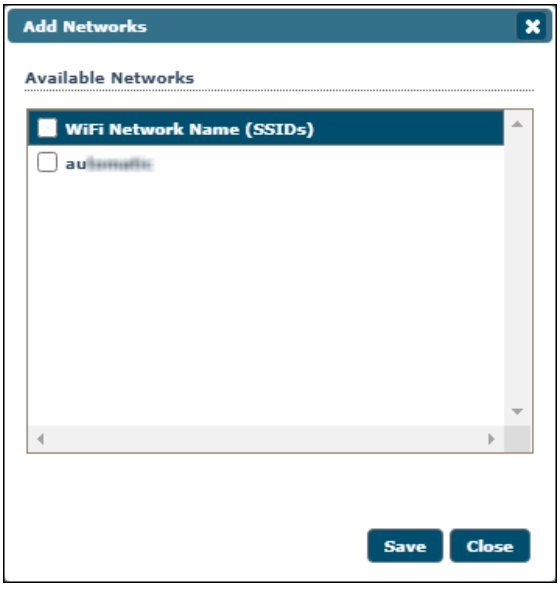


2. Enter the Wi-Fi network name (SSID) in the field and then click **Add**.
   The Wi-Fi network will be added to the console.

The devices will be allowed to connect only to the added Wi-Fi network SSID.

Locking/Sounding alarm on a device

1. Select the check boxes **Lock Device** or **Sound Alarm** as per your requirement and then click **Add**.
   Add Networks window appears.

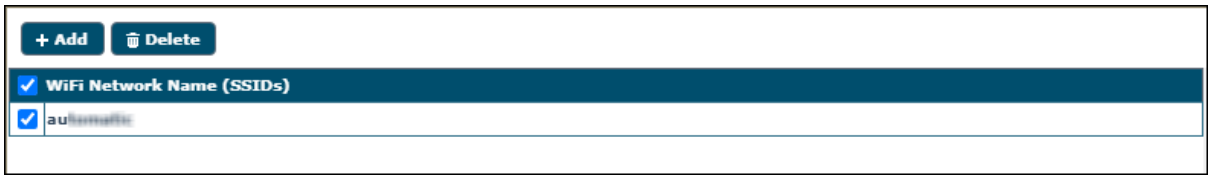


2. Select the Wi-Fi networks you want the device to always be connected to and then click **Save**.

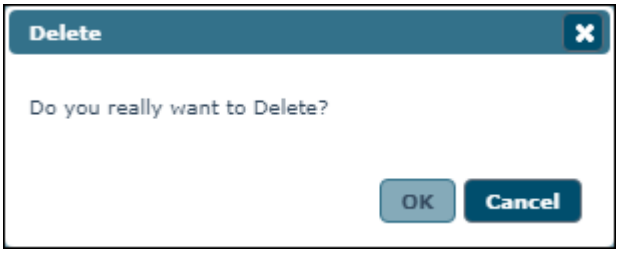
If the devices are not connected/disconnected from the added Wi-Fi network SSID, they will be locked or raise a loud alarm as per the policy configuration.

Deleting a Wi-Fi network SSID

1. Select a Wi-Fi network SSID and then click **Delete**.



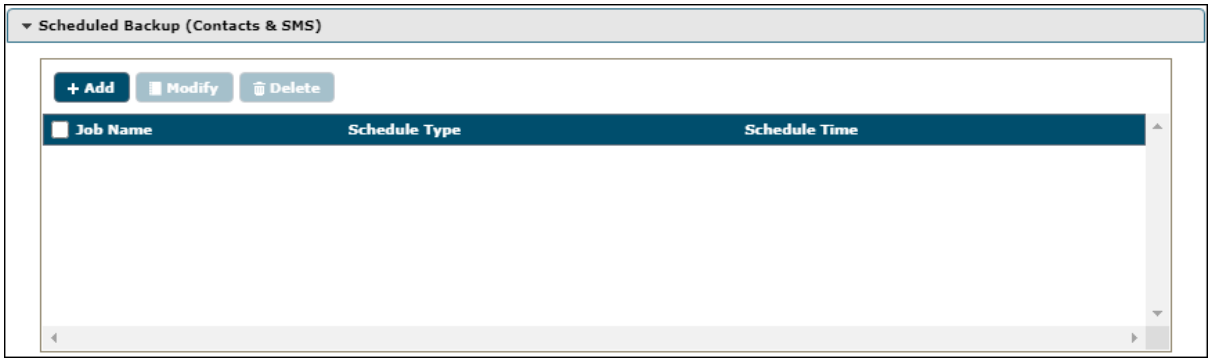
A confirmation prompt appears.



2. Click **OK**.
   The Wi-Fi network SSID will be deleted.

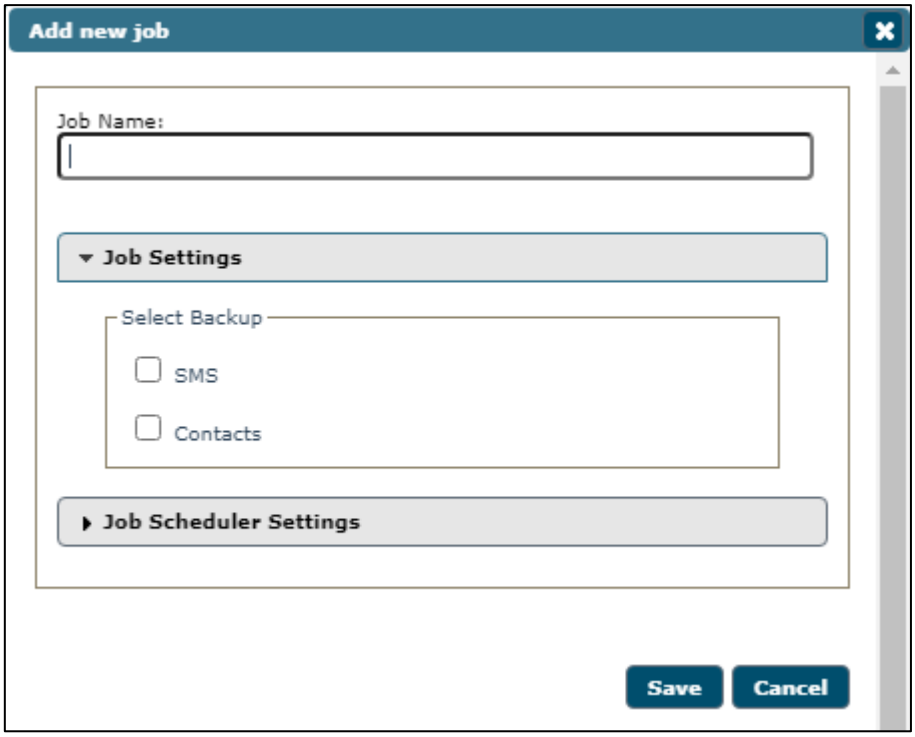
Scheduled Backup (Contacts & SMS)

The Schedule Backup policy lets you take a backup of all the contacts and text messages on a device as per your requirements. The backup can be scheduled for daily/weekly basis.



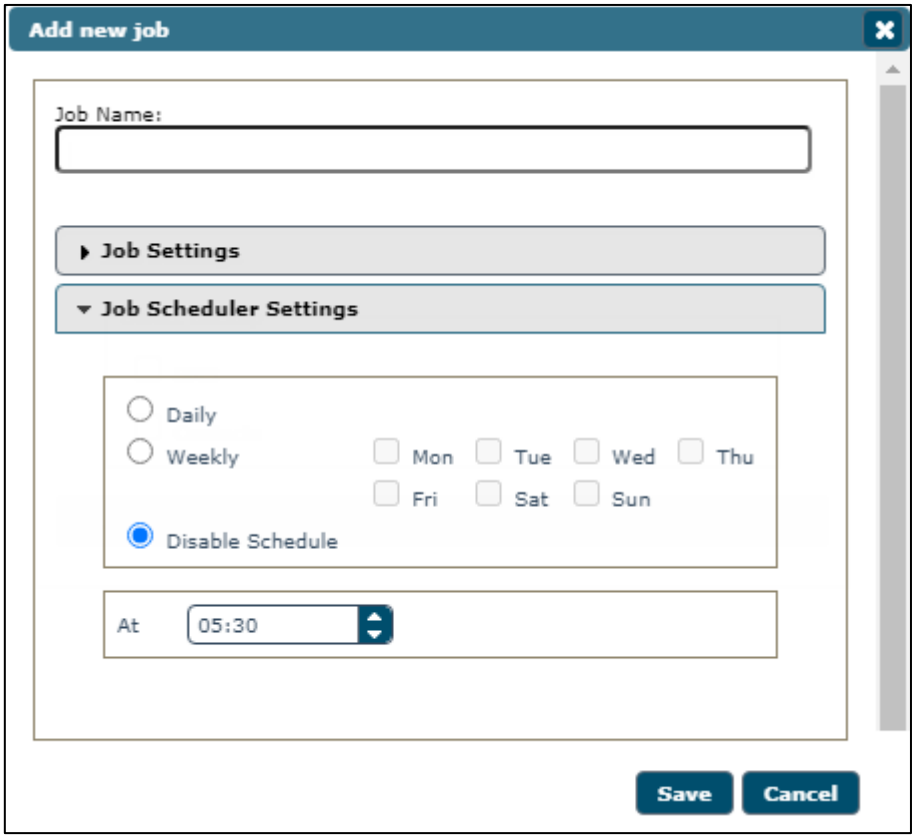
Creating a schedule

1. Click **Add**.
   Add new job window appears.



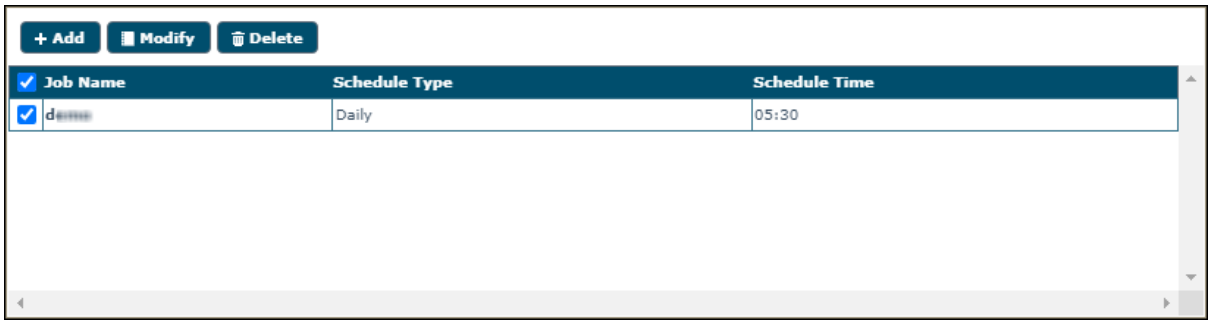
2. Enter a job name.
3. In **Job Settings**, select the preferred backup(s).

4. In Job **Scheduler Settings**, select whether you want to take a backup daily or weekly.
5. Set the specific time at which you want to take the backup and then click **Save**.

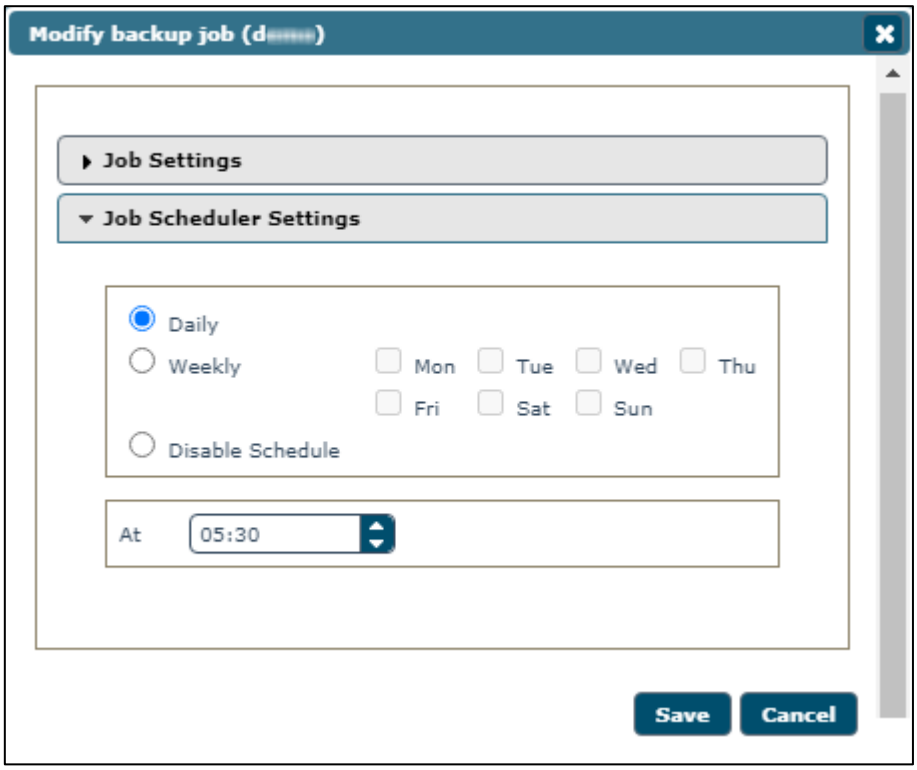


Modifying a schedule

1. To modify a schedule, select the specific schedule and then click **Modify**.



Modify backup job window appears.



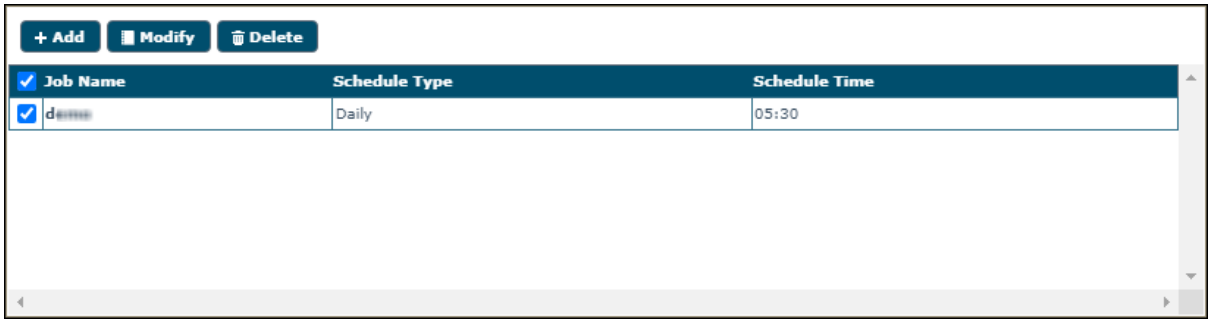
2. Make the required changes and then click **Save**.
   The schedule will be modified.

As an Administrator, you can even disable a scheduled backup by selecting the option **Disable schedule** > **Save**.

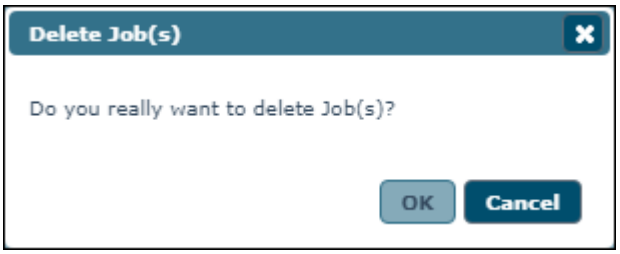
Deleting a schedule

To delete a schedule, follow the steps given below:

1. Select a schedule and then click **Delete**.



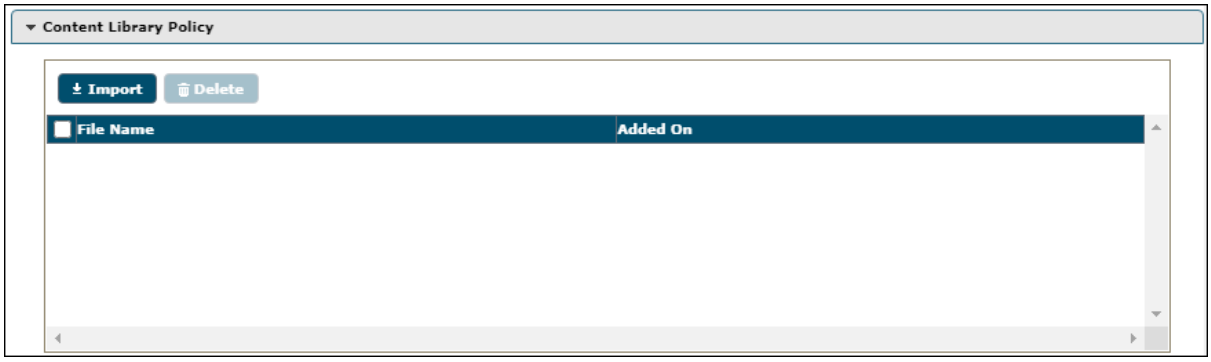
A confirmation prompt appears.



2. Click **OK**.
   The schedule will be deleted.

Content Library Policy

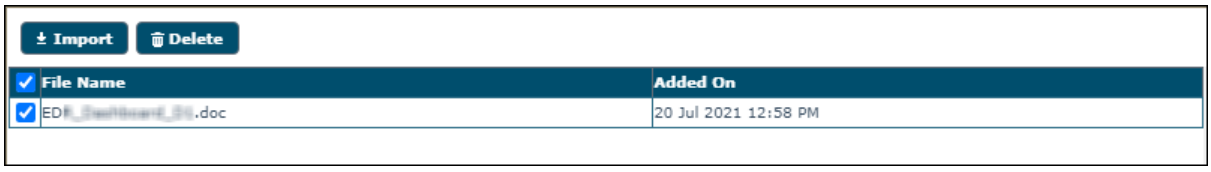
Content Library policy lets you deploy documents to the users' devices. The documents can be imported from the Content Library module and deployed to the users. To learn more about Content Library, **click here**.



Import a file

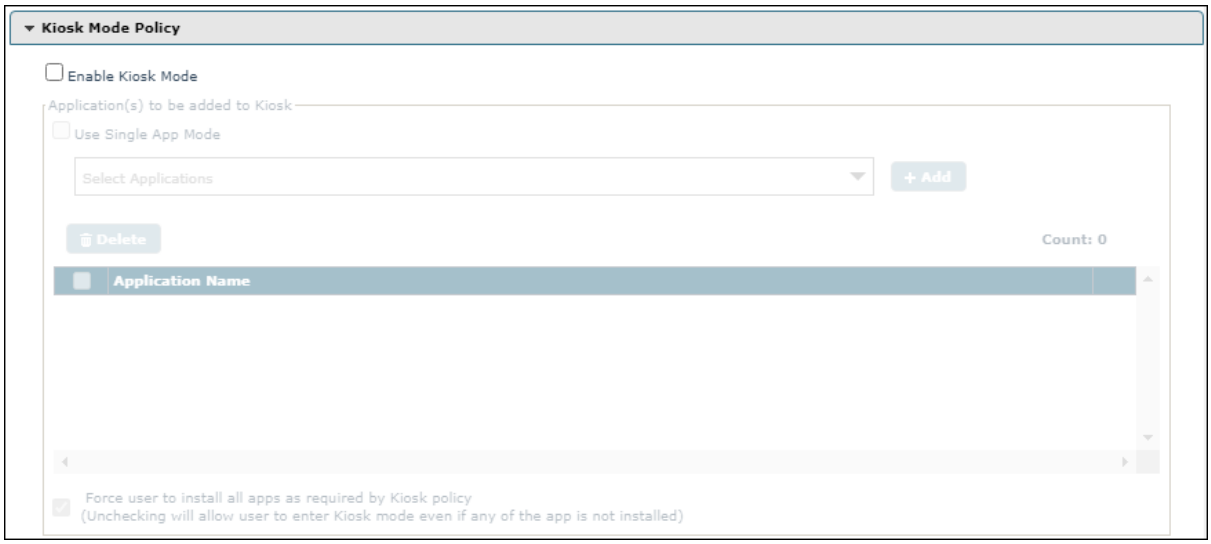
To import a file from Content Library, click **Import**. Select the file and then click **Save**.

To delete a file, select the specific file and then click **Delete**.



The selected file will be deleted.

Kiosk Mode Policy



To configure Kiosk Mode Policy, select **Enable Kiosk Mode** check box.

Application(s) to be added to Kiosk

This section allows an application to be accessed in Kiosk mode.

Use Single App Mode

Select this check box to use kiosk in single app mode. The Kiosk Mode Policy lets you run a device in Single App Mode wherein the device will run only one app even if multiple apps are installed. The device user will be unable exit the application or perform other device activities.

It also provides another option wherein the dropdown menu displays a list of installed applications. Select an application and then click **Add**. The application will be added. To delete the added application(s) from Kiosk mode, select the application(s) and then click **Delete**. The application will be deleted.

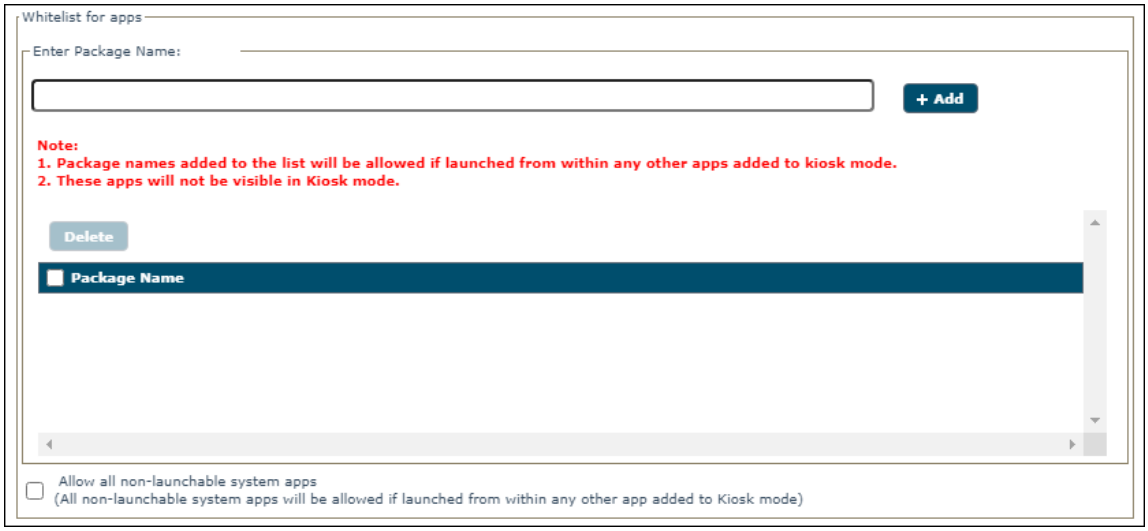
Force user to install all apps as required by Kiosk policy

If this option is checked, the user will not be allowed to enter the Kiosk mode unless all the listed apps are installed on the device.

NOTE	Unchecking **Force user to install all apps as required by Kiosk policy** option will allow user to enter Kiosk mode even if any of the app is not installed.

Whitelist for apps

This section lets you to whitelist the apps.



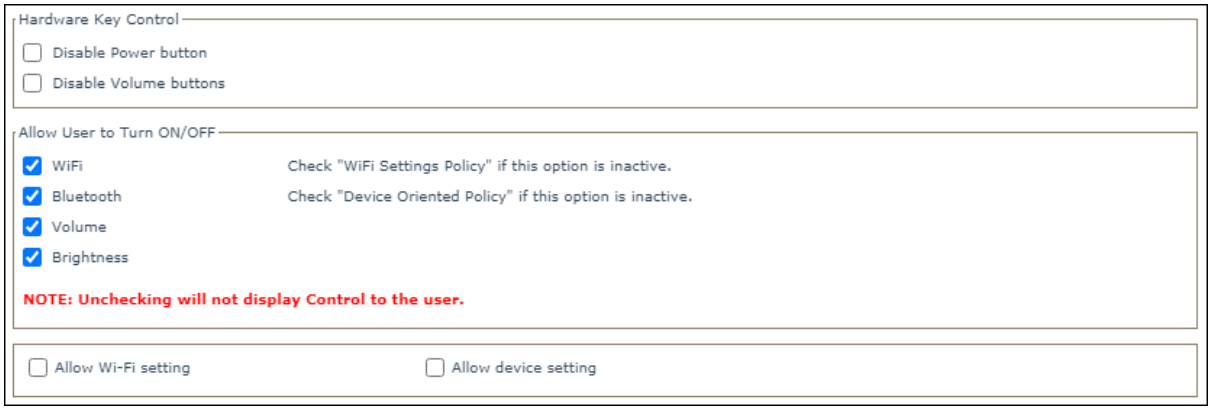
Add

Enter the name of the package and click **Add** to whitelist the particular app.

Allow all non-launchable system apps

Select this check box if you want to allow the non-launchable system apps to launch from within any other app added to Kiosk mode.

NOTE	All non-launchable system apps will be allowed if launched from within any other app added to Kiosk mode.



Hardware Key Control

Kiosk mode also lets you disable a device's hardware keys.

Disable Power button – Selecting this check box disables a device's Power button.

Disable Volume buttons – Selecting this check box disables a device's Volume buttons.

Allow User to Turn ON/OFF

Wi-Fi – Selecting this check box allows a user to turn device's Wi-Fi ON/OFF through Kiosk application.
Bluetooth – Selecting this check box allows a user to turn device's Bluetooth ON/OFF through Kiosk application.
Volume – Selecting this check box allows a user to increase/decrease the device's volume through Kiosk application.
Brightness – Selecting this check box allows a user to increase/decrease the device's brightness through Kiosk application.

NOTE	Unchecking options won't display Control to the user on the Kiosk application.

Allow Wi-Fi setting
Selecting this check box allows user to access and configure the Wi-Fi settings in the Kiosk mode.

Allow device setting
Selecting this check box allows user to access and configure the device settings in the Kiosk mode.

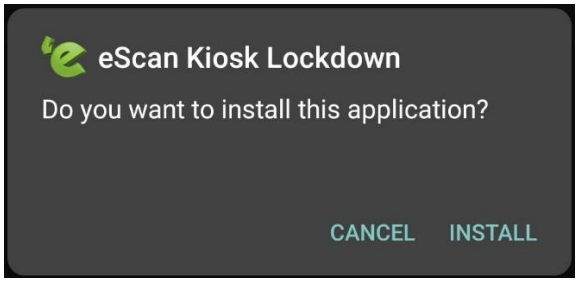
Install eScan Kiosk Lockdown Application

To run the eScan Kiosk Lockdown application in your device, it is necessary that you have installed eScan Device Management application and your device is enrolled in eScan Mobility Management console. Also, ensure that the Kiosk Mode Policy is deployed to the device via the console.

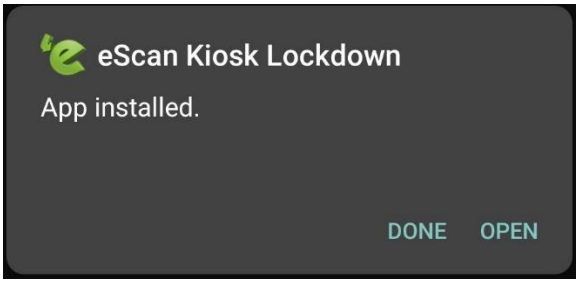
NOTE	The below screenshots are taken from Android 10 on dark theme. The app permissions, screens and text may vary depending upon the android version, applied theme and device manufacturer.

After the app has been downloaded on device, follow the below given installation procedure –

Installation prompt appears.



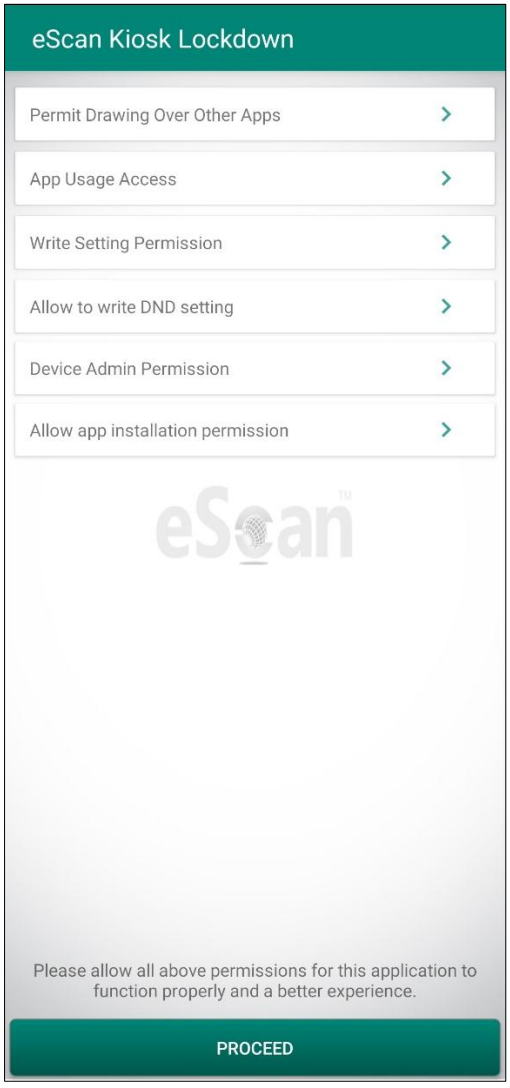
1. Tap **INSTALL**.



2. After the application gets installed, tap **OPEN**.
   After opening the app, Welcome screen appears with End User License Agreement (EULA).

3. Tap **OPEN AGREEMENT**. Read the EULA carefully and then tap **ACCEPT**.

4. You will have to grant permissions to the app manually. Tap **Permit Drawing Over Other Apps.**



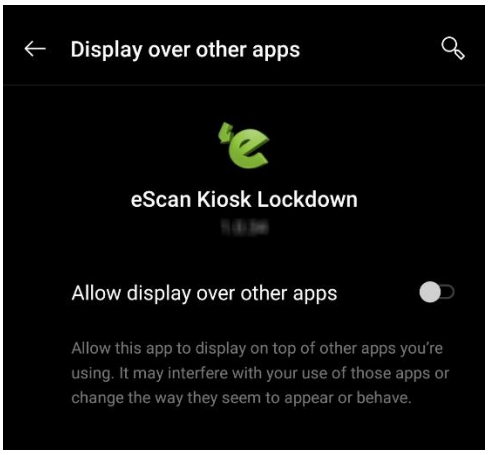
Tapping the displayed options will take you to the respective options in Settings, wherein you will have to tap the toggle button to grant all requested permissions.

 = Toggle disabled

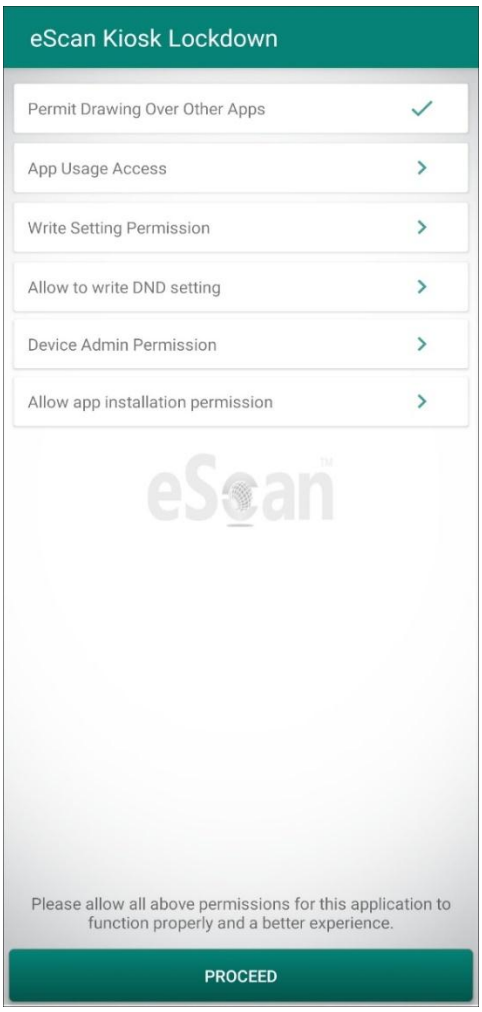
 = Toggle enabled

NOTE	The app permissions may vary depending upon the android version and device manufacturer.

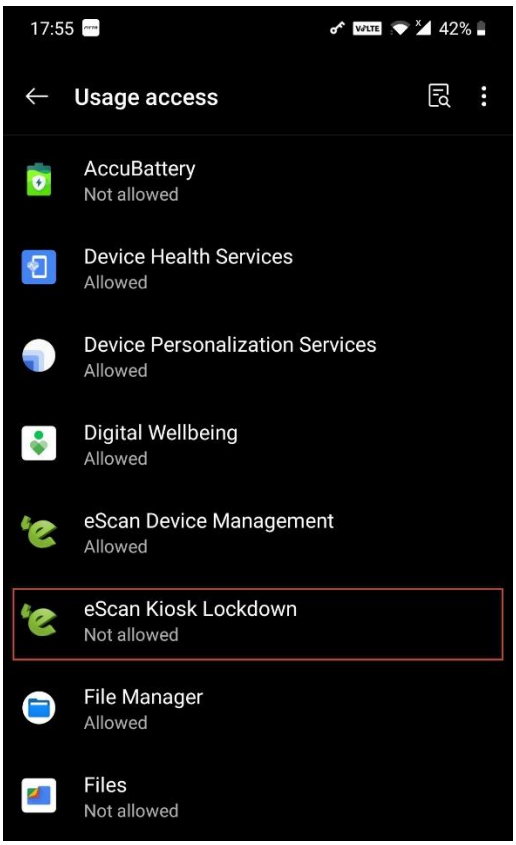
5. Tap the **Allow display over other apps** toggle and then go back.



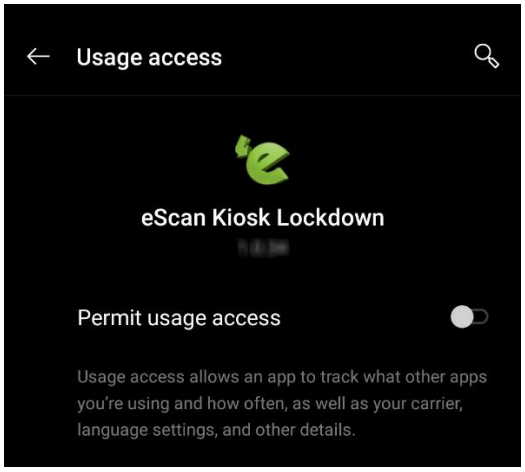
6. Tap **App Usage Access.**



7. Tap **eScan Kiosk Lockdown**.

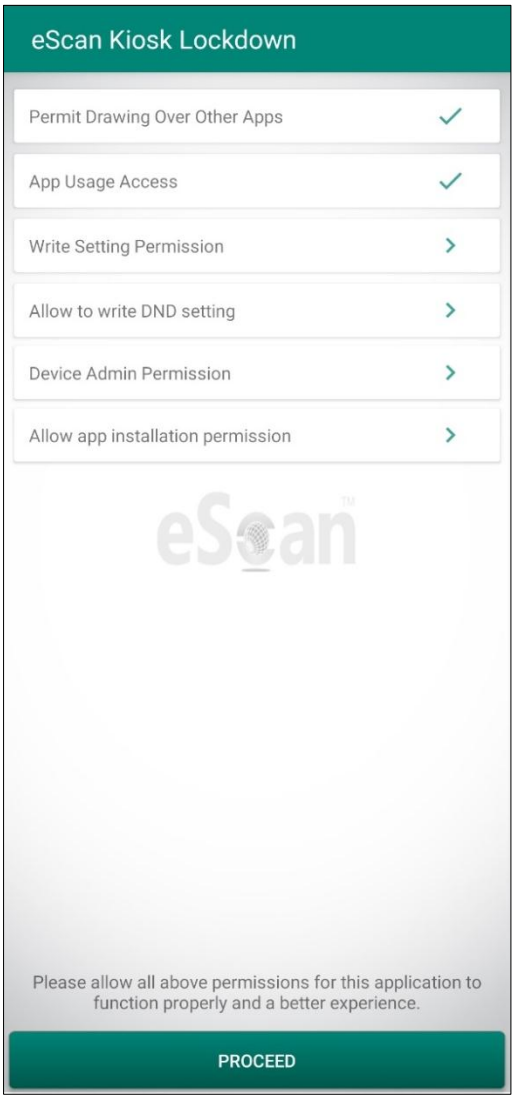


8. Tap **Permit usage access** toggle and then go back.

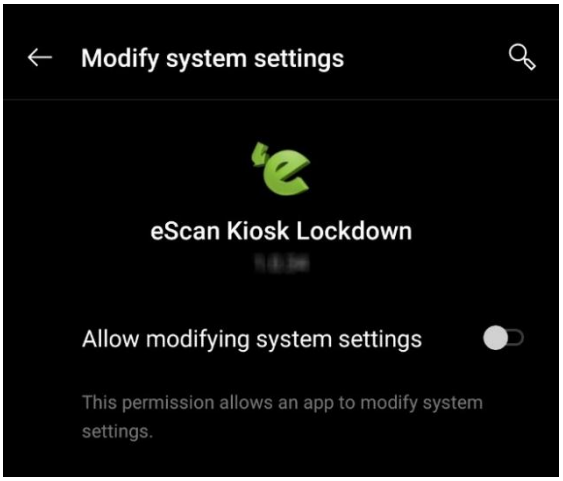


NOTE	The option **Permission usage access** maybe **Allow usage tracking** in your device. This option may vary depending upon the device manufacturer/android version.

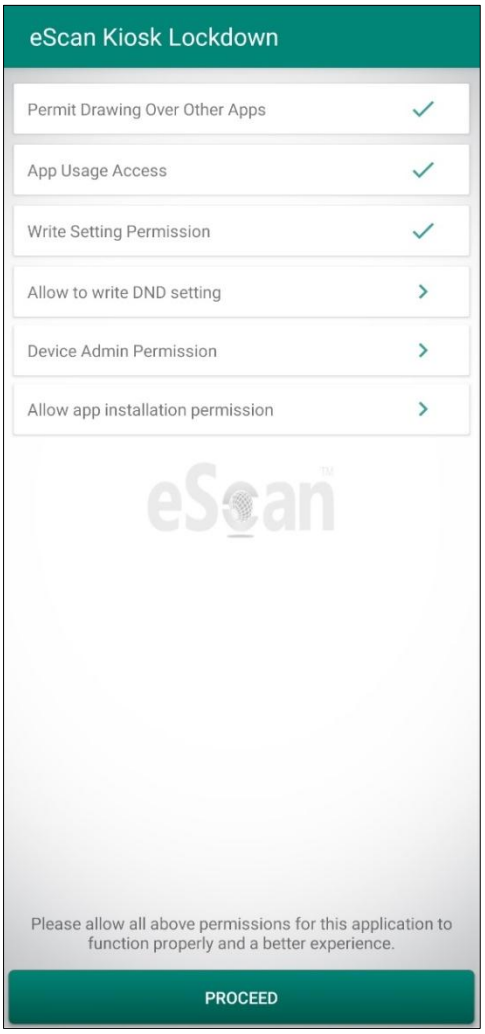
9. Tap **Write Setting Permission**.



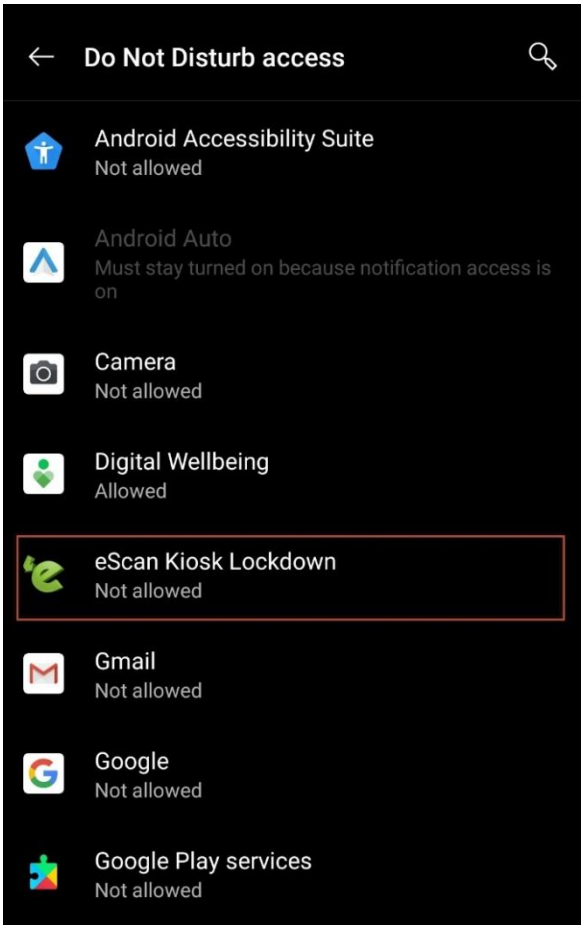
Modify system settings screen appears.



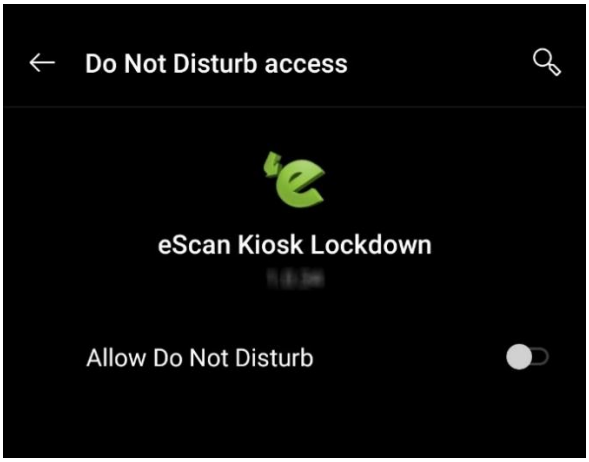
10. Tap **Allow modifying system settings** toggle and then go back.



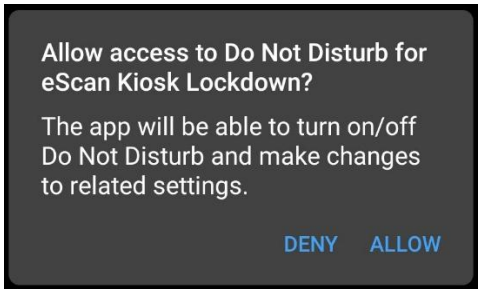
11. Tap **Allow to write DND setting**.
    Do Not Disturb access screen appears.



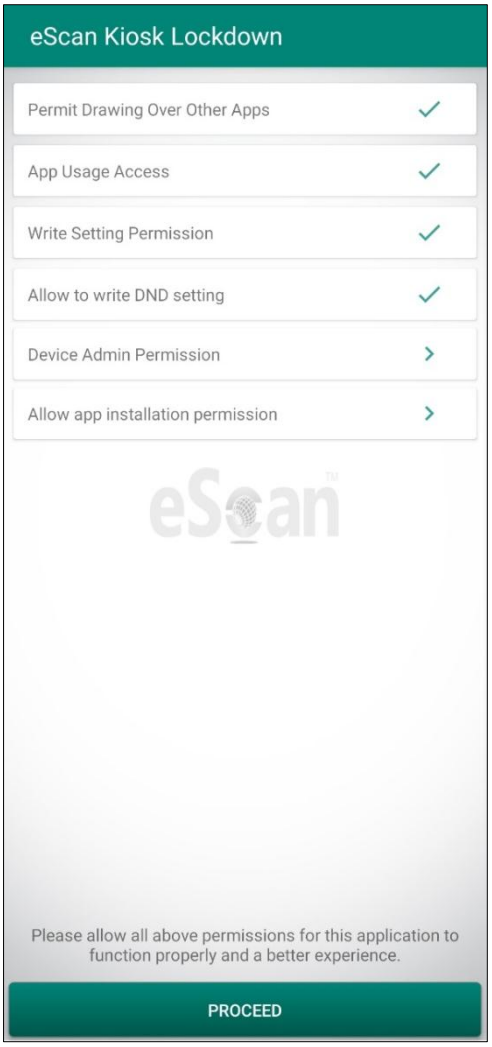
12. Tap **eScan Kiosk Lockdown**.



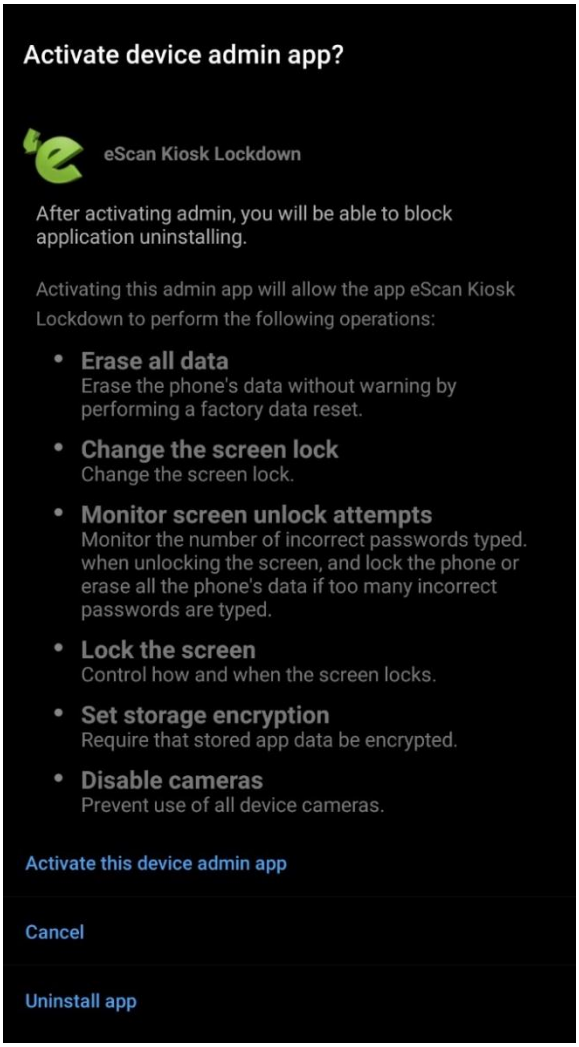
13. Tap **Allow Do Not Disturb** toggle.
    A prompt appears.



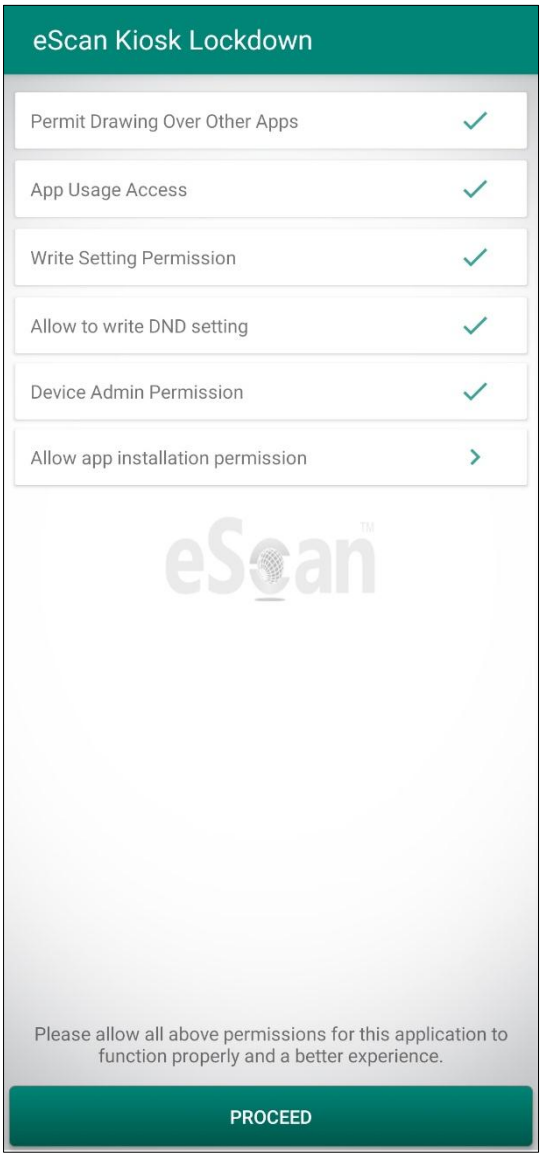
14. Tap **ALLOW** and then go back.



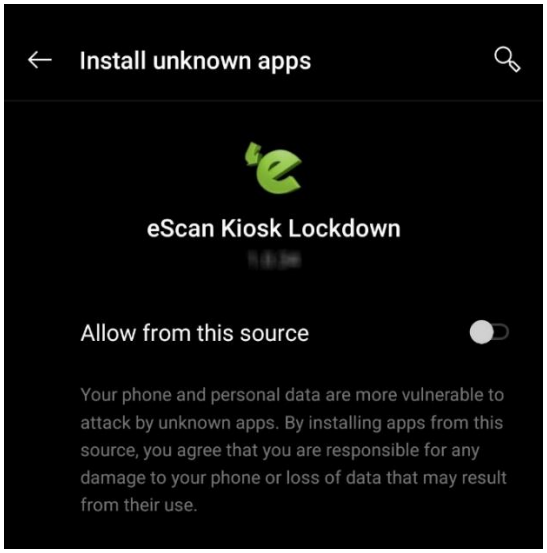
15. Tap **Device Admin Permission**.
    Activate device admin app screen appears.



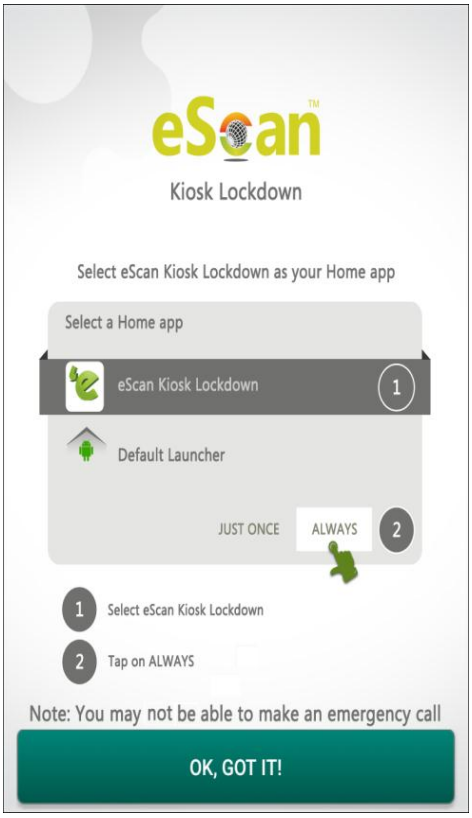
16. Tap **Activate this device admin app** option and then go back.



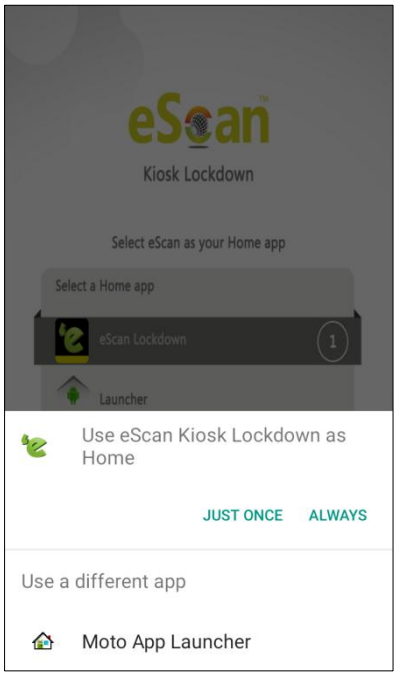
17. Tap **Allow app installation permission**.
    Install unknown apps screen appears.



18. Tap **Allow from this source** toggle and then go back.
    After all permissions are granted, an instructional image appears.



19. Read the instructions in the image and then tap **OK, GOT IT!**
20. The application asks you to use eScan Kiosk Lockdown as Home App. Tap **ALWAYS.**

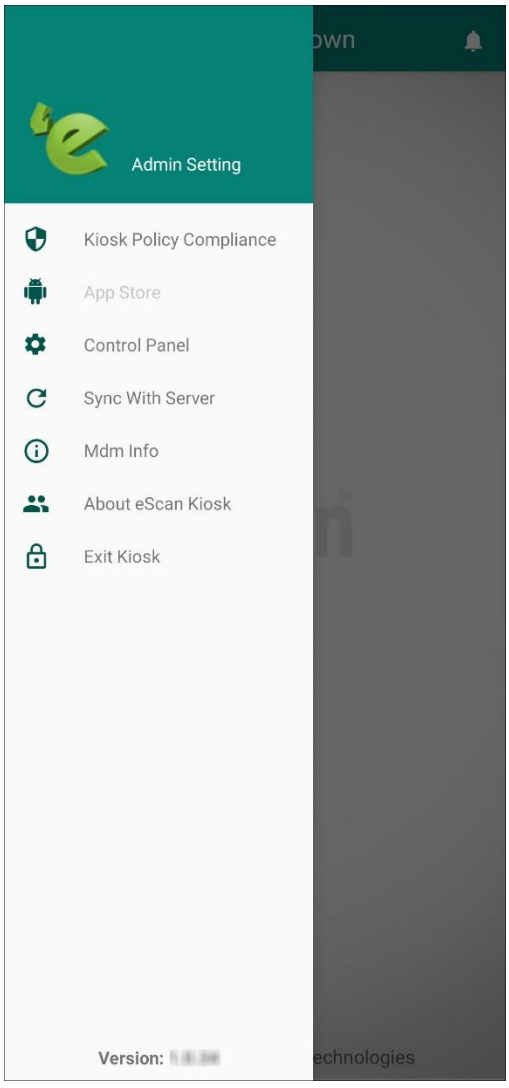


The device now runs in Kiosk mode and only the apps deployed via Kiosk Mode Policy are visible.

NOTE	The above image is for representational purposes only.

Tapping the bell icon displays notifications related to Kiosk application. For example, application updates if any available. If an update for application is available, the user will be redirected to Google Play and install updates manually.

Tapping the menu icon displays general info and configuration menu.



The menu options are explained below:

Kiosk Policy Compliance

It displays

- Policy applied date, day and time
- Applications deployed via Kiosk Mode Policy and their package name

App Store

It displays the applications deployed via Kiosk Mode Policy but not yet installed on device. Tap the application to download and install it on your device.

Control Panel

It displays the Brightness, Volume, Bluetooth and Wi-Fi controls. Brightness control lets user set the display brightness to Low, Medium or High. Volume control lets the user set the device volume to Mute, Normal or Vibrate. Bluetooth and Wi-Fi control allows user to switch them ON and OFF.

Sync with Server

It lets user sync the device with server and comply device with the latest updated policy.

MDM Info

It displays the eScan MDM details such as Mobile Number, Server Name, Install and Expiry date, Last sync date and time details and MDM version number in use.

About eScan Kiosk

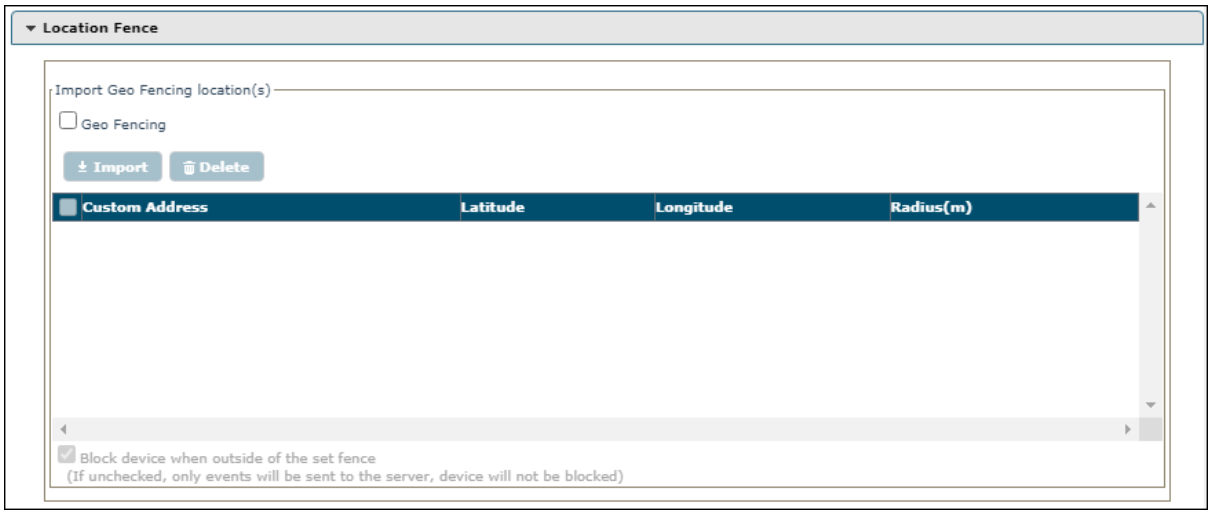
It displays general information about the Kiosk application, developer information and copyrights notice.

Exit Kiosk

This option allows device user to exit Kiosk mode by entering the Admin Password.

Location Fencing

The Location Fencing feature allows to define an address on the map and set the radius around that address. If the device is in that region, then the policy set by the administrator will be active on the device. To learn more about location fencing, **click here**.



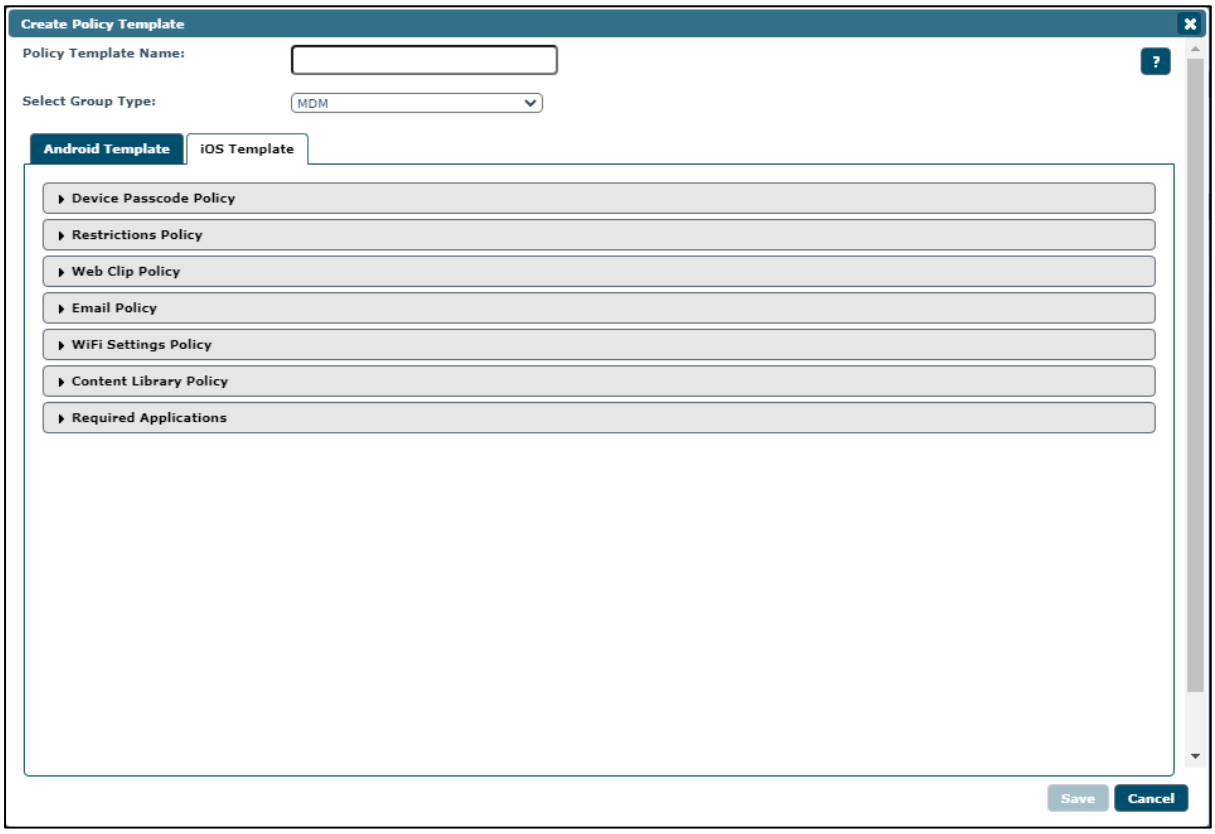
To configure Location Fencing policy, enable **Geo Fencing** option. After enabling this option, you can import the fencing locations. Click **Import** option to select and import the custom location.

Block device when outside of the set fence

Select this check box to block the device when it is outside the set fencing location.

NOTE	If **Block device when outside of the set fence** is unchecked then device will not be blocked but only events will be sent to the server.

iOS Template

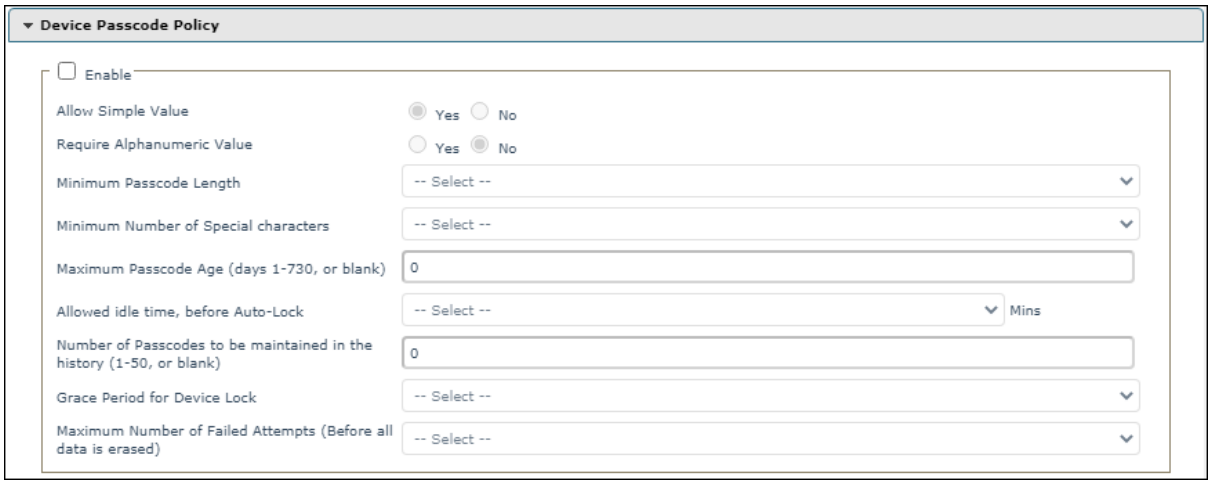


The iOS Template consists following policies:

- Device Passcode Policy
- Restrictions Policy
- Web Clip Policy
- Email Policy
- Wi-Fi Settings Policy
- Content Library Policy
- Required Applications

Device Passcode Policy

The Device Passcode Policy lets you configure the passcode, auto-lock duration, device lock grace period and data wipe in case of maximum passcode fail attempts.



Select the **Enable** check box to enable all the fields in this section.
You can set the Device passcode policy for the device using this policy.

Allow Simple Value: Set this option to **Yes** if the passcode should be simple value. For example, 1234 or 0000

Require Alphanumeric Value: Set this option to **Yes** if the passcode should be alphanumeric. For example, abc123 or 123abc

Minimum Passcode Length: This option lets you set the minimum passcode length. The numeric value can be set between 1 and 16.

Minimum Number of Special characters: This option lets you set the count of special characters required to construct a passcode. The count for special characters in passcode can be set between 1 and 4.

Maximum Passcode Age (days 1-730, or blank): This option lets you set the maximum number of days from 1 to 730 before the password expires and asks the user to set a new one.

Allowed idle time, before Auto-Lock: This option lets you set time for a device (in minutes), before it gets auto-locked.

Number of Passcodes to be maintained in the history (1-50, or blank): This option lets you set the number of passcodes to be maintained in the history.

Grace Period for Device Lock: Grace period is a time duration that ensures the device stays locked until the next passcode entry. This option lets you set the grace period for a device from 1 Minute to 4 Hours.

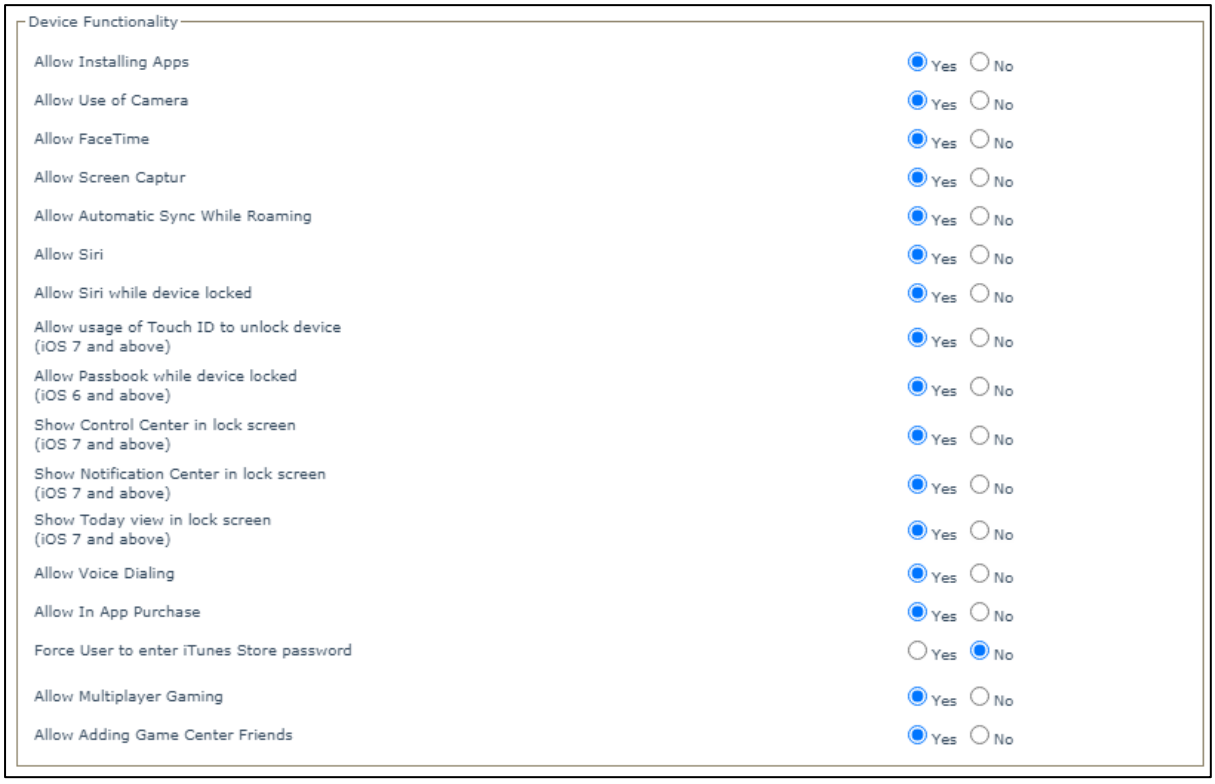
Maximum Number of Failed Attempts (Before all data is erased): This option lets you set the maximum number of failed attempts allowed for unlocking a device before all data on the device is erased.

Restrictions Policy

The Restrictions Policy lets you apply restrictions on a device.

- Device Functionality
- Application
- Safari Settings
- iCloud
- Security and Privacy
- Content Ratings
- Ratings by Region

Device Functionality



Allow Installing Apps: Set this option to **Yes** to allow users to install applications.

Allow Use of Camera: Set this option to **Yes** to allow users to access device's camera.

Allow FaceTime: Set this option to **Yes** to allow users to access FaceTime.

Allow Screen Capture: Set this option to **Yes** to allow users to take a screenshot or record their screen.

Allow Siri: Set this option to **Yes** to allow users to use Siri.
Allow Siri while the device is locked: Set this option to **Yes** to allow users to use Siri while the device is locked.

Allow usage of Touch ID to unlock device (iOS 7 and above): Set this option to **Yes** to allow users to unlock their devices with Touch ID.

Allow Apple Wallet while the device is locked (iOS 6 and above): Set this option to **Yes** to allow use of Apple Wallet while the device is locked. Learn more about Apple Wallet by clicking **here**.

Show Control Center in lock screen (iOS 7 and above): Set this option to **Yes** to allow users to access Control Center in the lock screen. Learn more about Control Center by clicking **here**.

Show Notification Center in lock screen (iOS 7 and above): Notification Center is a feature in iOS that provides an overview of application notifications. Set this option to Yes to allow users to view Notification Center in lock screen.

Show Today view in lock screen (iOS 7 and above): Set this option to **Yes** to allow users to view Today View in lock screen.

Allow Voice Dialing: Set this option to **Yes** to allow users to call their contacts via voice.

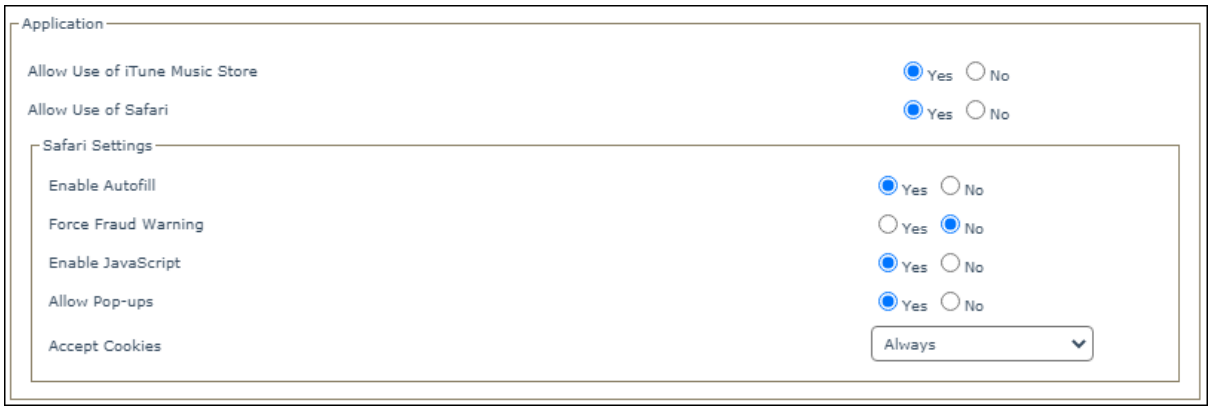
Allow In-App Purchase: Set this option to **Yes** to allow users to make in-app purchases.

Force User to enter iTunes Store password: Set this option to **Yes** to force a user to enter their iTunes Store password.

Allow Multiplayer Gaming: Set this option to **Yes** to allow a user to play a multiplayer game on their device.

Allow Adding Game Center Friends: Set this option to **Yes** to allow a user to add Game Center friends.

Application



Allow Use of YouTube: Set this option to **Yes** to allow users to access YouTube.

Allow Use of iTunes Music Store: Set this option to **Yes** allow users to access iTunes Music Store.

Allow Use of Safari: Set this option to **Yes** to allow users to access Safari.

Safari Settings

Enable Autofill: Set this option to **Yes** if you want Safari to remember the information users entered in the web forms.

Force Fraud Warning: Set this option to **Yes** if you want Safari to prevent the user from visiting websites identified as being fraudulent or compromised.

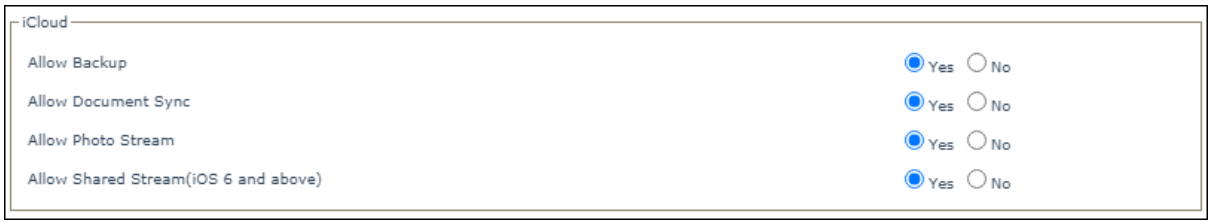
Enable JavaScript: Set this option to **Yes** if you want Safari to accept all JavaScript on websites.

Allow Pop-ups: Set this option to **Yes** if you want Safari to allow all pop-ups on a website.

Accept Cookies: Select the appropriate option for Safari to accept cookies.

- Always
- From Visited Sites
- Never

iCloud



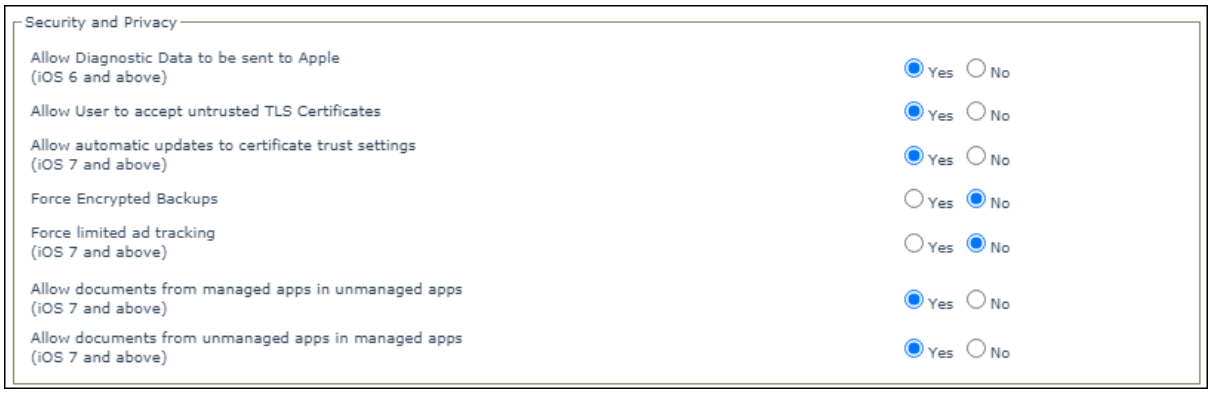
Allow Backup: Set this option to **Yes** to allow backup of device data to iCloud.

Allow Document Sync: Set this option to **Yes** to allow Document Sync on a device.

Allow Photo Stream: Set this option to **Yes** to allow Photo Stream on a device.

Allow Shared Stream (iOS 6 and above): Set this option to **Yes** to allow Shared Stream on a device.

Security and Privacy



Allow Diagnostic Data to be sent to Apple (iOS 6 and above): Set this option to **Yes** to allow a device's diagnostic data to be sent to Apple servers.

Allow User to accept untrusted TLS Certificates: Set this option to **Yes** to allow user to accept untrusted TLS Certificates.

Allow automatic updates to certificate trust settings (iOS 7 and above): Set this option to **Yes** to allow automatic updates to certificate trust settings.

Force Encrypted Backups: Set this option to **Yes** to force a device to take encrypted backups.

Force limited ad tracking (iOS 7 and above): Set this option to **Yes** to stop receiving targeted advertisements on a device. This feature does not block ads. The device user may still receive random ads.

Allow documents from managed apps in unmanaged apps (iOS 7 and above): Set this option to **Yes** to allow documents from managed applications to open in unmanaged applications.

Allow documents from unmanaged apps in managed apps (iOS 7 and above): Set this option to **Yes** to allow documents from unmanaged applications to open in managed applications.

Content Ratings

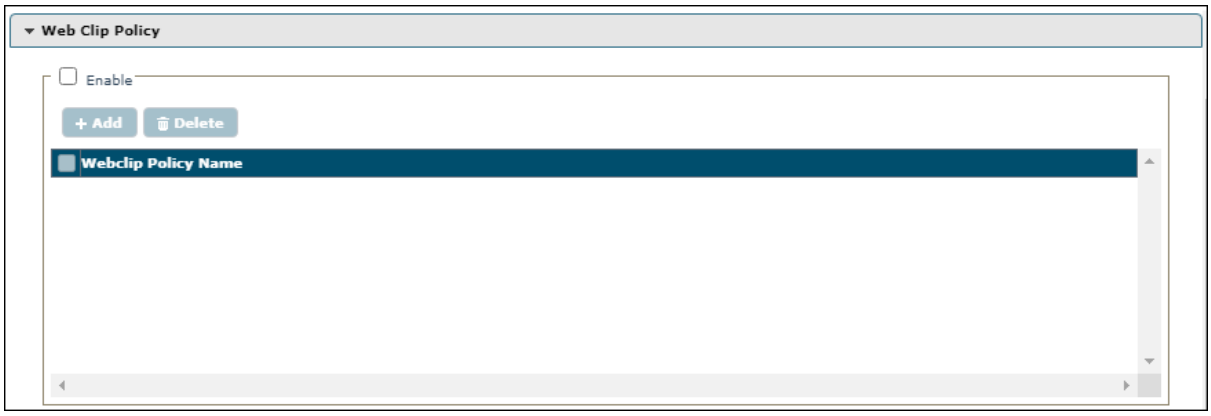
Allow Explicit Music Podcasts: Set this option to **Yes** to allow explicit music podcasts to be played on a device.

Ratings by Region

Enable Ratings by Region: Set this option to Yes to enable content ratings by region.

WebClip Policy

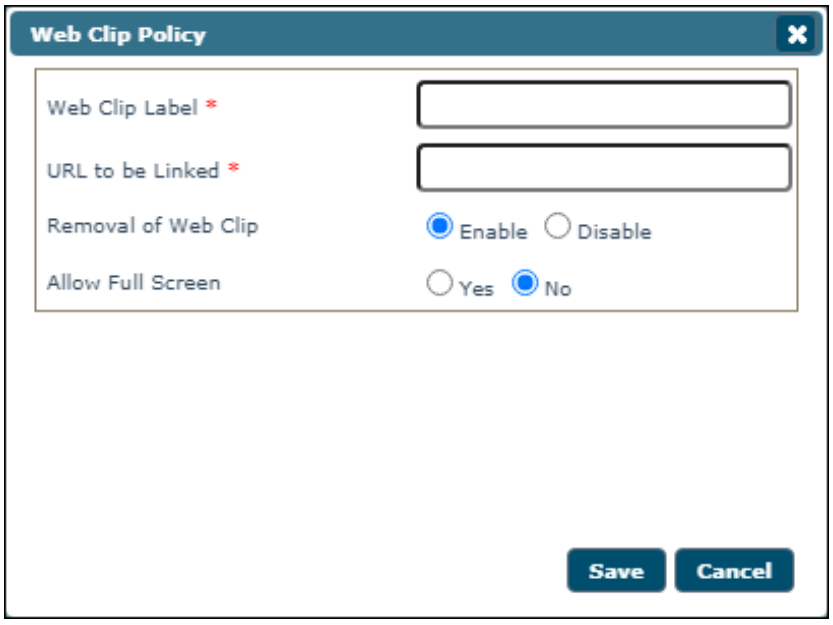
The WebClip policy lets you get important websites on a device's home screen to let users access it quickly.



Select **Enable** check box to enable the configuration of Web Clip Policy.

Adding a WebClip

Check **Enable** and then click **Add**.
WebClip Policy window appears.



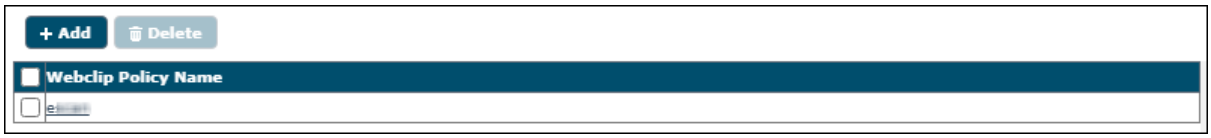
WebClip Label: Enter a name for the WebClip.

URL to be Linked: Enter the website URL.

Removal of WebClip: Set the WebClip status as either **Enable** or **Disable**. If enabled, the user can remove the WebClip from the device.

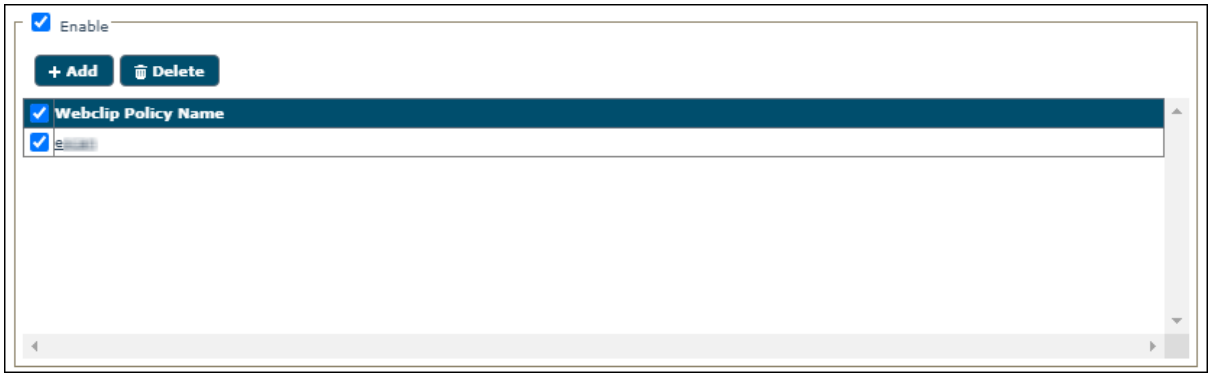
Allow Full Screen: Select **Yes** to allow full screen and No to disable full screen.

After entering all the details, click **Save**. The new web clip policy will be added.



Deleting a WebClip

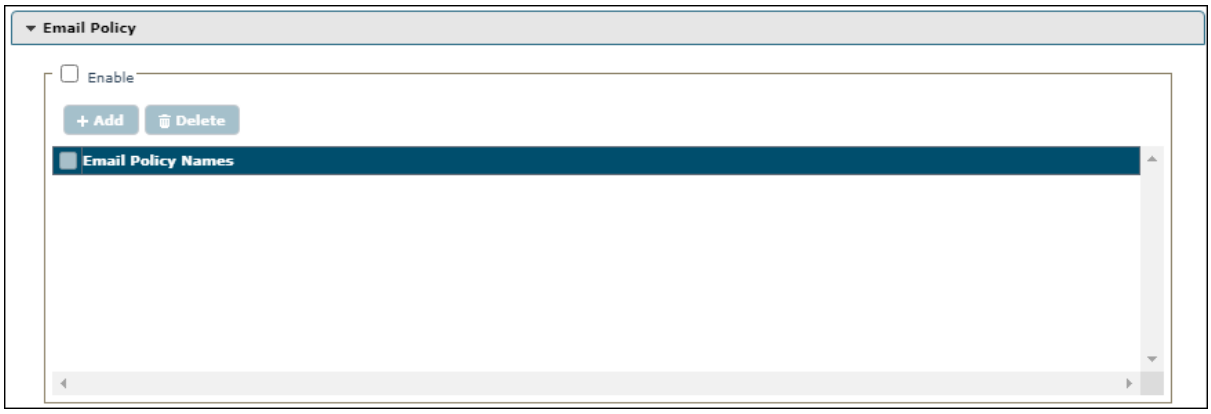
Select a WebClip and then click **Delete**.



The WebClip will be deleted.

Email Policy

The Email Policy lets you set up an email account for the managed devices and define the settings for incoming and outgoing emails.

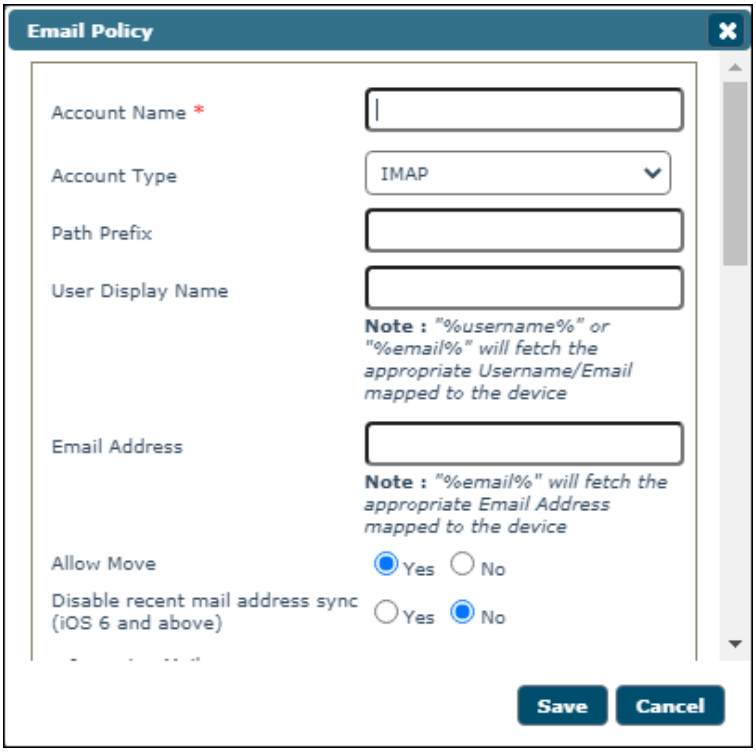


Check **Enable** to configure the Email Policy.

Adding Email policy

To add email policy, follow below steps:

1. Check **Enable** and then click **Add**.
   Email Policy window appears.



2. Fill the following appropriate details:
   Account Name: Enter an account name.

   Account Type: Set the Account Type as **IMAP** or **POP**.

   Choose POP if...
   - You need constant access to your email, regardless of the Internet availability.
   - You have limited server storage.

   Choose IMAP if...
   - You have a reliable and active Internet connection.
   - You want to receive a quick overview of new emails on the server.
   - Your local storage space is limited.

   Path Prefix: In some cases, it is possible that you will not see the **Sent**, **Trash**, **Drafts**, and **Junk** folders. Typically, these folders are in your INBOX and you'll have to set a prefix path for it to work correctly.

   User Display Name: Type in the prefix *"%username%"* or *"%email%*". It will fetch the appropriate Username/Email mapped to the device.

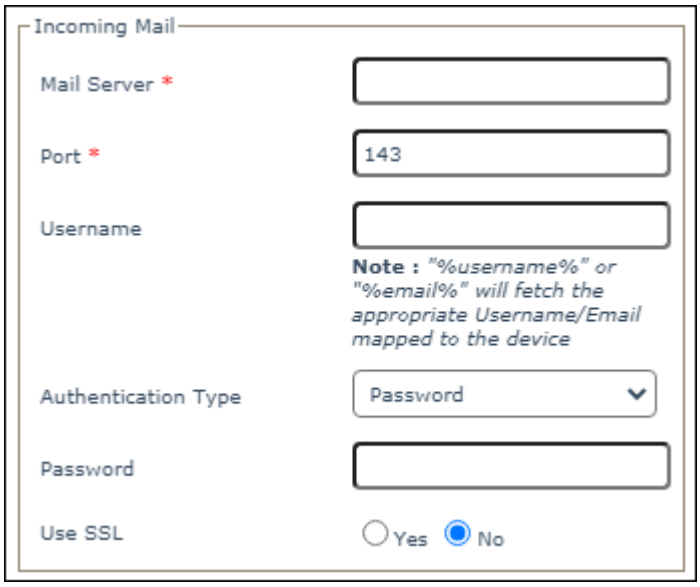
   Email Address: Typing in the prefix "*%email%*" will fetch the appropriate email ID mapped to the device.

   Allow Move: Select the **Yes** option to Allow Move. Selecting No will prevent email data from being opened in other applications.

   Disable recent mail address sync (iOS 6 and above): Selecting **Yes** will remove the mailbox from Recent addresses syncing.

3. Enter the **Incoming Mail** and **Outgoing Mail** details.
   To learn more about Incoming Mail, **click here**.
   To learn more about Outgoing Mail, **click here**.
4. After filling the details, click **Save**.

Incoming Mail



Mail Server: Enter the hostname for Incoming Mail Server in this field.

Port: Designates the incoming mail server port number. If no port number is specified, the default port for a given protocol is used.

Username: Add the **prefixes** *"%username%*" or *"%email%*". It will fetch the appropriate Username/Email mapped to the device.

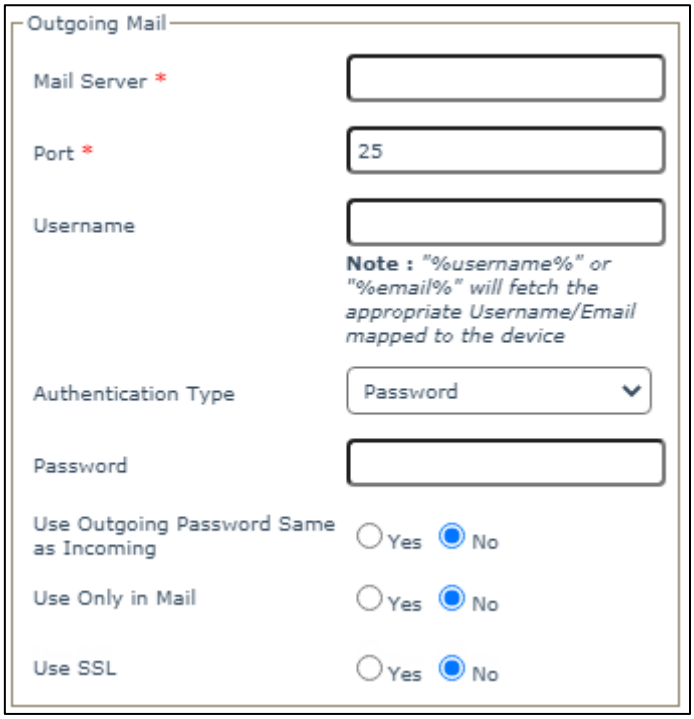
Authentication Type: Select the appropriate authentication type from the following options:

- None
- Password
- MD5 Challenge Service-Response
- NTLM
- HTTP MD5 Digest

Password: Set a password for incoming emails.

Use SSL: Designates whether or not the incoming mail server uses SSL certificate. Select **Yes** to allow the mail server to use SSL.

Outgoing Mail



Mail Server: Enter the hostname for outgoing mail server.

Port: Enter the outgoing mail server port number.

Username: Add the **prefixes** "*%username%*" or "*%email%*". It will fetch the appropriate Username/Email mapped to the device.

Authentication Type: Select the appropriate authentication type from the drop-down. Following authentication types are available:

- None
- Password
- MD5 Challenge Service-Response
- NTLM
- HTTP MD5 Digest

Password: Set a password for outgoing emails.

Use Outgoing Password Same as Incoming: If you want to use the same password set for the incoming email server, select **Yes**.

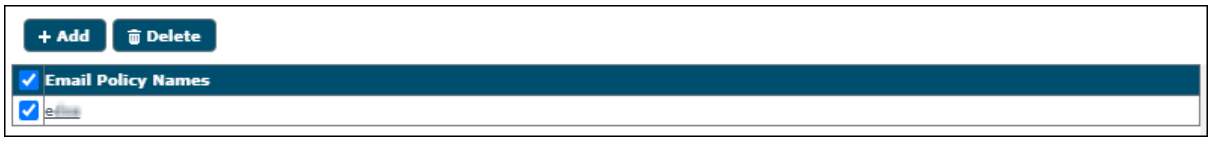
Use Only in Mail: Prohibits sending messages from other applications, such as Safari or Photos. If yes, configured account cannot be selected as default mail account on the device.

Use SSL: Determines whether or not the outgoing mail server uses SSL certificate.

Deleting an Email Policy

To delete an email policy follow below steps:

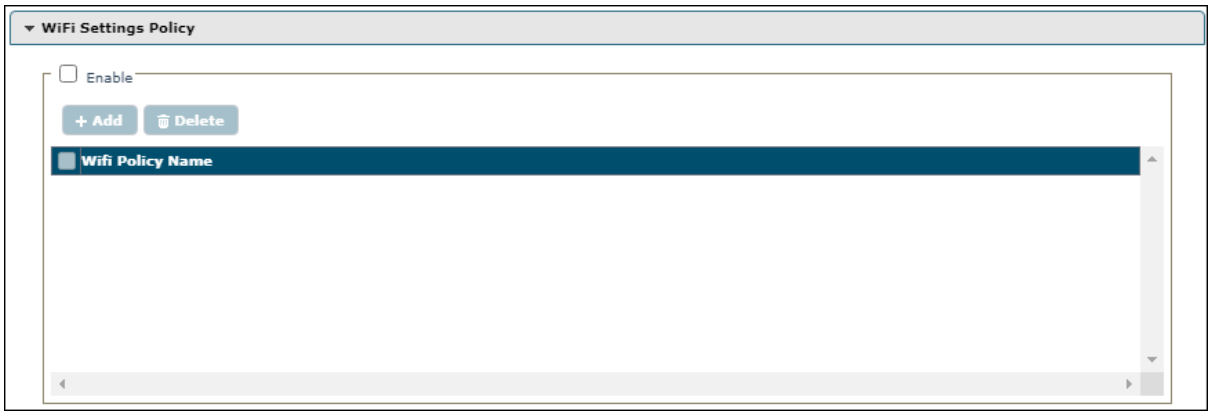
1. Select the particular Email Policy from the list.



2. Click **Delete**.
   The email policy will be deleted.

Wi-Fi Settings Policy

The Wi-Fi Settings Policy lets you manage how a user connects their devices to a Wi-Fi network.

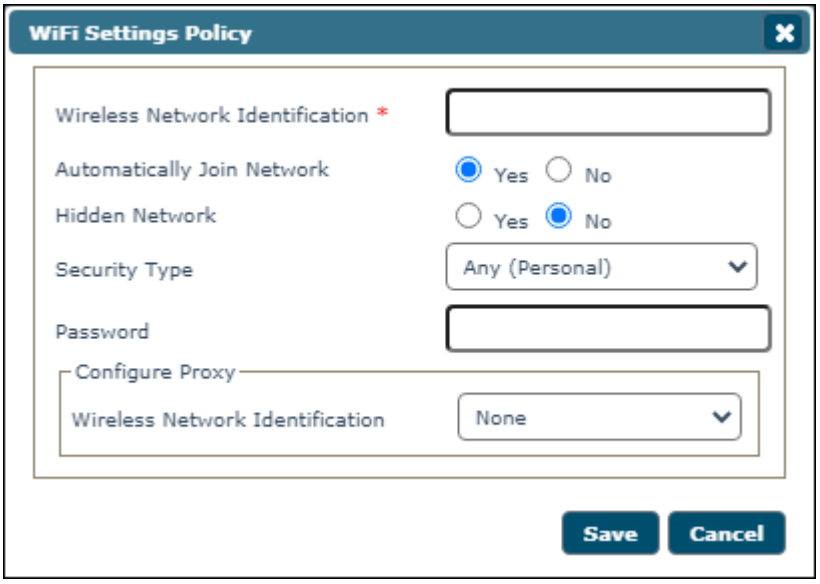


Check **Enable** to configure the WiFi Setting Policy.

Adding a WiFi Settings Policy

To add a WiFi Settings Policy, follow below steps:

1. Click **Enable** and then click **Add**.
   Wi-Fi Settings Policy window appears.



2. Enter the following details:
   Wireless Network Identification: Enter a name for the Wireless Network Identification.

   Automatically Join Network: Set this option to **Yes** to automatically join a Wi-Fi network.

   Hidden Network: Select this option to **Yes** to add a hidden network.

   Security Type: Select a Security type for Wi-Fi network from the following options:
   - None
   - WEP
   - WPA/WPA2
   - Any(Personal)
   - WEP Enterprise
   - WPA/WPA2 Enterprise
   - Any (Enterprise)

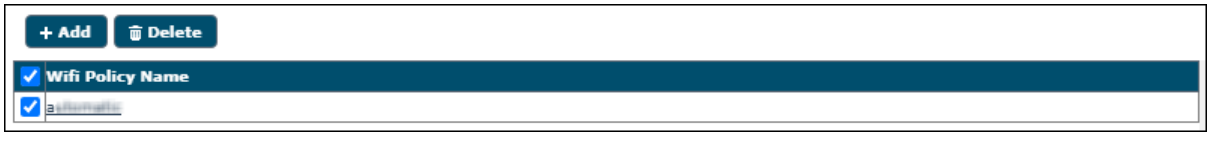
   Password: Enter the password to connect to the Wi-Fi network.

   Configure Proxy: Configure a proxy for Wi-Fi settings by selecting a Wireless Network Identification.
   - None
   - Manual
   - Automatic
3. After entering the appropriate details, click **Save**.
   The WiFi Settings Policy will be saved.

Deleting a WiFi Settings Policy

To delete a WiFi Settings Policy, follow below steps:

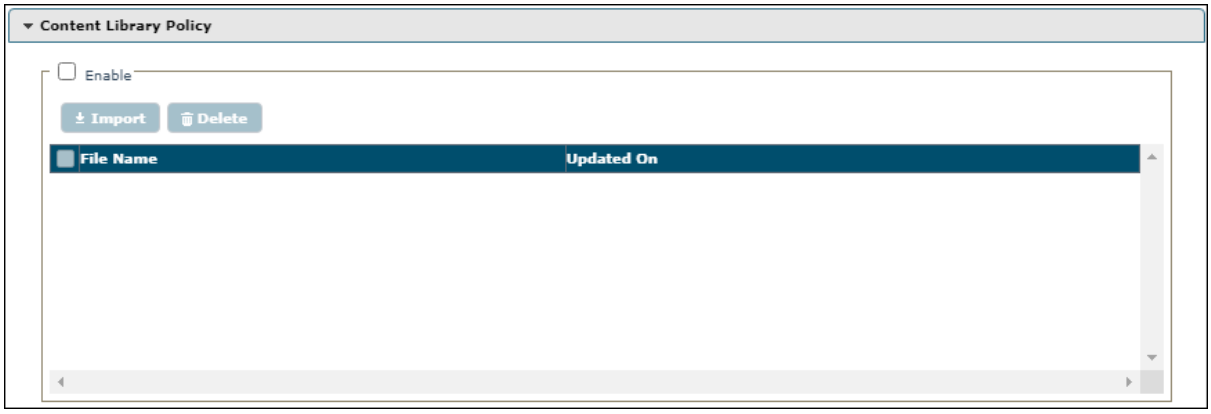
1. Select the particular WiFi Settings Policy from the list.



2. Click **Delete**.
   The WiFi Settings Policy will be deleted.

Content Library Policy

The Content Library policy lets you share documents with the users. The documents can be imported from the Content Library module and deployed to multiple users at the same time. To learn more about Content Library, **click here**.



Select **Enable** check box to configure the Content Library Policy.

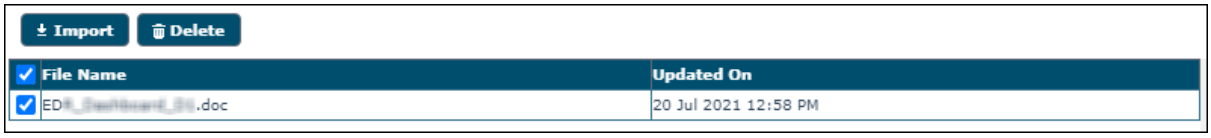
Importing a file

1. Check **Enable** and then click **Import**.
   Import Files window appears.

2. Select a file and then click **Save**.

Deleting a file

Select a file and then click **Delete**.



The selected file will be deleted.

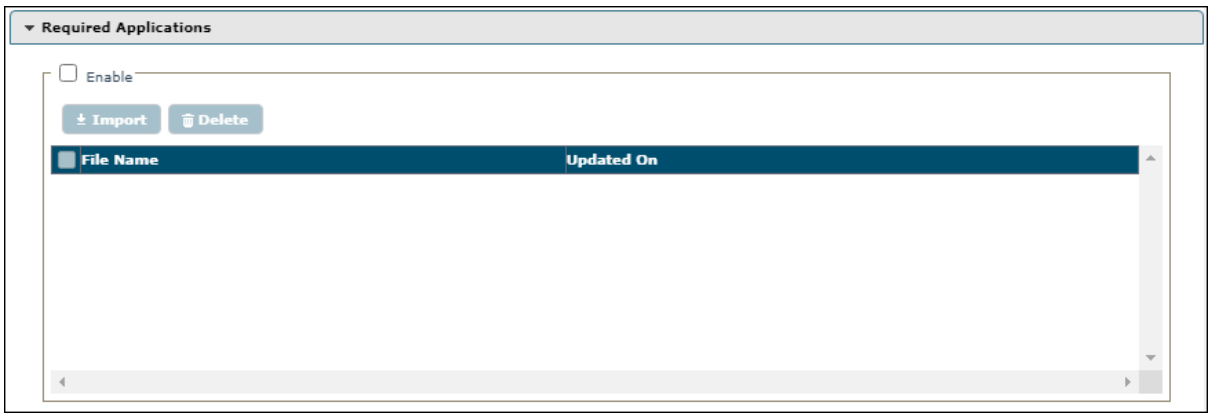
Required Applications Policy

The Required Applications policy lets you import applications from the App Store module for installation on managed devices in the group through policy deployment.

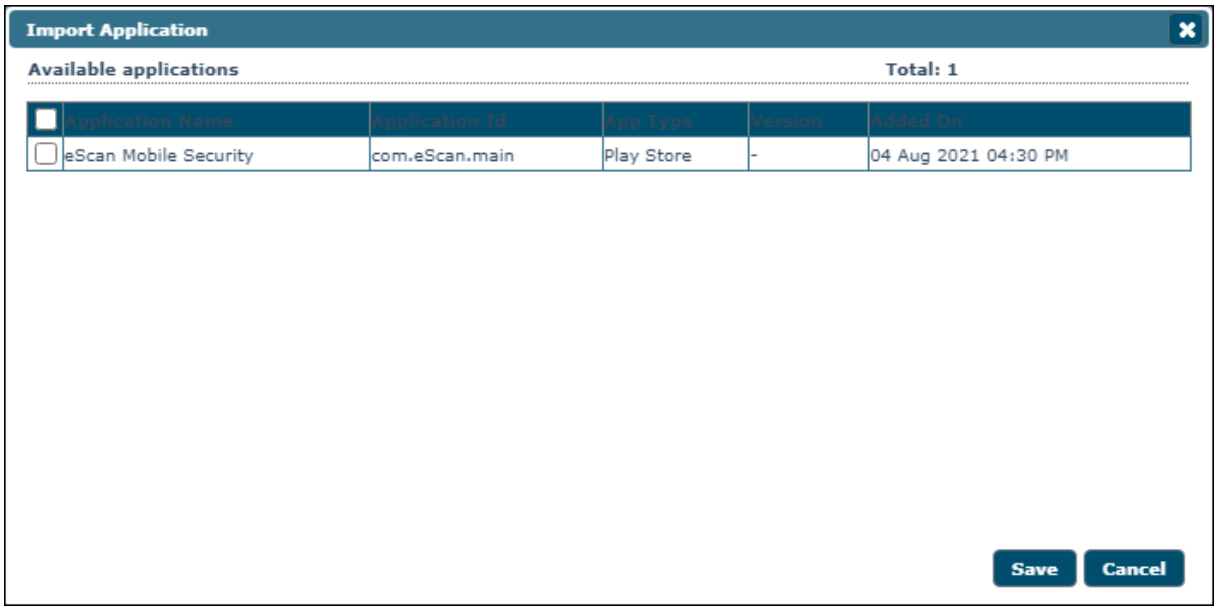
Importing an application

To import applications from the App Store, follow the steps given below:

1. Select **Enable** check box and then click **Import**.



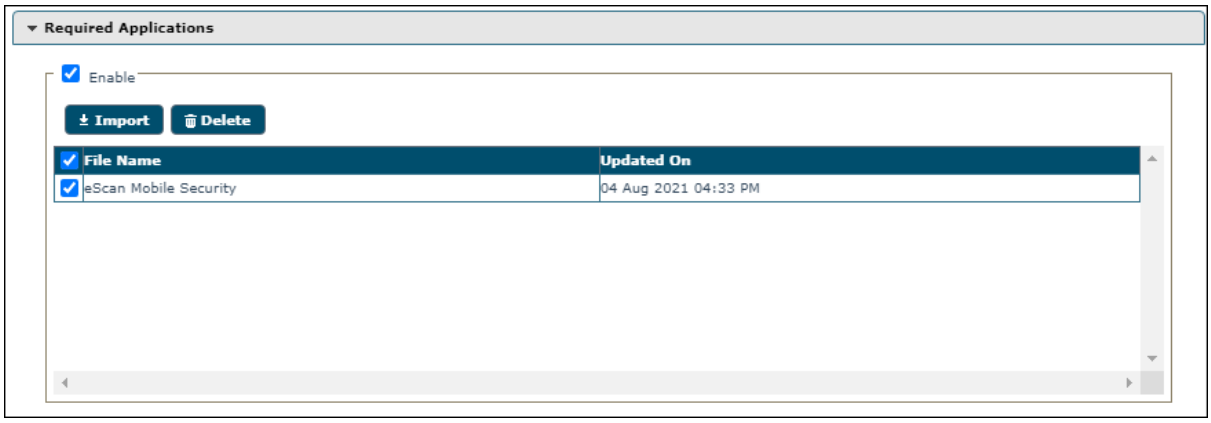
Import Application window appears.



2. Select the application(s) to be installed on users' devices and then click **Save**.
3. The application(s) will be imported.

Deleting an application

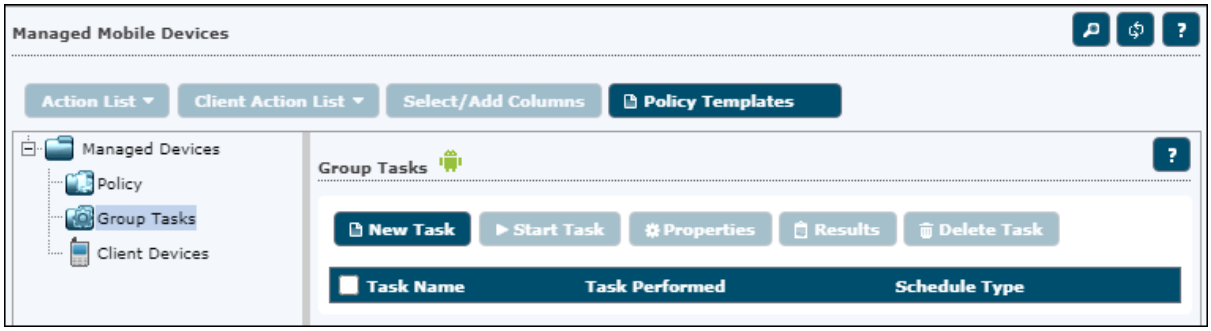
Select an application and then click **Delete**.



The selected application will be deleted.

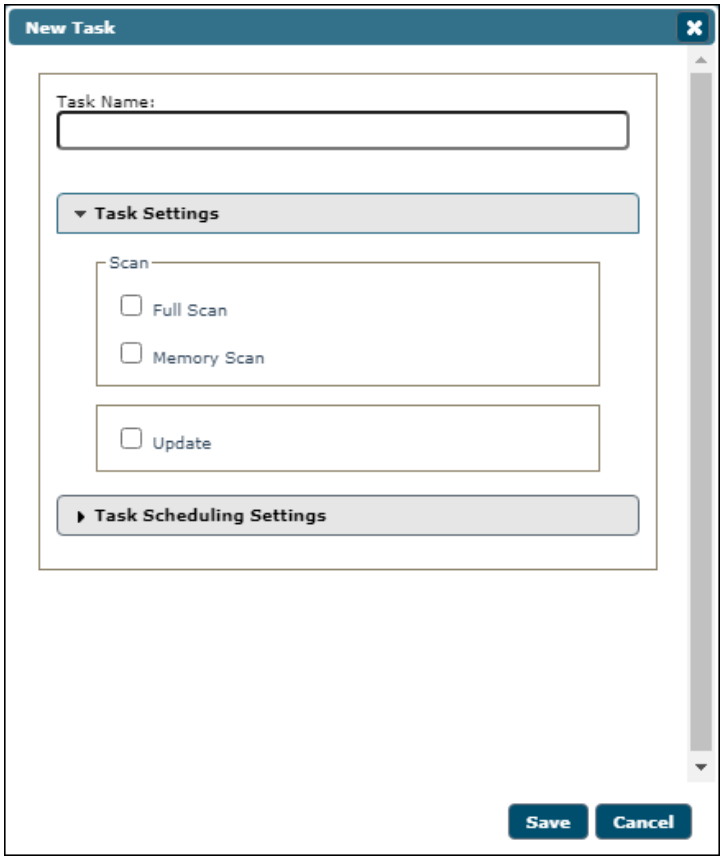
Group Tasks

The Group Tasks option lets you create and schedule tasks for the devices in a group.



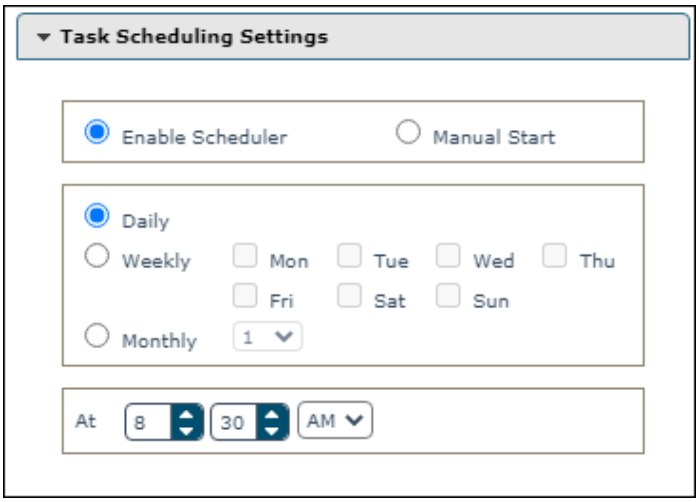
Creating a New Group Task

1. Select a group and then click **Group Tasks** > **New Task**.
   The New Task window appears.



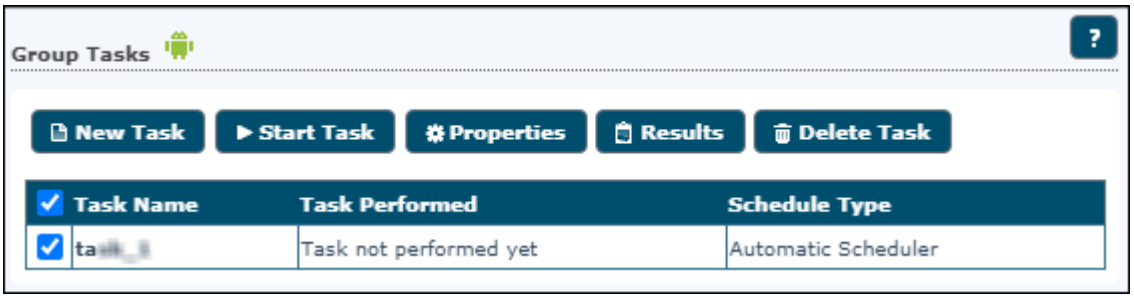
2. Enter a task name.
3. In **Task Settings**, select the scan type to be run on a device. By checking Update, you can also let the application update its virus signature database.

4. In **Task Scheduling Settings**, schedule the created task by selecting the appropriate options.



5. Click **Save**.
   The task will be created instantly.

Selecting a task enables following options:



Options	Description
Start Task	Click **Start Task** to run the selected task for the specific group.
Properties	Click **Properties** to view properties and change settings of the selected task.
Results	Click **Results** to view detailed results of the selected task.
Delete Task	Click **Delete Task** to delete the selected task from the list of tasks.

Installation and Enrollment of Android Device for MDM Group

The enrollment procedure for an Android device consists of two main steps:

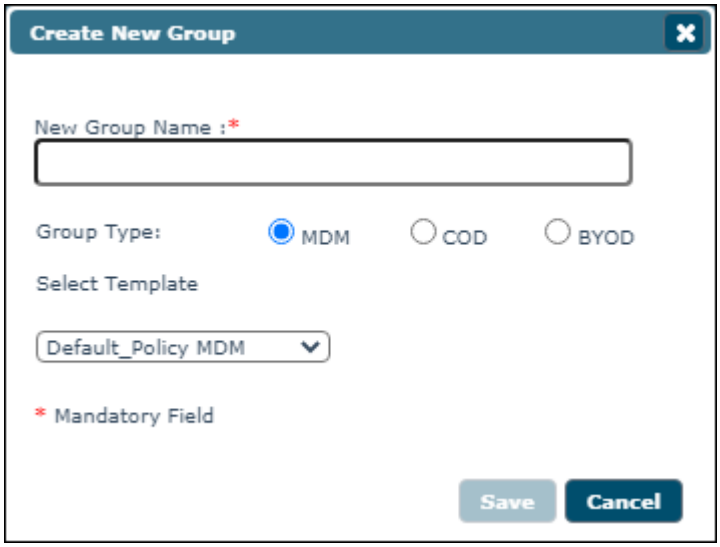
- Adding a device to the console
- Enrolling the added device

Adding a device to the console

To add a device to the console, perform the following steps:

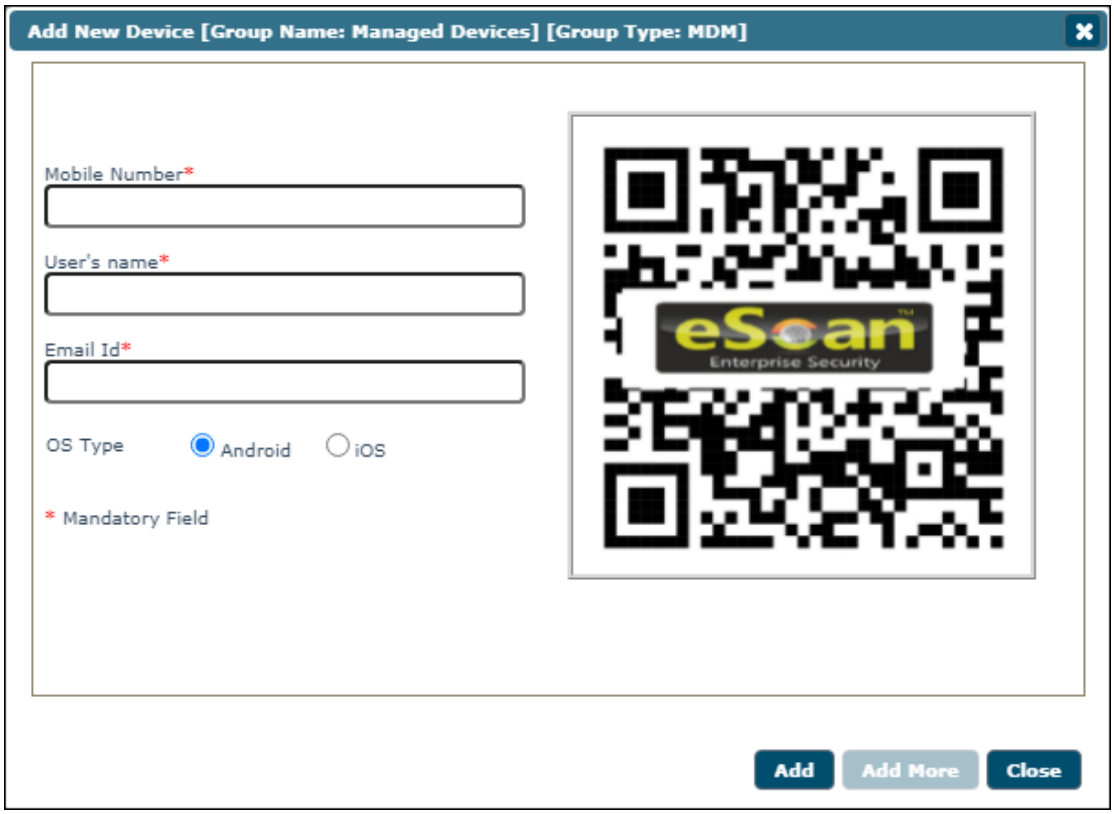
1. Click **Managed Mobile Devices** > **Action List** > **New Group**.

2. Enter a name for the group; select the group type as **MDM** and then click **Save**.



3. Select the group.
4. Click **Action List** > **Add New Device**.

Add New Device window appears.



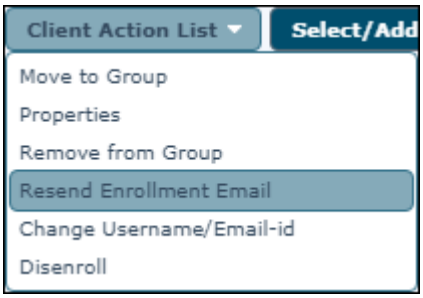
5. Enter the mandatory details, select the appropriate OS Type and then click **Add**.
6. The device will be added to the MDM group as shown in the following screen.

After adding a device to the group, you will see icon next to the check box. This icon indicates that the added device is not enrolled.

Enrolling the added device

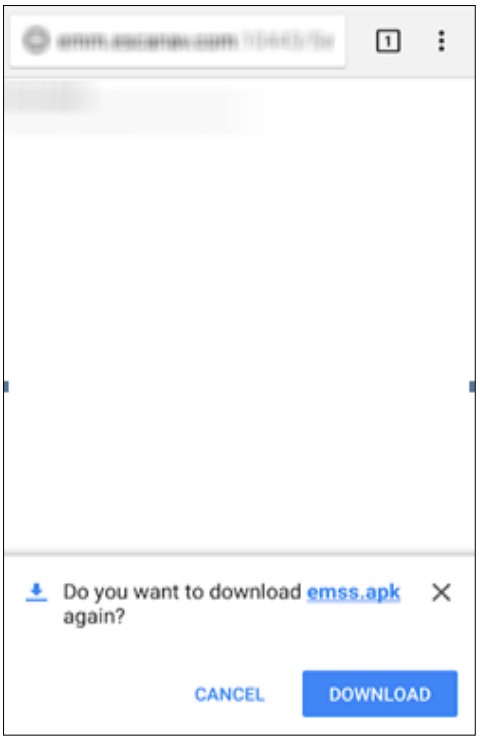
After a device is added to the console, an enrollment email is sent to the specified email ID. This email contains enrollment details and steps to download the MDM application. It also contains the QR code which directly fetches the enrollment details by scanning it from the device.

In case a user did not receive the enrollment email at the time of adding the device, you can resend it. Select the specific device and then click **Client Action List** > **Resend Enrollment Email**.

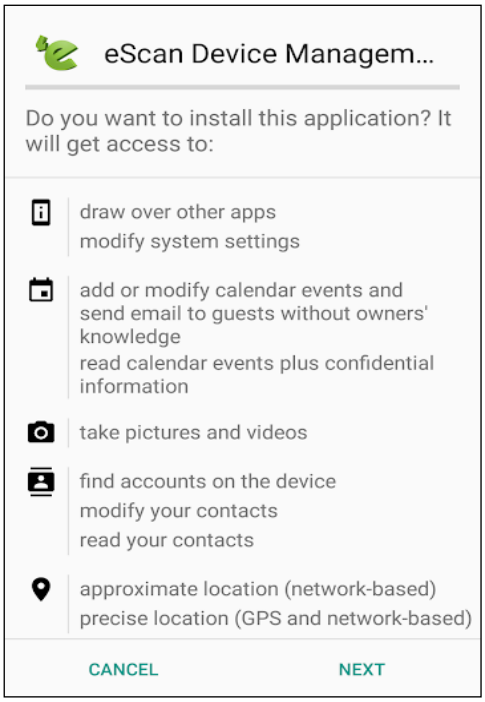


After receiving the enrollment email, the user should perform the following steps:

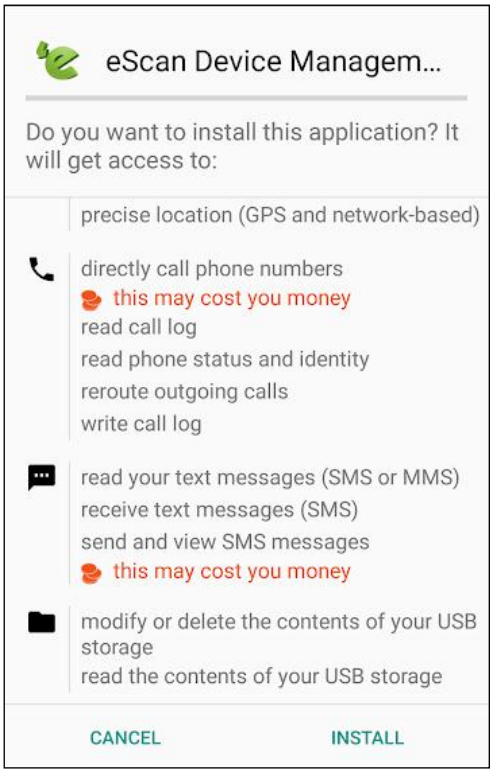
1. Tap the shared URL in the email. A prompt appears asking you to download the eScan MDM application. Tap **DOWNLOAD**.



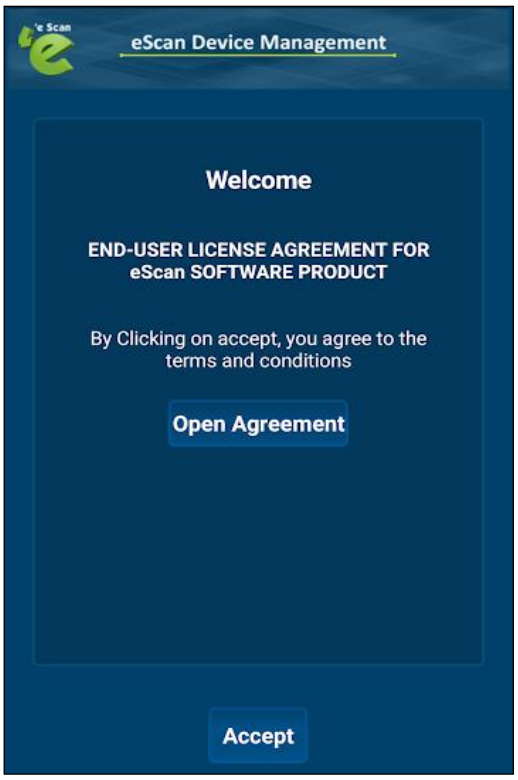
2. Tap the downloaded file and read thoroughly about the permissions asked by the application. To proceed, tap **NEXT**.



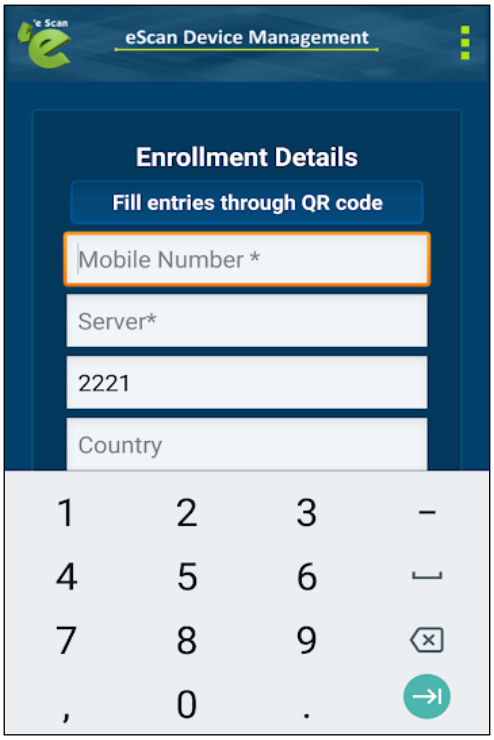
3. After reading the application's access permissions, tap **INSTALL**.



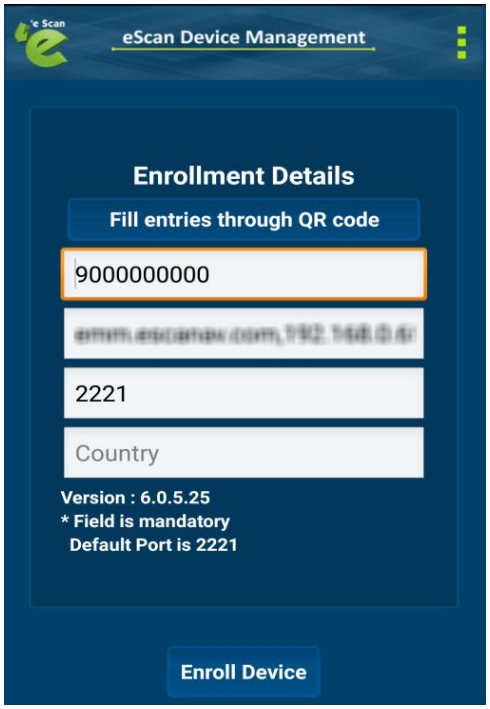
Welcome screen appears.



4. Tap **Open Agreement** and read the agreement completely.
5. After reading the agreement, tap **Accept**. Enrollment Details form appears.



6. Enter the enrollment details mentioned in the email. To fetch the details automatically by scanning QR code, tap **Fill entries through QR Code**. Doing so allows application to access device's camera. Match up the on-screen square with the QR code and hold device steady till the application scans it. After the device is scanned, the enrollment process starts automatically.



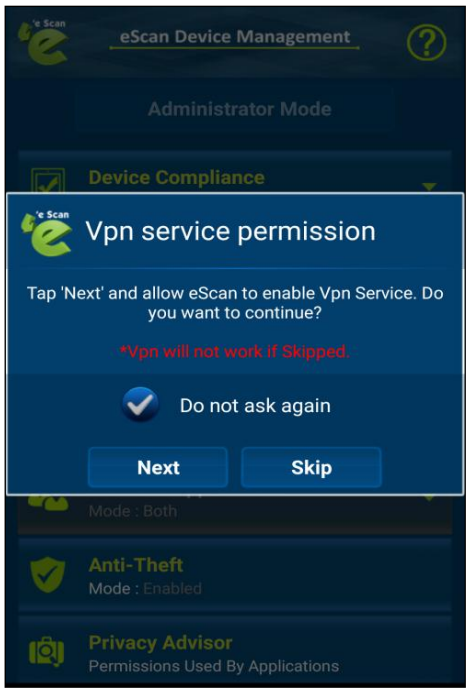
7. Device Enrollment begins. Wait till the device gets enrolled.

Device Administrator prompt appears.

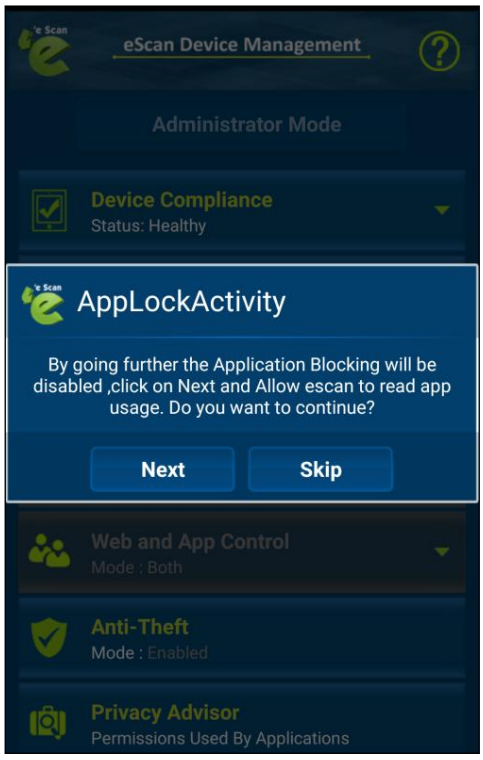
8. It is recommended that you tap **Next**.
   Activate Device Administrator prompt appears.

9. Read about the permissions completely and then tap **ACTIVATE**.

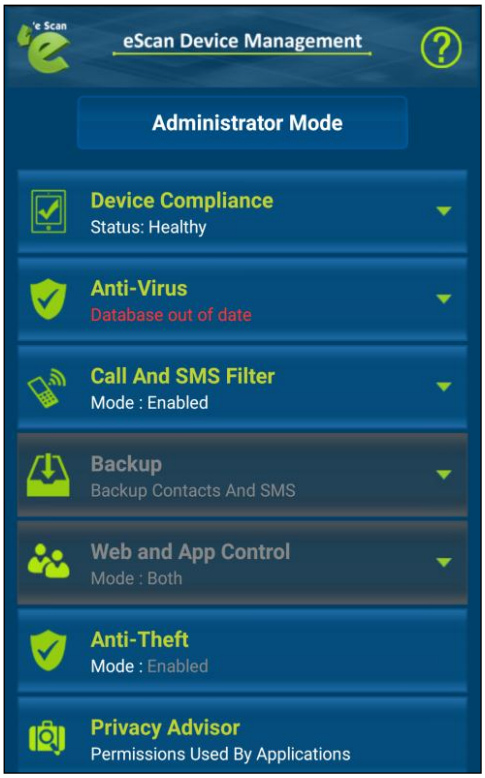
VPN Service Permission dialog box appears.



10. It is recommended that you tap **Next** as VPN won't work if you tap **Skip**. This permission is required for the proper functioning of the "App Specific Network Blocking" feature.
    App Lock Activity prompt appears.



11. It is recommended that you tap **Next**.
    The application enrollment is completed after this step.



Installation and Enrollment of Android Device for COD and BYOD Group

The enrollment procedure for Android devices for COD and BYOD Group
The enrollment procedure for an Android device consists of two main steps:

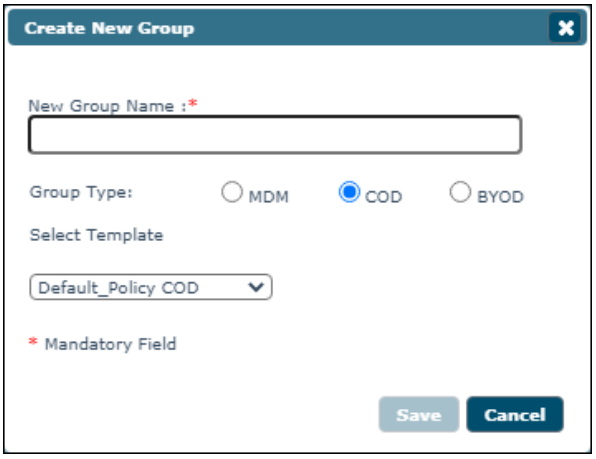
1. **Adding a device to the console**
2. **Enrolling the added device**

Adding a device to the console

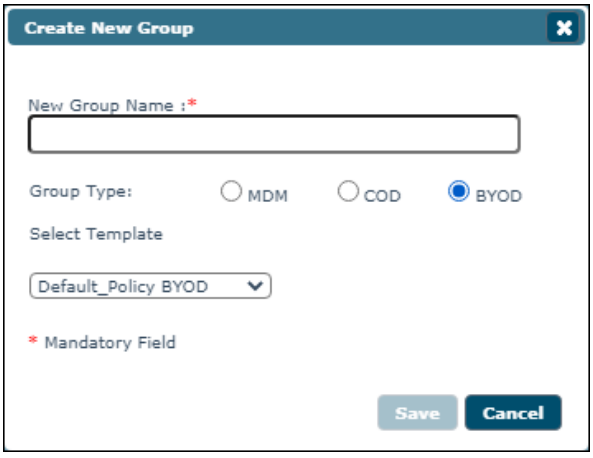
To add a device in the eScan Mobility Management (EMM) console, perform the following steps:

1. Click **Managed Mobile Devices** > **Action List** > **New Group**.
2. Enter a name for the group and select the group Type as COD to create COD group or BYOD to create BYOD Group.

COD Group Creation



BYOD Group Creation



3. Select a group.
4. Select the policy template from the dropdown menu.
5. Click **Action List** > **Add New Device**.
   Add New Device screen appears.
6. Enter the required details, select the appropriate OS Type and then click **Add**.

The device will be added to the console in the COD or BYOD group.

You can see the device being added in the console. Notice the icon in the **Mobile Number** column; this indicates that the device is not enrolled.

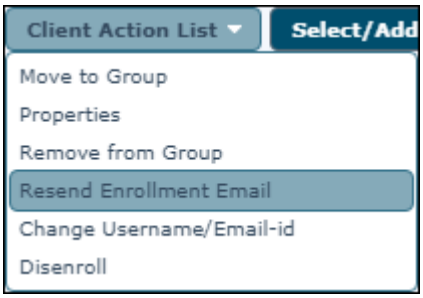
Enrolling the added device

After a device is added to the console, an email containing the enrollment procedure will be sent to the specified email ID. This email contains enrollment details and steps to download MDM application. In addition to this, it also contains the QR code which will directly fetch the enrollment details by scanning it from the device.

In case a user didn't receive the enrollment email at the time of adding the device, you can resend the email by using Resend Enrollment Email option.

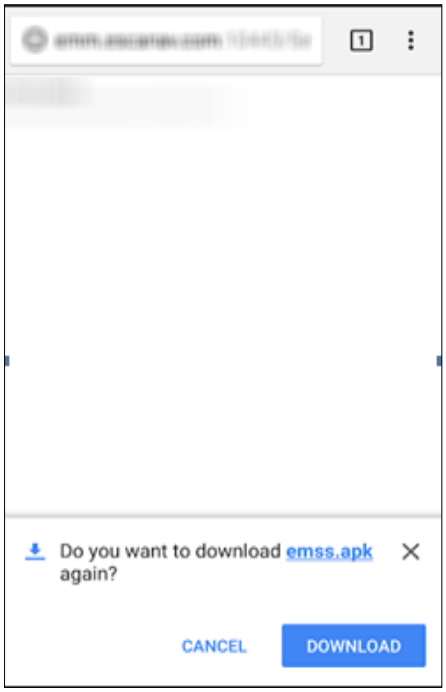
Resend Enrollment email for Device in COD/BYOD Group

Select the specific device and then click **Client Action List** > **Resend Enrollment Email**.

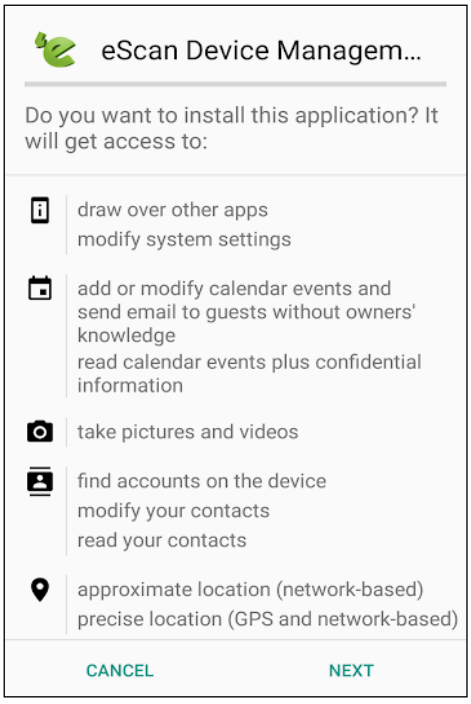


After receiving the enrollment email, the user should perform the following steps:

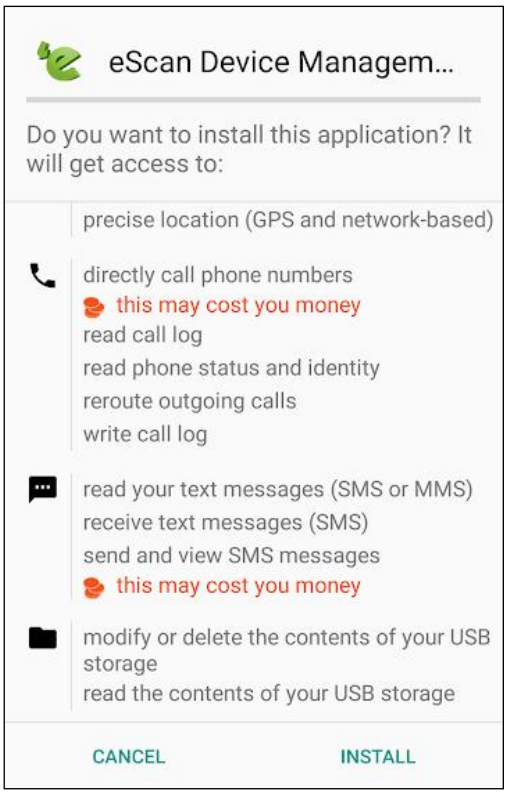
1. Tap the shared URL in the email. A prompt appears asking you to download the eScan MDM application. Tap **DOWNLOAD**.



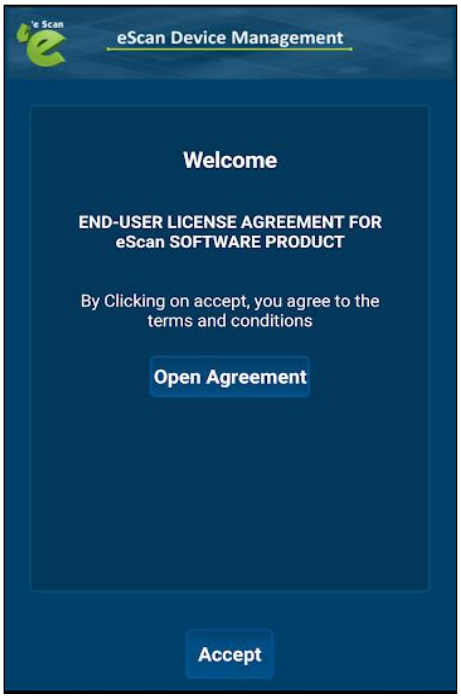
2. Tap the downloaded file and read thoroughly about the permissions asked by the application. Tap **NEXT** to proceed.



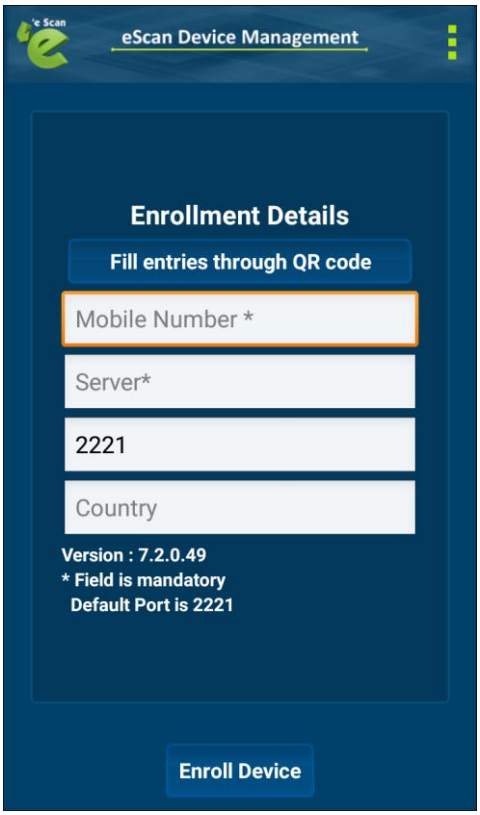
3. The application will get access to your call logs, text messages and USB storage. Tap **INSTALL**.



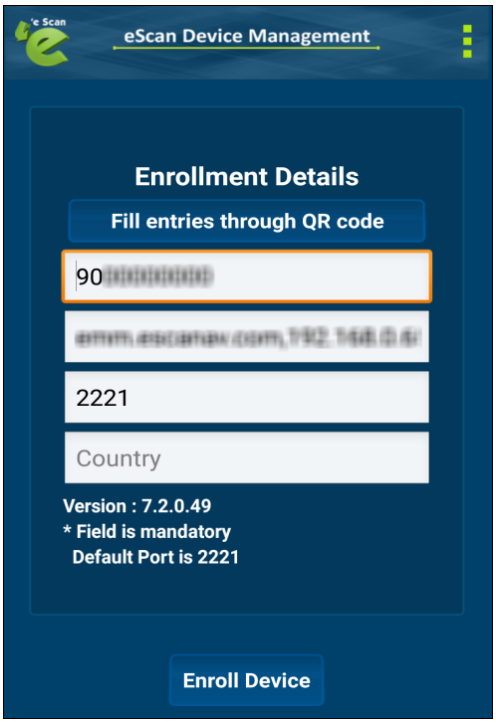
Welcome screen appears.



4. Tap **Open Agreement** and read the agreement completely.
5. After reading the agreement completely, tap **Accept**.
   Enrollment Details form appears.

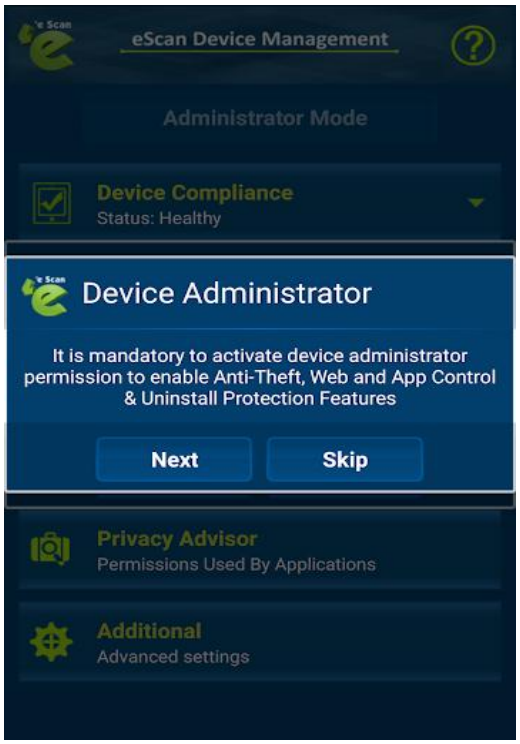


6. Enter the details mentioned in the enrollment email or scan the QR code to fetch the details automatically by tapping **Fill entries through QR Code**. Doing so will turn on your device's camera. Match up the on-screen square with the QR code and hold your device steady till the application scans it. The details will be automatically filled and the enrolment process starts.



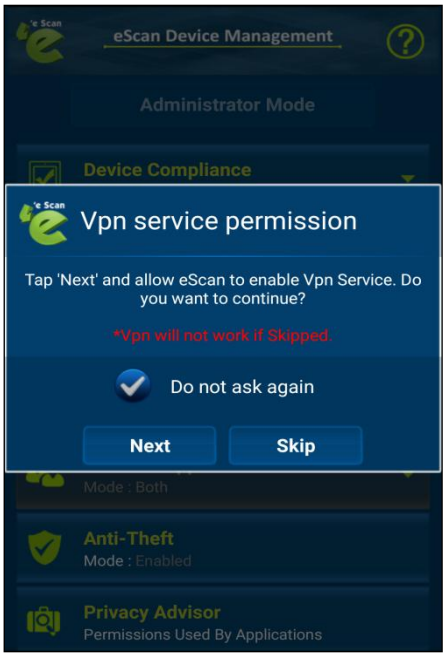
Device Enrollment begins. Wait till the device gets enrolled.

Device Administrator prompt appears.

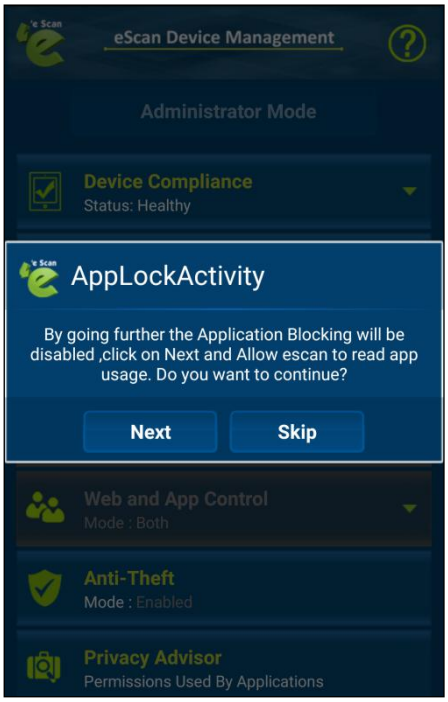


7. It is recommended that you tap **Next**.
   Activate Device Administrator prompt appears.

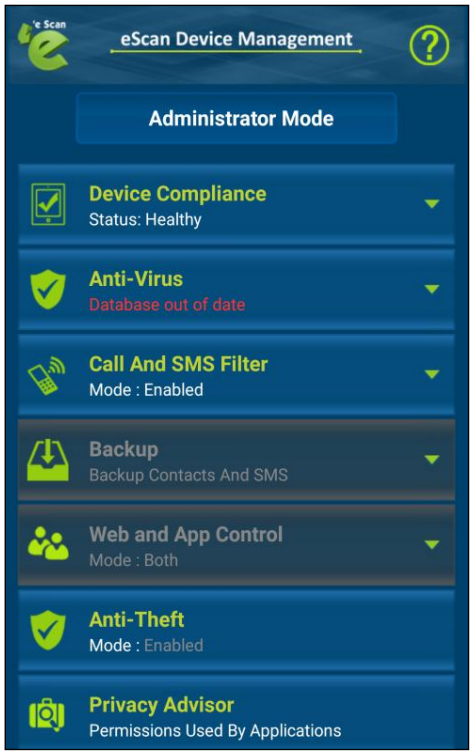
8. Read about the permissions asked by the application completely and then tap **ACTIVATE**.
   VPN Service Permission dialog box appears.



9. It is recommended that you tap **Next** as VPN won't work if you tap **Skip**. This permission is required for the proper functioning of the "App Specific Network Blocking" feature.
   App Lock Activity prompt appears.



10. It is recommended that you tap **Next**.
    The application enrollment is completed after this step.



After the MDM application is installed, install the Container Application.

Differences between COD and BYOD group

Enterprises empower their employees by allowing the use of mobile devices under Company Owned Devices (COD) policy or by implementing Bring Your Own Device (BYOD) policy for work operations. This enhances employee productivity and allows seamless business operations. It allows organizations to have a comprehensive approach in safeguarding critical applications and enterprise data accessed or residing in mobile devices. It ensures that corporate data is secured from data loss, malware or unauthorized access.
After the MDM application is successfully installed on a device, the administrator can see the device details in the management console. Policy deployment on the managed devices will be carried out under the MDM Category.

Container deployment will provide you with a medium to allow users to use their device for office work within the defined perimeter under BYOD through geo-fencing policy deployment.

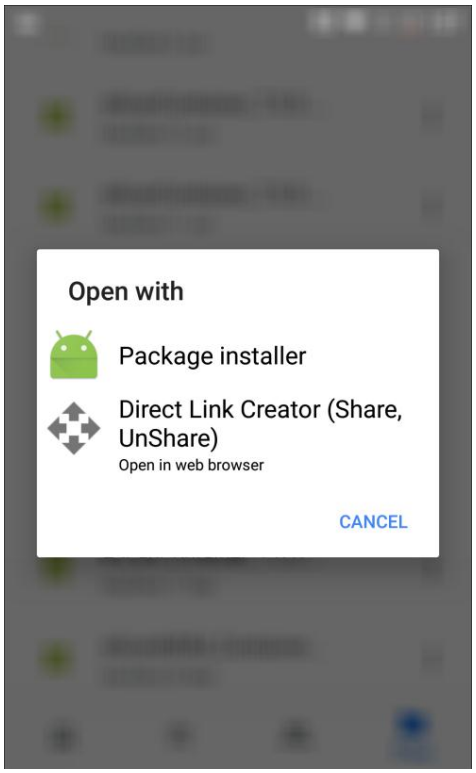
In case the device is provided by the enterprise, you can enroll the device as COD (Company Owned Device) where the security policies for the container will be applicable irrespective of the device location.

NOTE	The Container application can be accessed only after the eScan MDM application is installed and enrolled on the managed device.

Installing eScan Container app

To install eScan Container app, follow the steps given below:

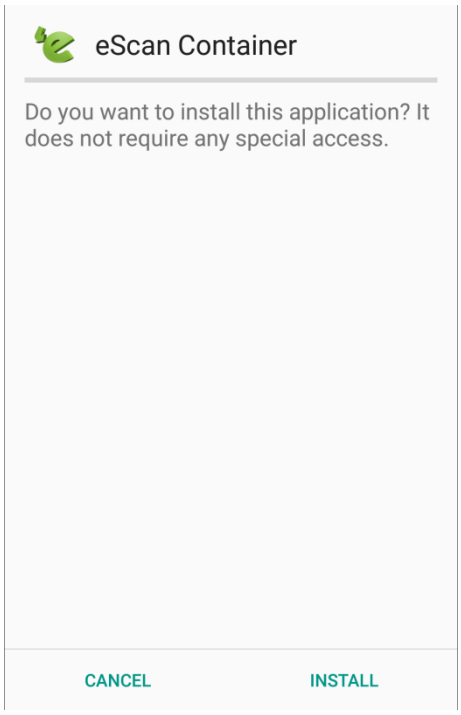
1. Instruct the user to tap the installation notification. Tapping this notification will initiate the download of eScan container application. Tap the downloaded **.apk** file. Following screen appears.



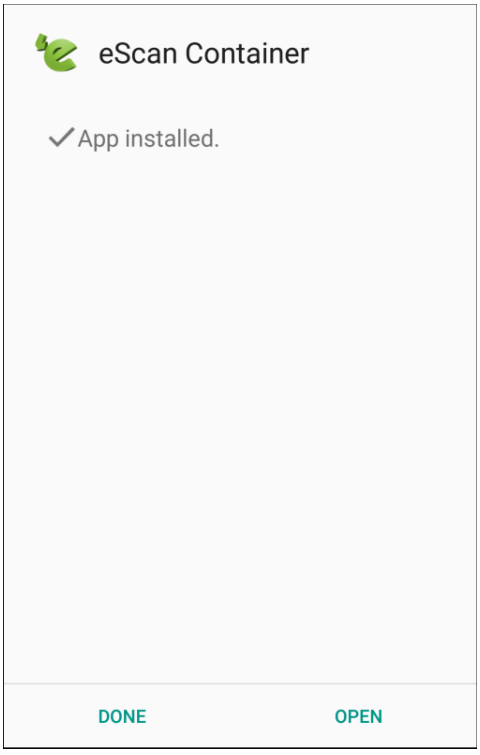
2. Tap **Package Installer**.

NOTE	It is recommended that a user tap Install and initiate the installation of the Container application.

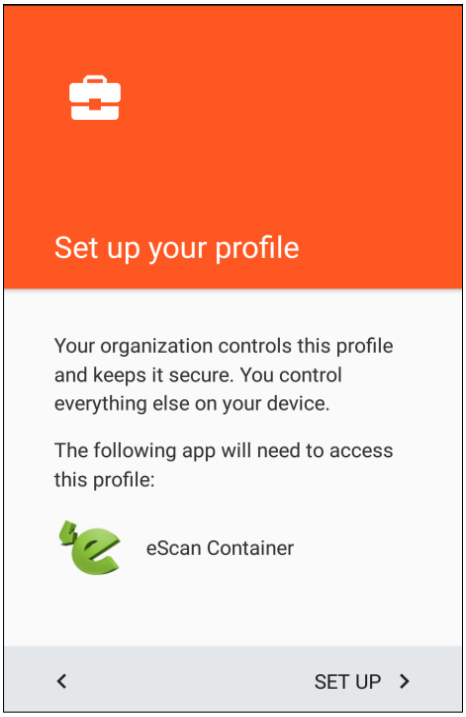
After tapping **INSTALL**, an installation prompt appears.



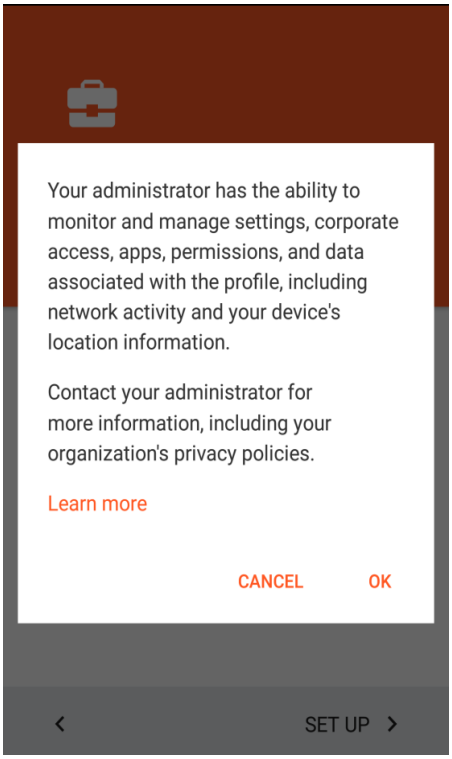
3. Tap **INSTALL**. The Container application will be successfully installed on the user's device.
4. Following screen appears after successful installation. Tap **OPEN**.



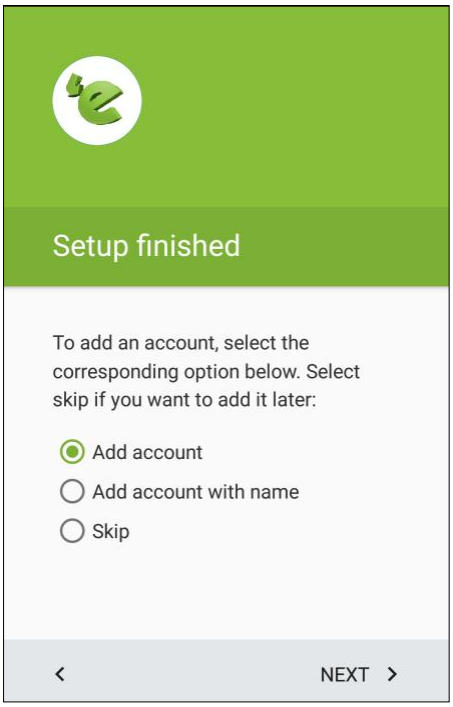
5. Launch the Container application. The application asks you to set up your profile. Tap **SET UP >**.



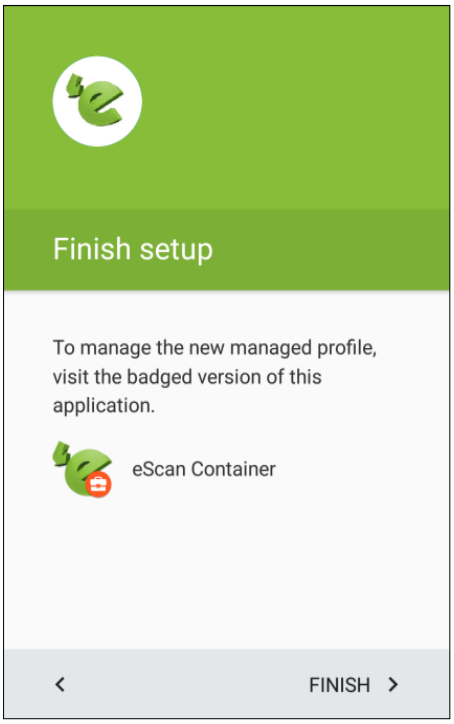
6. A message informing about device information access to administrator is displayed. Tap **OK** to proceed.



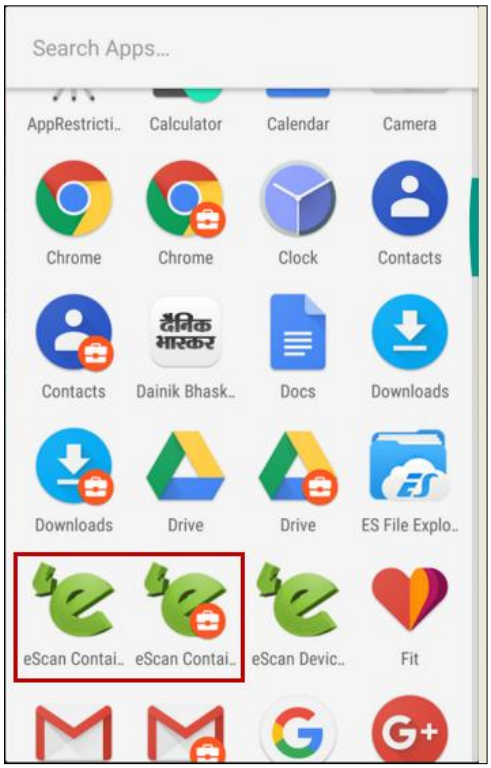
7. To create a work profile, select one of the following three options.
    - **Add Account**: Enter your Gmail account details and tap **ACCEPT**.
    - **Add account with name**: Enter your Gmail account details and name.
    - **Skip**: Select this option to skip entering your login details.
8. After selecting an option, tap **NEXT >**.



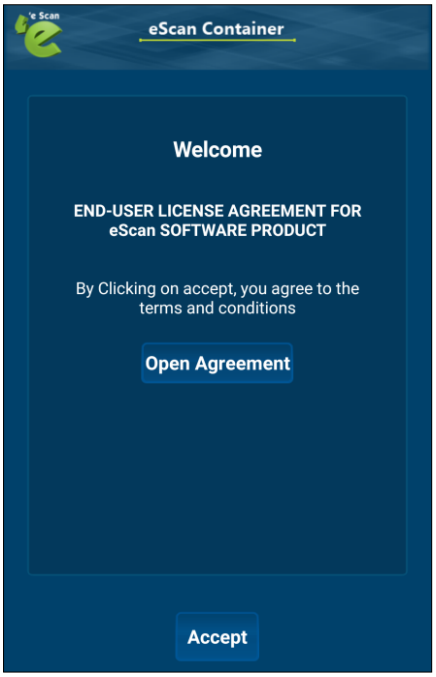
9. Finish setup screen appears, tap **FINISH >**.



10. Launch eScan Container and then tap **ACCEPT**.
11. After the Container app is successfully installed, there will be two eScan containers displayed on the device as follows. Uninstall the eScan Container without the icon.

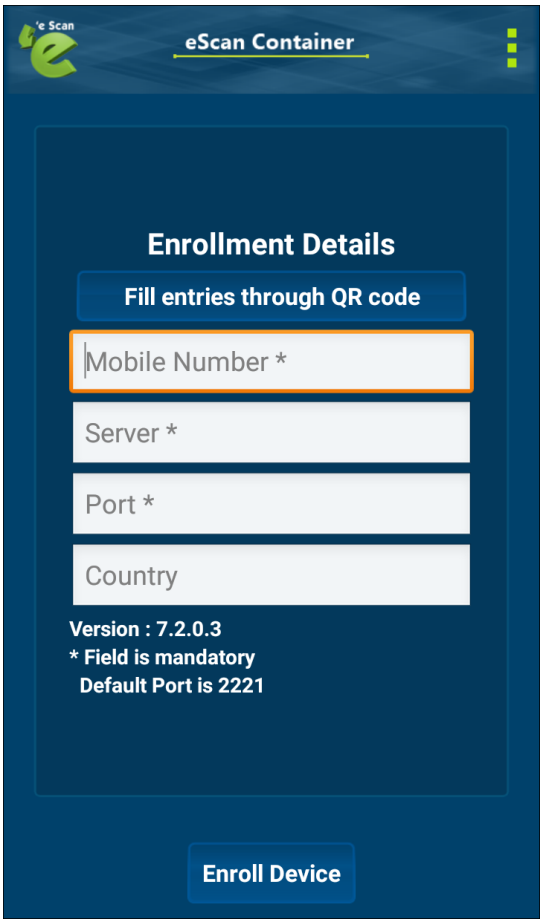


12. Launch eScan Container. Following screen will be displayed.



Enrollment Process for container

Tap **Accept** to proceed with the enrollment process, the following screen will be displayed.



A user can fill up the enrollment details using any of the following procedures:

- **Filling enrollment details manually**
- **Filling enrollment details by scanning QR code**

Filling enrollment details manually

1. Open eScan Container app. Enrollment Details form appears.
2. Fill in the required details from the enrollment email.
3. After filling all the details, tap **Enroll container**. The device will be enrolled instantly and a Device Administrator pop-up message appears.
4. Tap **Next** to activate device administrator permission to enable Anti-theft, Parental Control and Uninstall Protection features on the device. You will be forwarded to the information window for activating Device Administrator.
5. Tap **Activate** for activating Device Administrator.

Filling enrollment details by scanning QR Code

1. Open the enrollment email containing QR code on your tablet/computer.
2. Open the eScan Container app. Enrollment Details form appears.
3. Tap **Fill entries through QR Code**. Doing so will turn on your device's camera.
4. Match up the on-screen square with the QR code and hold your device steady till the application scans it. After the successful scan, the enrollment details will be automatically filled.
5. Tap **Enroll Device**.

All the container applications will display a briefcase icon .

NOTE	The application(s) added to the container by default will vary from device to device.

The administrator can deploy applications and content through **App Store** and **Content Library** modules. The user will be able to access only selected applications and content that the administrator has deployed based on the geo-fencing. The administrator can add applications under the App Store and then deploy the application to the managed device via the Required Applications policy.
The user will receive the following notification:
"Install following app- your administrator requested you to install the following application – (Application name)

Tap **OK** to install the application. Go to the **App Store** under application option on the device, the deployed application will be displayed, click download and install. Tap **Download** to install the app.

Installation and Enrollment of iOS Device

The enrollment procedure for an iOS device consists of two main steps:

1. **Adding a device to the console**
2. **Enrolling the added device**

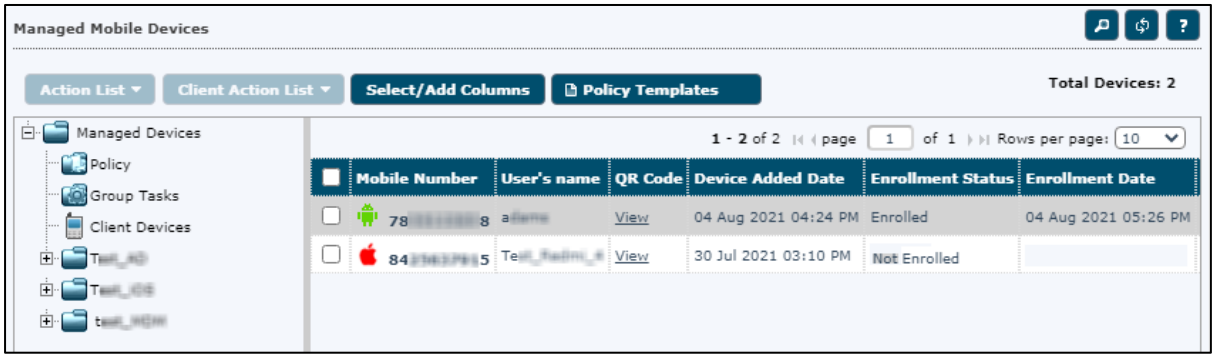
Adding a device to the console

1. Click **Managed Mobile Devices** > **Action List** > **Add New Device**.

Add New Device window appears.

2. Enter the details, select the OS Type as **iOS** and then click **Add**.

3. After clicking **Add**, the device will be added to the console as shown in the following screen.

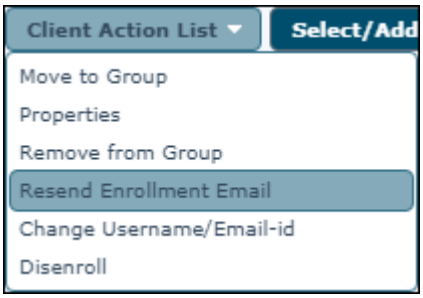


4. Notice the icon  in the **Mobile Number** column; it denotes that the device is not enrolled.

Enrolling the added device

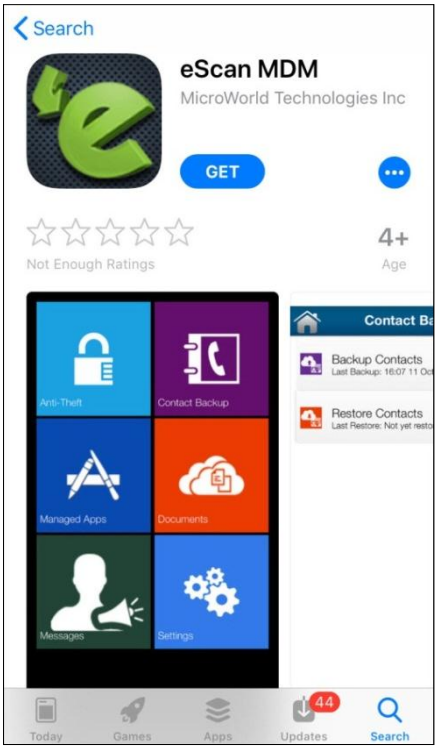
After a device is added to the console, an email containing the enrollment procedure will be sent to the specified email ID. This email will contain steps to download MDM application and details such as Mobile No, Server, and Port. In addition to this, it will also contain the QR code that will fetch the above mentioned details by scanning it from the device. In case a user didn't receive the enrollment email at the time of adding the device, you can resend the enrollment email.

Select the specific device and then click **Client Action List** > **Resend Enrollment Email**.



After you've received the enrollment email, perform the following steps:

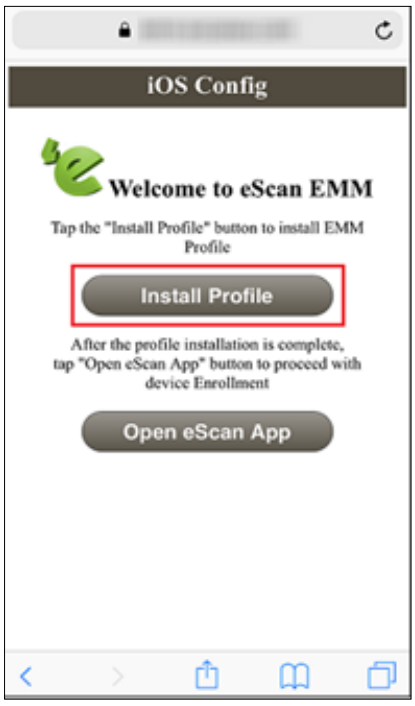
1. Download and install the **eScan MDM** application from the App Store.



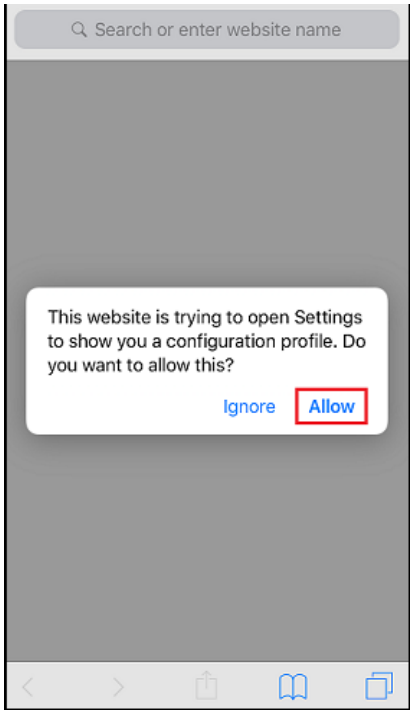
2. Read the eScan Agreement completely and then tap **Accept**.

3. Launch the eScan MDM application and enter the details mentioned in the enrollment email, or fill in the details automatically via QR code by tapping **Read QR Code**. Doing so will turn on your device's camera. Match up the on-screen square with the QR code and hold your device steady till the application scans it. After the successful scan, the details will be automatically filled.

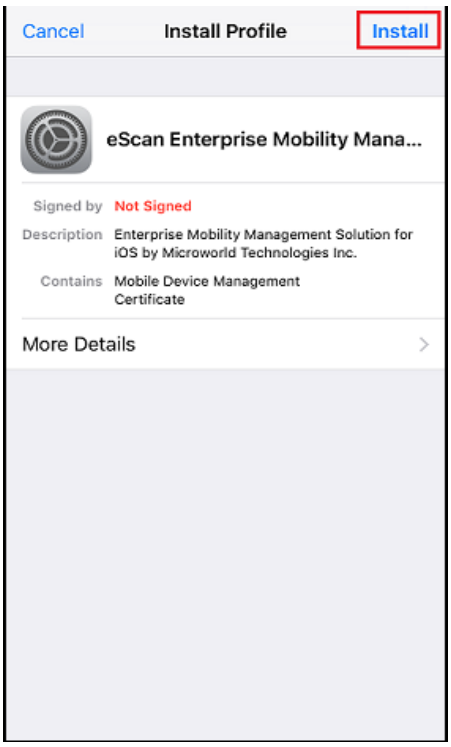
4. After the enrollment details are filled, tap **Enroll Device**.
iOS Config screen appears.



5. Tap **Install Profile**.
   The application attempts to access your device's Settings. The following dialog box appears asking confirmation.

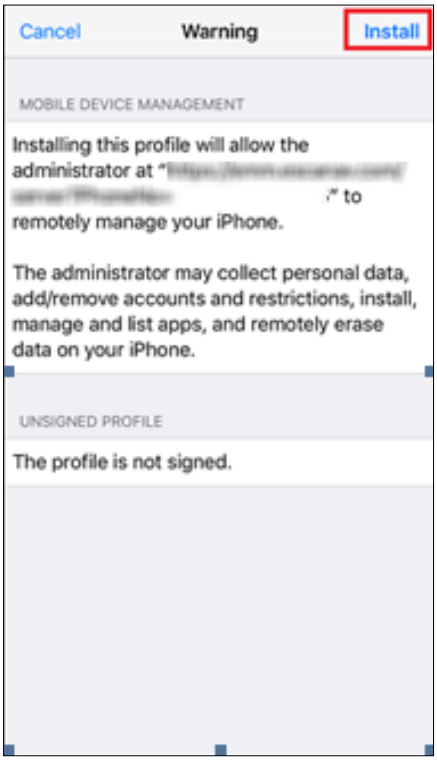


6. Tap **Allow**.
   Install Profile settings appear.

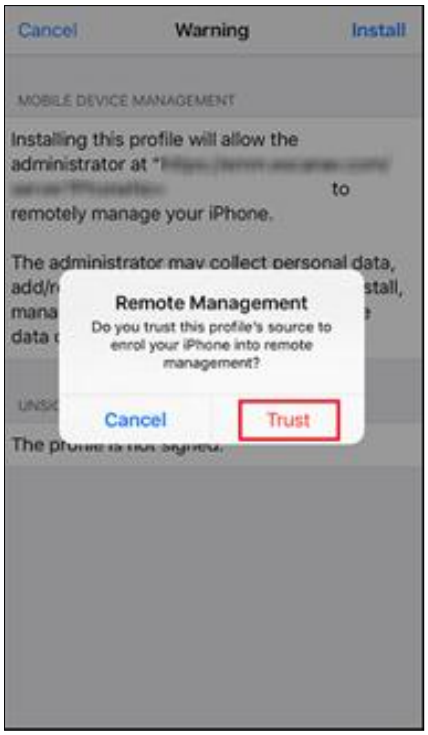


7. Tap **Install**.
   Enter Passcode screen appears.

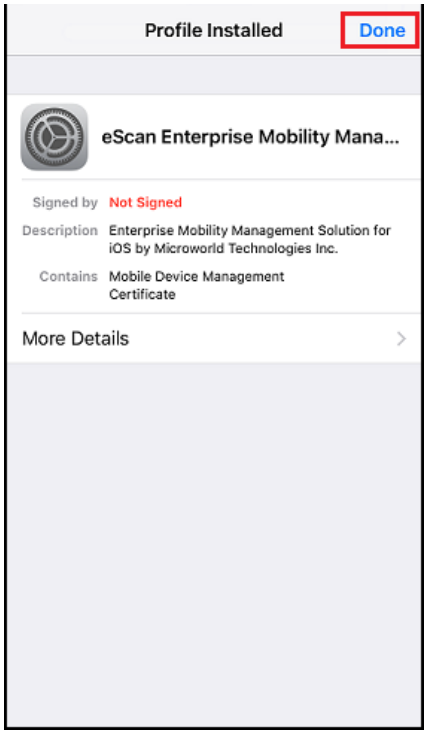
8. Enter the device's passcode to proceed with the installation.
   After entering the passcode, Warning message appears stating that the administrator will be able to remotely manage your device.



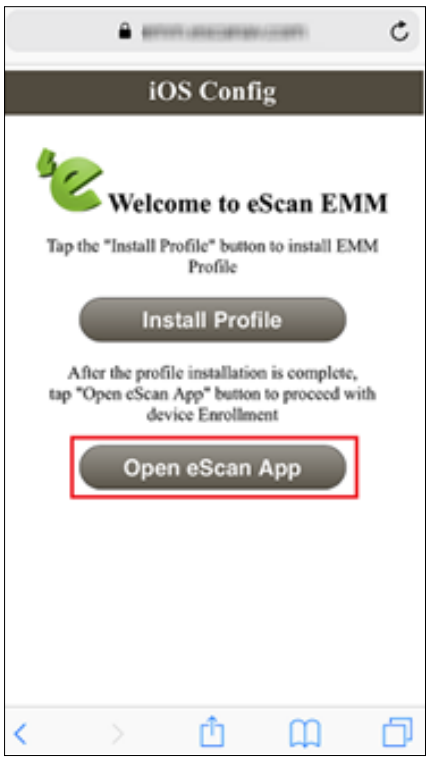
9. To proceed with the installation, tap **Install**.
   A pop-up message appears asking confirmation for remote management of your device.



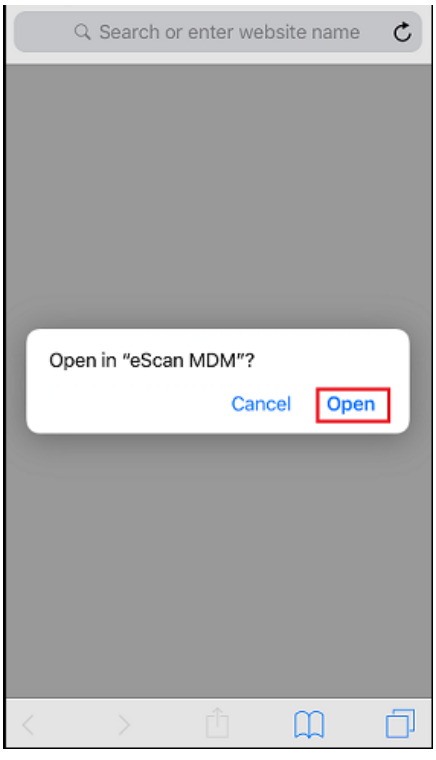
10. Tap **Trust**. The MDM profile will be installed on your device. To exit the installation process, tap **Done**.



The iOS Config screen appears.

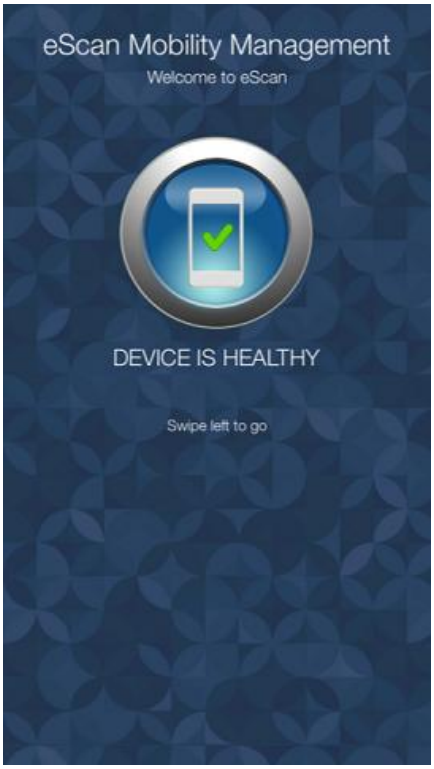


11. Tap **Open eScan App**.
    A pop-up appears.

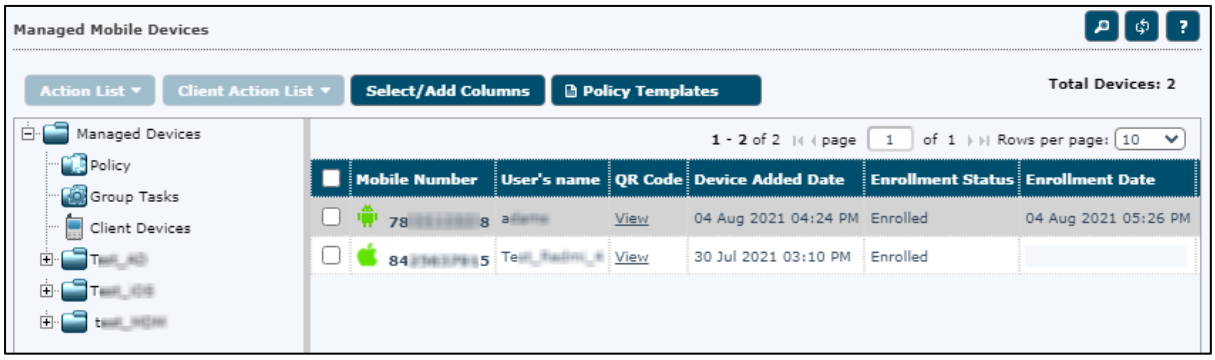


12. Tap **Open**.
    Configure screen appears stating that the Device Enrollment is in progress.

After the device enrollment is complete, following screen appears.



In the **eScan Mobility Management** (**EMM**) console, you can see the icon change to green from red and the enrollment status change to **Enrolled** from **Not Enrolled**.



Policy comparison of MDM, COD and BYOD Group Types

Policies for MDM	Policies for COD	Policies for BYOD
Anti-Virus Policy	Anti-Virus Policy	Anti-Virus Policy
Call & SMS Filter Policy	Call & SMS Filter Policy	Call & SMS Filter Policy
Web and Application Control	Web and Application Control	Web and Application Control
App Specific Network Blocking	App Specific Network Blocking	App Specific Network Blocking
Anti-Theft Policy	Anti-Theft Policy	Anti-Theft Policy
Additional Settings Policy	Additional Settings Policy	Additional Settings Policy
Password Policy	Password Policy	Password Policy
Device Oriented Policy	Device Oriented Policy	Device Oriented Policy
Required Applications Policy	Required Applications Policy	Required Applications Policy
Wi-Fi Settings Policy	Wi-Fi Settings Policy	Wi-Fi Settings Policy
Scheduled Backup (Contacts & SMS)	Scheduled Backup (Contacts & SMS)	Scheduled Backup (Contacts & SMS)
Content Library Policy	Content Library Policy	Content Library Policy
Kiosk Mode Policy	Restriction Policy	Restriction Policy
		Location Fence

NOTE	Policies sporting icon are applicable for container version of the application for BYOD and COD groups. Policies sporting icon are also applicable for MDM group. Policies not representing any icons are applicable for the container version as well as MDM version for BYOD and COD group types.

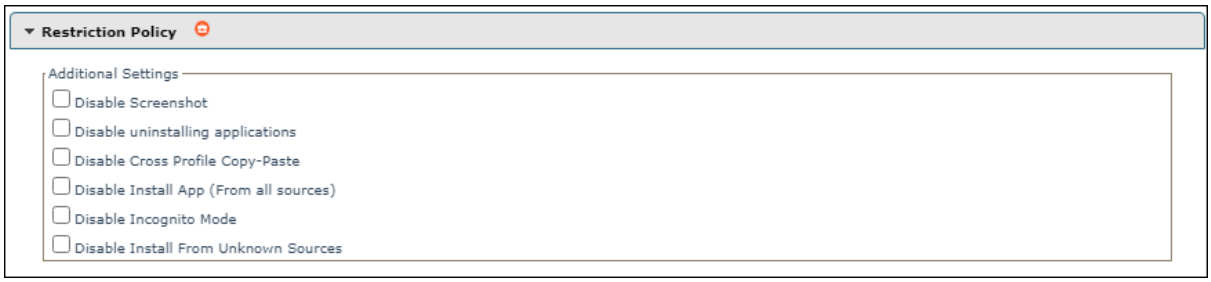
For detailed policy description for following policies, refer **Policies section under Managed Mobile Device**.

- Anti-Virus Policy
- Call & SMS Filter Policy
- Web and Application Control
- App specific network blocking
- Anti-Theft Policy
- Additional Settings Policy
- Password Policy
- Device Oriented Policy
- Required Applications Policy
- Wi-Fi Settings Policy
- Scheduled Backup (Contacts & SMS)
- Content Library Policy
- Kiosk Mode Policy

For more on **Additional Features** Policy for COD and **Location Fence** Policy for BYOD group refer below.

Restriction Policy

The Restriction Policy lets you apply certain restrictions on a device that prevents the device user from getting access to few device features.



Disable Screenshot - Select this check box to disable a device from taking a screenshot.

Allow uninstalling applications - Select this check box to allow a user to uninstall applications.

Disable Cross Profile Copy-Paste - Select this check box to disable cross profile copy-paste on a device.

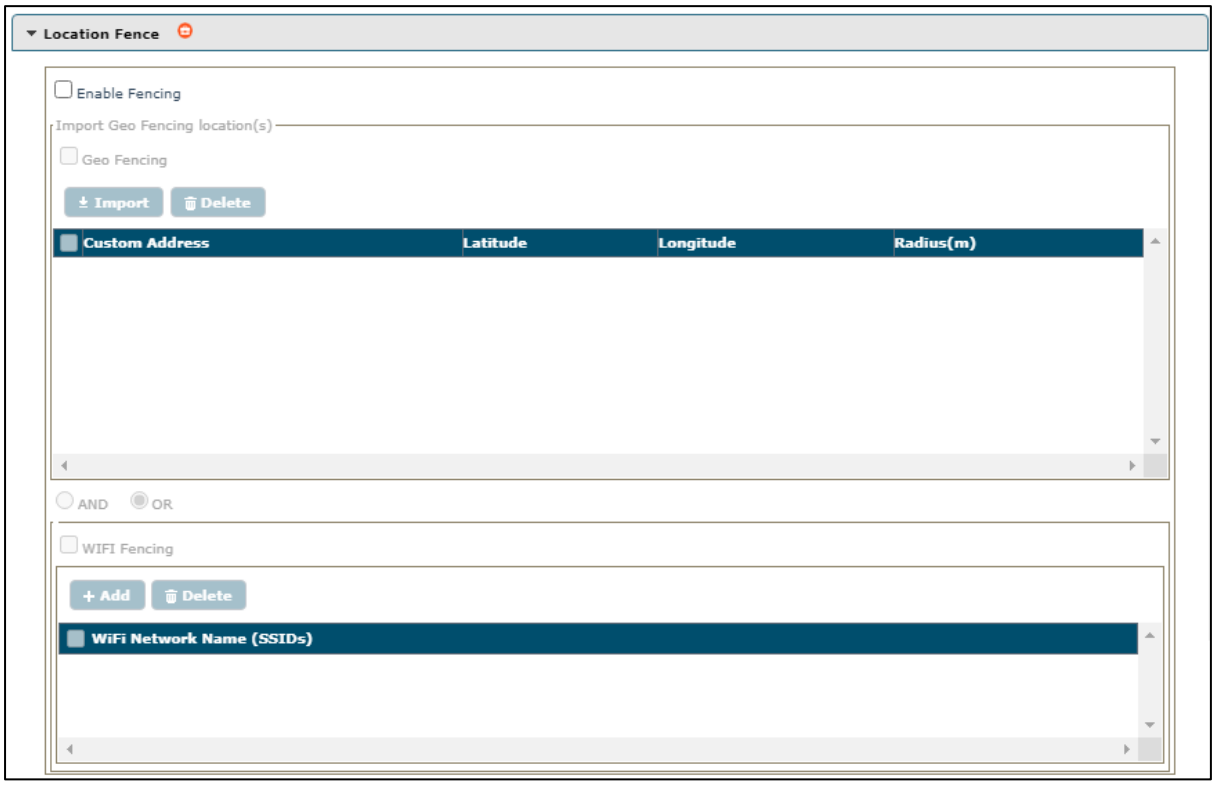
Disable Install App (From all sources) - Select this check box to disable application installations from all sources on a device.

Disable Incognito Mode - Select this check box to disable web browsing in incognito mode on a device.

Disable Install From Unknown Sources - Select this check box to disable application installation from unknown sources on a device.

Location Fence

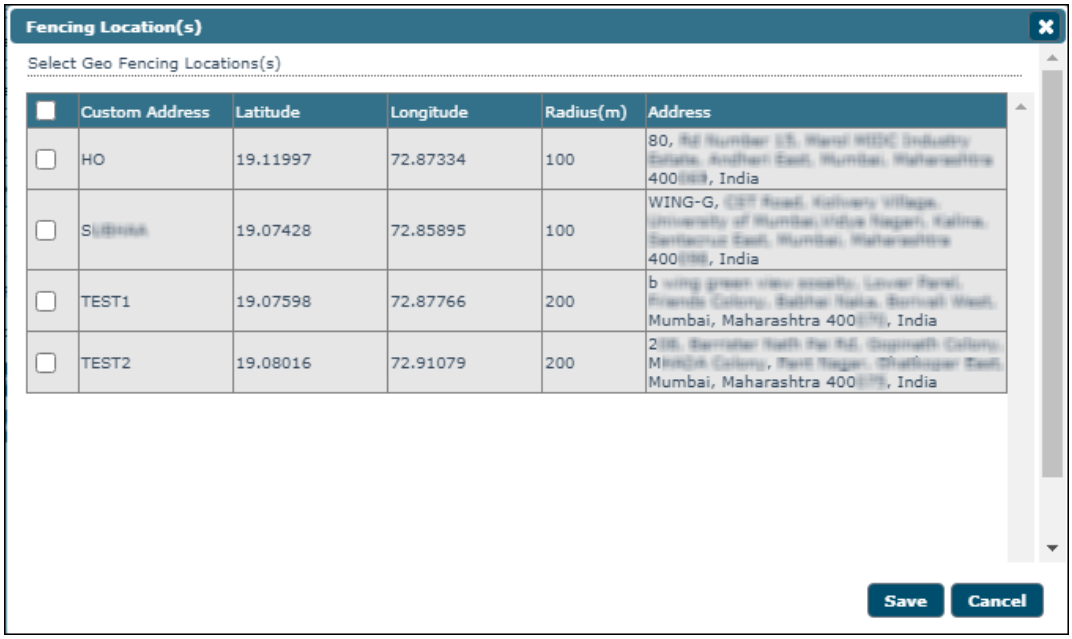
Under Location Fence policy, restrictions as per the policy will be applied only if the device is in the Geo/Wi-Fi location. If the device is out of the Geo/Wi-Fi location, there will be no restrictions on the device.



To use Location Fence feature, check **Enable Fencing** check box.
Select the appropriate type of fencing you want to use for devices.
To use **Geo Fencing**, it is necessary that a default location must be set first. To learn more about fencing location, **click here**.

Geo fencing: To enable Geo Fencing, check this check box.

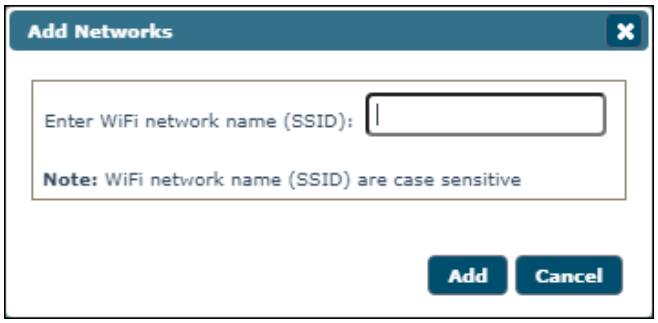
1. Click **Import**.
   Fencing Location(s) window appears.



2. Select location to import location details and then click **Save**.

Wi-Fi Fencing: To enable Wi-Fi Fencing, check Wi-Fi Fencing check box.

1. Click **Add**.
   Add Networks window appears.



2. Enter Wi-Fi network name (SSID) and then click **Add**.

Select AND/OR option as per requirement.

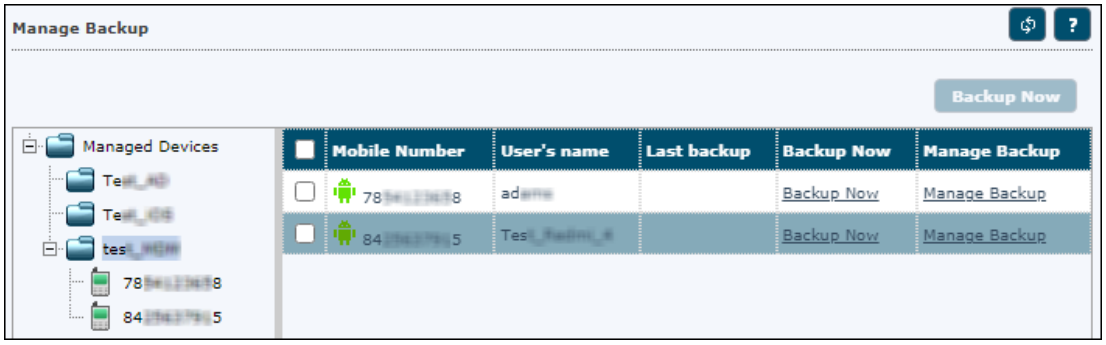
In case you want to Import Geo Fencing location(s) and add Wi-Fi Fencing at the same time.
Select the **AND** option otherwise select the **OR** option.

Manage Backup

Manage Backup module lets you take a backup of SMS and Contacts saved on the managed devices to the server and restore it on the device whenever required.

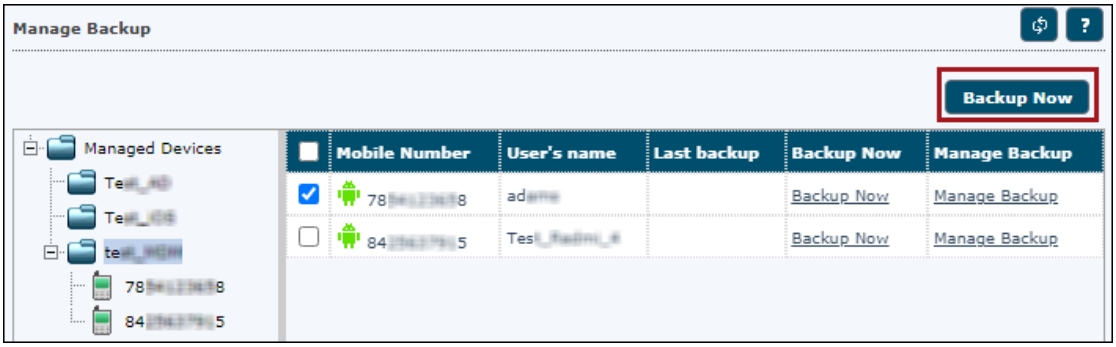
Clicking a group displays all the devices it contains and their details such as **Mobile Number**, **User's Name**, **Last Backup**, **Backup Now** and **Manage Backup**.

Clicking on a device shows information about its last **SMS Backup**, **Contacts Backup** and **Device Status**.

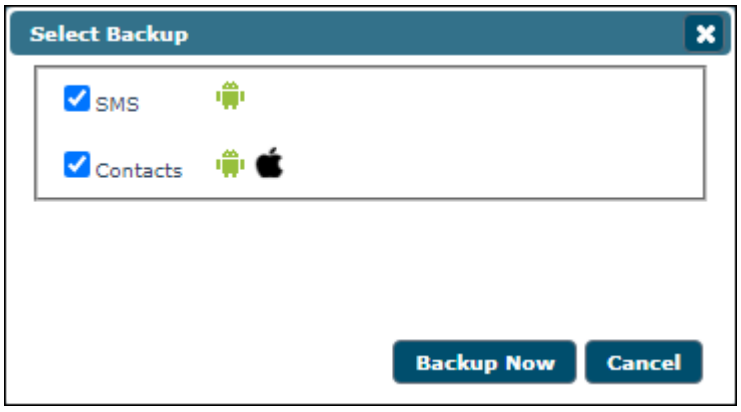


Taking a backup from devices to the server

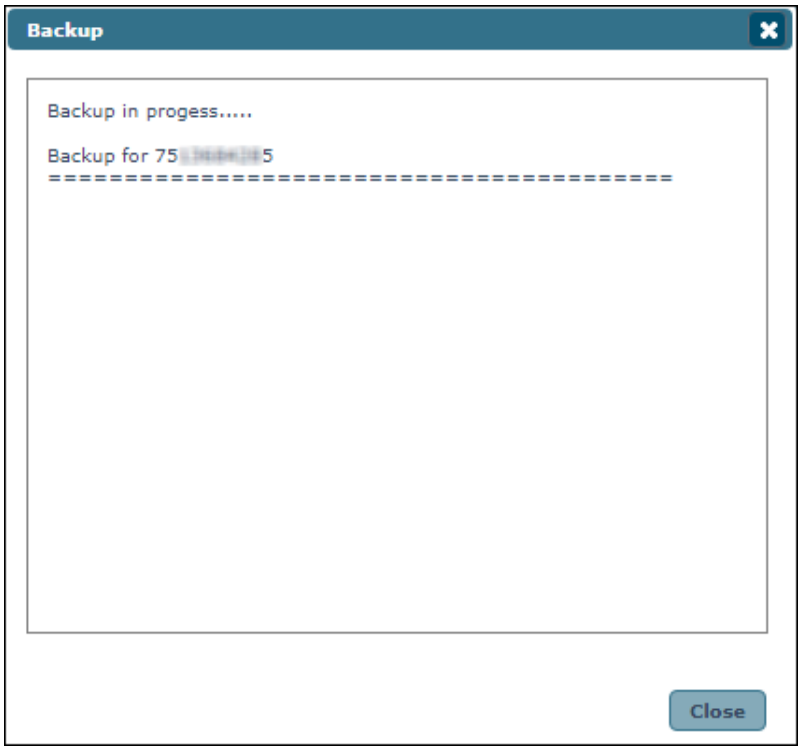
1. Click **Manage Backup** and select the specific group or devices of you wish to take a backup to the MDM server. Selecting a device will enable **Backup Now** option.



2. Select the desired backup and then click **Backup Now**.

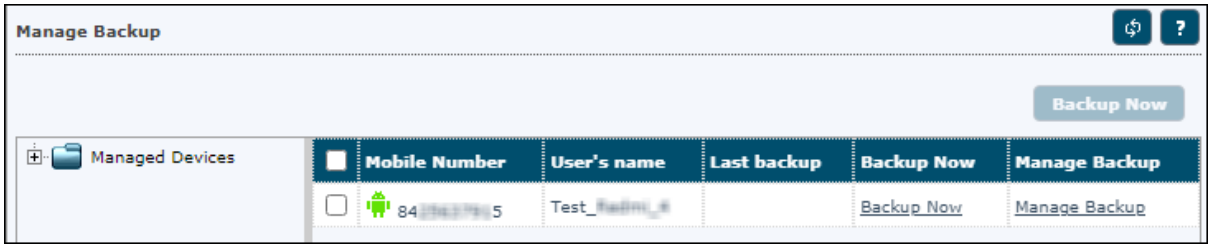


Backup window appears displaying the progress.

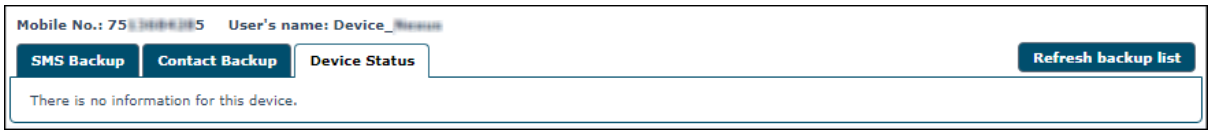


The report displays following fields.

Mobile Number, User's name, Last backup, Backup Now, Manage Backup.



Manage Backup: Clicking Manage Backup link displays following screen.



It displays the **SMS Backup**, **Contact Backup**, **Device Status** and **Refresh backup list**.

SMS Backup: It displays the SMS backup status for the selected device.
Contact Backup: It displays the contact backup status for the selected device.

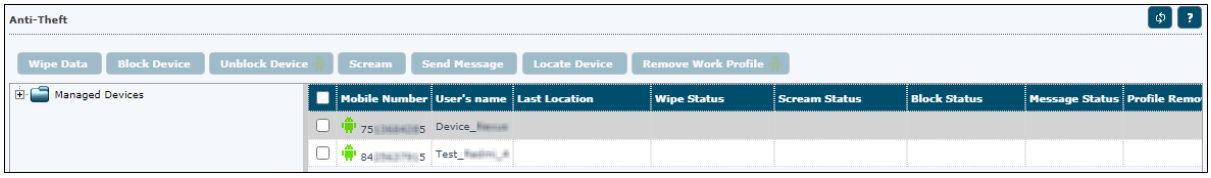
Device Status: It displays the following fields.

Date-Time and Description
Date-Time displays the date and time when the Contacts and SMS backup was requested by the server.
Description displays whether the Contacts or SMS backup was requested from the server.

Clicking **Refresh backup list** refreshes the backup list.

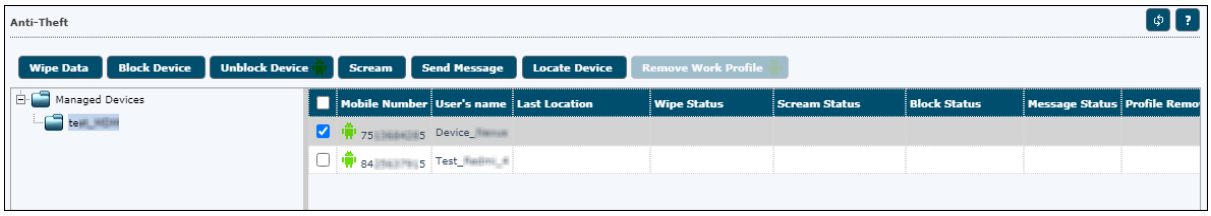
Anti-Theft

The Anti-Theft module lets you remotely locate and lock a device. This module also lets you wipe data available on a device.



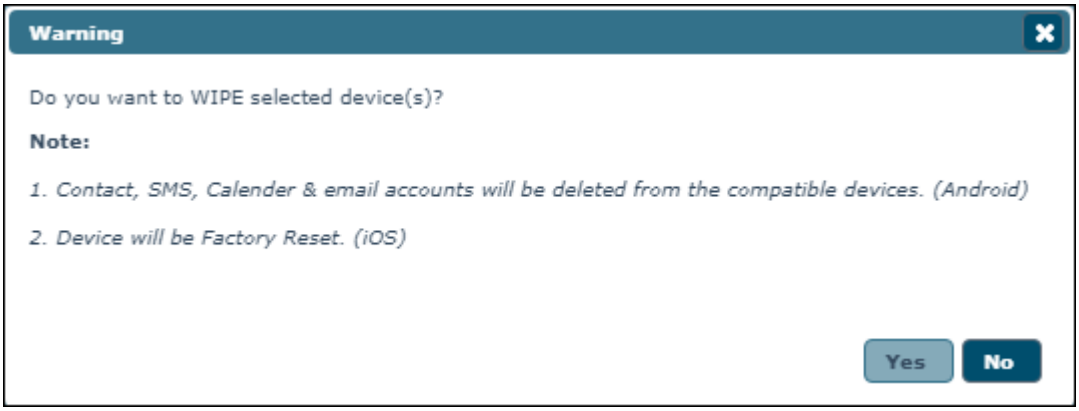
Selecting an added device enables following tabs:

- Wipe Data
- Block Device
- Unblock Device (Android)
- Scream
- Send Message
- Locate Device
- Remove Work Profile (Android)



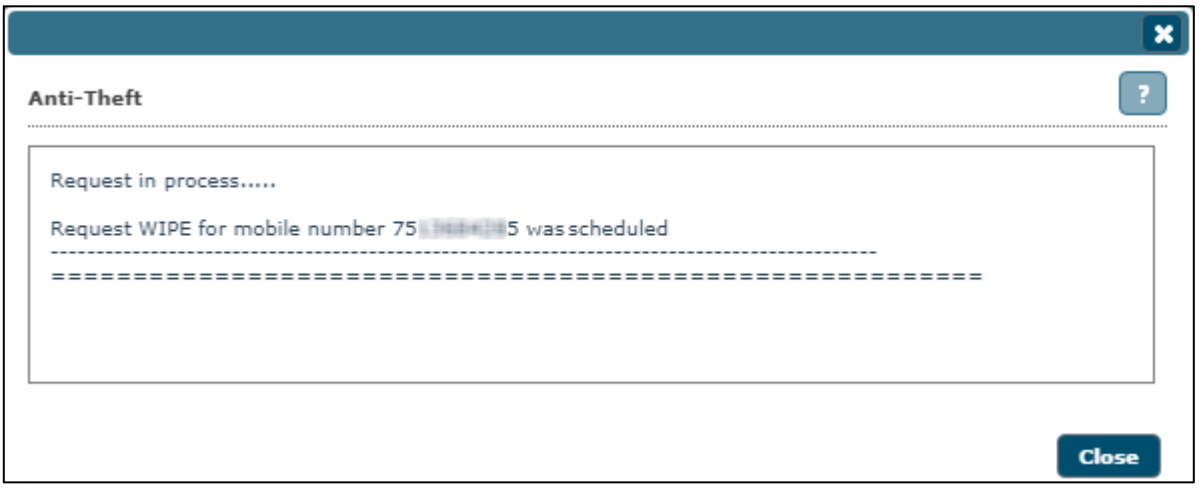
Wipe Data

With this option you can delete data from the device if it gets lost or stolen. To wipe the data, select the specific device and then click **Wipe Data**.
A confirmation message appears.



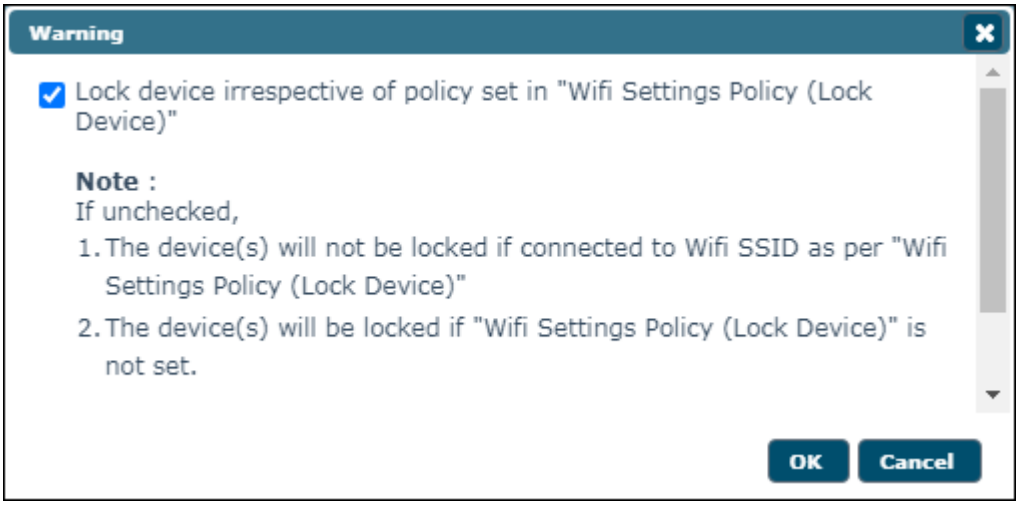
Wipe Data option will delete Contacts, SMS, Calendar & email accounts from an **Android device** whereas, an **iOS device** will be factory reset.

Click **Yes** to confirm data wipe on a device.
A window appears displaying the request in progress.

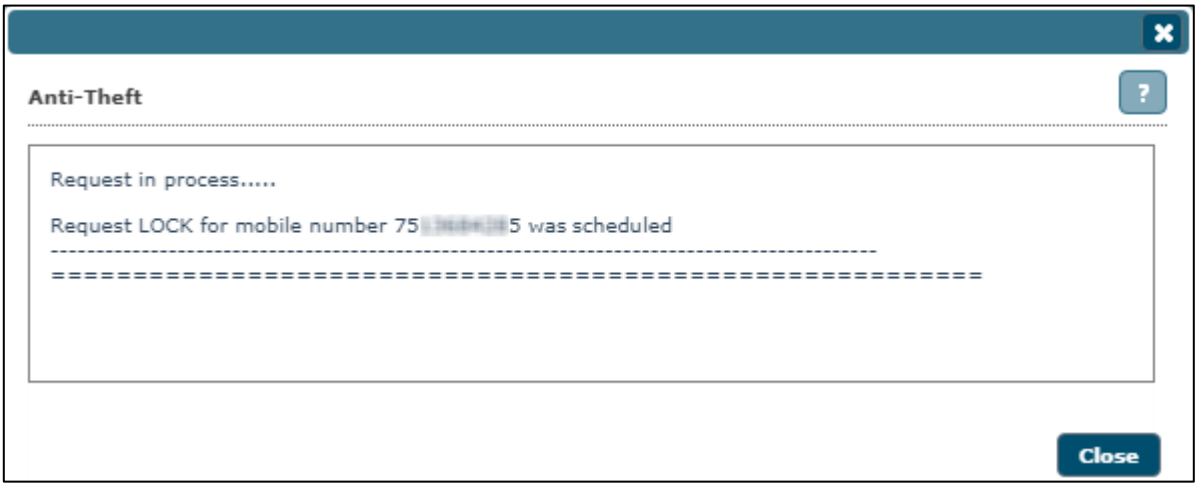


Block Device

This option lets you block a device. To block a device that has been lost or stolen, select the device from the list of managed devices and then click **Block Device**.
Warning window appears.



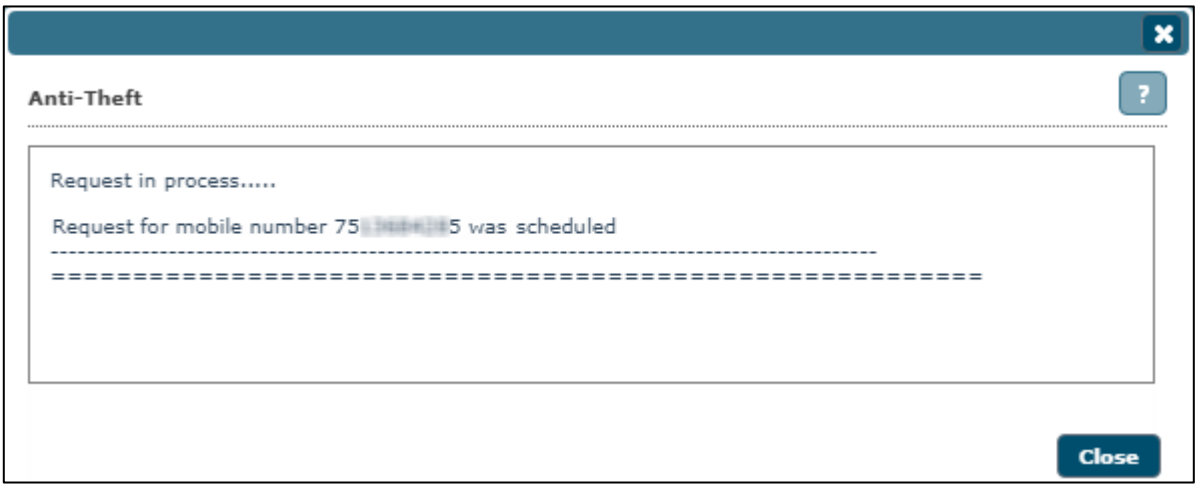
This option can be used for both iOS and Android devices.
Click **OK**.
Anti-Theft window appears displaying the request in process.



After the device is blocked, the device user will need the Admin Access Password to unlock the device.

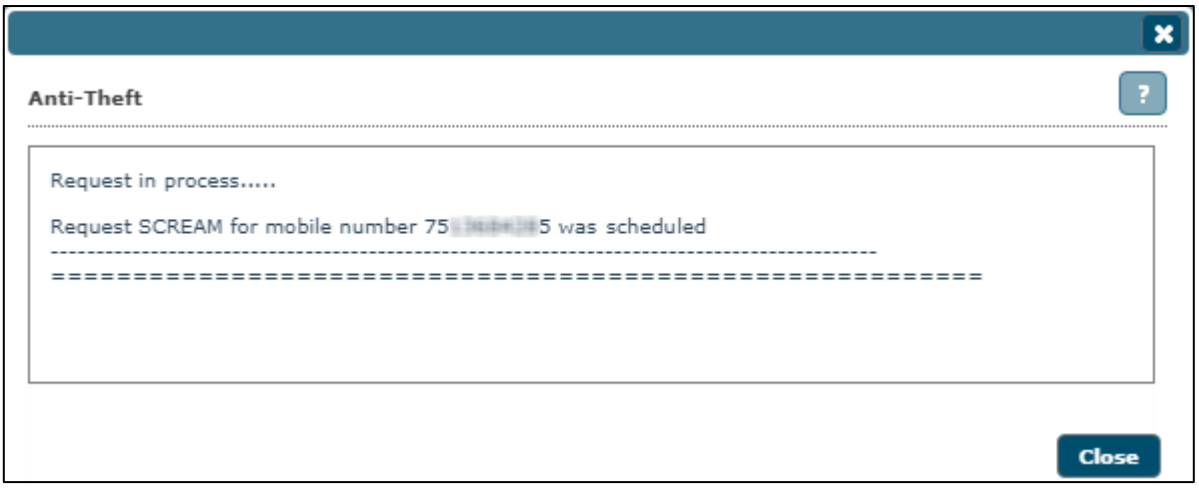
Unblock Device

This option lets you unblock a device. To unblock a device, select the device from the list of managed devices and then click **Unblock Device**. Following window appears after clicking **Unblock Device**.
This feature works only for Android devices.



Scream

The Scream lets you raise a loud alarm on a device helping the user locate their device if it is in the vicinity. To raise a loud alarm on a device, select the specific device and then click **Scream**. Following window will be displayed on screen. This option can be used for both iOS and Android devices.

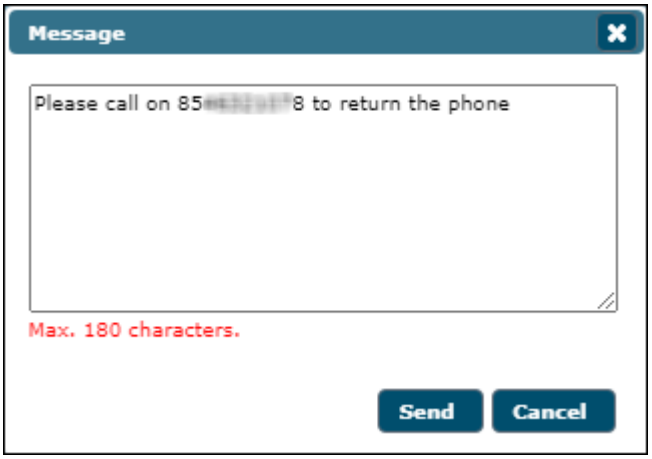


Send Message

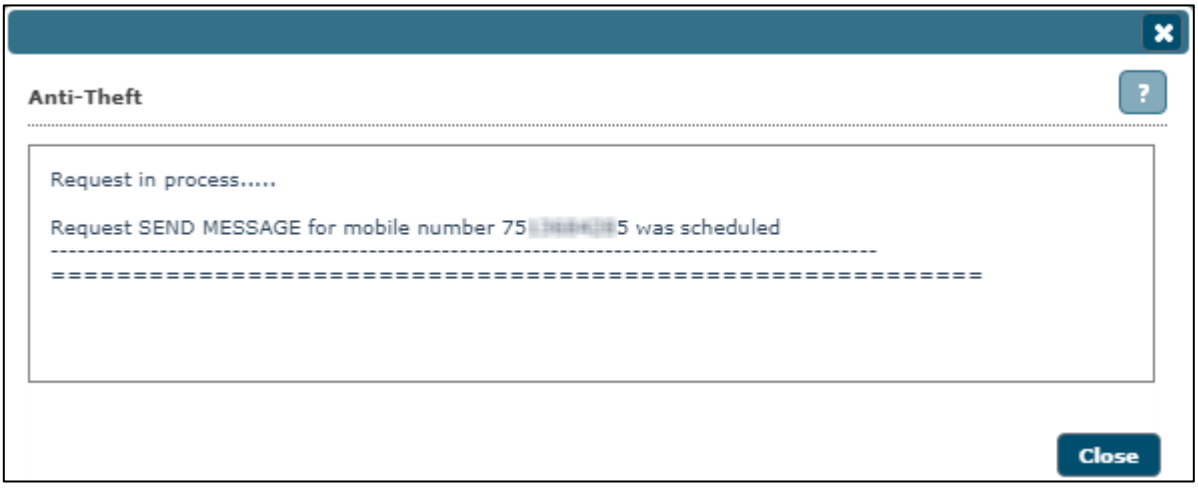
The Send Message lets you send a message to the device. This option can be used for both iOS and Android devices.

To send a message (notification message) select the specific device and then click **Send Message**.

Message window appears.



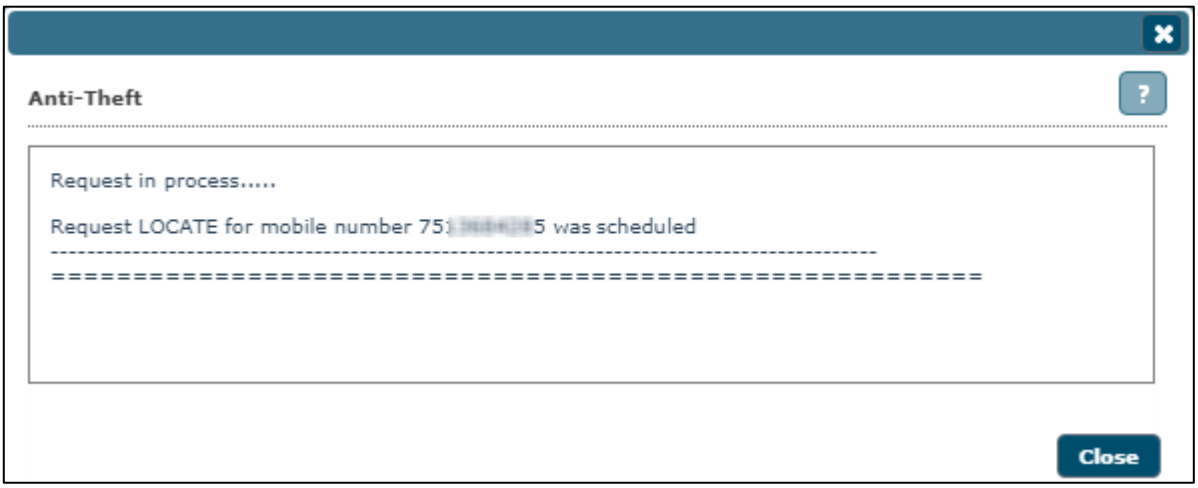
Type the message in the field and then click **Send**.



Locate Device

The Locate Device option lets you locate a device by using the wireless network or a device's GPS. eScan server displays the device's location on Google Maps. This option can be used for both iOS and Android devices.

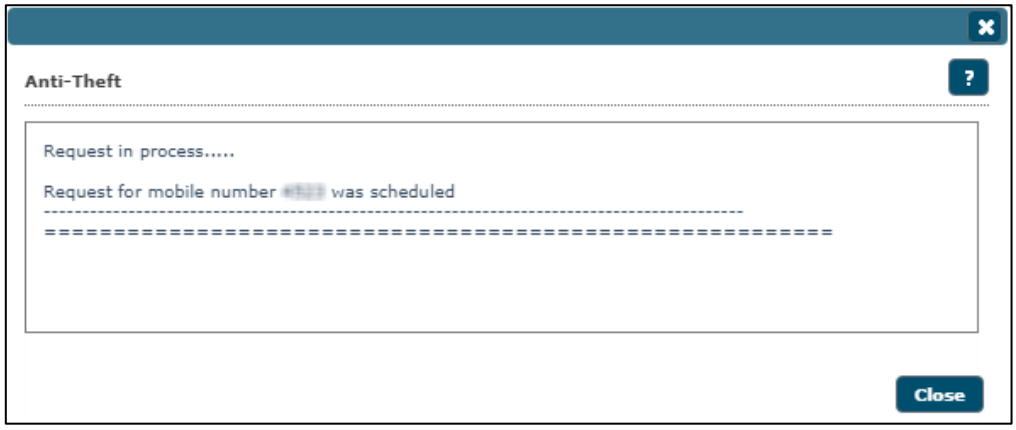
To locate a device, select the specific device and click **Locate Device**.
Anti-Theft window appears displaying process.



Remove work Profile

The Remove Work Profile lets you remove the container work profile from a device.

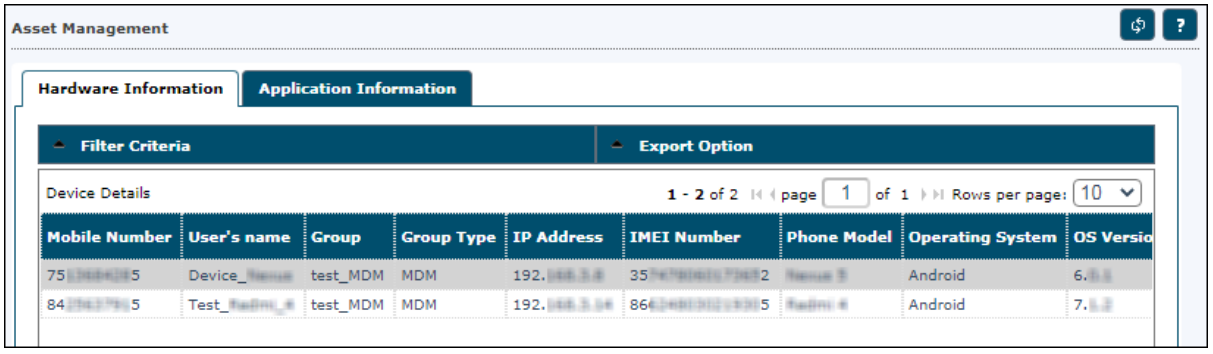
To remove container work profile from a device, select the specific device and then click **Remove Work Profile**. Following window appears after removing the work profile from a device. This feature is available for only Android devices.



Asset Management

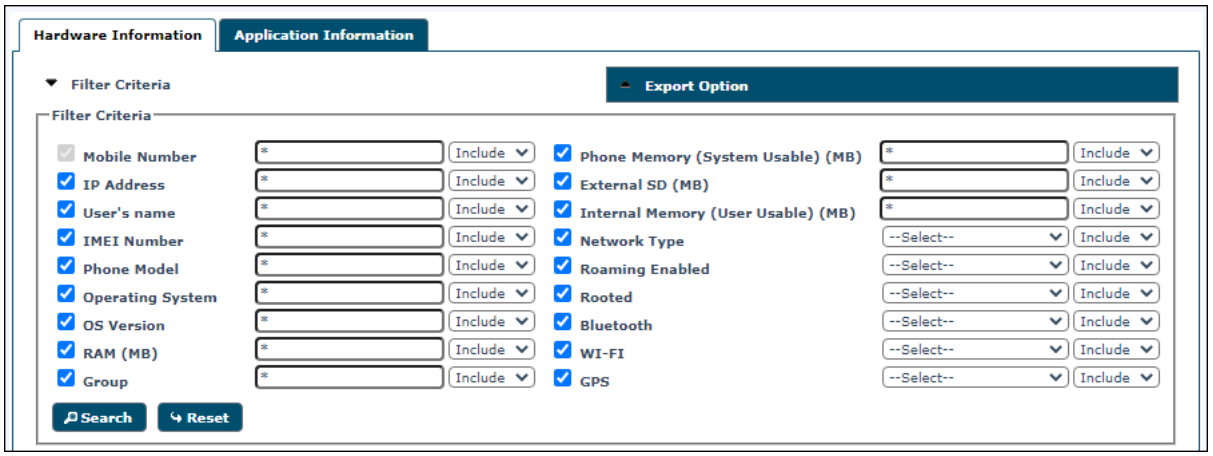
The Asset Management module displays detailed description of all the hardware configuration and applications installed on the managed devices.

Asset Management – Hardware Information



Viewing Hardware information

1. Click **Asset Management** and then click **Hardware Information** to view all the hardware related information and all the information captured by the eScan Server can be filtered.
2. To filter the hardware information, click **Filter Criteria** drop-down.



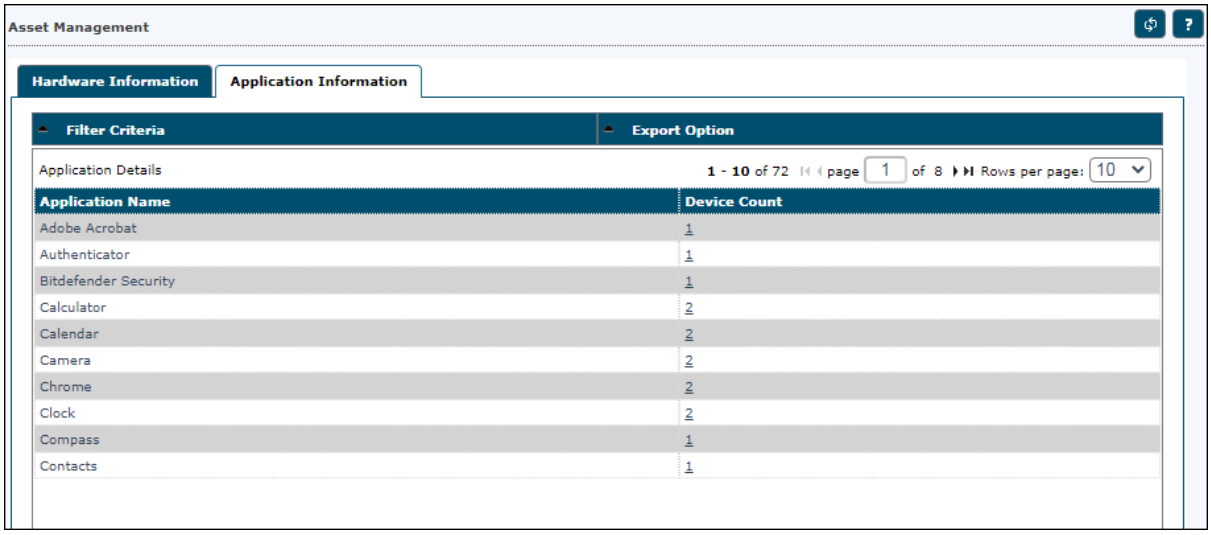
3. Select the check box next to each criterion and select include/exclude to include/exclude that particular criterion in the filtered report.

Following Hardware information is captured from Managed Devices –

Options	Description
Phone Number	Displays the mobile number that is assigned to the device during adding device/enrollment.
IP Address	Displays the IP address of the device.
User's name	Displays the username with which the device is registered on the MDM Server.
IMEI Number	Displays the device's IMEI number.
Phone Model	Displays the device's model details.
Operating System	Displays the device's operating system details.
OS Version	Displays the device's operating system's version.
RAM (MB)	Displays the device's RAM in MB.
Group	Displays the group to which the device belongs.
Phone Memory (System Usable) (MB)	Displays the phone memory of the device.
External SD (MB)	Displays the external SD card's storage capacity (MB) of the device.
Internal Memory (User Usable) (MB)	Displays the internal memory of the device.
Network Type	Displays the network type used by the device.
Roaming Enabled	Displays the roaming status of the device.
Rooted	Displays if the device is rooted or not.
Bluetooth	Displays if Bluetooth is available on the device or not.
Wi-Fi	Displays if Wi-Fi is available on the device or not.
GPS	Displays if GPS is available on the device or not.

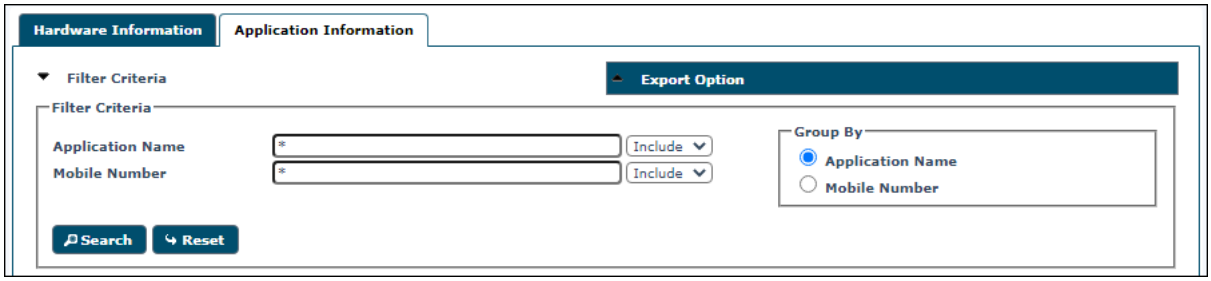
Select the check box next to each criterion and select include/exclude to include or exclude that particular criterion in the filtered report.

Asset Management – Application Information



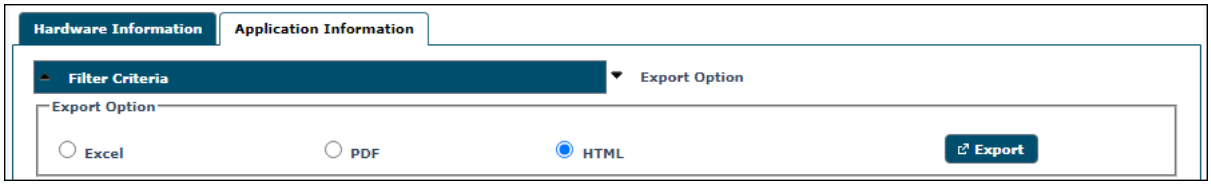
Filtering the Application information

1. Click **Asset Management** and then click **Application Information** to view application related information. All the information captured by the eScan Server can be filtered.
2. To filter the software information, click **Filter Criteria**.



3. Select **Include/Exclude** to include otherwise exclude that particular criterion in the filtered report. All the information captured from the devices can be filtered on the basis of the application name or the mobile number associated with the device.
4. Select the desired criteria drop-down and then click **Search**.
5. Details will be filtered in the table instantly and will be displayed in the list of software installed on managed devices as well as the device count for every installed software.

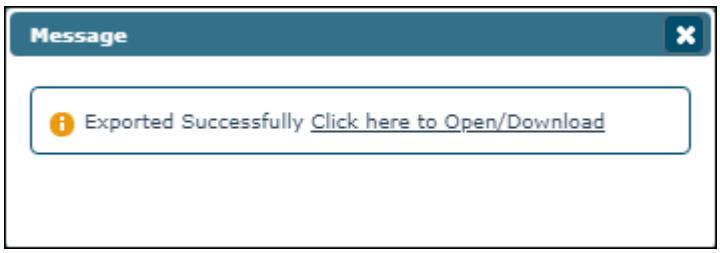
Asset Management – Export Options for the Generated Reports



You can export reports generated for the hardware as well as software inventory to **Excel**, **PDF** or **HTML** formats, as per requirement.

Exporting a Report

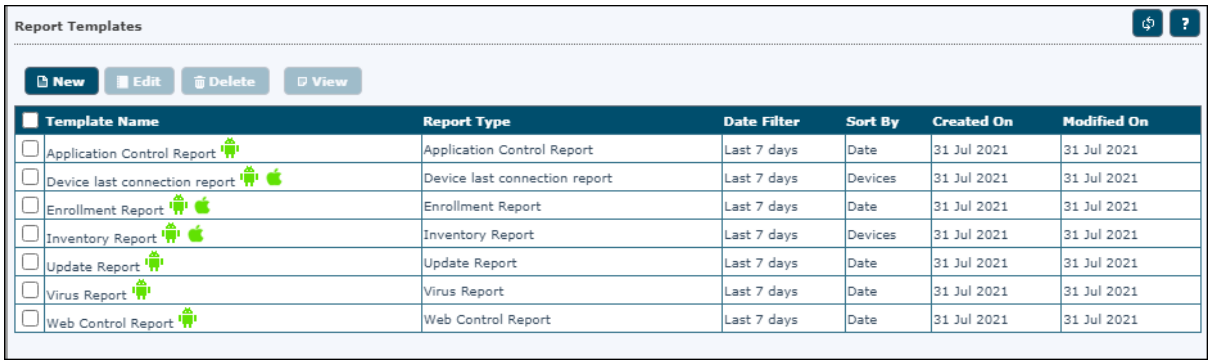
1. Select the export option of your preference and then click **Export**.
   A message appears informing about successful export.



2. Click the link in the prompt to open/download the report.

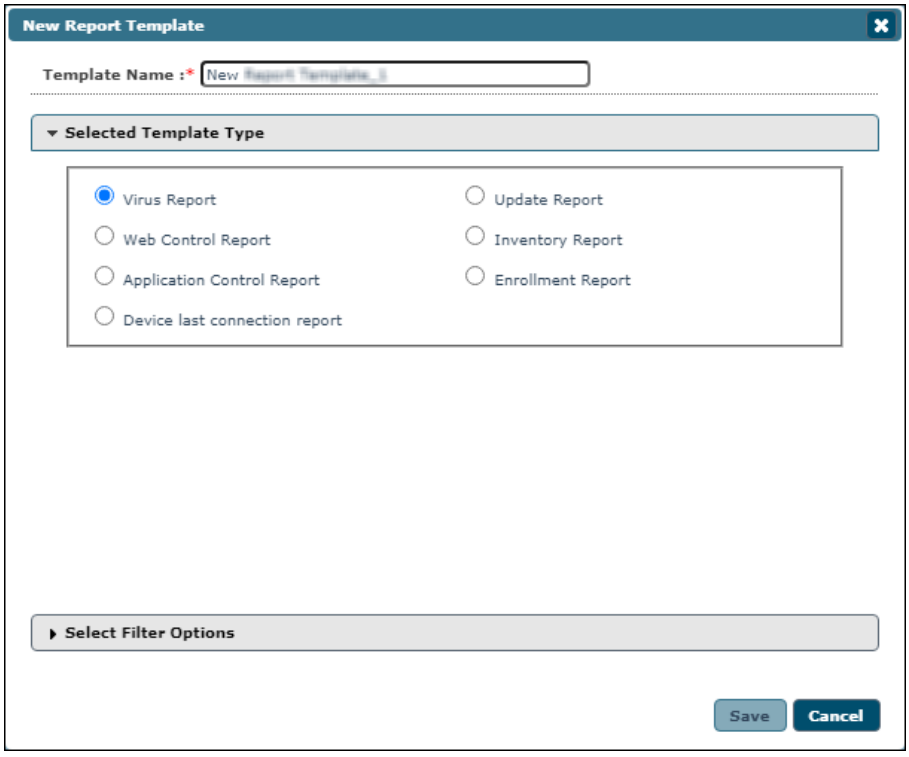
Report Templates

The Report Templates module lets you generate/edit (Customize) any pre-defined report template for any eScan module. You can also create your own customized report template as per your requirements.



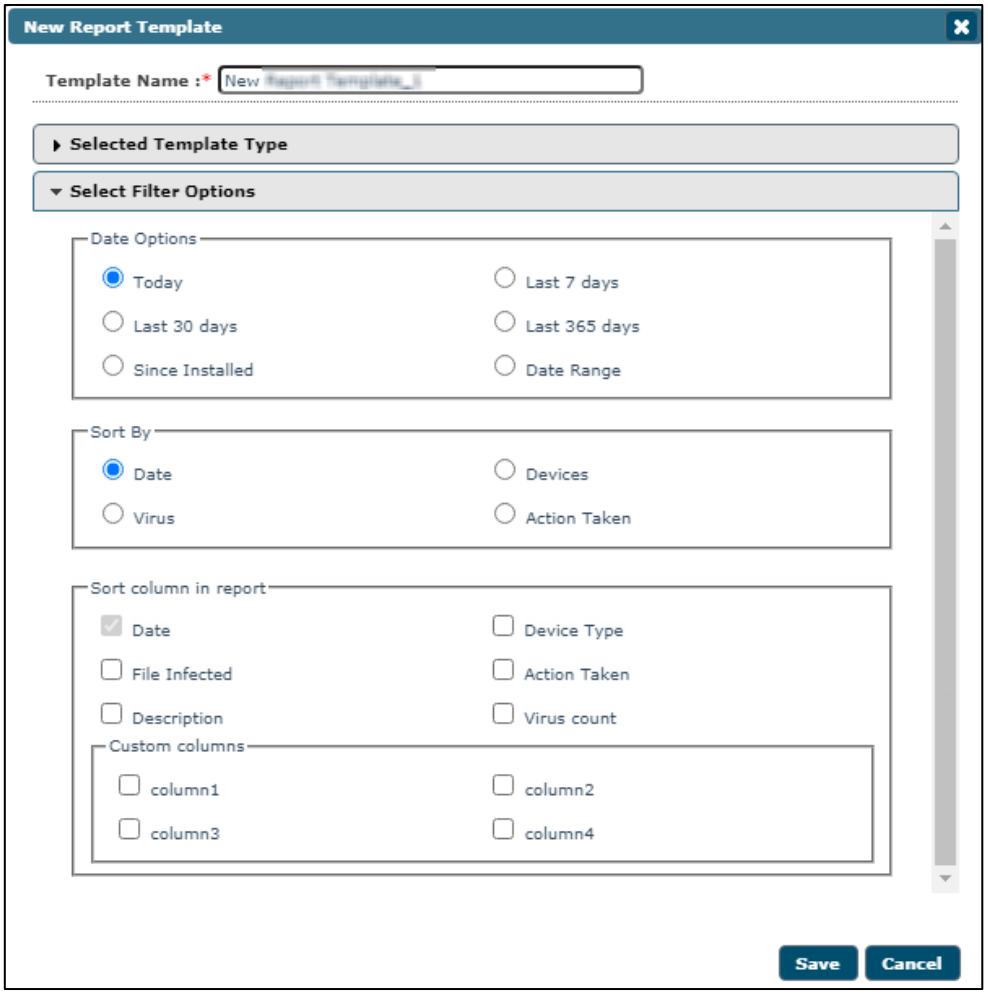
Creating a Report Template

1. In the Report Templates screen, click **New**.
   New Report Template window appears.



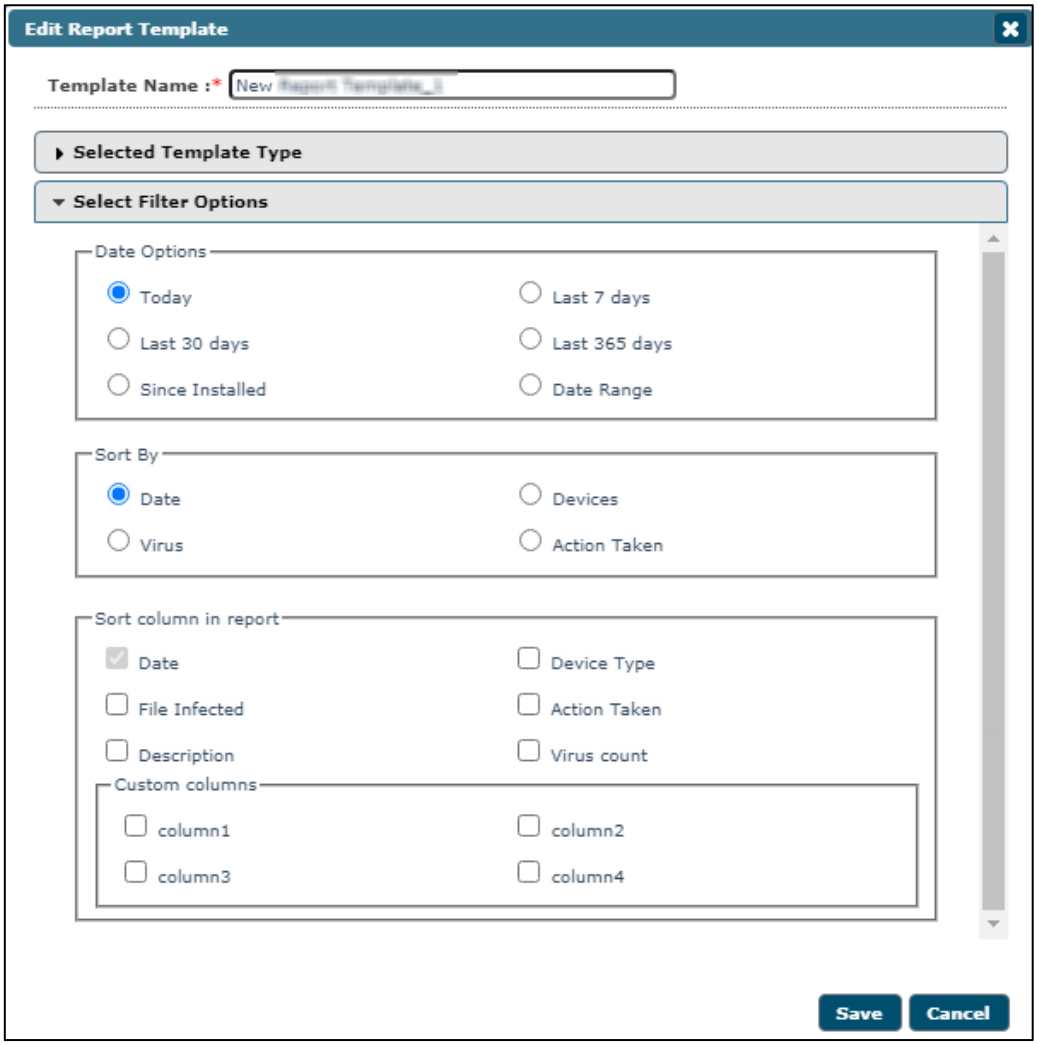
2. Type a name for the new report template and select the required report type from the given options.

3. In **Select Filter Options** section, select the appropriate **Date Options** and **Sort By**, then click **Save**.



Editing a Report Template

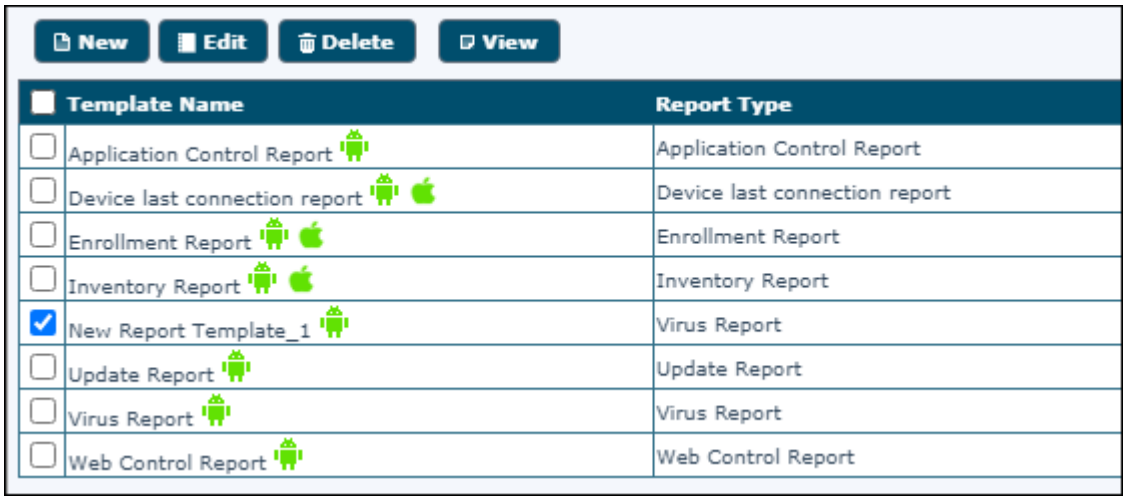
1. Select a Report Template and then click **Edit**.
   Edit Report Template window appears.



2. Make the required changes and then click **Save**.
   The Report Template will be updated.

Deleting a Report Template

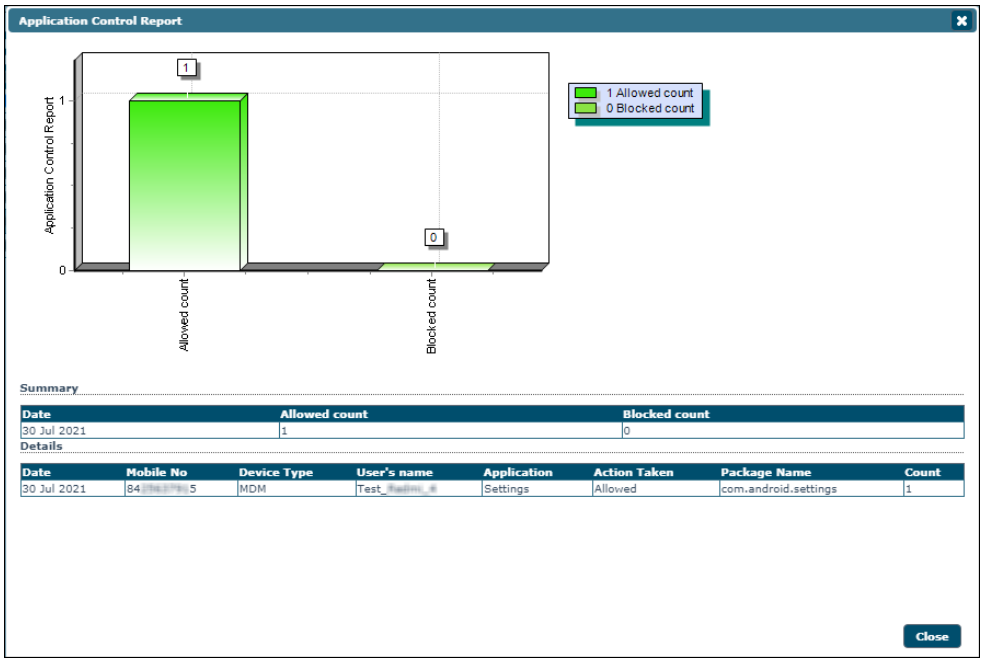
Select a Report Template and then click **Delete**.



The Report Template will be deleted.

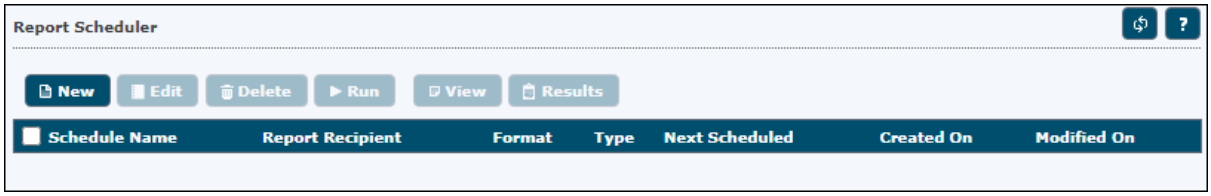
Viewing a Report

To view report details, select the specific template and then click **View**.
A window appears displaying specific details.

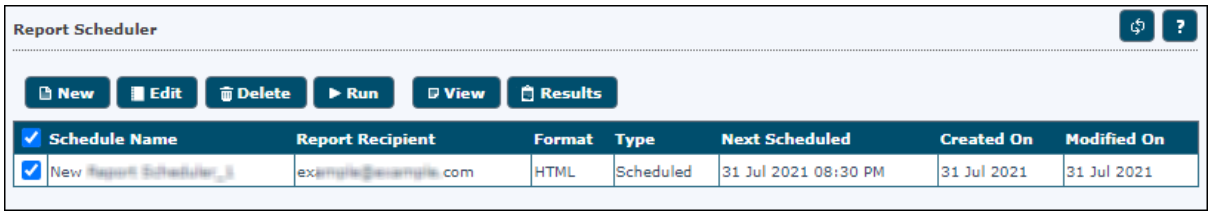


Report Scheduler

The Report Scheduler module lets you schedule a report based on the type of templates, specific group or device, file format and type of schedule.



Under Report Scheduler, following options are available. Except **New**, all other options are enabled only after selecting a template.



Options	Description
New	This option lets you create a report schedule.
Edit	This option lets you edit a report schedule.
Delete	This option lets you delete a report schedule.
Run	This option lets you run a report schedule.
View	This option lets you view a report schedule.
Results	This option lets you view the results of previously deployed report schedule.

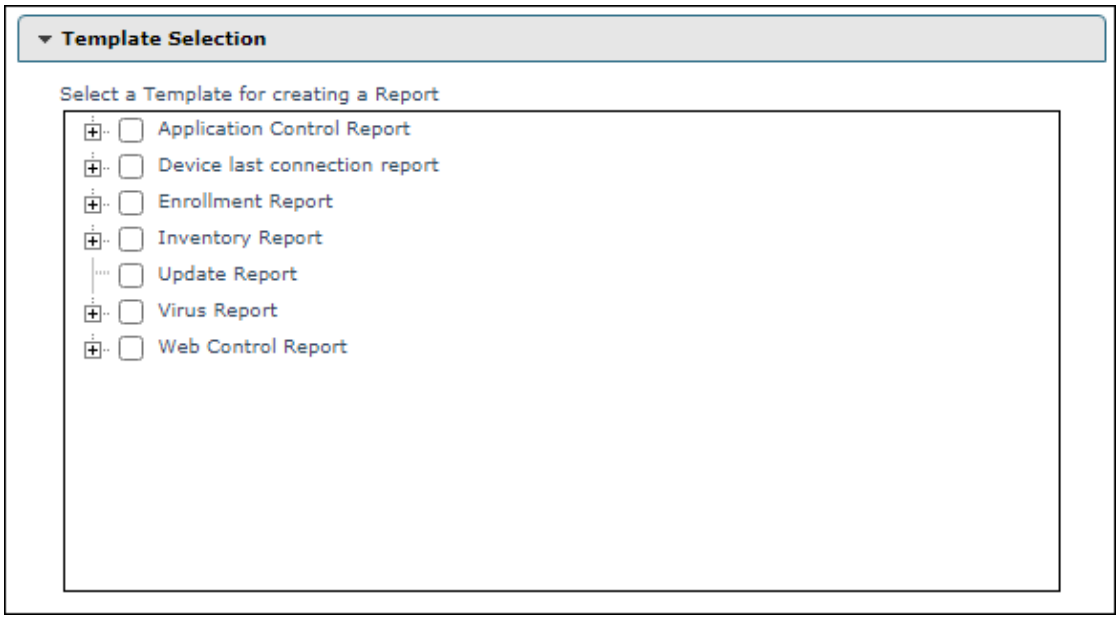
Adding a Scheduler

After clicking **New**, New Report Scheduler window appears.
Enter a name in the New Report Scheduler field.
Below there are following sections:

- Template Selection
- Selection For Applied Groups/Clients
- Report Send Options
- Report Scheduling Settings

Template Selection

Select the appropriate template for generating a report according to your preferences of Date, Devices, and Action taken.



Under the Template Selection we have following templates:

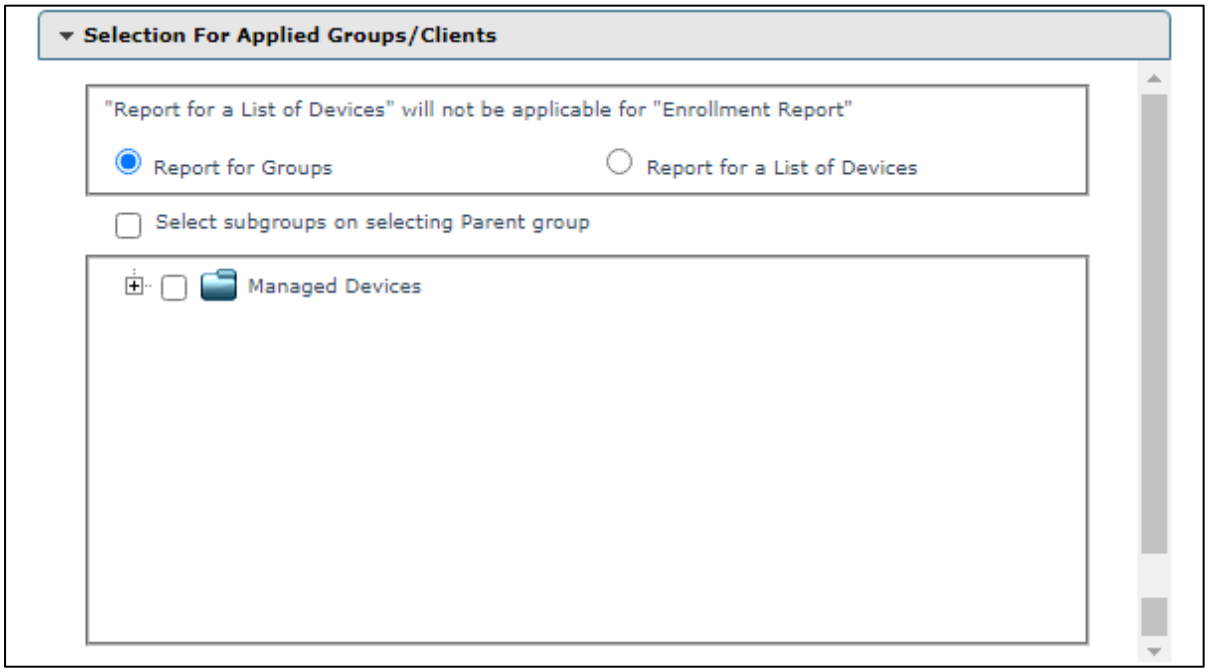
- Application Control Report
- Device last connection report
- Enrollment Report
- Inventory Report
- Update Report
- Virus Report
- Web Control Report

Selection For Applied Groups/Clients

Select the groups for which you want to schedule the report:

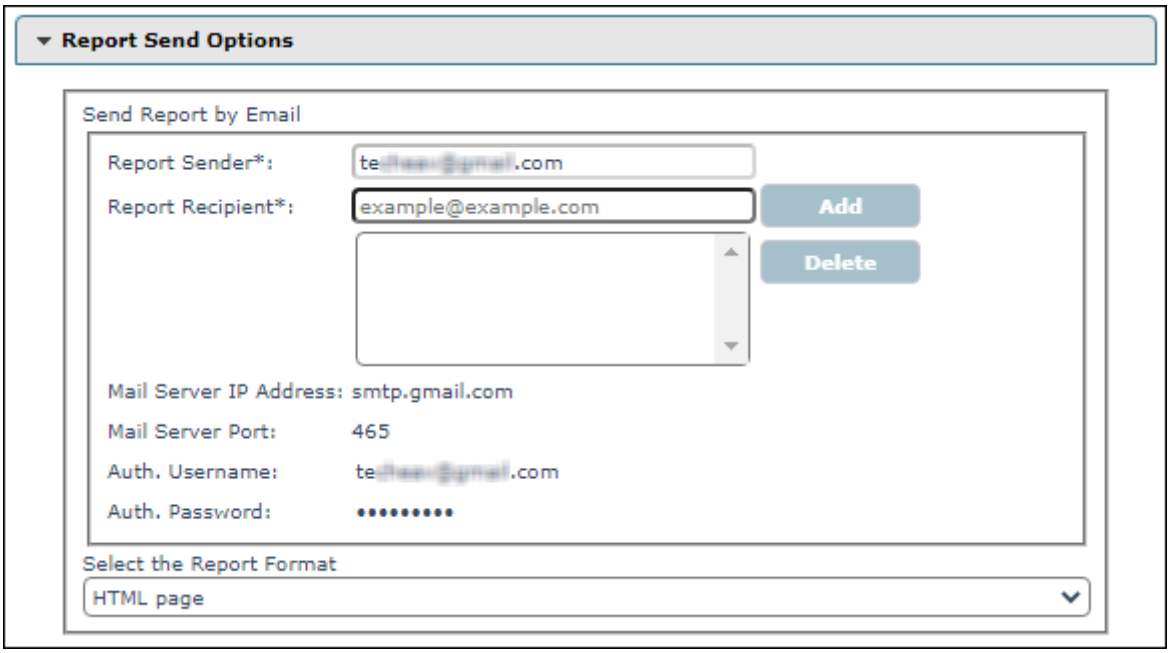
- Report for Groups
- Report for a List of Devices

Select **Report for Groups/Report for a List of Devices** tab to schedule a report for the specific groups.



Configure the options for sending the report on email using **Report Send Options**. Select the appropriate format for sending the report on email. **.xls**, **.html** and **.pdf** formats are supported.

Report Send Options



Add the following details under the **Report Send Options** section.

Send Report by Email

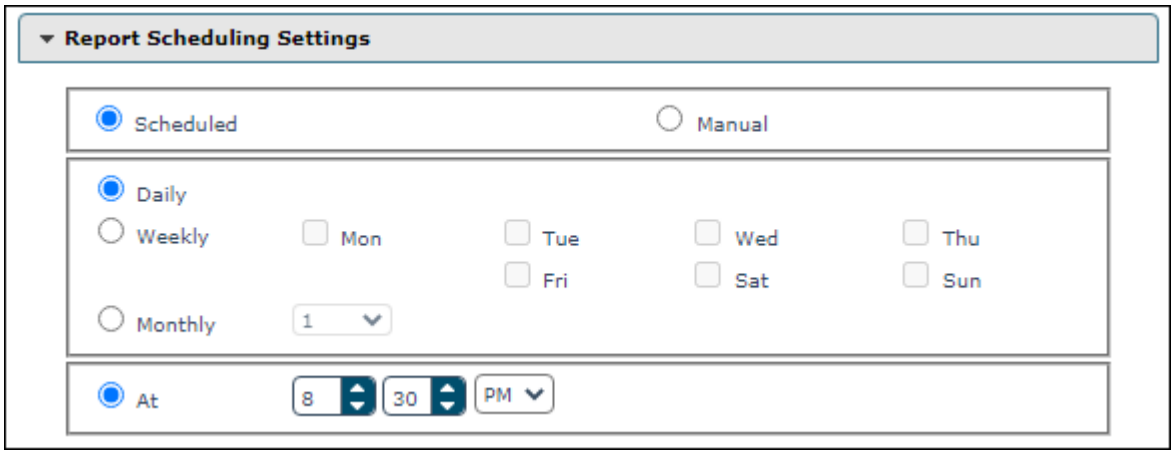
- **Report Sender** – The email address set for **Email Notification Settings** will be displayed here.
- **Report Recipient** – Enter an email address for the report recipient and then click **Add**.

Select the Report Format:

Click the drop-down to select the preferred format. Following report format options are available:

- HTML Page
- Adobe PDF
- Microsoft Excel file
- CSV file

Report Scheduling Settings



There are two options to schedule a report. The options are **Scheduled** and **Manual**.

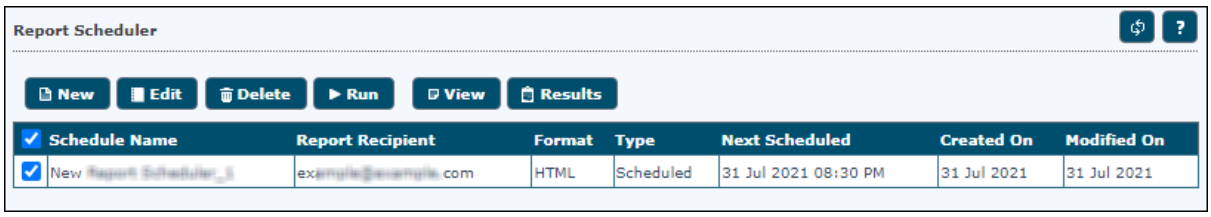
Scheduled: Select this option to schedule a report for daily, weekly, or monthly basis.

At: This option lets you set the specific time at which you want the report.

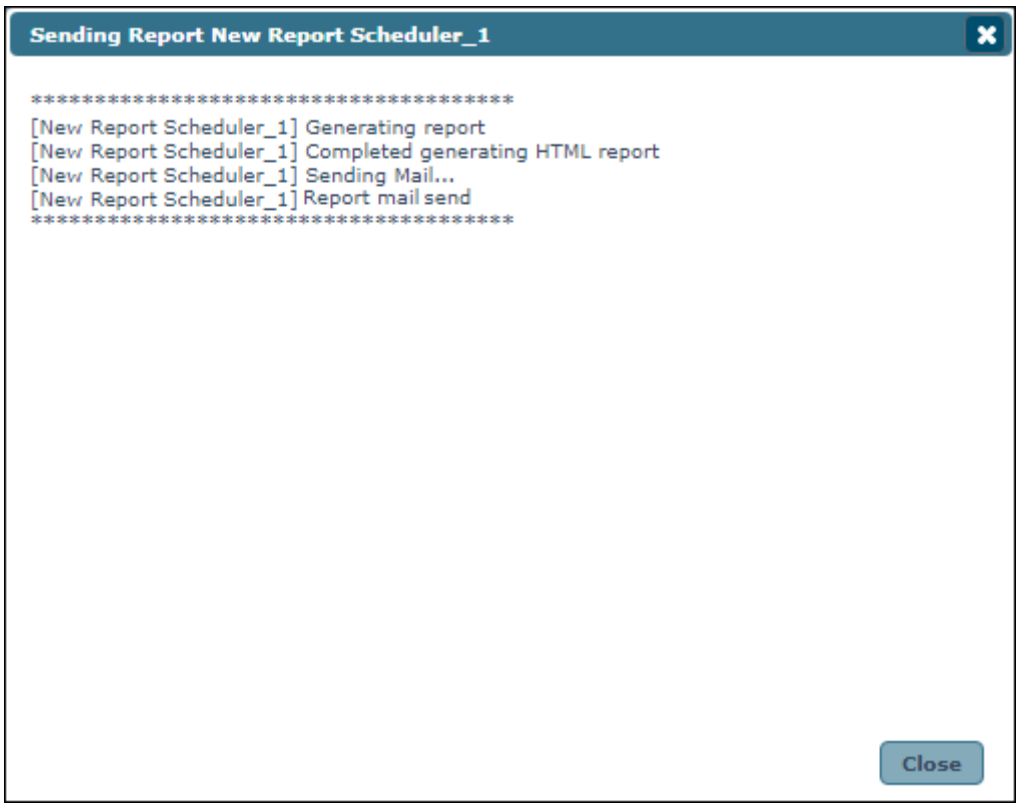
Manual - Select this option to generate a report manually at an instant.

Running a schedule

To run a schedule, select a schedule and then click **Run**.

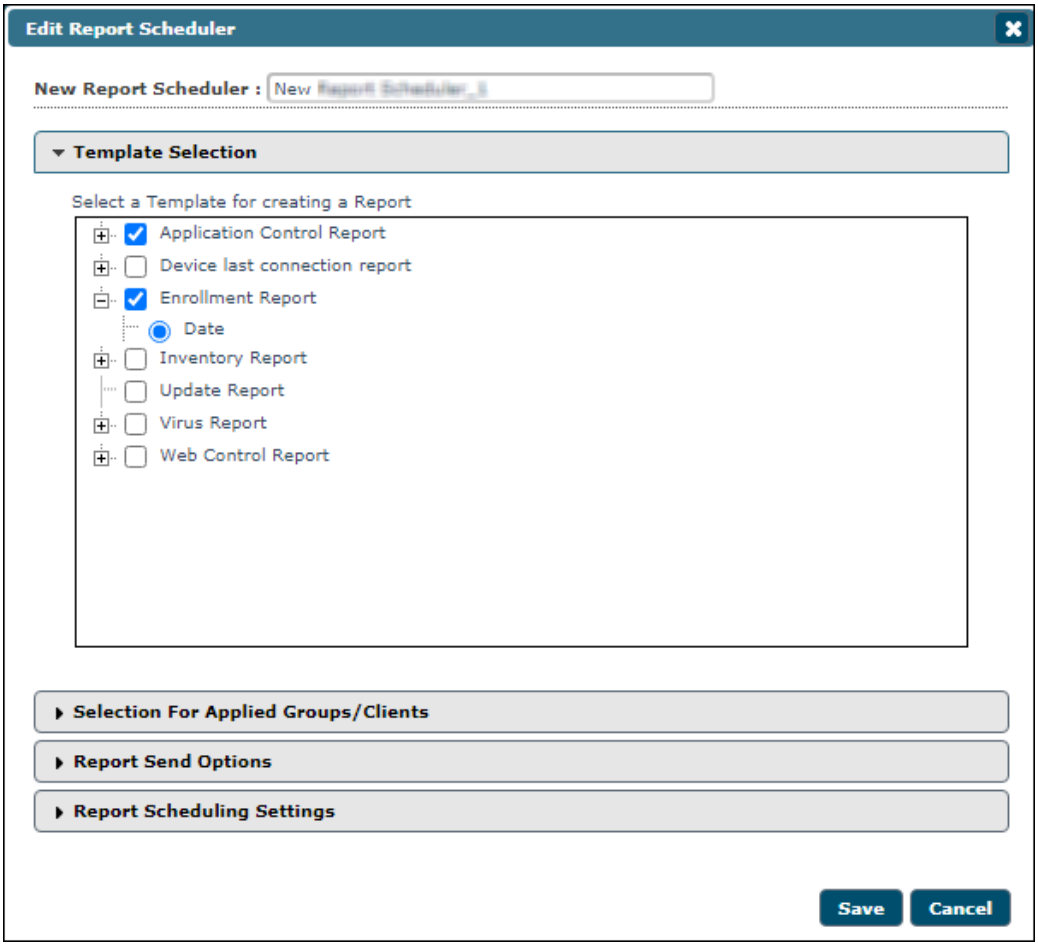


After clicking **Run**, the console runs the schedule, generates a report and sends it to the recipient mail address.



Editing a Schedule

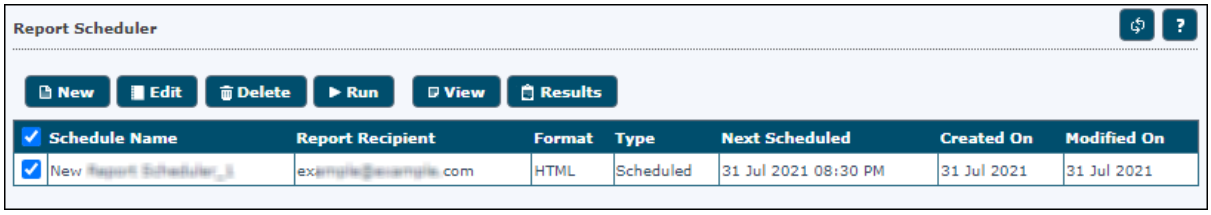
Select a schedule and then click **Edit**.
Edit Report Scheduler window appears.



Make the required changes and then click **Save**.

Deleting a Schedule

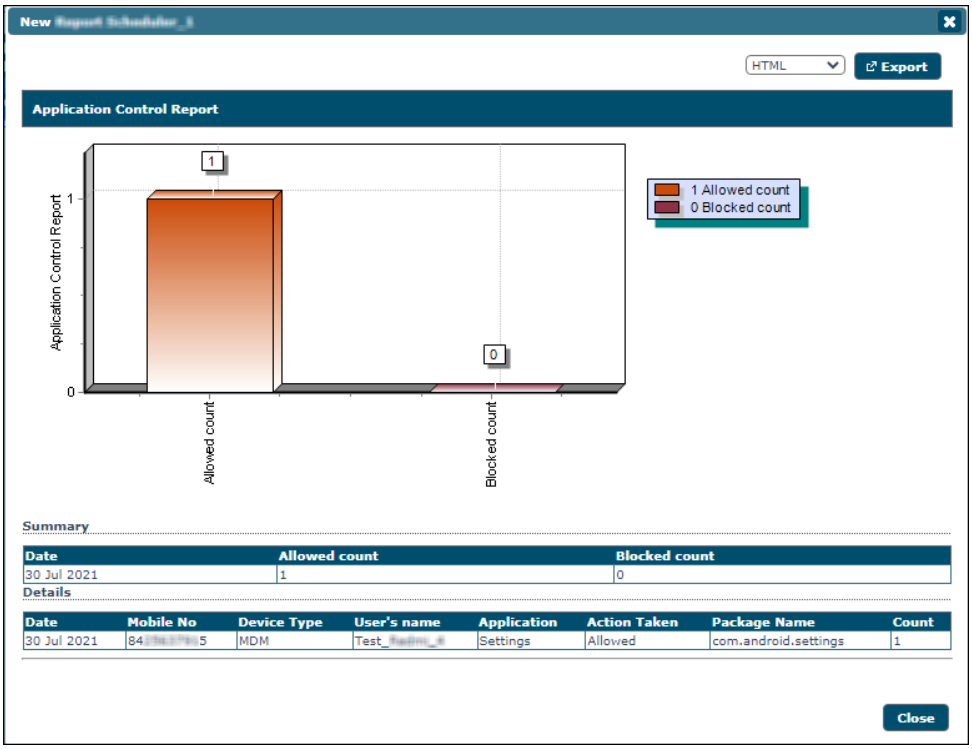
Select a schedule and then click **Delete**.



The selected schedule will be deleted.

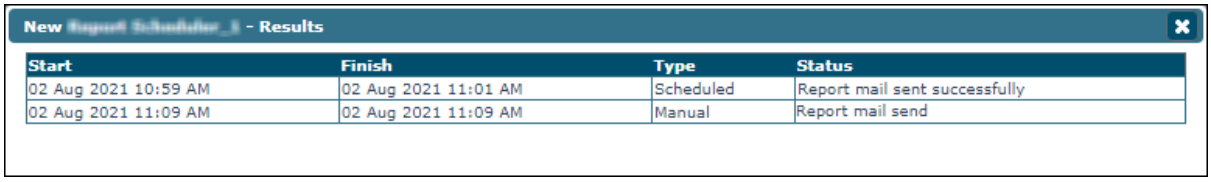
Viewing the report

Select a schedule and then click **View**. A Report window appears and displays specific details.



Viewing results of a report

Select a schedule and then click **Results**. A Results window appears and displays Report results.

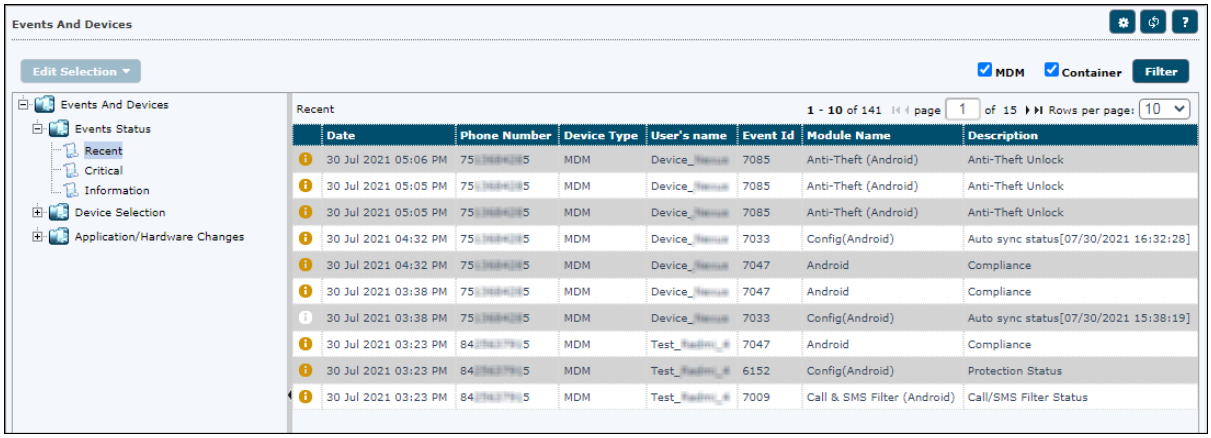


Events and Devices

Events and Devices module shows all events performed on the devices.

Viewing Events

Events captured from the devices are categorized and displayed in this module. This will display a real-time status of security and eScan update on all the devices.



Event Status

Events are categorized into three types based on their severity.

Recent: It displays both critical and information events that occurred recently on devices.

Critical: It displays all critical events that occurred on devices, such as virus detection, protection disabled status etc.

Information: It displays all informative type of events, such as virus signature database update and status of the device.

Device Selection

The Device Selection tab enables you to select and save the device status settings. This module enables you to do the following activities:

Define Criteria for Filtering of Device Status on the basis of following-

- Device with the “Critical Status”
- Device with the “Warning Status”

- Database are Outdated
- Many Viruses Detected
- Not Connected for a long time
- Not Scanned for a long time
- Protection off

Application/Hardware Changes

Capture events on the basis of Application Changes, Hardware Changes or Existing Device Info.
It has following sections:

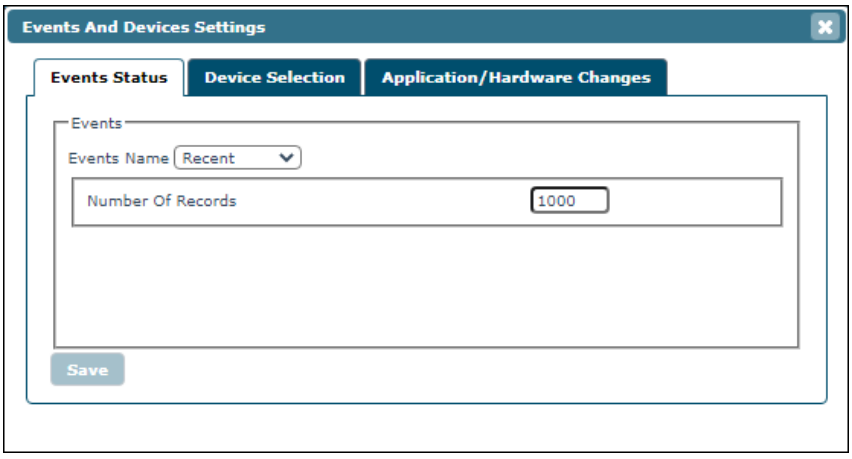
- **Application Changes**: It displays the list of managed devices on which application related changes are made. For example, installation/uninstallation of applications.
- **Hardware Changes**: It displays the list of managed devices on which hardware related changes are made.
- **Existing Device Info**: It displays the existing device's information.

Events and Devices settings

Click the **Settings** icon present below the top right corner to define settings for Events and Devices. There are following tabs in Events and Devices Settings:

- Event Status
- Device Selection
- Application/Hardware Changes

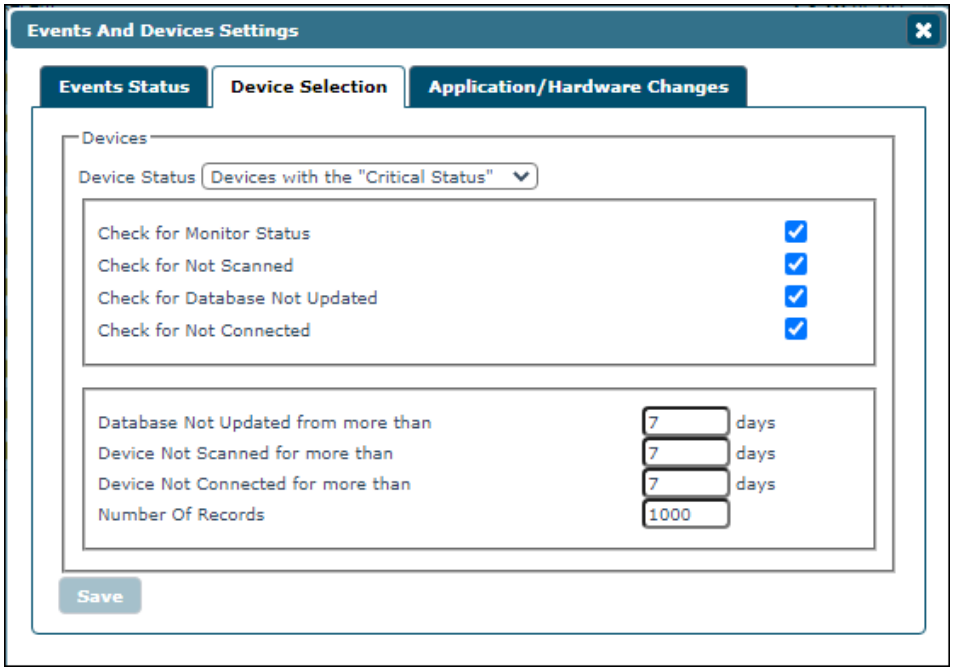
Event Status



Select an event from the drop-down and enter the number of records you want to see.

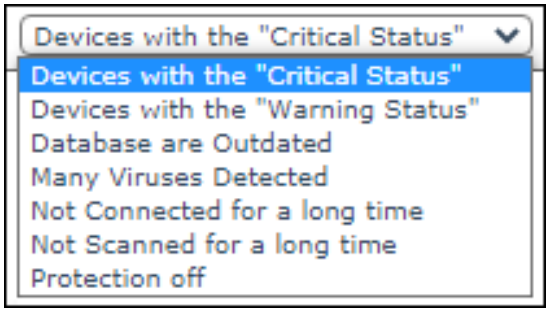
Device Selection

The following actions can be performed by selecting this tab.



Device Status

The Device Status drop-down consists following options:

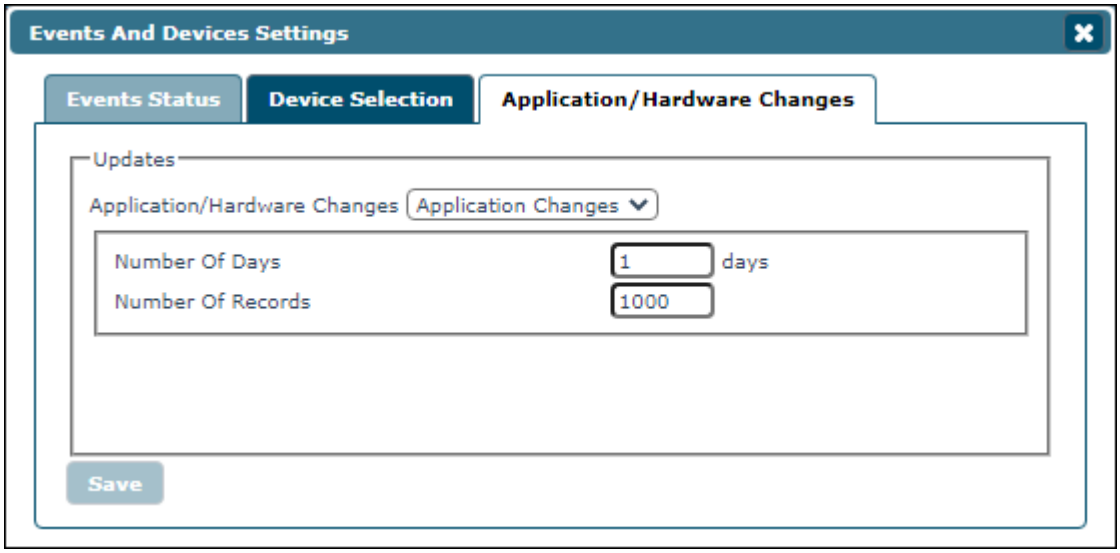


- Devices with the "Critical Status"
- Devices with the "Warning Status"
- Database are Outdated
- Many Viruses Detected
- Not Connected for a long time
- Not Scanned for a long time
- Protection off

Option	Description
Check for Monitor Status	Select this check box to generate events related to eScan Monitor Protection.
Check for Not Scanned	Select this check box to view the list of devices which are not scanned.
Check for Database Not Updated	Select this check box to view the list of devices on which virus signature database is not updated.
Check for Not Connected	Select this check box to view the list of devices that are not connected with the eScan server.
Database Not Updated from more than	All the devices that are not updated from more than the specified days will be added to the report.
Device Not Scanned for more than	All the devices that are not scanned for more than specified days will be added to the report.
Device Not Connected for more than	All the devices that are not connected to the eScan server for more than the specified days will be added to the report.
Number of Records	Enter the count and the number of records will be displayed.

Application/Hardware changes

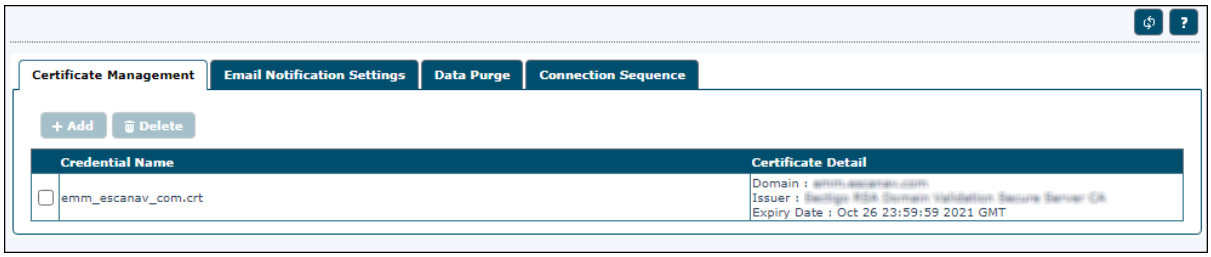
The following actions can be performed using this option.



Field	Description
Application/Hardware Changes	Select from the drop-down to generate events related to Application changes, Hardware changes, and Existing Device Info.
Number of Days	Enter the number of days, to view changes made within the specified days. For example, if you have typed 2 days, then you can view the list of devices on which any software/hardware changes have been made in the last 2 days.
Number of Records	Enter the number of records to be displayed in the list.

Settings

The Settings module lets you save server details for sending email notifications to the device users. You can also add the latest certificates required to manage iOS devices in the console via this module.



Certificate Management

The eScan EMM requires a SSL certificate to manage your iOS devices from the EMM console. This section gives you information on all the pre-requisites for managing iOS devices and how you can import the SSL certificate. It also briefs you on what the certificate is about and where you can purchase the same.

Important Note:

1. The SSL certificate is not an iOS certificate or some other certificate provided by Apple.
2. This is a normal SSL certificate that organizations use on their server for SSL communication (https). For example, when you visit **our website**, you are on a secured connection, as an SSL certificate installed on our domain escanav.com.
3. If you own the website as 'emm.mycompany.com', you need to get an SSL certificate for the domain emm.mycompany.com. You can buy it from a Certificate Authority or generate it for free.
4. The SSL certificate thus bought from a Certificate Authority has to be renewed every year. If you have generated the SSL certificate for free it has to be renewed every 3 months.
5. In order to have a secure communication between your server and Apple's server you will have to import the SSL certificate in the console.

Importing an SSL certificate

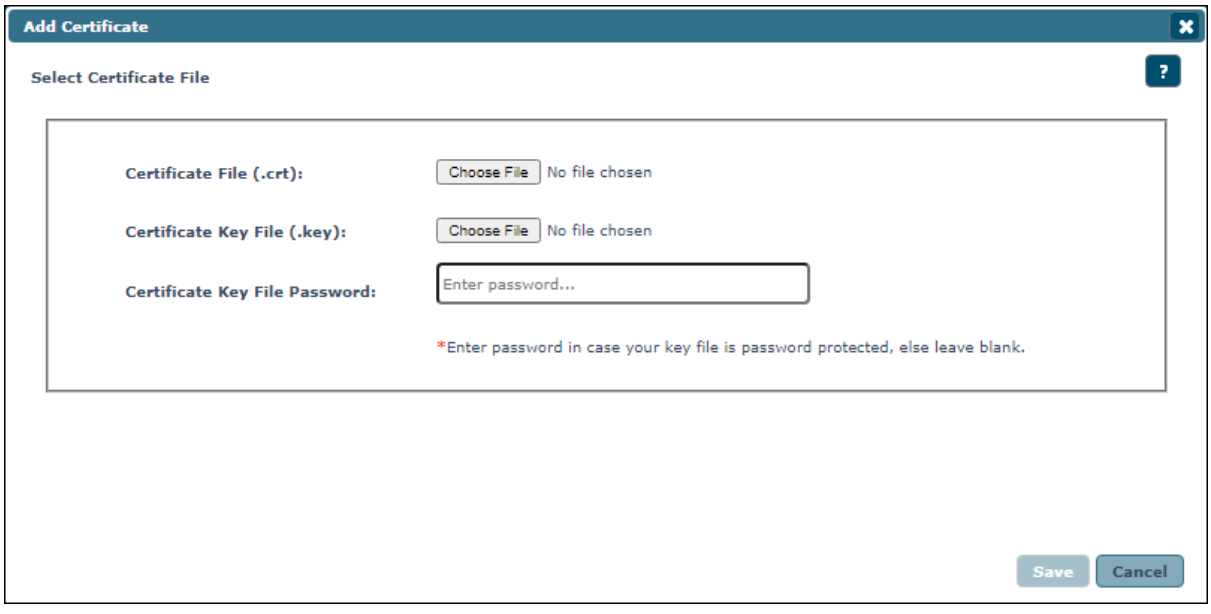
1. Click **eScan Mobility Management (EMM)**. Select Platform prompt appears.
2. Under **To manage iOS devices** you need to add a Trusted CA Certificate. Click **Start with iOS**. It opens a new window where you can import your certificate files.
3. Search for the files in your local drive.
4. Save the files.
   After saving files, a confirmation message appears.

NOTE	Make sure you add an authentic CA certificate and key in .crt and .key file format. A self-signed file will not be accepted.

To add the CA certificate if

You had selected to proceed with "**Start with Android (without iOS)**" earlier
OR
You have deleted the previous certificate, follow the steps given below:

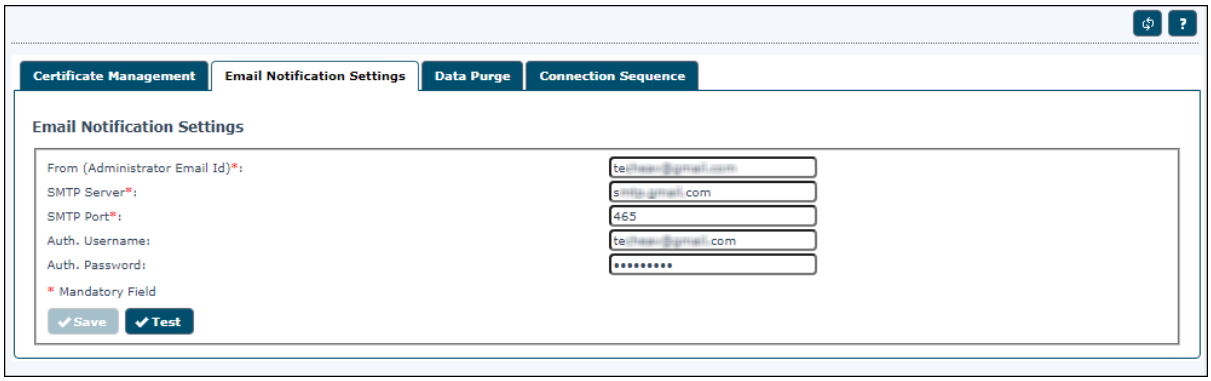
1. On the navigation panel, click **Settings**.
2. Select **Certificate Management** tab.
3. Click **Add**.
   Add Certificate window appears.



4. Click **Choose File** and select the .crt and .key files. Enter the password in Certificate Key File Password if your key file is password protected.
5. After selecting the files (and entering password) click **Save**. A confirmation message appears "**Certificate added successfully**".

Email Notification Settings

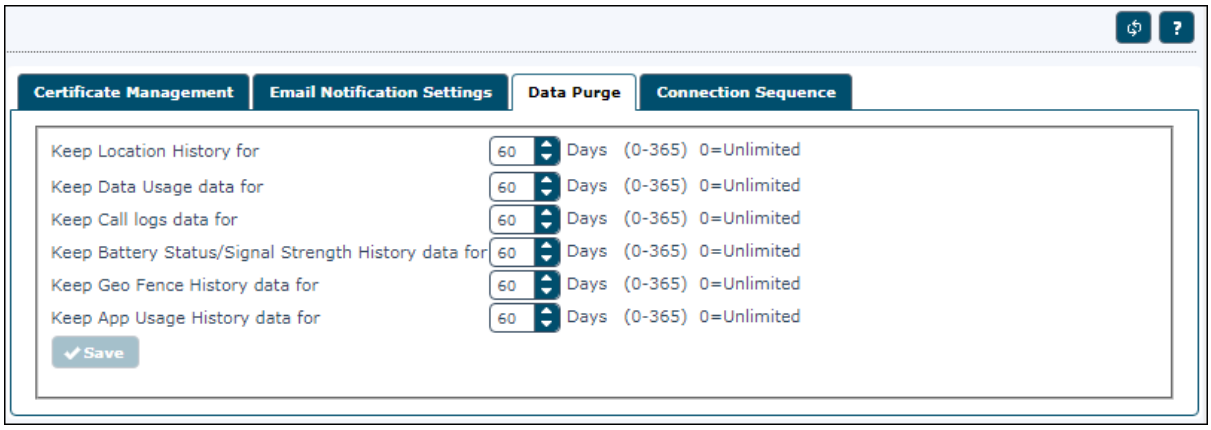
Set up an email account to receive notifications.



From (Administrator Email ID): Enter the administrator email ID.
SMTP Server: Enter the SMTP server IP address.
SMTP Port: Enter the SMTP Port number.
Auth. Username: Enter the authorized username.
Auth. Password: Enter the password.

After you are done filling the details, click **Save**.
To run a test for the configured settings, click **Test**. A test email will be sent to the entered email ID.

Data Purge

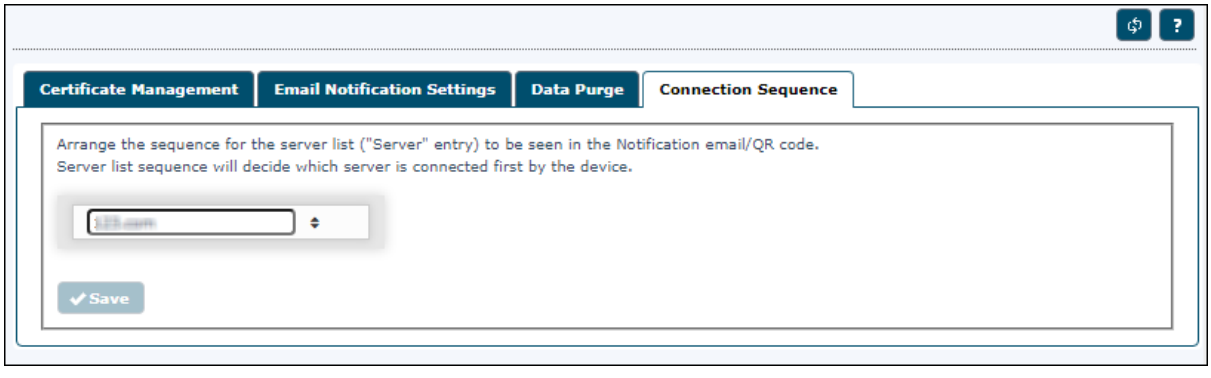


This setting lets you define the number of days for storing data in tables. The old data will be purged automatically after it reaches number of specified days. The data purge can be set for following data tables:

- Location History
- Data Usage data
- Call Logs data
- Battery Status
- Geo Fence History Data
- App Usage History data

After you are done making changes, click **Save**. The Data Purge changes will be saved.

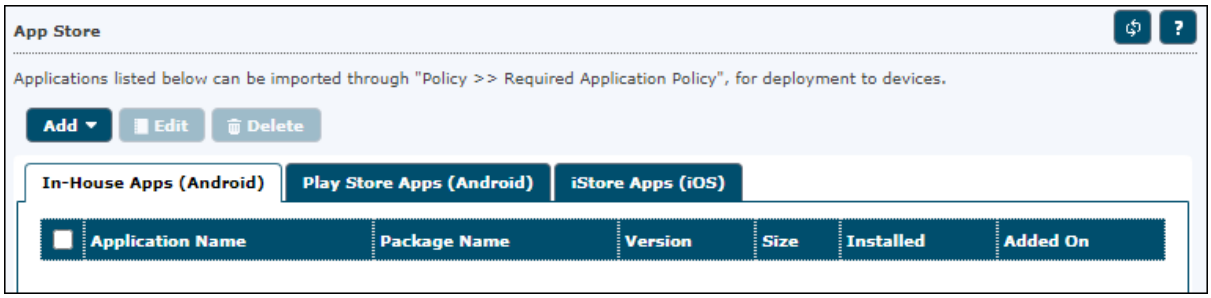
Connection Sequence



The enrollment email and QR code consists the server list. As devices are getting enrolled, they will use these server details and connect to the servers in the same sequence. After you are done making changes, click **Save**. The Server sequence changes will be saved.

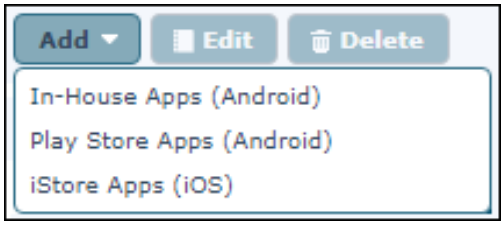
App Store

The App Store module lets you push applications on a device by policy deployment. The user will receive a notification to download and install the application. This module helps you push application(s) on multiple devices at the same time.

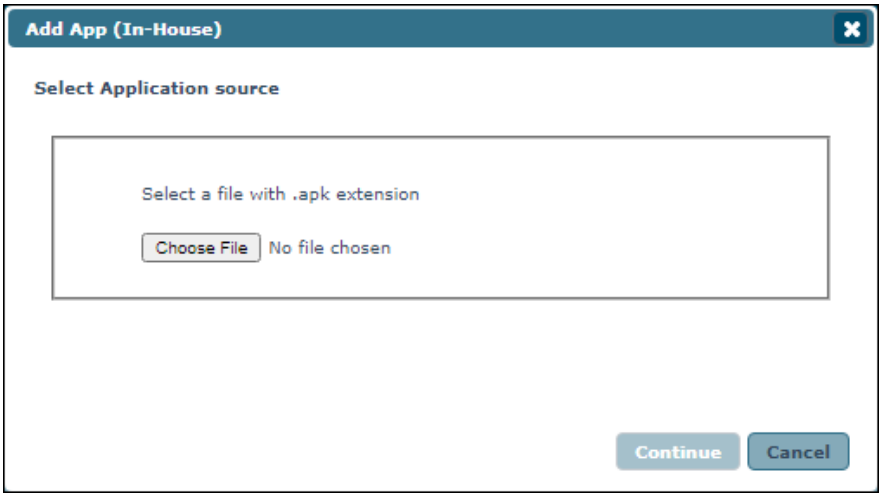


Adding an Android application with In-House Apps (Android) option

1. Click **Add** > **In-House Apps (Android)**.

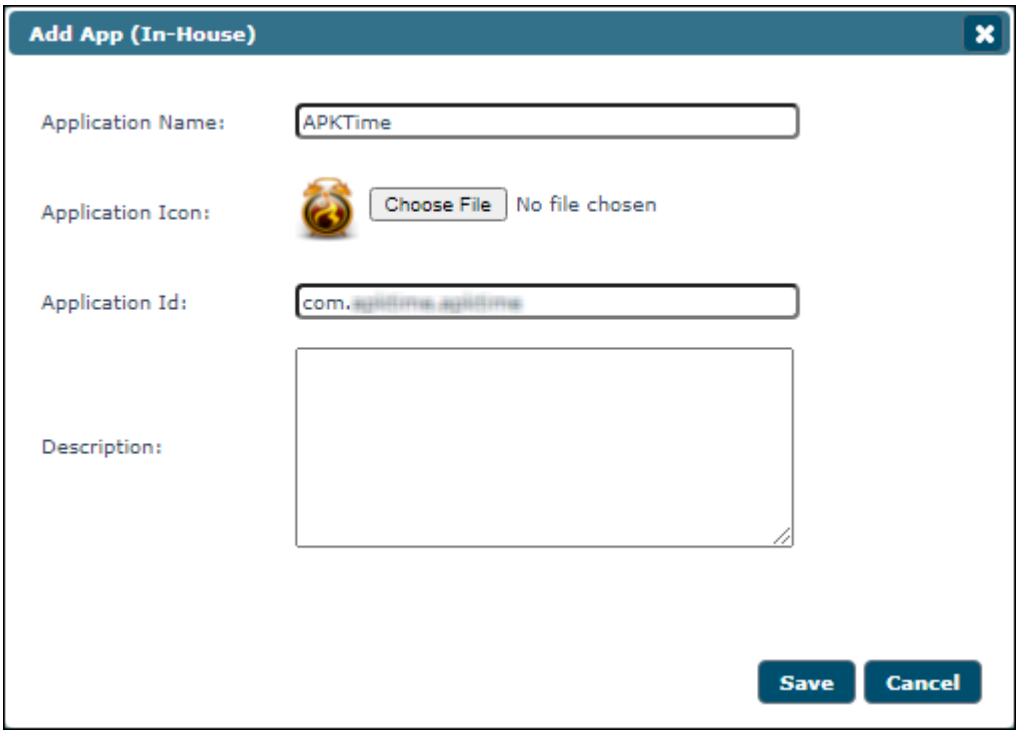


Add App (In-House) window appears.



2. Click **Choose File** and browse your computer for the **.apk** file. After selecting the file, click **Continue**.

Add Application window appears.

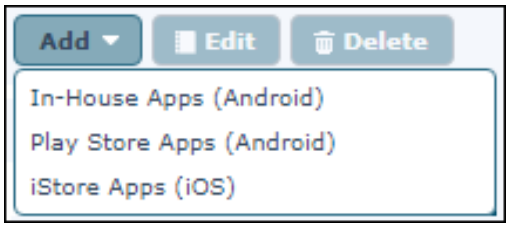


3. Write a brief description about the application and then click **Save**.
   The application will be added to the App Store.

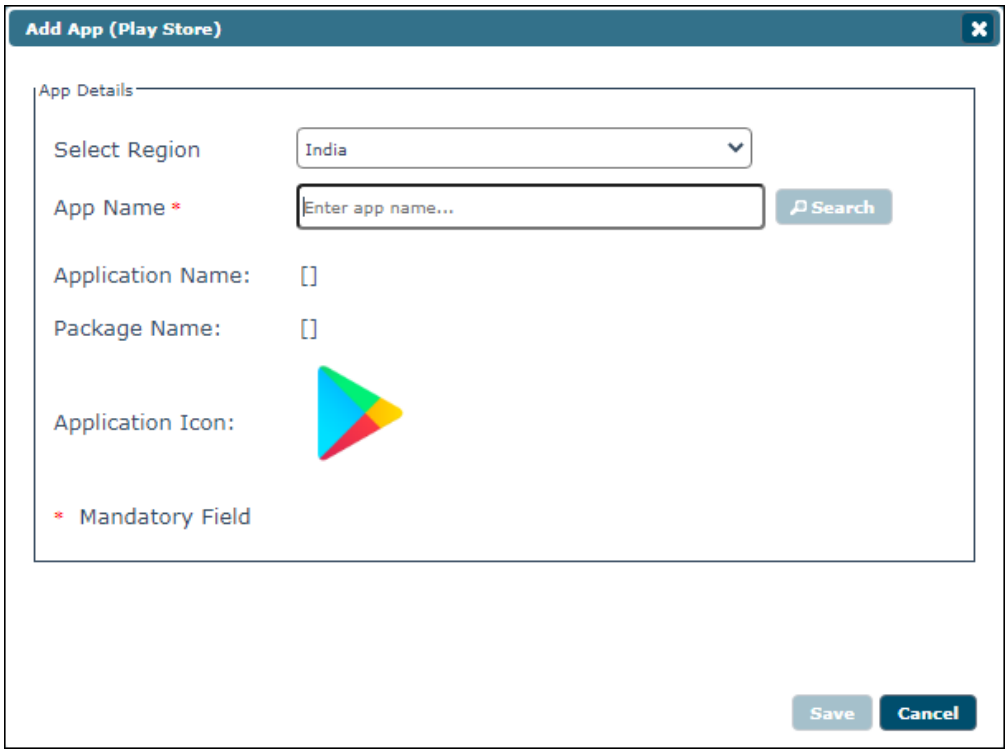
Click the numerical in the **Installed** column to view the list of devices on which the application is installed. Before the policy deployment the count will be 0. If the application with the same version number already exists on the devices, the installation count will be shown accordingly.

Adding an Android application with Play Store Apps (Android) option

1. Click **Add** > **Play Store Apps (Android)**.



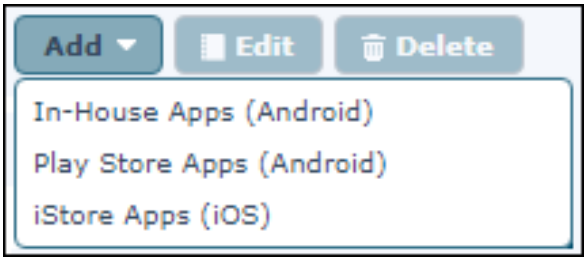
Add App (Play Store) window appears.



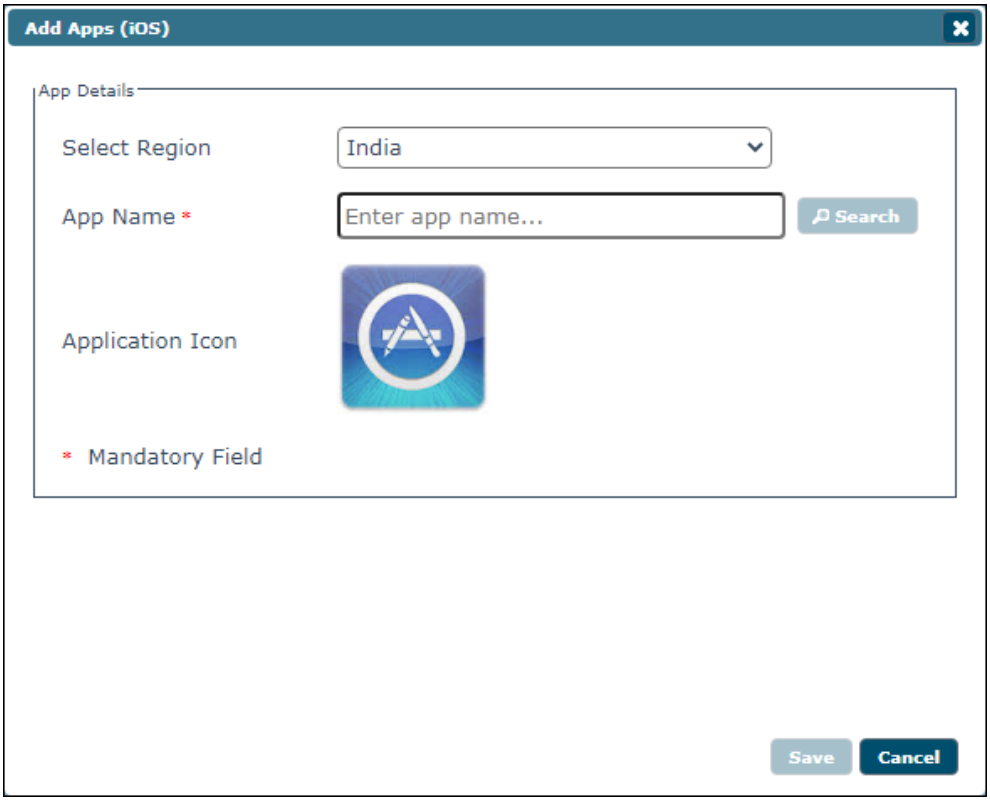
2. Select a region.
3. In the **App Name** field, enter an application name and select the appropriate application from the suggestions.
4. Click **Save**.
   The application will be added to the App Store.

Adding an iOS application

1. Click **Add** > **iStore Apps (iOS)**.



Add Apps (iOS) window appears.

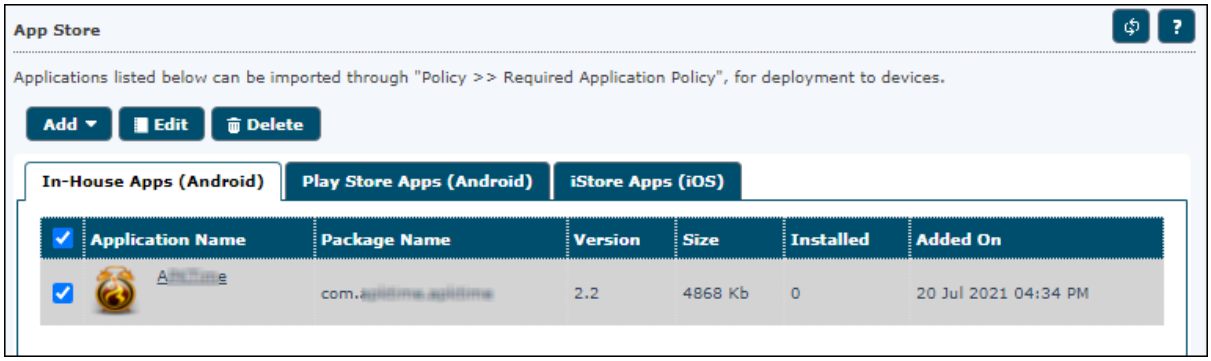


2. Select a region.
3. In the **App Name** field, enter an application name and select the appropriate application from the suggestions.
4. Click **Save**.
   The application will be added to the App Store.

NOTE	The description can be edited only for In-House Apps (Android) applications.

Deleting an application from the App Store

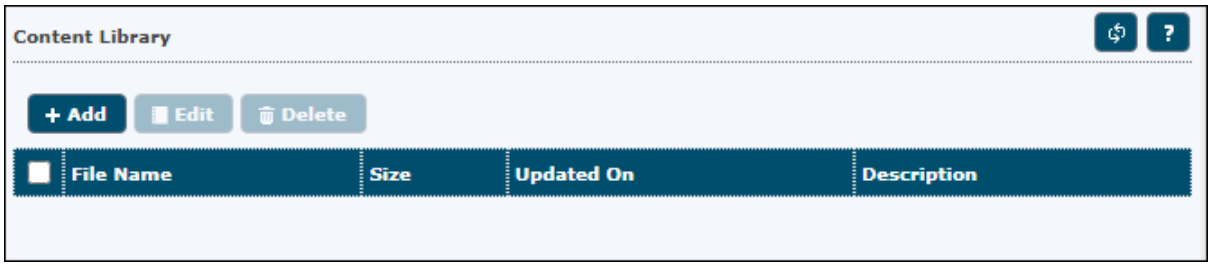
Select an application and then click **Delete**.



The selected application will be deleted.

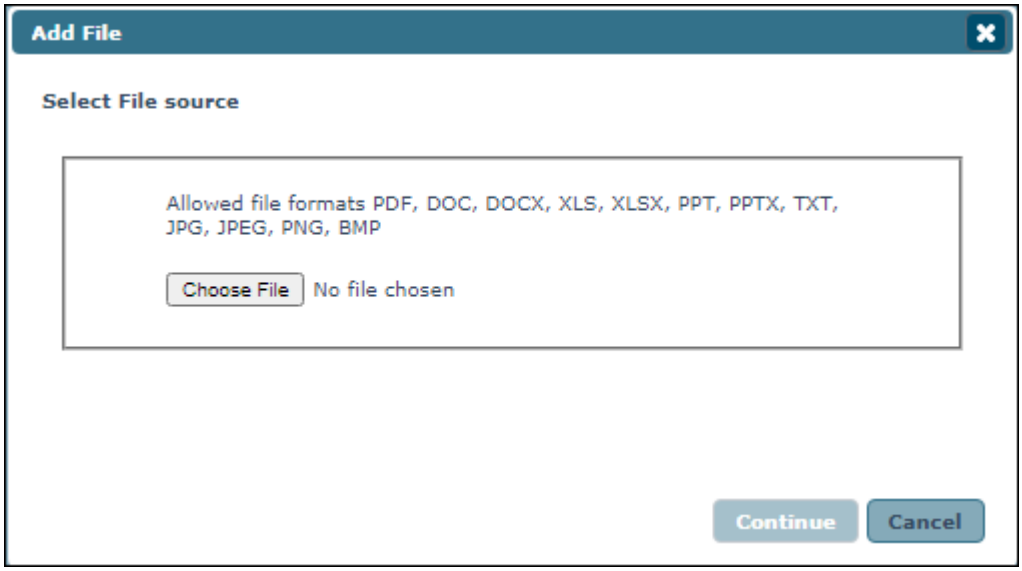
Content Library

The Content Library module lets you deploy documents through the web console. The document types that can be deployed are .pdf, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .txt, .jpg, .jpeg, .png, and .bmp. You can use this feature to share work related documents across multiple devices at the same time.



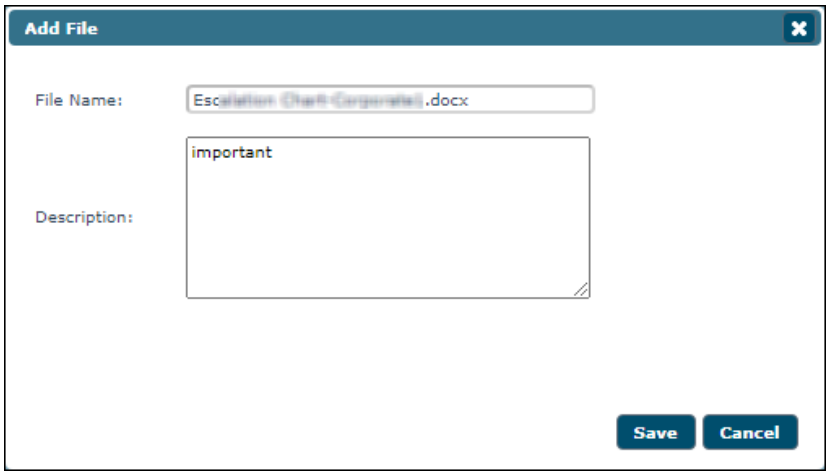
Adding a file

1. Click **Content Library** > **Add**.
   Add File window appears.



2. Click **Choose File** and search your computer for the file.
3. After selecting the file, click **Continue**.

Add File window appears.



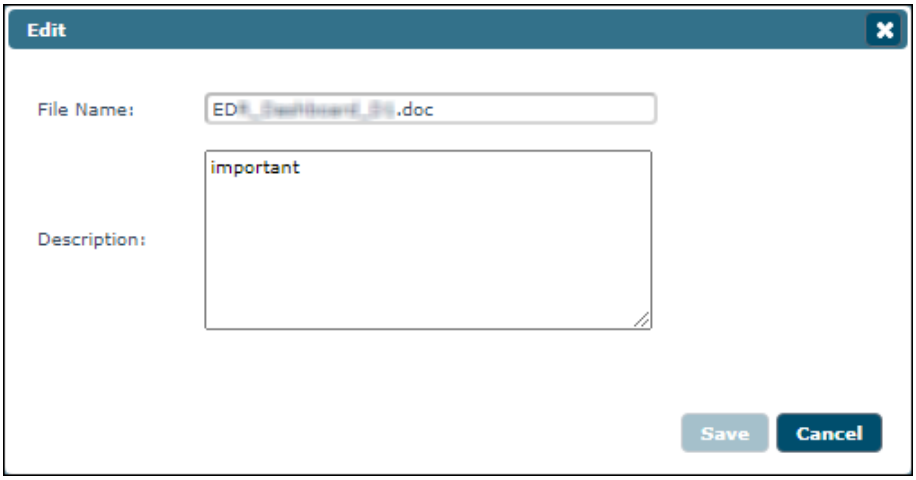
4. Write a description for the document and then click **Save**.
   The document will be added to the Content Library.

Editing a file description

To edit a file description, follow the steps given below:

1. Select a file and then click **Edit**.

Edit window appears.



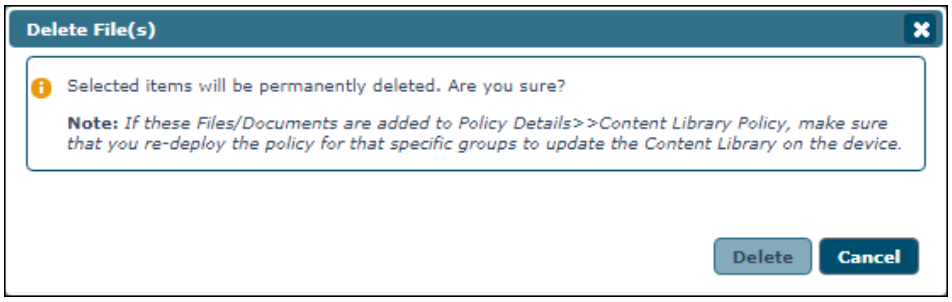
2. Edit the description and then click **Save**. The file description will be updated.

Deleting a file

To delete a file, follow the steps given below:

1. Select a file and then click **Delete**.

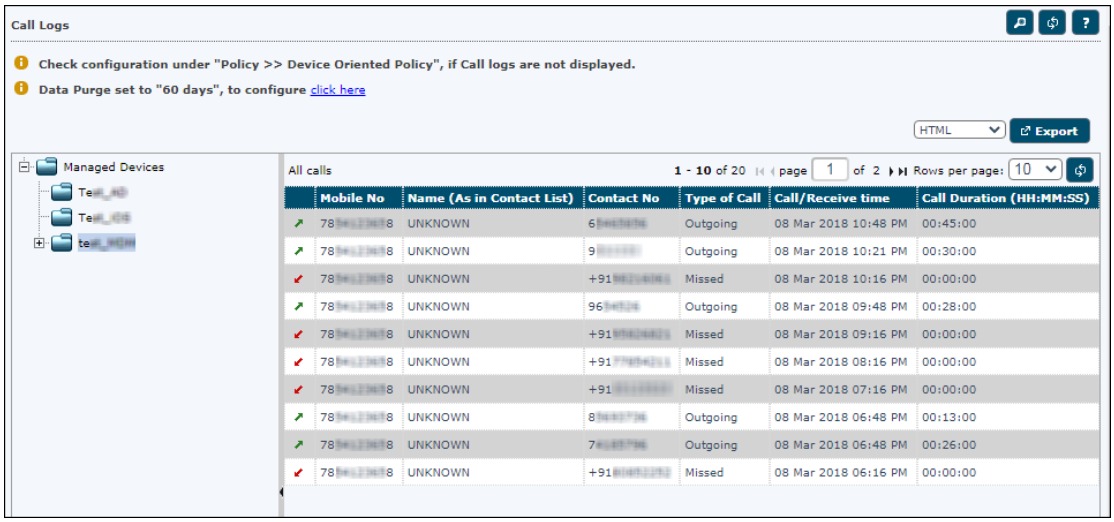
A confirmation prompt appears.



2. Click **Delete**. The file will be deleted.

Call Logs

The Call Logs module lets you maintain call logs of incoming and outgoing calls of all managed devices along with the call duration.

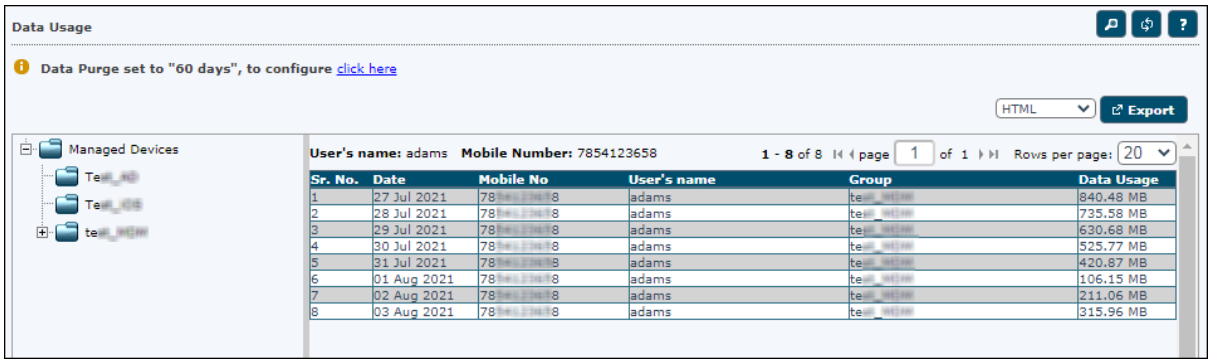


This module displays the list of all the incoming and outgoing calls. It will display the following details:

Column	Description
Mobile no.	This column displays the mobile number.
Name (As in Contact List)	This column displays the contact name as saved in the contact list.
Contact No.	This column displays the contact number with whom the user had a conversation.
Type of Call	This column displays whether the call was incoming or outgoing.
Call/Receive time	This column displays the specific time when the call was made or received.
Call Duration	This column displays the time duration of each call.

Data Usage

The Data Usage module lets you keep a track of cellular data usage of a device.



Column	Description
Date	This column displays the date for which the details are recorded.
Mobile No.	This column displays the mobile number of the device.
User's name	This column displays the username of the managed device.
Group	This column displays the group to which the particular managed device belongs.
Data Usage	This column displays the amount of mobile data consumed by the managed device.

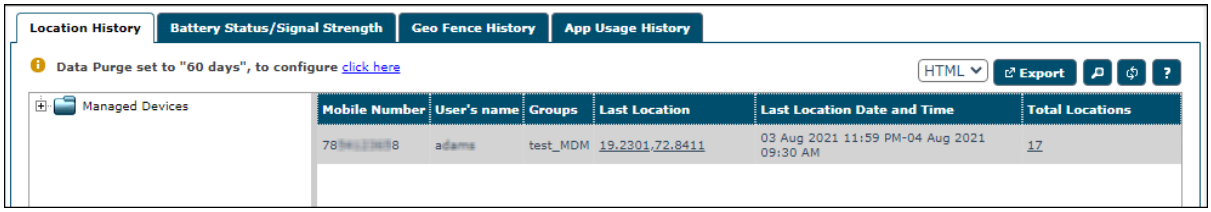
History

The History module consists following tabs:

- Location History
- Battery Status/Signal Strength
- Geo Fence History
- App Usage History

Location History

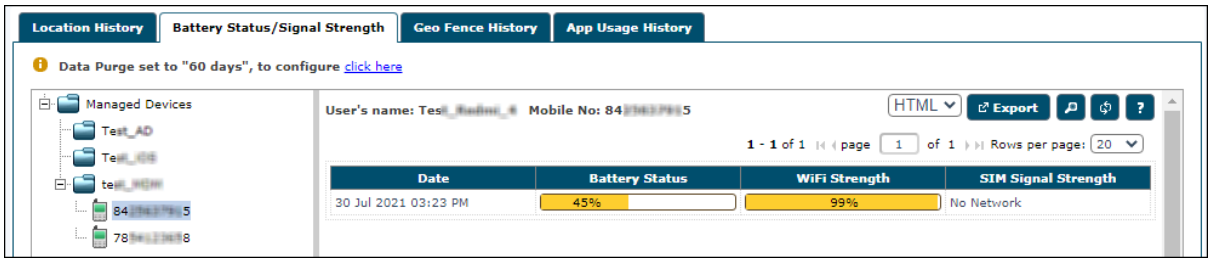
This tab displays the location details of all enrolled devices. It also displays the location where the device was last active and helps you track total number of locations where the device was active.



Column	Description
User's Name	This column displays the user's name of the managed device.
Mobile Number	This column displays the mobile number of the managed device.
Groups	This column displays the group name to which the device belongs to.
Last Location	This column displays the location where the device was last active.
Total Locations	This column displays the total number of the locations where the managed device was active. By clicking the numbers, you can view a detailed device location history recorded on the map along with the Date, Time, Latitude and Longitude. You can also export these details in PDF, XLS, and HTML formats.

Battery Status/Signal Strength

This tab displays the available battery, Wi-Fi, and SIM signal strength of a device.



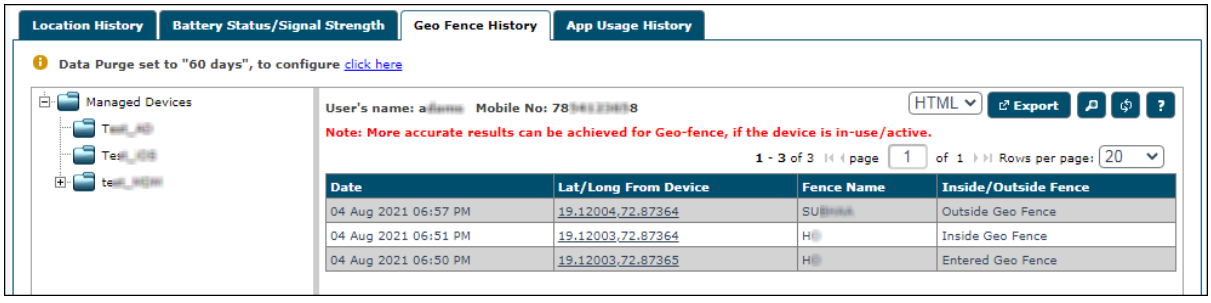
Column	Description
Date	This column displays the date.
Battery Status	This column displays the available battery on a device,
Wi-Fi Strength	This column displays the available Wi-Fi strength of a device.
SIM Signal Strength	This column displays the available SIM signal strength of a device.

Filter

You can also view the details related to the Battery Status/Signal Strength as per the date range.

Geo Fence History

The Geo Fencing History displays the geo fencing history of the devices along with the details of date/time and location of the fence (inside or outside).

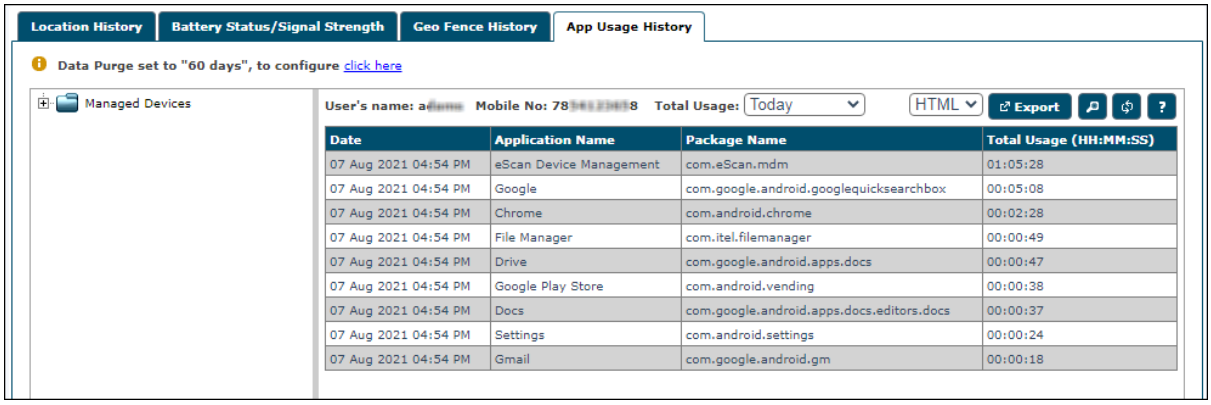


Column	Description
Date	This column displays the date.
Mobile Number	This column displays the mobile number of the device.
User's name	This column displays the user name of the device

Last Visited Fence	This column displays the name of the last visited fence.
Status	This column displays the fencing status of a device.
Last Lat/Long	This column displays the coordinates of latitude and longitude of the location visited lastly.

App Usage History

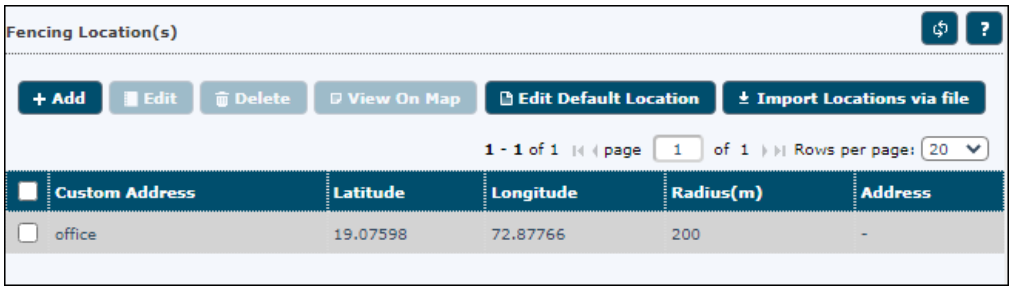
The App Usage History module displays the details of the apps along with its package name and total time usage of it.



Column	Description
Date	This column displays the date.
Application Name	This column displays the name of the application.
Package Name	This column displays the package name of the application.
Total Usage Time	This column display the total time the application was used

Fencing Location(s)

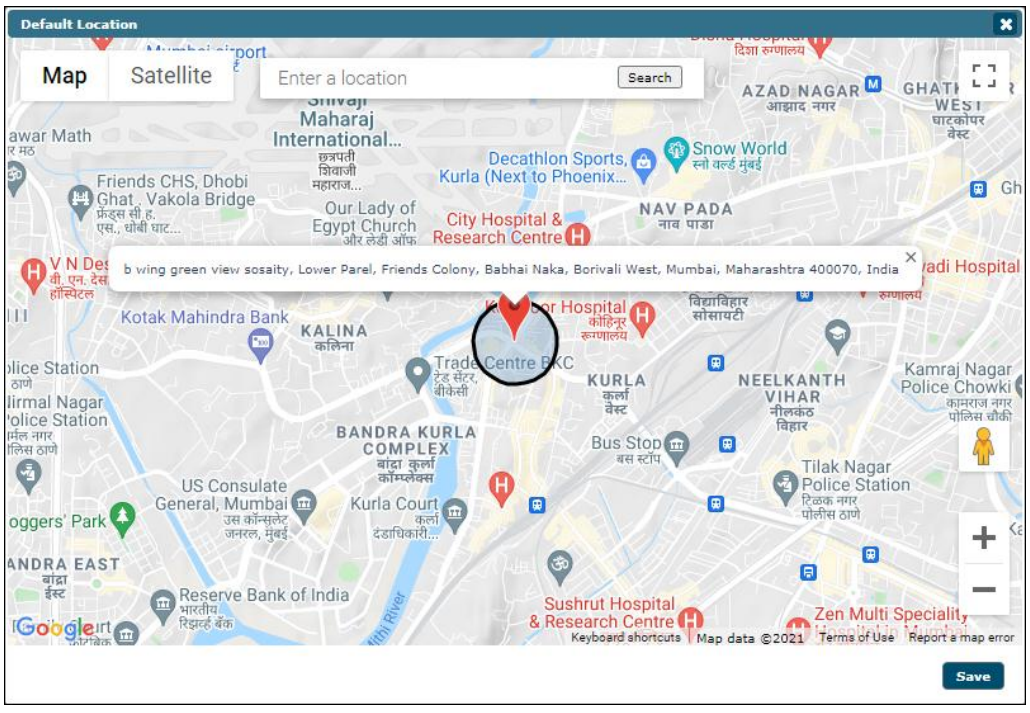
Geo-Fencing refers to drawing a virtual barrier around a location using a device's Global Positioning System (GPS) or Internet Protocol (IP) address. Technically, geo-fencing can be any size radius from a particular location, anywhere from 25m to 5000m in stretch. You can define an address on the map and set the radius around that address. If the device is in that region, the policy set by the administrator will be active on the device.



Creating a Fencing Location

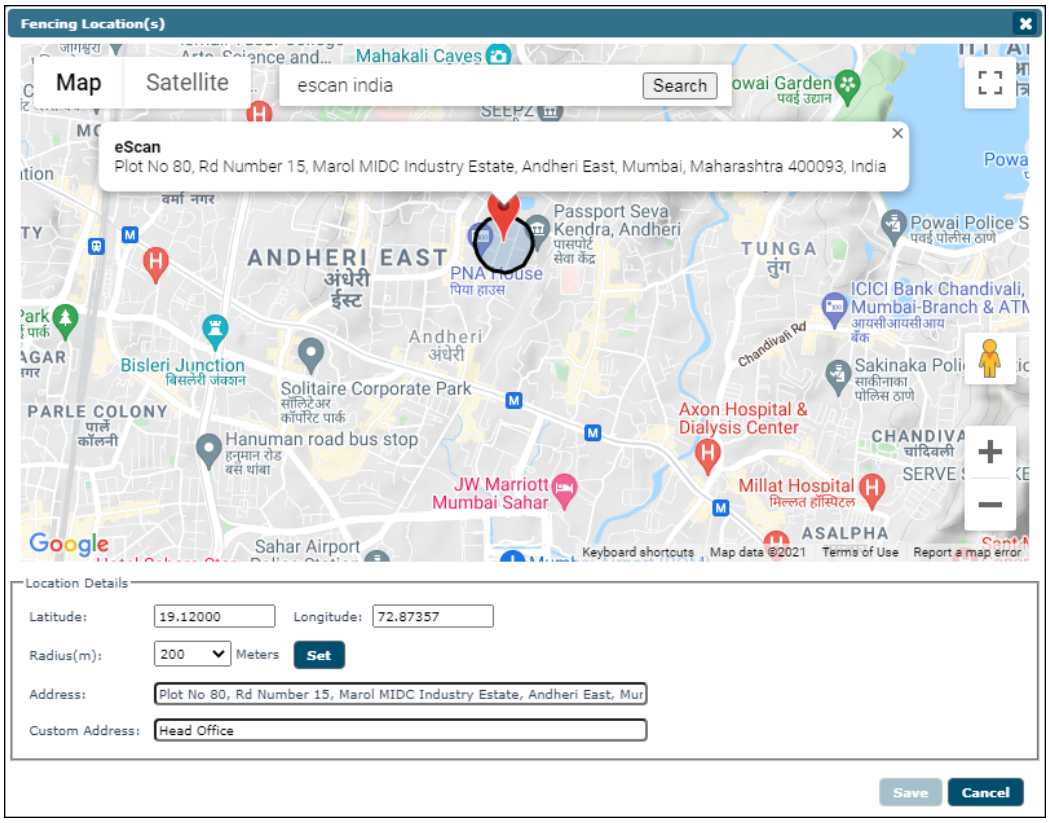
To create a Fencing Location, it is necessary that a default location must be set first.

1. Click **Fencing Location(s)** and then click **Set Default Location**.
   Default Location window appears.



2. Enter the location and then click **Save**.

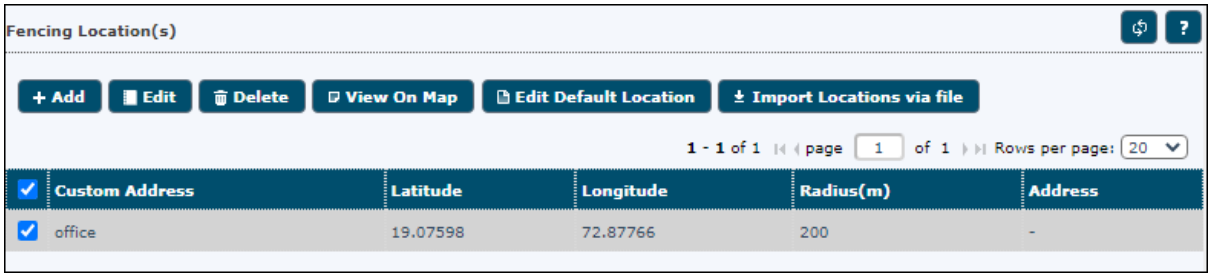
3. After setting the default location, click **Add**.
   Fencing Location(s) window appears.



4. Enter the location and select the appropriate one from suggestions.
5. Click the **Radius** drop-down to select the appropriate radius and then click **Set**.
6. In the **Custom Address** field, enter a name for your fencing location.
7. After entering all the details, click **Save**.

Editing a Fencing Location

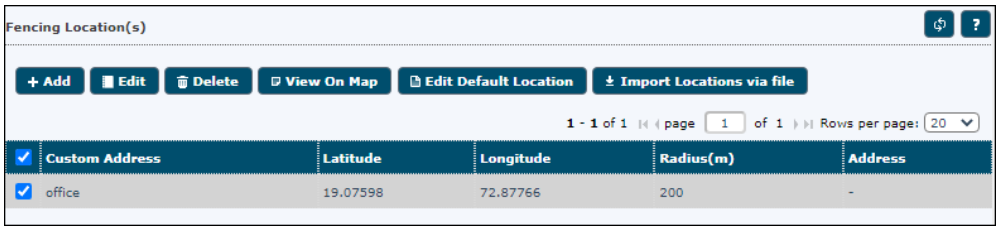
1. Select a location and then click **Edit**.



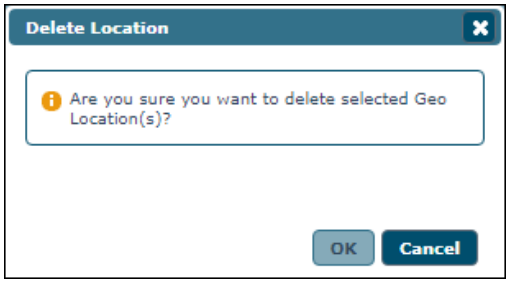
2. After making the necessary changes, click **Save**.

Deleting a Fencing Location

1. Select a location and then click **Delete**.



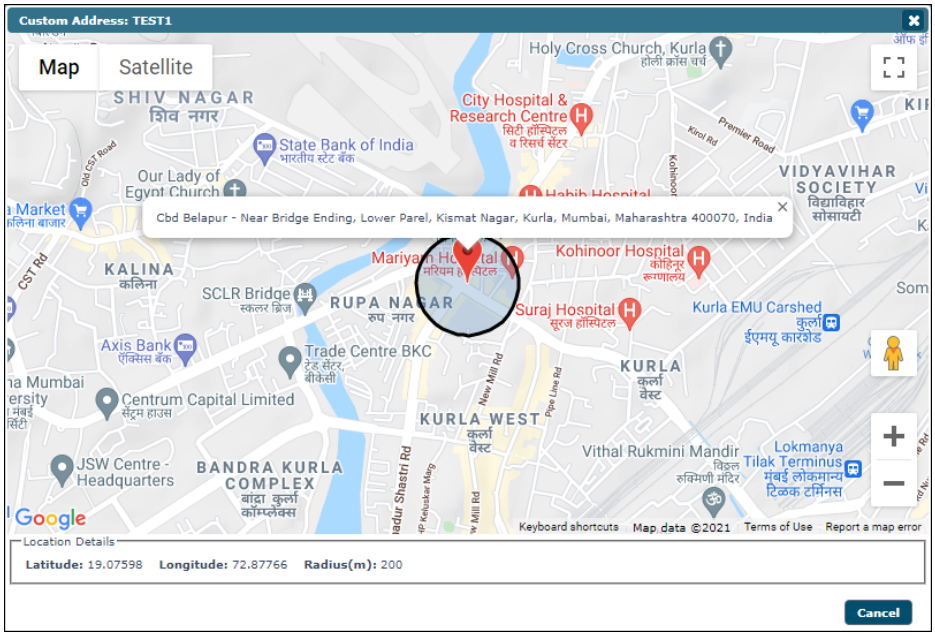
A confirmation prompt appears.



2. Click **Delete**.
   The location will be deleted.

View On Map

Clicking **View On Map** lets you view the selected location on the Google Maps.



Administration

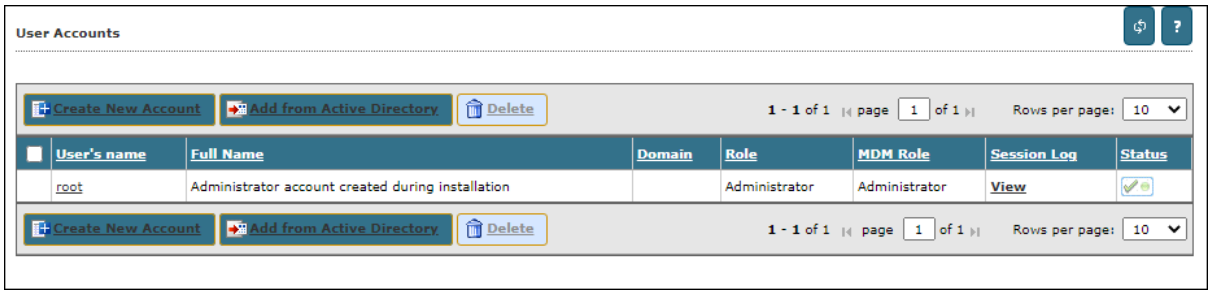
The Administration module lets you create User Accounts and User Roles to allocate them Administrative rights for using eScan Management Console as required. With this option, you can allocate roles to the other employees and allow them to carry out required responsibility.

The Administration module consists following submodules:

- **User Accounts**
- **User Roles**

User Accounts

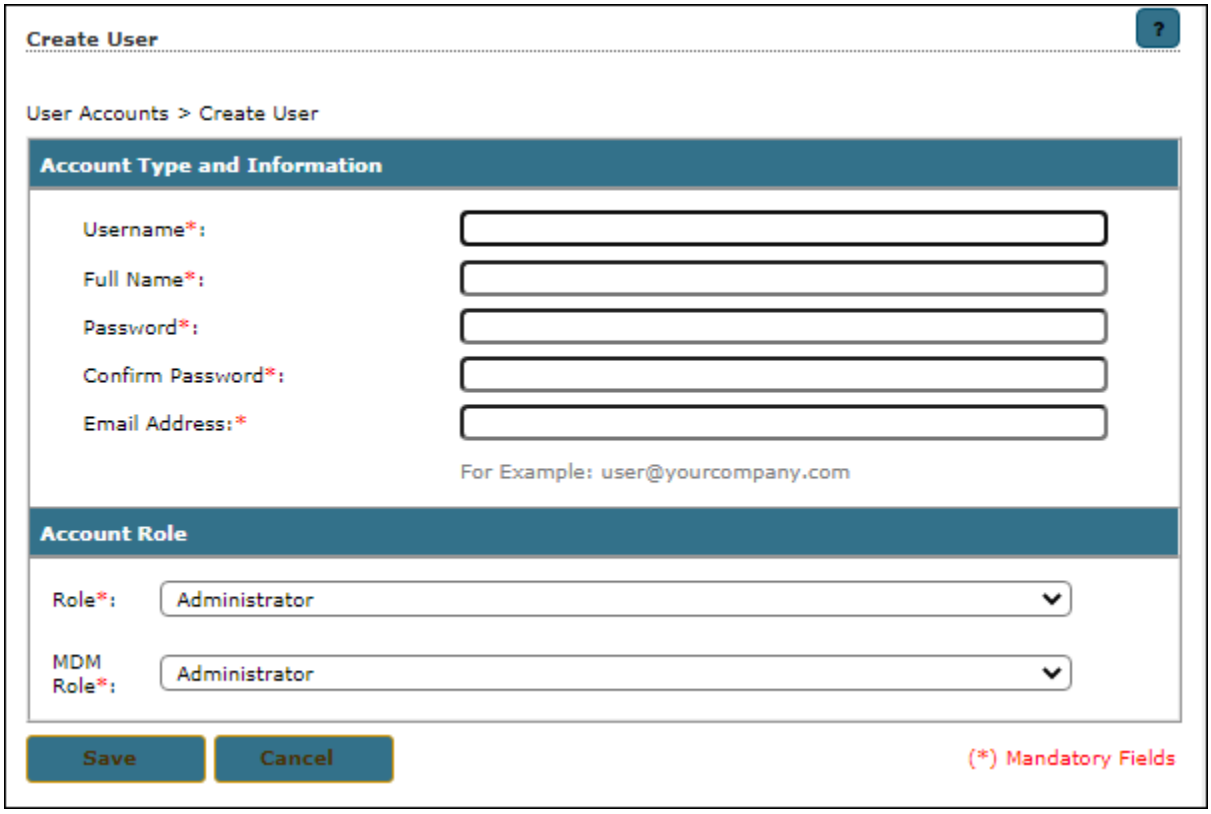
With User Accounts submodule, you can assign Administrator role to added users and reduce the workload. This submodule displays a list of users and their details like Domain, Role, Session Log and Status. You can create new user accounts and also add them from Active Directory.



Creating a User Account

To create a User Account, follow the steps given below:

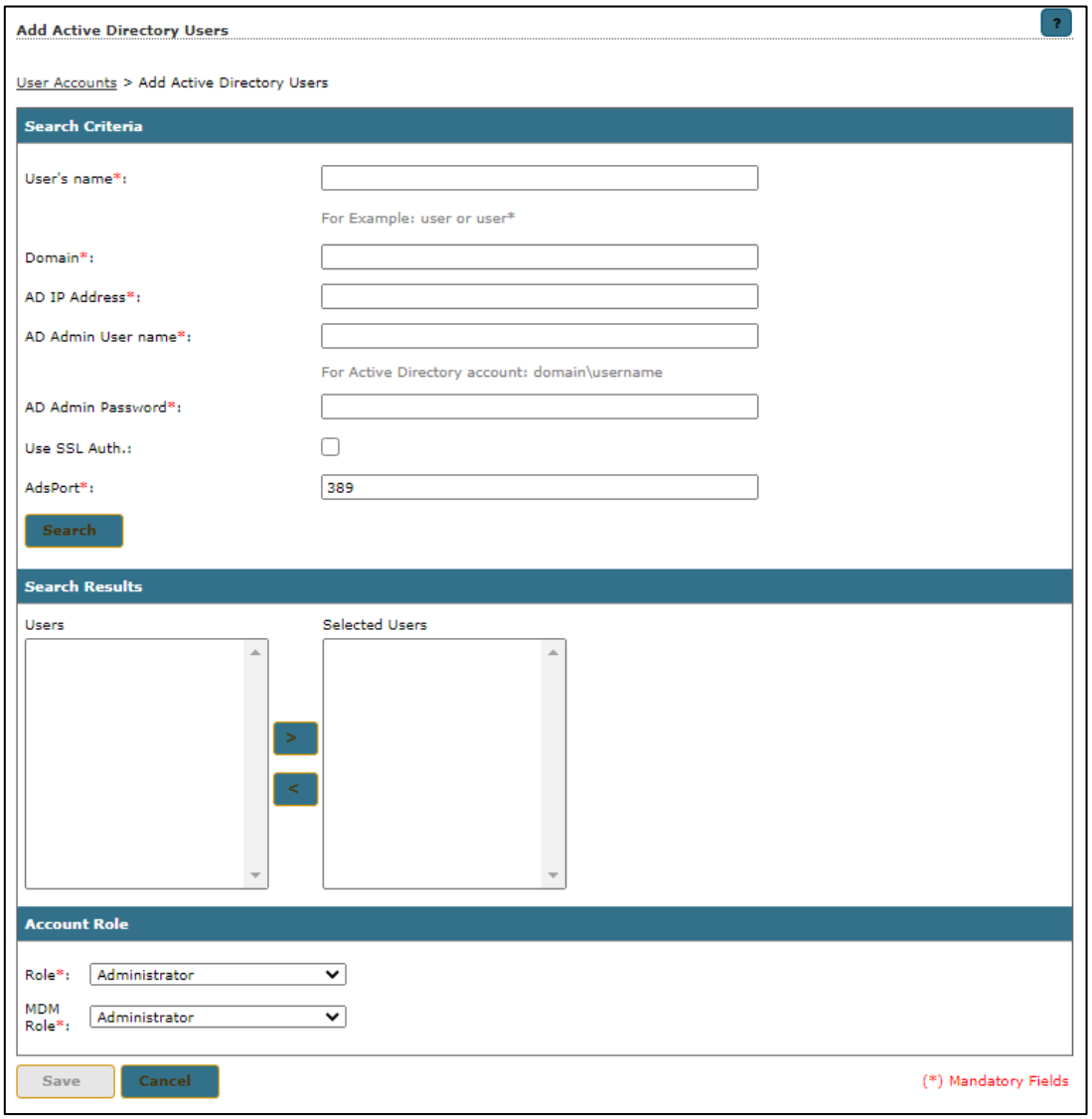
1. In the User Accounts screen, click **Create New Account**.
   Create User form appears.



2. After filling all the details, click **Save**.
   The user will be added to the User Accounts list.

Adding a User from Active Directory

1. In the User Accounts screen, click **Add from Active Directory**.
   Add Active Directory Users form appears.

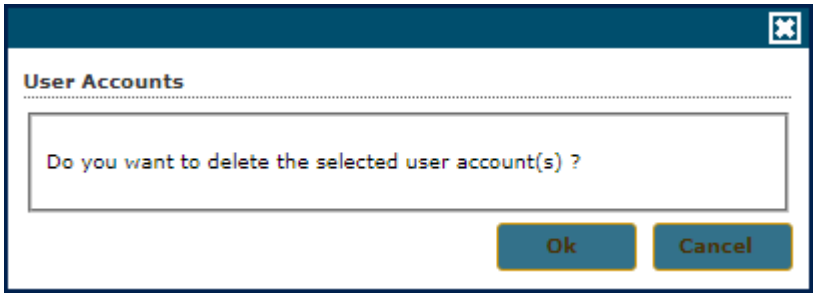


2. After filling **Search Criteria** section details, click **Search**.
3. A list of users will be displayed in the **Users** section.
4. Select a user and then click > button to add the user to **Selected Users** section.
5. Vice versa the added user can be moved from **Selected Users to Users** by clicking <.
6. Click **Save**.
   The user will be added to the User Accounts list.

Deleting a User Account

To delete a user account, follow the steps given below:

1. In the User Accounts screen, select a user and then click **Delete**.
   A confirmation prompt appears.

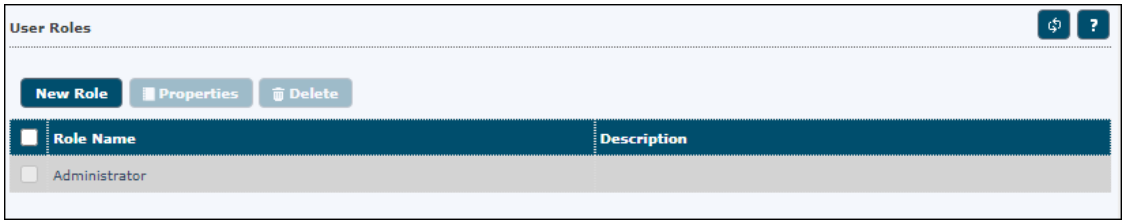


2. Click **OK**.
   The User Account will be deleted.

User Roles

The User Roles submodule lets you create a role and assign it to the User Accounts with variable permissions and rights as defined in the role being assigned to them. It can be an Administrator role with set of permissions and rights Group Admin Role or a Read only Role.

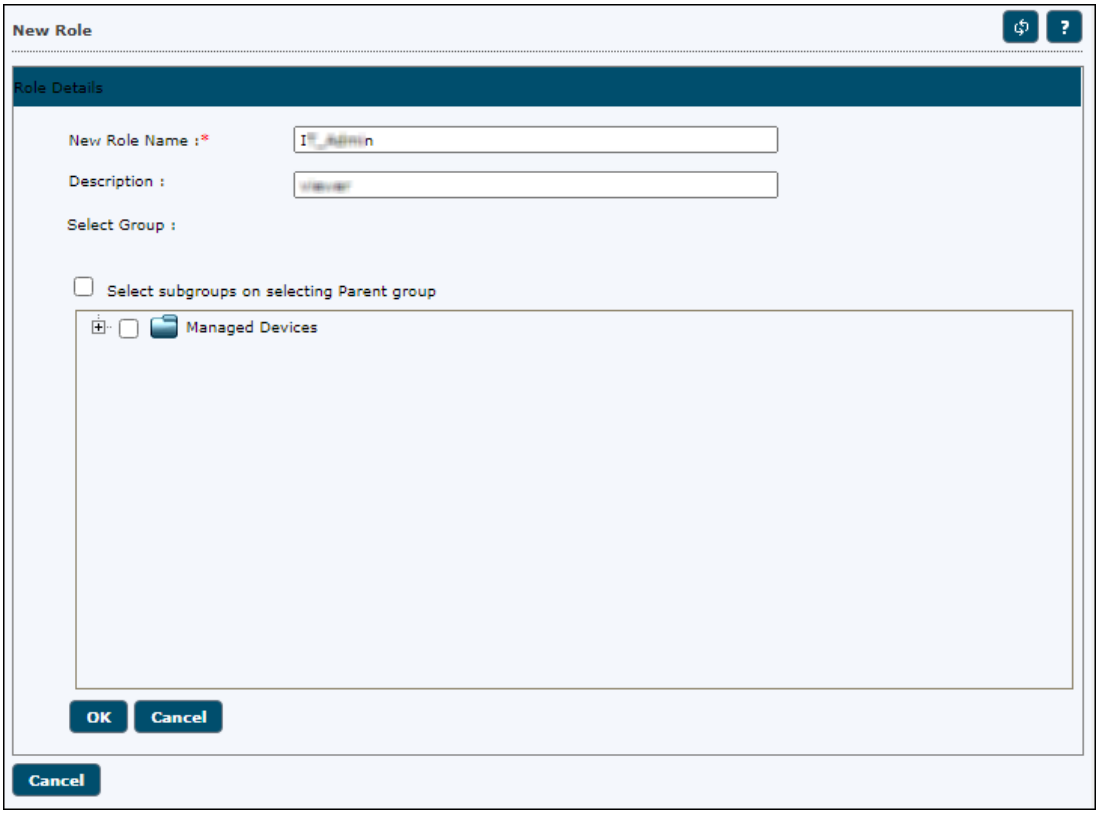
You can re-define the Properties of the created role for configuring access to various section of eScan Mobility Management Console and the networked Devices. It also lets you delete any existing role after the task is completed by them. It allows the administrator to give permission to subadministrators to access defined modules of eScan and perform installation/uninstallation of eScan on network devices or define Policies and tasks for the devices.



Adding a User Role

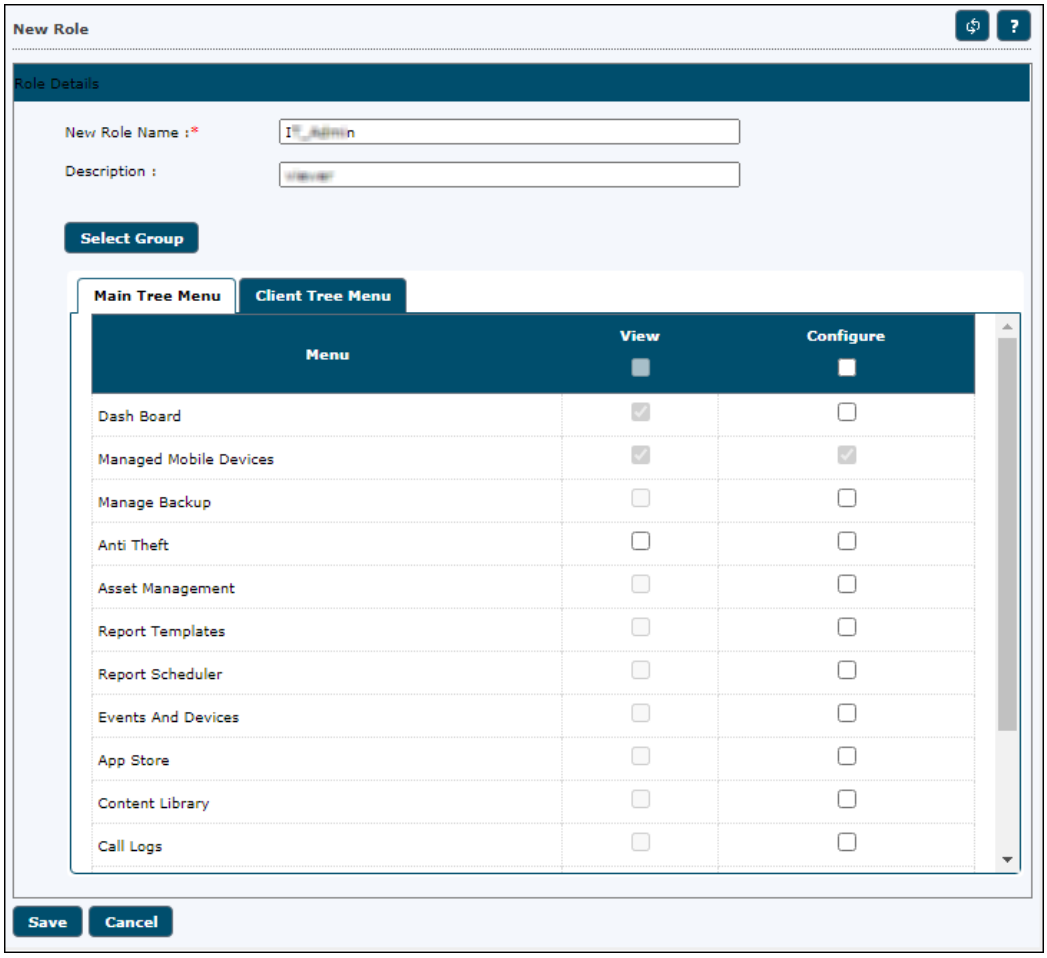
To add a user role, follow the steps given below:

1. In the User Roles screen, click **New Role**.
   New Role form appears.

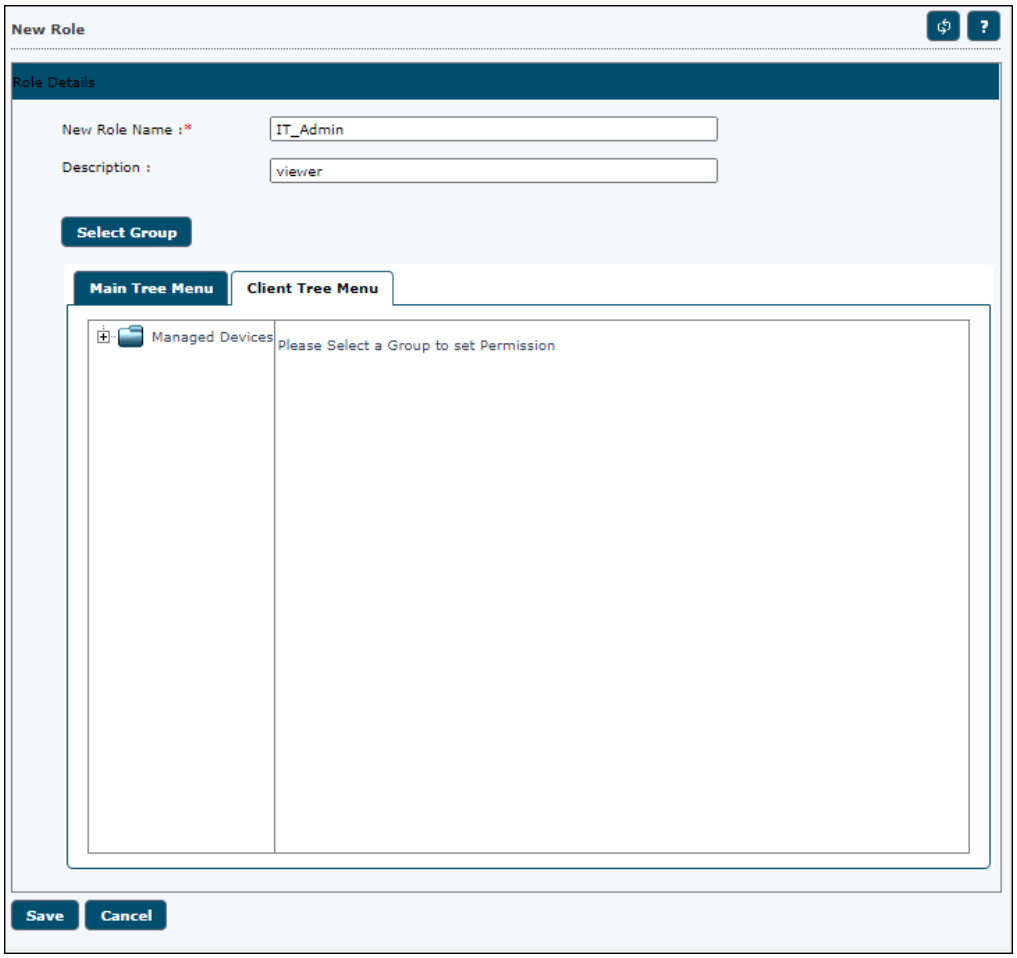


2. Enter name and description for the role.
3. Click **Managed Devices** and select the specific group to assign the role.
4. The added role will be able to manage and monitor only the selected group's activities.
5. Click **OK**.

Permissions section appears displaying Main Tree Menu and Client Tree Menu tabs. The Main Tree Menu consists of all the modules and configuration permissions.



The Client Tree Menu consists of selected groups on which permissions the user is allowed to take further.

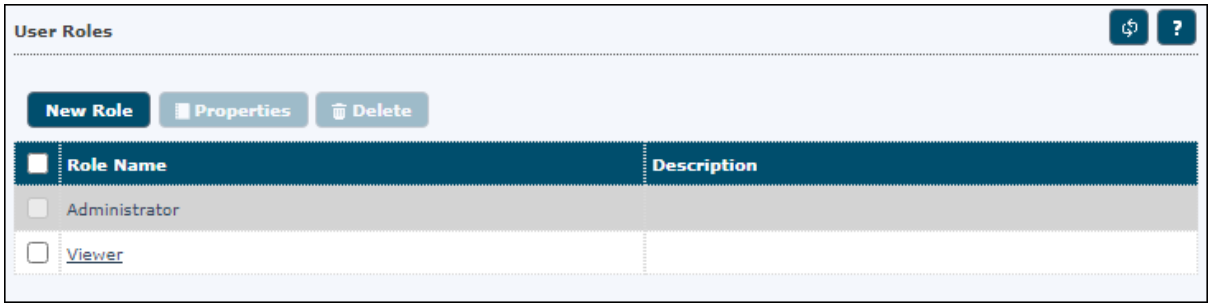


6. Select the check boxes that will allow the role to view/configure the settings.
7. After selecting the necessary check boxes, click **Save**.
   The role will be added to the User Roles list.

Role Properties

To view the properties of a role, follow the steps given below:

1. In the User Roles screen, select a role.
   This enables **Properties** and **Delete** buttons.



2. Click **Properties**.
   Properties screen appears. Main Tree Menu lets you modify role description, permissions for accessing and configuring all the modules.
3. To set permissions for groups or subgroups, click **Client Tree Menu**.
   Select the group or subgroup to set permission.
4. Click **Save**.
   The Role Properties will be updated accordingly.

Deleting a User Role

To delete a user role, in the User Roles screen, select a user role and then click **Delete**. The User Role will be deleted.

Contact Us

We offer 24/7 free online technical support to our customers through email and live chat. We also provide free telephonic support to customers during our business hours.

Before you contact technical support team, ensure that your system meets all the requirements and you have Administrator access to it. Also, ensure that a qualified person is available at the system in case it becomes necessary to replicate the error/situation.

Ensure that you have the following information when you contact technical support:

- Endpoint hardware specifications
- Product version in use and patch level
- Network topology and NIC information
- Gateway, IP address and router details
- List of hardware, software and network changes if any carried out
- Step-by-step description of error/situation
- Step-by-step description of troubleshooting if any attempted
- Screenshots, error messages and log/debug files

In case you want the Technical Support team to take a remote connection:

- IP address and login credentials of the system

Forums

Join the **Forum** to discuss eScan related problems with experts.

Chat Support

The eScan Technical Support team is available round the clock to assist you with your queries via **Live Chat**.

Email Support

If you have any queries, suggestions and comments regarding our products or this User Guide, write to us at **support@escanav.com**